

**UNIVERSITY OF CINCINNATI BLUE ASH COLLEGE  
NOEL-LEVITZ STUDENT SATISFACTION INVENTORY  
2011/2012/2014 COMPARATIVE MEANS REPORT**

<b>KEY</b>	
<ul style="list-style-type: none"> <li><span style="color: green;">●</span> Improved</li> <li><span style="color: yellow;">●</span> Remained the same</li> <li><span style="color: red;">●</span> Declined</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: blue;">↑</span> Above the mean (stat. sig. difference)</li> <li><span style="color: red;">↓</span> Below the mean (stat. sig. difference)</li> </ul>

	UCBA 2011	UCBA 2012	UCBA 2014	Progress Indicator	2014 National Community Colleges
Scale	Mean	Mean	Mean		Mean Sig <sup>†</sup>
Item #	All Students N = 757	All students N = 660	All students N = 906		All Colleges N =

Student Centeredness	7 point Likert Scale				
<b>Overall Scale Rating</b>	<b>5.10</b>	<b>5.20</b>	<b>5.41</b>	<span style="color: green;">●</span>	<b>5.43</b>
1. Most students feel a sense of belonging here.	5.04	5.14	5.26	<span style="color: green;">●</span>	5.35
16. The college shows concern for students as individuals.	4.72	4.83	5.10	<span style="color: green;">●</span>	5.12
27. The campus staff are caring and helpful.	5.20	5.30	5.55	<span style="color: green;">●</span>	5.51
28. It is an enjoyable experience to be a student on this campus.	5.25	5.31	5.47	<span style="color: green;">●</span>	5.55
36. Students are made to feel welcome on this campus	5.35	5.45	5.66	<span style="color: green;">●</span>	5.64
57. Administrators are approachable to students.	5.02	5.15	5.42	<span style="color: green;">●</span>	5.36

Instructional Effectiveness	7 point Likert Scale				
<b>Overall Scale Rating</b>	<b>5.18</b>	<b>5.21</b>	<b>5.34</b>	<span style="color: green;">●</span>	<b>5.46</b> <span style="color: red;">↓</span>
2. Faculty care about me as an individual.	5.11	5.20	5.31	<span style="color: green;">●</span>	5.39
18. The quality of instruction I receive in most of my classes is excellent	5.43	5.49	5.44	<span style="color: red;">●</span>	5.61 <span style="color: red;">↓</span>
23. Faculty are understanding of students' unique life circumstances.	5.00	4.99	5.12	<span style="color: green;">●</span>	5.29 <span style="color: red;">↓</span>
29. Faculty are fair and unbiased in their treatment of individual students.	5.28	5.29	5.36	<span style="color: green;">●</span>	5.45
37. Faculty take into consideration student differences as they teach a course.	5.01	4.98	5.04	<span style="color: green;">●</span>	5.27 <span style="color: red;">↓</span>
46. Faculty provide timely feedback about student progress in a course.	5.03	5.05	5.20	<span style="color: green;">●</span>	5.32 <span style="color: red;">↓</span>
54. Faculty are interested in my academic problems.	4.91	5.00	5.17	<span style="color: green;">●</span>	5.23
58. Nearly all of the faculty are knowledgeable in their fields.	5.60	5.68	5.72	<span style="color: green;">●</span>	5.72
61. Faculty are usually available after class and during office hours.	5.64	5.66	5.76	<span style="color: green;">●</span>	5.67
64. Nearly all classes deal with practical experiences and applications.	5.18	5.22	5.30	<span style="color: green;">●</span>	5.46 <span style="color: red;">↓</span>
65. Students are notified early in the term if they are doing poorly in a class.	4.28	4.18	4.54	<span style="color: green;">●</span>	4.96 <span style="color: red;">↓</span>
66. Program requirements are clear and reasonable.	5.09	5.18	5.34	<span style="color: green;">●</span>	5.58 <span style="color: red;">↓</span>

