

# Demographic Information

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	1272	62.69%	Freshman	325	16.15%
Male	757	37.31%	Sophomore	520	25.84%
Total	2029	100.00%	Junior	563	27.98%
No response	117		Senior	483	24.01%
			Special student	12	0.60%
			Graduate/Professional	50	2.49%
			Other class level	59	2.93%
			Total	2012	100.00%
			No response	134	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	147	7.26%	No credits earned	101	5.11%
19 to 24	1297	64.05%	1.99 or below	64	3.24%
25 to 34	388	19.16%	2.0 - 2.49	328	16.60%
35 to 44	131	6.47%	2.5 - 2.99	551	27.88%
45 and over	62	3.06%	3.0 - 3.49	535	27.07%
Total	2025	100.00%	3.5 or above	397	20.09%
No response	121		Total	1976	100.00%
			No response	170	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	343	17.07%	Associate degree	19	0.95%
American Indian or Alaskan Native	7	0.35%	Bachelor's degree	1133	56.51%
Asian or Pacific Islander	196	9.76%	Master's degree	527	26.28%
Caucasian/White	781	38.88%	Doctorate or professional degree	264	13.17%
Hispanic	159	7.91%	Certification (initial/renewal)	9	0.45%
Other race	303	15.08%	Self-improvement/pleasure	12	0.60%
Race - Prefer not to respond	220	10.95%			
Total	2009	100.00%			
No response	137				
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	1554	79.94%			
Evening	345	17.75%			

Weekend	45	2.31%
Total	1944	100.00%
No response	202	

Job-related training	12	0.60%
Other educational goal	29	1.45%
Total	2005	100.00%
No response	141	

<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Full-time	1630	80.65%
Part-time	391	19.35%
Total	2021	100.00%
No response	125	

<b>Employment</b>	<b>N</b>	<b>%</b>
Full-time off campus	533	26.56%
Part-time off campus	741	36.92%
Full-time on campus	27	1.35%
Part-time on campus	136	6.78%
Not employed	570	28.40%
Total	2007	100.00%
No response	139	

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	9	0.45%
Fraternity / Sorority	3	0.15%
Own house	230	11.47%
Rent room or apt off campus	567	28.27%
Parent's home	1116	55.63%
Other residence	81	4.04%
Total	2006	100.00%
No response	140	

<b>Selection of Program/Major</b>	<b>N</b>	<b>%</b>
0000	13	0.73%
0001	2	0.11%
0002	2	0.11%
0003	31	1.75%
0004	26	1.47%
0005	28	1.58%
0006	6	0.34%
0007	5	0.28%
0008	5	0.28%
0009	11	0.62%
0011	2	0.11%
0012	16	0.90%
0013	7	0.40%
0014	1	0.06%
0015	10	0.56%
0016	10	0.56%
0017	36	2.03%
0020	4	0.23%

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	1840	92.05%
Out-of-state	37	1.85%
International (not U.S. citizen)	122	6.10%
Total	1999	100.00%
No response	147	

<b>Disabilities</b>	<b>N</b>	<b>%</b>
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Yes - Disability	42	2.09%	0021	231	13.05%
No - Disability	1965	97.91%	0022	2	0.11%
Total	2007	100.00%	0023	11	0.62%
No response	139		0024	14	0.79%
			0026	15	0.85%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	0027	4	0.23%
1st choice	1146	57.53%	0029	156	8.81%
2nd choice	539	27.06%	0030	7	0.40%
3rd choice or lower	307	15.41%	0031	6	0.34%
Total	1992	100.00%	0032	2	0.11%
No response	154		0033	19	1.07%
			0038	25	1.41%
<b>Institution Question</b>	<b>N</b>	<b>%</b>	0039	3	0.17%
Campus Item - Answer 1	158	10.16%	0040	2	0.11%
Campus Item - Answer 2	269	17.30%	0044	46	2.60%
Campus Item - Answer 3	337	21.67%	0046	41	2.32%
Campus Item - Answer 4	381	24.50%	0047	7	0.40%
Campus Item - Answer 5	326	20.96%	0048	2	0.11%
Campus Item - Answer 6	84	5.40%	0050	2	0.11%
Total	1555	100.00%	0051	3	0.17%
No response	591		0053	1	0.06%
			0055	21	1.19%
			0056	37	2.09%
			0057	13	0.73%
			0061	35	1.98%
			0065	1	0.06%
			0067	13	0.73%
			0068	4	0.23%
			0070	1	0.06%
			0071	2	0.11%
			0072	4	0.23%
			0073	2	0.11%
			0075	1	0.06%
			0077	7	0.40%
			0078	2	0.11%

