

# LATEST STUDENT SATISFACTION INVENTORY SHOWS AREAS OF STRENGTH, ROOM FOR GROWTH



## THE COLLABORATIVE ASSESSMENT PROJECT (CAP), an initiative of the CCCU

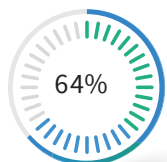


Research Council, conducts, interprets, and disseminates research that fosters institutional improvement and supports an accurate and compelling narrative regarding Christian higher education in the U.S.

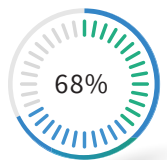
In Fall 2017, CAP institutions administered the Student Satisfaction Inventory (SSI), a national survey of student satisfaction on university campuses. Thanks to the responses of 16,424 undergraduate students from 42 CCCU institutions, the research council was able to observe trends and make comparisons with other four-year private colleges.

### WHO TOOK THE SURVEY?

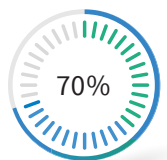
Of the 16,424 students surveyed:



are at their first-choice institution



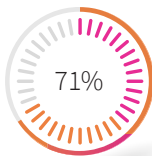
are female



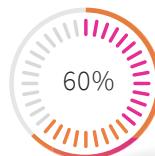
are Caucasian/white

### OVERALL SATISFACTION

The majority of CCCU students are still satisfied with their college experience, though there has been some decrease over the last seven years. Students of color have lower satisfaction levels overall:

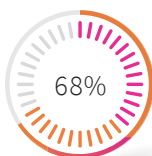


Caucasian/White

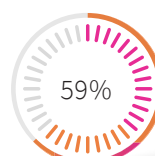


Students of Color

of CCCU students intend to re-enroll



Caucasian/White



Students of Color

are satisfied or very satisfied with their CCCU experience

### AREAS OF STRENGTH

CCCU's top strength (compared to all four-year private colleges):

#### CONCERN FOR THE INDIVIDUAL



### OTHER STRENGTHS

Academic advising; campus support services; service excellence; and instructional effectiveness

### AREAS FOR GROWTH

CCCU's top growth area (compared to all four-year private colleges):

#### RESPONSE TO DIVERSE POPULATIONS



### OTHER AREAS FOR GROWTH

Commitment to racial harmony; protection of freedom of expression; financial aid issues; and sense of belonging on campus (particularly for underrepresented students)

The CCCU continues to prioritize the work needed to ensure that all our students feel included, welcomed, and cared for. The 2019 Diversity Conference will be held Oct. 4-6 at George Fox University in Newberg, Oregon, and the SSI will again be administered in 2019, providing a fresh look at these key numbers.



For a complete copy of the 2017 SSI results or to learn more about getting involved in the 2019 administration of the SSI, contact Nita Stemmler, the CCCU's program consultant, at [nstemmler@cccu.org](mailto:nstemmler@cccu.org).