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<b>Instructional Effectiveness cont.</b>		<i>7 point Likert Scale</i>				
	69. There is a good variety of courses provided on this campus.	5.29	5.31	5.55	●	5.67 ↓
	70. I am able to experience intellectual growth here.	5.63	5.66	5.79	●	5.79
<b>Responsiveness to Diverse Populations</b>		<i>7 point Likert Scale</i>				
	<b>Overall Scale Rating</b>	<b>5.31</b>	<b>5.42</b>	<b>5.59</b>	●	<b>5.56</b>
	81. Institution's commitment to part-time students?	5.43	5.52	5.69	●	5.65
	82. Institution's commitment to evening students?	5.33	5.50	5.60	●	5.55
	83. Institution's commitment to older, returning learners?	5.27	5.29	5.54	●	5.63
	84. Institution's commitment to under-represented populations?	5.19	5.26	5.45	●	5.46
	85. Institution's commitment to commuters?	5.23	5.54	5.60	●	5.45 ↑
	86. Institution's commitment to students with disabilities?	5.45	5.39	5.63	●	5.60
<b>Campus Support Services</b>		<i>7 point Likert Scale</i>				
	<b>Overall Scale Rating</b>	<b>4.67</b>	<b>4.71</b>	<b>4.85</b>	●	<b>5.05</b> ↓
	10. Child care facilities are available on campus.	4.67	4.43	4.04	●	4.45 ↓
	17. Personnel in the Veterans' Services program are helpful.	4.36	4.34	4.39	●	4.73 ↓
	19. This campus provides effective support services for displaced homemakers.	4.50	4.56	4.57	●	4.84 ↓
	30. The career services office provides students with the help they need to get a job.	4.65	4.77	5.01	●	5.02
	38. The student center is a comfortable place for students to spend their leisure time.	4.62	4.78	5.16	●	5.33 ↓
	47. There are adequate services to help me decide upon a career.	4.87	4.92	5.19	●	5.25
	59. New student orientation services help students adjust to college.	4.92	4.95	5.22	●	5.33 ↓
<b>Safety and Security</b>		<i>7 point Likert Scale</i>				
	<b>Overall Scale Rating</b>	<b>4.91</b>	<b>5.08</b>	<b>5.09</b>	●	<b>5.15</b> ↓
	4. Security staff are helpful.	5.04	5.00	5.11	●	5.13 ↓
	11. Security staff respond quickly in emergencies.	4.93	4.91	4.94	●	5.09 ↓
	24. Parking lots are well-lighted and secure.	5.16	5.39	5.34	●	5.25
	31. The campus is safe and secure for all students.	5.51	5.76	5.84	●	5.68 ↑

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<b>Safety and Security cont.</b>		<i>7 point Likert Scale</i>					
	39. The amount of student parking space on campus is adequate.	3.92	4.28	4.18		4.58	

<b>Academic Advising/Counseling</b>		<i>7 point Likert Scale</i>					
Overall Scale Rating		4.77	4.99	5.24		5.26	
	6. My academic advisor is approachable.	4.87	5.16	5.44		5.44	
	12. My academic advisor helps me set goals to work toward.	4.47	4.83	5.01		5.08	
	25. My academic advisor is concerned about my success as an individual.	4.47	4.78	5.05		5.11	
	32. My academic advisor is knowledgeable about my program requirements.	5.15	5.40	5.62		5.43	
	40. My academic advisor is knowledgeable about the transfer requirements of other schools.	4.65	4.79	5.10		5.19	
	48. Counseling staff care about students as individuals.	4.85	4.91	5.20		5.26	
	52. This school does whatever it can to help me reach my educational goals.	4.95	5.05	5.25		5.30	

<b>Admissions and Financial Aid</b>		<i>7 point Likert Scale</i>					
Overall Scale Rating		4.94	5.01	5.23		5.24	
	7. Adequate financial aid is available for most students.	5.15	5.24	5.18		5.34	
	13. Financial aid awards are announced to students in time to be helpful in college planning.	4.98	4.91	5.16		5.05	
	20. Financial aid counselors are helpful.	4.73	4.81	5.14		5.12	
	33. Admissions counselors accurately portray the campus in their recruiting practices.	4.86	4.98	5.20		5.21	
	41. Admissions staff are knowledgeable.	5.10	5.17	5.46		5.45	
	49. Admissions counselors respond to prospective students' unique needs and requests.	4.79	4.89	5.24		5.25	