0079	18	1.02%
0081	10	0.56%
0082	12	0.68%
0083	1	0.06%
0088	56	3.16%
0089	83	4.69%
0090	41	2.32%
0091	3	0.17%
0096	52	2.94%
0097	2	0.11%
0099	7	0.40%
0101	45	2.54%
0103	34	1.92%
0104	5	0.28%
0105	4	0.23%
0108	2	0.11%
0110	24	1.36%
0111	7	0.40%
0112	10	0.56%
0113	4	0.23%
0114	1	0.06%
0124	1	0.06%
0150	119	6.72%
0152	1	0.06%
0160	13	0.73%
0170	20	1.13%
0180	16	0.90%
0200	2	0.11%
0201	1	0.06%
0202	1	0.06%
0203	1	0.06%
0205	1	0.06%
0208	59	3.33%
0209	86	4.86%
0210	7	0.40%

0211	1	0.06%
0213	11	0.62%
0216	1	0.06%
0221	1	0.06%
0223	4	0.23%
0224	1	0.06%
0225	4	0.23%
0226	24	1.36%
0227	2	0.11%
0230	6	0.34%
0231	1	0.06%
0233	4	0.23%
4300	1	0.06%
5102	1	0.06%
7250	2	0.11%

CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

Scales: In Order of Importance

Scales	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
<a href="#">Instructional Effectiveness</a>	6.23	4.57 / 1.07	1.66	6.30	5.06 / 0.99	1.24	-0.49***
<a href="#">Registration Effectiveness</a>	6.21	4.26 / 1.22	1.95	6.16	4.76 / 1.13	1.40	-0.50***
<a href="#">Academic Advising</a>	6.18	4.21 / 1.39	1.97	6.31	5.07 / 1.34	1.24	-0.86***
<a href="#">Campus Support Services</a>	6.07	4.56 / 1.07	1.51	6.04	4.99 / 1.00	1.05	-0.43***
<a href="#">Concern for the Individual</a>	5.99	3.99 / 1.24	2.00	6.06	4.75 / 1.11	1.31	-0.76***
<a href="#">Recruitment and Financial Aid</a>	5.98	4.16 / 1.19	1.82	6.01	4.59 / 1.15	1.42	-0.43***

<a href="#">Safety and Security</a>	5.97	4.11 / 1.23	1.86	6.27	4.32 / 1.18	1.95	-0.21***
<a href="#">Campus Climate</a>	5.94	4.34 / 1.06	1.60	6.05	4.87 / 1.02	1.18	-0.53***
<a href="#">Service Excellence</a>	5.92	4.09 / 1.08	1.83	5.99	4.69 / 1.02	1.30	-0.60***
<a href="#">Student Centeredness</a>	5.86	4.21 / 1.21	1.65	6.02	4.89 / 1.12	1.13	-0.68***
<a href="#">Campus Life</a>	5.36	4.33 / 0.99	1.03	5.58	4.68 / 0.98	0.90	-0.35***
<a href="#">Responsiveness to Diverse Populations</a>		4.56 / 1.32			4.89 / 1.26		-0.33***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

