

Comparison of Noel-Levitz Items by Administration

Item	2013	2015	2017
COUNSELING/ADVISING			
6. My academic advisor is approachable.	5.51	5.67	5.86
12. My academic advisor helps me set goals...	5.16	5.32	5.45
25. My academic advisor is concerned about my success as an individual.	5.36	5.31	5.65
32. My academic advisor is knowledgeable about my program requirements.	5.61	5.39	5.75
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	5.37	5.33	5.39
48. Counseling staff care about students as individuals.	4.97	5.30	5.61
52. This school does whatever it can to help me reach my educational goals.	5.33	5.30	5.61
LIBRARY/LEARNING RESOURCE CENTER			
14. Library resources and services are adequate.	5.70	5.41	5.91
21. There are a sufficient number of study areas on campus.	5.49	5.13	5.69
26. Library staff are helpful and approachable.	5.51	5.45	5.66
34. Computer labs are adequate and accessible.	5.70	5.47	5.75
42. The equipment in the lab facilities is kept up to date.	5.37	5.28	5.66
50. Tutoring services are readily available.	5.47	5.45	5.75
55. Academic support services adequately meet the needs of students.	5.21	5.31	5.57
ADMISSIONS/FINANCIAL AID			
7. Adequate financial aid is available for most students.	5.28	5.15	5.51
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.11	4.95	5.33
20. Financial aid counselors are helpful.	5.22	5.24	5.63
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.28	5.23	5.44
41. Admissions staff are knowledgeable.	5.64	5.50	5.69
49. Admissions counselors respond to prospective students' unique needs and requests.	5.34	5.31	5.62
REGISTRATION EFFECTIVENESS			
5. The personnel involved in registration are helpful.	5.50	5.52	5.84
8. Classes are scheduled at times that are convenient to me.	5.68	5.57	5.94
15. I am able to register for classes I need with few conflicts.	5.82	5.68	5.84
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	5.38	5.43	5.70
43. Class change (drop/add) policies are reasonable.	5.49	5.43	5.64
BUSINESS OFFICE			
51. There are convenient ways of paying my school bill.	5.56	5.43	5.65
56. The business office is open during hours which are convenient for most students.	5.39	5.45	5.71

60. Billing policies are reasonable.	5.38	5.26	5.59
62. Bookstore staff are helpful.	5.83	5.64	5.98
CAMPUS CLIMATE			
1. Most students feel a sense of belonging here.	5.55	5.43	5.56
2. Faculty care about me as an individual.	5.59	5.44	5.75
16. The college shows concern for students as individuals.	5.41	5.45	5.56
22. People on this campus respect and are supportive of each other.	5.65	5.41	5.56
27. The campus staff are caring and helpful.	5.62	5.54	5.74
28. It is an enjoyable experience to be a student on this campus.	5.73	5.51	5.88
29. Faculty are fair and unbiased in their treatment of individual students.	5.68	5.44	5.65
36. Students are made to feel welcome on this campus.	5.64	5.67	5.78
44. I generally know what's happening on campus.	4.70	5.07	5.19
52. This school does whatever it can to help me reach my educational goals.	5.33	5.30	5.61
57. Administrators are approachable to students.	5.25	5.43	5.48
59. New student orientation services help students adjust to college.	5.28	5.20	5.43
63. I seldom get the "run-around" when seeking information on this campus.	5.39	5.24	5.65
67. Channels for expressing student complaints are readily available.	4.97	5.18	5.42
CAMPUS SUPPORT SERVICES			
10. Child care facilities are available on campus.	5.07	4.21	4.41
17. Personnel in the Veterans' Services program are helpful.	5.04	4.82	4.88
19. The campus provides effective support services for displaced homemakers.	4.87	4.86	5.11
30. The career services offer provides students with the help they need to get a job.	4.90	4.89	5.26
38. The student center is a comfortable place for students to spend their leisure time.	4.99	5.07	5.50
47. There are adequate services to help me decide upon a career.	5.19	5.19	5.60
59. New student orientation services help students adjust to college.	5.28	5.20	5.43
SAFETY & SECURITY			
4. Security staff are helpful.	5.34	5.00	5.31
11. Security staff respond quickly in emergencies.	5.21	4.90	5.21
24. Parking lots are well-lighted and secure.	5.39	5.26	5.54
31. The campus is safe and secure for all students.	5.62	5.39	5.71
39. The amount of student parking on campus is adequate.	4.63	4.81	5.09
68. On the whole, the campus is well-maintained.	5.57	5.76	5.92

PUBLIC RELATIONS/AFFAIRS			
45. The institution has a good reputation within the community.	5.57	5.51	5.82
RESPONSIVENESS TO SPECIAL POPULATIONS			
81. Institution's commitment to part-time students?	5.79	5.46	5.88
82. Institution's commitment to evening students?	5.71	5.50	5.80
83. Institution's commitment to older, returning students?	5.56	5.49	5.79
84. Institution's commitment to under-represented populations?			
85. Institution's commitment to commuters?	5.45	5.31	5.67
86. Institution's commitment to students with disabilities?	5.42	5.46	5.53
SUMMARY QUESTIONS:			
So far, how has your college experience met your expectations? ("what I expected" to "much better than...")	94%	93%	95%
Rate your overall satisfaction with your experience here thus far. ("somewhat satisfied" to "very satisfied")	83%	77%	84%
All in all, if you need to do it over, would you enroll here again? ("maybe yes" to "definitely yes")	86%	78%	83%
CAMPUS ITEMS			
71. Including the topic "Staying Safe on Campus" in new student orientation was helpful to me.			5.43
72. There is a campus organization that matches my interests.	4.72		5.49
73. Using social media (Facebook, Twitter) is helpful to students in completing assignments and communicating with faculty and other students.			4.98
74. Galveston College provides a prompt and equitable response to reports and complaints of sexual harassment and violence.			5.52
75. I would be more successful in my classes if I possessed stronger reading skills.	5.22		5.52
76. The quality and variety of food selections on campus are satisfactory.	4.19		4.95
77. Galveston College has policies and procedures to prevent sexual harassment and violence, its recurrence, and to remedy any of the effects.			5.57
78. Texting is an effective way to communicate with students about events on campus.			5.69
79. Textbooks are available in the bookstore before classes begin.			5.69
80. The campus' policies and procedures on sexual harassment and violence are clear and well-publicized.			5.59