<b>Academic Services</b>		<i>7 point Likert Scale</i>					
Overall Scale Rating		5.34	5.40	5.57		5.56	
	14. Library resources and services are adequate.	5.65	5.74	5.75		5.70	
	21. There are a sufficient number of study areas on campus.	5.01	4.94	5.23		5.51	
	26. Library staff are helpful and approachable.	5.47	5.54	5.61		5.62	
	34. Computer labs are adequate and accessible.	5.22	5.36	5.70		5.66	
	42. The equipment in the lab facilities is kept up to date.	5.50	5.62	5.64		5.50	

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<b>Academic Services cont.</b>		<i>7 point Likert Scale</i>					
	50. Tutoring services are readily available.	5.46	5.40	5.64	●	5.55	
	55. Academic support services adequately meet the needs of students.	5.08	5.20	5.40	●	5.35	

<b>Registration Effectiveness</b>		<i>7 point Likert Scale</i>					
Overall Scale Rating		5.20	5.29	5.49	●	5.49	
	5. The personnel involved in registration are helpful.	4.65	4.88	5.39	●	5.36	
	8. Classes are scheduled at times that are convenient for me.	5.19	5.15	5.35	●	5.52	↓
	15. I am able to register for classes I need with few conflicts.	4.96	5.02	5.38	●	5.42	
	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	5.27	5.34	5.58	●	5.47	↑
	43. Class change (drop/add) policies are reasonable.	5.52	5.52	5.64	●	5.54	↑
	51. There are convenient ways of paying my school bill.	5.41	5.35	5.52	●	5.57	
	56. The business office is open during hours which are convenient for most students.	5.14	5.16	5.37	●	5.46	
	60. Billing policies are reasonable.	5.16	5.32	5.36	●	5.43	
	62. Bookstore staff are helpful.	5.49	5.88	5.77	●	5.59	↑

<b>Service Excellence</b>		<i>7 point Likert Scale</i>					
Overall Scale Rating		5.02	5.16	5.33	●	5.34	
	5. The personnel involved in registration are helpful.	4.65	4.88	5.39	●	5.36	
	22. People on this campus respect and are supportive of each other.	5.18	5.16	5.25	●	5.36	↓
	26. Library staff are helpful and approachable.	5.47	5.54	5.61	●	5.62	
	27. The campus staff are caring and helpful.	5.20	5.30	5.55	●	5.51	
	44. I generally know what's happening on campus.	4.83	4.85	5.05	●	5.09	
	57. Administrators are approachable to students.	5.02	5.15	5.42	●	5.36	
	62. Bookstore staff are helpful.	5.49	5.88	5.77	●	5.62	↑
	63. I seldom get the "run-around" when seeking information on this campus.	4.83	5.05	5.21	●	5.11	
	67. Channels for expressing student complaints are readily available.	4.46	4.52	4.66	●	4.95	↓

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<b>Concern for the Individual</b>		7 point Likert Scale				
<b>Overall Scale Rating</b>		<b>4.89</b>	<b>5.01</b>	<b>5.21</b>		<b>5.28</b>
2. Faculty care about me as an individual.		5.11	5.20	5.31		5.39
16. The college shows concern for students as individuals.		4.72	4.83	5.10		5.15
25. My academic advisor is concerned about my success as an individual.		4.47	4.78	5.05		5.11
29. Faculty are fair and unbiased in their treatment of individual students.		5.28	5.29	5.36		5.45
48. Counseling staff care about students as individuals.		4.85	4.91	5.20		5.26

<b>Campus Climate</b>		7 point Likert Scale				
<b>Overall Scale Rating</b>		<b>5.06</b>	<b>5.16</b>	<b>5.33</b>		<b>5.37</b>
1. Most students feel a sense of belonging here.		5.04	5.14	5.26		5.35
2. Faculty care about me as an individual.		5.11	5.20	5.31		5.39
16. The college shows concern for students as individuals.		4.72	4.83	5.10		5.15
22. People on this campus respect and are supportive of each other.		5.18	5.16	5.25		5.36
27. The campus staff are caring and helpful.		5.20	5.30	5.55		5.51
28. It is an enjoyable experience to be a student on this campus.		5.25	5.31	5.47		5.55
31. The campus is safe and secure for all students.		5.51	5.76	5.84		5.68
36. Students are made to feel welcome on this campus.		5.35	5.45	5.66		5.64
44. I generally know what's happening on campus.		4.83	4.85	5.05		5.09
45. This institution has a good reputation within the community.		5.45	5.51	5.66		5.67
52. This school does whatever it can to help me reach my educational goals.		4.95	5.05	5.25		5.30
57. Administrators are approachable to students.		5.02	5.15	5.42		5.36
59. New student orientation services help students adjust to college.		4.92	4.95	5.22		5.33
63. I seldom get the "run-around" when seeking information on this campus.		4.83	5.05	5.21		5.11
67. Channels for expressing student complaints are readily available.		4.46	4.52	4.66		4.95