Items: In Order of Importance

Items	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
34. I am able to register for classes I need with few conflicts.	6.53	3.91 / 1.98	2.62	6.53	4.61 / 1.84	1.92	-0.70***
8. The content of the courses within my major is valuable.	6.51	4.90 / 1.59	1.61	6.56	5.28 / 1.37	1.28	-0.38***
16. The instruction in my major field is excellent.	6.49	4.72 / 1.62	1.77	6.53	5.23 / 1.41	1.30	-0.51***
7. The campus is safe and secure for all students.	6.48	5.24 / 1.49	1.24	6.45	5.21 / 1.46	1.24	0.03
83. Campus item	6.45	5.05 / 1.57	1.40				
58. The quality of instruction I receive in most of my classes is excellent.	6.44	4.59 / 1.57	1.85	6.48	5.12 / 1.42	1.36	-0.53***

78. Campus item	6.44	4.11 / 1.87	2.33				
68. Nearly all of the faculty are knowledgeable in their field.	6.42	4.97 / 1.56	1.45	6.50	5.51 / 1.31	0.99	-0.54***
55. Major requirements are clear and reasonable.	6.40	4.55 / 1.71	1.85	6.37	5.11 / 1.49	1.26	-0.56***
69. There is a good variety of courses provided on this campus.	6.38	4.86 / 1.66	1.52	6.42	5.23 / 1.53	1.19	-0.37***
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	4.25 / 1.71	2.11	6.38	4.90 / 1.51	1.48	-0.65***
26. Computer labs are adequate and accessible.	6.33	4.73 / 1.69	1.60	6.31	4.90 / 1.65	1.41	-0.17***
33. My academic advisor is knowledgeable about requirements in my major.	6.32	4.39 / 1.79	1.93	6.50	5.35 / 1.67	1.15	-0.96***
66. Tuition paid is a worthwhile investment.	6.31	4.80 / 1.66	1.51	6.40	4.99 / 1.58	1.41	-0.19***
65. Faculty are usually available after class and during office hours.	6.30	4.92 / 1.60	1.38	6.35	5.36 / 1.42	0.99	-0.44***
39. I am able to experience intellectual growth here.	6.29	4.99 / 1.46	1.30	6.33	5.35 / 1.32	0.98	-0.36***
27. The personnel involved in registration are helpful.	6.28	4.31 / 1.70	1.97	6.15	4.87 / 1.52	1.28	-0.56***
17. Adequate financial aid is available for most students.	6.22	4.35 / 1.78	1.87	6.23	4.46 / 1.70	1.77	-0.11**

6. My academic advisor is approachable.	6.20	4.28 / 1.79	1.92	6.42	5.27 / 1.71	1.15	-0.99***
50. Class change (drop/add) policies are reasonable.	6.18	4.52 / 1.71	1.66	6.11	5.03 / 1.58	1.08	-0.51***
18. Library resources and services are adequate.	6.17	4.41 / 1.66	1.76	6.24	5.07 / 1.51	1.17	-0.66***
57. I seldom get the "run-around" when seeking information on this campus.	6.17	3.31 / 1.89	2.86	6.19	4.12 / 1.84	2.07	-0.81***
75. Campus item	6.17	5.32 / 1.36	0.85				
4. Admissions staff are knowledgeable.	6.16	4.14 / 1.68	2.02	6.14	4.79 / 1.49	1.35	-0.65***
36. Security staff respond quickly in emergencies.	6.16	4.61 / 1.43	1.55	6.20	4.68 / 1.45	1.52	-0.07
72. On the whole, the campus is well-maintained.	6.15	4.87 / 1.61	1.28	6.17	5.40 / 1.41	0.77	-0.53***
2. The campus staff are caring and helpful.	6.14	4.18 / 1.64	1.96	6.23	4.95 / 1.43	1.28	-0.77***
32. Tutoring services are readily available.	6.14	4.77 / 1.59	1.37	5.92	5.02 / 1.46	0.90	-0.25***
90. Cost as factor in decision to enroll.	6.14			6.04			
49. There are adequate services to help me decide upon a career.	6.13	3.97 / 1.67	2.16	6.13	4.78 / 1.54	1.35	-0.81***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	4.04 / 1.74	2.08	6.09	4.44 / 1.66	1.65	-0.40***
11. Billing policies are reasonable.	6.11	4.35 / 1.71	1.76	6.06	4.53 / 1.59	1.53	-0.18***

