

Brooklyn College Student Satisfaction Analysis

Responses to the Noel-Levitz Student Satisfaction Inventory

Item: Nearly all of the faculty are knowledgeable in their field

Group	Total Students	<u>Importance</u>							Mean	Standard Deviation
		Lowest			Highest					
		1	2	3	4	5	6	7		
All Students	1,922	0.6%	0.1%	0.6%	6.1%	4.9%	23.0%	64.7%	6.43	0.98
Female	1,164	0.3%	0.1%	0.4%	5.7%	4.5%	22.3%	66.8%	6.48	0.91
Male	683	1.0%	0.1%	0.7%	6.4%	5.7%	24.5%	61.5%	6.35	1.07
American Indian or Alaskan Native	4	25.0%	0.0%	25.0%	0.0%	0.0%	25.0%	25.0%	4.25	2.75
Asian or Pacific Islander	185	0.0%	0.0%	0.5%	10.3%	7.0%	30.3%	51.9%	6.23	1.00
Black, Non-Hispanic	294	0.3%	0.3%	0.7%	6.5%	3.4%	16.7%	72.1%	6.51	0.98
Hispanic	149	0.0%	0.0%	0.0%	4.7%	5.4%	24.2%	65.8%	6.51	0.80
White, Non-Hispanic	728	0.8%	0.1%	0.4%	4.4%	5.1%	26.4%	62.8%	6.43	0.97
Other	271	0.7%	0.0%	0.7%	7.0%	4.1%	21.4%	66.1%	6.42	1.03
Freshmen	299	1.0%	0.3%	1.3%	6.4%	5.4%	21.1%	64.5%	6.36	1.12
Sophomores	476	0.4%	0.0%	0.4%	4.4%	4.2%	24.8%	65.8%	6.49	0.88
Juniors	514	0.6%	0.0%	0.0%	7.2%	4.5%	22.2%	65.6%	6.44	0.97
Seniors	441	0.0%	0.2%	0.7%	5.0%	5.9%	23.6%	64.6%	6.46	0.89
Day	1,442	0.5%	0.1%	0.6%	5.3%	5.2%	23.8%	64.5%	6.44	0.96
Evening	296	0.7%	0.0%	0.0%	9.5%	3.4%	20.3%	66.2%	6.41	1.04
Weekend	34	2.9%	0.0%	2.9%	2.9%	5.9%	26.5%	58.8%	6.24	1.33

Group	Total Students	<u>Satisfaction</u>							Mean	Standard Deviation
		Lowest			Highest					
		1	2	3	4	5	6	7		
All Students	1,922	3.7%	3.9%	9.6%	16.9%	20.7%	29.7%	15.7%	4.99	1.55
Female	1,164	3.4%	3.4%	9.5%	17.2%	21.1%	30.8%	14.6%	5.00	1.51
Male	683	4.0%	4.7%	9.5%	16.1%	19.2%	29.0%	17.6%	4.99	1.61
American Indian or Alaskan Native	4	50.0%	0.0%	25.0%	25.0%	0.0%	0.0%	0.0%	2.25	1.50
Asian or Pacific Islander	185	2.2%	5.4%	10.8%	28.6%	21.1%	27.6%	4.3%	4.61	1.36
Black, Non-Hispanic	294	3.4%	1.7%	8.2%	19.0%	16.0%	34.0%	17.7%	5.15	1.50
Hispanic	149	2.0%	3.4%	7.4%	16.1%	21.5%	33.6%	16.1%	5.17	1.43
White, Non-Hispanic	728	3.6%	4.5%	11.0%	12.6%	21.2%	30.8%	16.3%	5.01	1.58
Other	271	4.4%	2.6%	8.9%	17.3%	23.6%	24.7%	18.5%	5.01	1.57
Freshmen	299	3.3%	2.7%	11.0%	21.4%	18.1%	29.4%	14.0%	4.93	1.51
Sophomores	476	3.2%	2.3%	8.0%	18.7%	22.3%	30.7%	14.9%	5.06	1.46
Juniors	514	3.5%	4.5%	8.6%	16.0%	19.8%	29.6%	18.1%	5.05	1.58
Seniors	441	4.3%	6.1%	11.1%	12.2%	21.5%	29.7%	15.0%	4.90	1.64
Day	1,442	3.5%	4.2%	9.3%	16.9%	22.0%	28.4%	15.7%	4.98	1.55
Evening	296	3.7%	2.7%	8.8%	17.2%	14.5%	36.1%	16.9%	5.12	1.55
Weekend	34	2.9%	5.9%	17.6%	14.7%	8.8%	32.4%	17.6%	4.88	1.72

Importance (All Students):	6.43
Satisfaction (All Students):	4.99
Performance Gap (All Students) :	1.44

Source: Office of the AVP of Budget and Planning (Noel-Levitz Student Satisfaction Inventory)

Updated: 8/26/02, 2:08 PM