<b>Additional Survey Items Not Included in Scales</b>		7 point Likert Scale				
3. The quality of instruction in the vocational/technical programs is excellent.		5.14	5.22	5.18		5.42




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<b>Additional Survey Items Not Included in Scales cont.</b>		<i>7 point Likert Scale</i>				
9.	Internships or practical experiences are provided in my degree/certificate program.	4.63	4.65	5.03		5.03
53.	The assessment and course placement procedures are reasonable.	5.10	5.31	5.34		5.41
68.	On the whole, the campus is well-maintained.	5.63	5.76	5.84		5.85

<b>UCBA Local Items</b>		<i>7 point Likert Scale</i>				
71.	The college accepts and supports diversity among its students by creating an atmosphere of acceptance, tolerance, and mutual respect.	5.70	5.68	5.90		
72.	The physical classrooms at the college are conducive for learning.	5.05	5.50			
*New 72.	The education received at the college is worth the cost in terms of time and money. <i>(*This item was first included in the Spring 2014 survey administration)</i>			5.38		
73.	The college effectively communicates information on the various services available to students.		5.37			
*New 73.	Students are made aware of the various services available to them (i.e., career guidance, job placement assistance, support in transferring/transitioning to 4-year programs, services for students with disabilities, tutoring services, available scholarships/grants, software at discounted educational prices through the bookstore) <i>(*This item was first included in the Spring 2014 survey administration)</i>			5.50		
74.	The channels the college uses to communicate with students are appropriate and sufficient (i.e., mailings, email, blackboard, webpage, Facebook, campus flat screen digital displays, etc.)	5.69	5.76	5.95		
75.	Students receive the assistance they need in using technology for course work (using Blackboard, attaching files, sending emails, using various software programs for assignments).	5.63	5.66	5.77		
76.	It is easy for students to find the information they seek on the college website.		5.16			
*New 76.	The shuttle bus services meets my needs. <i>(*This item was first included in the Spring 2014 survey administration)</i>			4.91		
77.	Students are adequately informed of the financial aid rules and restrictions.		5.13			
*New 77.	The layout of the website is well-organized and is easy for students to navigate. <i>(*This item was first included in the Spring 2014 survey administration)</i>			5.59		
78.	Students are adequately informed of important college information and deadlines.		5.45			
*New 78.	The information on the website meets students' needs. <i>(*This item was first included in the Spring 2014 survey administration)</i>			5.71		
79.	Sufficient accommodations are made to support students with disabilities.		5.43	5.49		
80.	Students are comfortable registering for classes online through the UC One Stop website.	5.88	5.90	5.89		
113.	Please select the <b>one</b> choice below that best applies to you: 1) My primary access to a computer, printer, and internet is at UC Blue Ash. 2) My primary access to a computer, printer, and internet is at home. 3) I have a computer and printer at home, but I do not have internet access. 4) I have a computer and internet access at home, but my primary access to a printer is at UC Blue Ash Total responses No Answer	n 35 284 8 174 501 159	% 7% 57% 2% 35% 100%			
*New 113.	The most effective way for the college to communicate important information with me is by: <i>(*This item was first included in the Spring 2014 survey administration)</i>	n	%			

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	1) Phone	88	13%				
	2) Email	331	48%				
	3) Text	194	28%				
	4) Blackboard	71	10%				
	5) Mail	10	1%				
	Total responses	694	100%				
	No Answer	212					

<b>Institutional Summary Items</b>		<i>7 point Likert Scale</i>				
96.	So far, how has your college experience met your expectations?	4.57	4.56	4.60		4.84
97.	Rate your overall satisfaction with your experience here thus far.	5.23	5.27	5.33		5.47
98.	All in all, if you had to do it over, would you enroll here again?	5.39	5.52	5.55		5.72