35. The assessment and course placement procedures are reasonable.	6.10	4.19 / 1.61	1.91	6.06	4.84 / 1.43	1.22	-0.65***
59. This institution shows concern for students as individuals.	6.10	3.96 / 1.63	2.14	6.20	4.67 / 1.54	1.53	-0.71***
41. There is a commitment to academic excellence on this campus.	6.09	4.67 / 1.47	1.42	6.26	5.08 / 1.38	1.18	-0.41***
51. This institution has a good reputation within the community.	6.06	4.99 / 1.50	1.07	6.08	5.31 / 1.47	0.77	-0.32***
14. My academic advisor is concerned about my success as an individual.	6.05	3.98 / 1.77	2.07	6.25	4.97 / 1.72	1.28	-0.99***
5. Financial aid counselors are helpful.	6.04	4.37 / 1.72	1.67	5.98	4.51 / 1.63	1.47	-0.14***
47. Faculty provide timely feedback about student progress in a course.	6.04	4.22 / 1.60	1.82	6.22	4.78 / 1.52	1.44	-0.56***
29. It is an enjoyable experience to be a student on this campus.	6.02	4.41 / 1.64	1.61	6.22	5.09 / 1.52	1.13	-0.68***
53. Faculty take into consideration student differences as they teach a course.	6.01	4.08 / 1.68	1.93	6.05	4.59 / 1.54	1.46	-0.51***
61. Adjunct faculty are competent as classroom instructors.	6.01	4.46 / 1.58	1.55	6.03	4.88 / 1.40	1.15	-0.42***
44. Academic support services adequately meet the needs of students.	5.98	4.08 / 1.50	1.90	5.93	4.76 / 1.36	1.17	-0.68***

67. Freedom of expression is protected on campus.	5.98	4.79 / 1.47	1.19	5.97	5.04 / 1.42	0.93	-0.25***
62. There is a strong commitment to racial harmony on this campus.	5.94	4.64 / 1.65	1.30	5.87	4.87 / 1.48	1.00	-0.23***
3. Faculty care about me as an individual.	5.93	3.92 / 1.64	2.01	6.07	4.75 / 1.48	1.32	-0.83***
19. My academic advisor helps me set goals to work toward.	5.93	3.81 / 1.75	2.12	6.01	4.62 / 1.73	1.39	-0.81***
20. The business office is open during hours which are convenient for most students.	5.93	4.18 / 1.70	1.75	5.95	4.80 / 1.49	1.15	-0.62***
45. Students are made to feel welcome on this campus.	5.93	4.37 / 1.57	1.56	6.12	5.08 / 1.46	1.04	-0.71***
54. Bookstore staff are helpful.	5.92	5.10 / 1.55	0.82	5.79	5.17 / 1.48	0.62	-0.07*
71. Channels for expressing student complaints are readily available.	5.91	3.81 / 1.60	2.10	5.95	4.36 / 1.56	1.59	-0.55***
81. Campus item	5.90	4.97 / 1.52	0.93				
22. Counseling staff care about students as individuals.	5.89	3.88 / 1.53	2.01	5.90	4.59 / 1.38	1.31	-0.71***
92. Academic reputation as factor in decision to enroll.	5.88			5.78			
70. Graduate teaching assistants are competent as classroom instructors.	5.84	4.44 / 1.44	1.40	6.06	4.76 / 1.50	1.30	-0.32***
76. Campus item	5.84	4.73 / 1.41	1.11				

43. Admissions counselors respond to prospective students' unique needs and requests.	5.83	3.94 / 1.54	1.89	5.84	4.63 / 1.42	1.21	-0.69***
73. Student activities fees are put to good use.	5.83	3.85 / 1.63	1.98	6.04	4.24 / 1.69	1.80	-0.39***
13. Library staff are helpful and approachable.	5.82	4.84 / 1.49	0.98	5.92	5.18 / 1.45	0.74	-0.34***
82. Campus item	5.82	4.49 / 1.54	1.33				
10. Administrators are approachable to students.	5.81	4.13 / 1.49	1.68	5.80	4.67 / 1.39	1.13	-0.54***
56. The student handbook provides helpful information about campus life.	5.71	4.74 / 1.49	0.97	5.62	4.98 / 1.39	0.64	-0.24***
63. Student disciplinary procedures are fair.	5.71	4.61 / 1.33	1.10	5.86	4.87 / 1.40	0.99	-0.26***
64. New student orientation services help students adjust to college.	5.71	4.35 / 1.64	1.36	5.80	4.84 / 1.54	0.96	-0.49***
91. Financial aid as factor in decision to enroll.	5.71			5.57			
74. Campus item	5.67	3.74 / 1.99	1.93				
15. The staff in the health services area are competent.	5.63	4.55 / 1.36	1.08	5.89	4.75 / 1.48	1.14	-0.20***
28. Parking lots are well-lighted and secure.	5.63	3.71 / 1.53	1.92	6.19	4.60 / 1.65	1.59	-0.89***
96. Geographic setting as factor in decision to enroll.	5.59			5.37			

52. The student center is a comfortable place for students to spend their leisure time.	5.56	4.51 / 1.57	1.05	5.61	4.93 / 1.52	0.68	-0.42***
21. The amount of student parking space on campus is adequate.	5.50	2.58 / 1.63	2.92	6.24	2.83 / 1.86	3.41	-0.25***
38. There is an adequate selection of food available in the cafeteria.	5.46	4.21 / 1.79	1.25	5.69	4.19 / 1.76	1.50	0.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.12 / 1.46	1.34	5.74	4.69 / 1.43	1.05	-0.57***
79. Campus item	5.46	3.37 / 1.86	2.09				
60. I generally know what's happening on campus.	5.45	3.85 / 1.59	1.60	5.66	4.62 / 1.53	1.04	-0.77***
37. I feel a sense of pride about my campus.	5.42	4.40 / 1.64	1.02	5.72	4.95 / 1.53	0.77	-0.55***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.26	4.69 / 1.29	0.57	5.38	4.98 / 1.35	0.40	-0.29***
46. I can easily get involved in campus organizations.	5.25	4.37 / 1.53	0.88	5.66	4.98 / 1.45	0.68	-0.61***
80. Campus item	5.24	4.40 / 1.56	0.84				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.20	4.04 / 1.51	1.16	5.80	4.21 / 1.60	1.59	-0.17**
1. Most students feel a sense of belonging here.	5.18	4.23 / 1.52	0.95	5.57	4.90 / 1.44	0.67	-0.67***

40. Residence hall regulations are reasonable.	4.99	4.28 / 1.25	0.71	5.49	4.49 / 1.56	1.00	-0.21***
30. Residence hall staff are concerned about me as an individual.	4.98	3.88 / 1.39	1.10	5.32	4.51 / 1.49	0.81	-0.63***
97. Campus appearance as factor in decision to enroll.	4.94			5.09			
9. A variety of intramural activities are offered.	4.80	4.39 / 1.36	0.41	4.86	4.94 / 1.38	-0.08	-0.55***
77. Campus item	4.80	4.23 / 1.61	0.57				
93. Size of institution as factor in decision to enroll.	4.74			5.11			
98. Personalized attention prior to enrollment as factor in decision to enroll.	4.74			4.93			
42. There are a sufficient number of weekend activities for students.	4.67	3.82 / 1.41	0.85	5.32	4.18 / 1.62	1.14	-0.36***
95. Recommendations from family/friends as factor in decision to enroll.	4.56			4.58			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.54	3.80 / 1.39	0.74	5.19	4.58 / 1.59	0.61	-0.78***
94. Opportunity to play sports as factor in decision to enroll.	3.21			3.34			
84. Institution's commitment to part-time students?		4.50 / 1.56			4.91 / 1.37		-0.41***

85. Institution's commitment to evening students?		4.42 / 1.62			4.82 / 1.43		-0.40***
86. Institution's commitment to older, returning learners?		4.66 / 1.42			5.00 / 1.37		-0.34***
87. Institution's commitment to under-represented populations?		4.51 / 1.45			4.88 / 1.36		-0.37***
88. Institution's commitment to commuters?		4.41 / 1.60			4.71 / 1.59		-0.30***
89. Institution's commitment to students with disabilities?		4.88 / 1.37			5.01 / 1.42		-0.13***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Student Centeredness

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
1. Most students feel a sense of belonging here.	5.18	4.23 / 1.52	0.95	5.57	4.90 / 1.44	0.67	-0.67***
2. The campus staff are caring and helpful.	6.14	4.18 / 1.64	1.96	6.23	4.95 / 1.43	1.28	-0.77***
10. Administrators are approachable to students.	5.81	4.13 / 1.49	1.68	5.80	4.67 / 1.39	1.13	-0.54***

29. It is an enjoyable experience to be a student on this campus.	6.02	4.41 / 1.64	1.61	6.22	5.09 / 1.52	1.13	-0.68***
45. Students are made to feel welcome on this campus.	5.93	4.37 / 1.57	1.56	6.12	5.08 / 1.46	1.04	-0.71***
59. This institution shows concern for students as individuals.	6.10	3.96 / 1.63	2.14	6.20	4.67 / 1.54	1.53	-0.71***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Campus Life

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
9. A variety of intramural activities are offered.	4.80	4.39 / 1.36	0.41	4.86	4.94 / 1.38	-0.08	-0.55***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.20	4.04 / 1.51	1.16	5.80	4.21 / 1.60	1.59	-0.17**
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.54	3.80 / 1.39	0.74	5.19	4.58 / 1.59	0.61	-0.78***
30. Residence hall staff are concerned about me as an individual.	4.98	3.88 / 1.39	1.10	5.32	4.51 / 1.49	0.81	-0.63***

31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.26	4.69 / 1.29	0.57	5.38	4.98 / 1.35	0.40	-0.29***
38. There is an adequate selection of food available in the cafeteria.	5.46	4.21 / 1.79	1.25	5.69	4.19 / 1.76	1.50	0.02
40. Residence hall regulations are reasonable.	4.99	4.28 / 1.25	0.71	5.49	4.49 / 1.56	1.00	-0.21***
42. There are a sufficient number of weekend activities for students.	4.67	3.82 / 1.41	0.85	5.32	4.18 / 1.62	1.14	-0.36***
46. I can easily get involved in campus organizations.	5.25	4.37 / 1.53	0.88	5.66	4.98 / 1.45	0.68	-0.61***
52. The student center is a comfortable place for students to spend their leisure time.	5.56	4.51 / 1.57	1.05	5.61	4.93 / 1.52	0.68	-0.42***
56. The student handbook provides helpful information about campus life.	5.71	4.74 / 1.49	0.97	5.62	4.98 / 1.39	0.64	-0.24***
63. Student disciplinary procedures are fair.	5.71	4.61 / 1.33	1.10	5.86	4.87 / 1.40	0.99	-0.26***
64. New student orientation services help students adjust to college.	5.71	4.35 / 1.64	1.36	5.80	4.84 / 1.54	0.96	-0.49***
67. Freedom of expression is protected on campus.	5.98	4.79 / 1.47	1.19	5.97	5.04 / 1.42	0.93	-0.25***
73. Student activities fees are put to good use.	5.83	3.85 / 1.63	1.98	6.04	4.24 / 1.69	1.80	-0.39***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

# Institutional Summary

## Instructional Effectiveness

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
3. Faculty care about me as an individual.	5.93	3.92 / 1.64	2.01	6.07	4.75 / 1.48	1.32	-0.83***
8. The content of the courses within my major is valuable.	6.51	4.90 / 1.59	1.61	6.56	5.28 / 1.37	1.28	-0.38***
16. The instruction in my major field is excellent.	6.49	4.72 / 1.62	1.77	6.53	5.23 / 1.41	1.30	-0.51***
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	4.25 / 1.71	2.11	6.38	4.90 / 1.51	1.48	-0.65***
39. I am able to experience intellectual growth here.	6.29	4.99 / 1.46	1.30	6.33	5.35 / 1.32	0.98	-0.36***
41. There is a commitment to academic excellence on this campus.	6.09	4.67 / 1.47	1.42	6.26	5.08 / 1.38	1.18	-0.41***
47. Faculty provide timely feedback about student progress in a course.	6.04	4.22 / 1.60	1.82	6.22	4.78 / 1.52	1.44	-0.56***
53. Faculty take into consideration student differences as they teach a course.	6.01	4.08 / 1.68	1.93	6.05	4.59 / 1.54	1.46	-0.51***

58. The quality of instruction I receive in most of my classes is excellent.	6.44	4.59 / 1.57	1.85	6.48	5.12 / 1.42	1.36	-0.53***
61. Adjunct faculty are competent as classroom instructors.	6.01	4.46 / 1.58	1.55	6.03	4.88 / 1.40	1.15	-0.42***
65. Faculty are usually available after class and during office hours.	6.30	4.92 / 1.60	1.38	6.35	5.36 / 1.42	0.99	-0.44***
68. Nearly all of the faculty are knowledgeable in their field.	6.42	4.97 / 1.56	1.45	6.50	5.51 / 1.31	0.99	-0.54***
69. There is a good variety of courses provided on this campus.	6.38	4.86 / 1.66	1.52	6.42	5.23 / 1.53	1.19	-0.37***
70. Graduate teaching assistants are competent as classroom instructors.	5.84	4.44 / 1.44	1.40	6.06	4.76 / 1.50	1.30	-0.32***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Recruitment and Financial Aid

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
4. Admissions staff are knowledgeable.	6.16	4.14 / 1.68	2.02	6.14	4.79 / 1.49	1.35	-0.65***
5. Financial aid counselors are helpful.	6.04	4.37 / 1.72	1.67	5.98	4.51 / 1.63	1.47	-0.14***

12. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	4.04 / 1.74	2.08	6.09	4.44 / 1.66	1.65	-0.40***
17. Adequate financial aid is available for most students.	6.22	4.35 / 1.78	1.87	6.23	4.46 / 1.70	1.77	-0.11**
43. Admissions counselors respond to prospective students' unique needs and requests.	5.83	3.94 / 1.54	1.89	5.84	4.63 / 1.42	1.21	-0.69***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.12 / 1.46	1.34	5.74	4.69 / 1.43	1.05	-0.57***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Campus Support Services

Item	CUNY Brooklyn College			4-Year Public Institutions			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
13. Library staff are helpful and approachable.	5.82	4.84 / 1.49	0.98	5.92	5.18 / 1.45	0.74	-0.34***
18. Library resources and services are adequate.	6.17	4.41 / 1.66	1.76	6.24	5.07 / 1.51	1.17	-0.66***
26. Computer labs are adequate and accessible.	6.33	4.73 / 1.69	1.60	6.31	4.90 / 1.65	1.41	-0.17***

32. Tutoring services are readily available.	6.14	4.77 / 1.59	1.37	5.92	5.02 / 1.46	0.90	-0.25***
44. Academic support services adequately meet the needs of students.	5.98	4.08 / 1.50	1.90	5.93	4.76 / 1.36	1.17	-0.68***
49. There are adequate services to help me decide upon a career.	6.13	3.97 / 1.67	2.16	6.13	4.78 / 1.54	1.35	-0.81***
54. Bookstore staff are helpful.	5.92	5.10 / 1.55	0.82	5.79	5.17 / 1.48	0.62	-0.07*

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Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Academic Advising

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
6. My academic advisor is approachable.	6.20	4.28 / 1.79	1.92	6.42	5.27 / 1.71	1.15	-0.99***
14. My academic advisor is concerned about my success as an individual.	6.05	3.98 / 1.77	2.07	6.25	4.97 / 1.72	1.28	-0.99***
19. My academic advisor helps me set goals to work toward.	5.93	3.81 / 1.75	2.12	6.01	4.62 / 1.73	1.39	-0.81***
33. My academic advisor is knowledgeable about requirements in my major.	6.32	4.39 / 1.79	1.93	6.50	5.35 / 1.67	1.15	-0.96***

55. Major requirements are clear and reasonable.	6.40	4.55 / 1.71	1.85	6.37	5.11 / 1.49	1.26	-0.56***
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Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Registration Effectiveness

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
11. Billing policies are reasonable.	6.11	4.35 / 1.71	1.76	6.06	4.53 / 1.59	1.53	-0.18***
20. The business office is open during hours which are convenient for most students.	5.93	4.18 / 1.70	1.75	5.95	4.80 / 1.49	1.15	-0.62***
27. The personnel involved in registration are helpful.	6.28	4.31 / 1.70	1.97	6.15	4.87 / 1.52	1.28	-0.56***
34. I am able to register for classes I need with few conflicts.	6.53	3.91 / 1.98	2.62	6.53	4.61 / 1.84	1.92	-0.70***
50. Class change (drop/add) policies are reasonable.	6.18	4.52 / 1.71	1.66	6.11	5.03 / 1.58	1.08	-0.51***

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Student Satisfaction Inventory, 4-Year College

# Institutional Summary

## Safety and Security

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
7. The campus is safe and secure for all students.	6.48	5.24 / 1.49	1.24	6.45	5.21 / 1.46	1.24	0.03
21. The amount of student parking space on campus is adequate.	5.50	2.58 / 1.63	2.92	6.24	2.83 / 1.86	3.41	-0.25***
28. Parking lots are well-lighted and secure.	5.63	3.71 / 1.53	1.92	6.19	4.60 / 1.65	1.59	-0.89***
36. Security staff respond quickly in emergencies.	6.16	4.61 / 1.43	1.55	6.20	4.68 / 1.45	1.52	-0.07

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Student Satisfaction Inventory, 4-Year College

# Institutional Summary

## Concern for the Individual

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
3. Faculty care about me as an individual.	5.93	3.92 / 1.64	2.01	6.07	4.75 / 1.48	1.32	-0.83***
14. My academic advisor is concerned about my success as an individual.	6.05	3.98 / 1.77	2.07	6.25	4.97 / 1.72	1.28	-0.99***

22. Counseling staff care about students as individuals.	5.89	3.88 / 1.53	2.01	5.90	4.59 / 1.38	1.31	-0.71***
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	4.25 / 1.71	2.11	6.38	4.90 / 1.51	1.48	-0.65***
30. Residence hall staff are concerned about me as an individual.	4.98	3.88 / 1.39	1.10	5.32	4.51 / 1.49	0.81	-0.63***
59. This institution shows concern for students as individuals.	6.10	3.96 / 1.63	2.14	6.20	4.67 / 1.54	1.53	-0.71***

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Service Excellence

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
2. The campus staff are caring and helpful.	6.14	4.18 / 1.64	1.96	6.23	4.95 / 1.43	1.28	-0.77***
13. Library staff are helpful and approachable.	5.82	4.84 / 1.49	0.98	5.92	5.18 / 1.45	0.74	-0.34***
15. The staff in the health services area are competent.	5.63	4.55 / 1.36	1.08	5.89	4.75 / 1.48	1.14	-0.20***
22. Counseling staff care about students as individuals.	5.89	3.88 / 1.53	2.01	5.90	4.59 / 1.38	1.31	-0.71***

27. The personnel involved in registration are helpful.	6.28	4.31 / 1.70	1.97	6.15	4.87 / 1.52	1.28	-0.56***
57. I seldom get the "run-around" when seeking information on this campus.	6.17	3.31 / 1.89	2.86	6.19	4.12 / 1.84	2.07	-0.81***
60. I generally know what's happening on campus.	5.45	3.85 / 1.59	1.60	5.66	4.62 / 1.53	1.04	-0.77***
71. Channels for expressing student complaints are readily available.	5.91	3.81 / 1.60	2.10	5.95	4.36 / 1.56	1.59	-0.55***

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Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Responsiveness to Diverse Populations

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
84. Institution's commitment to part-time students?		4.50 / 1.56			4.91 / 1.37		-0.41***
85. Institution's commitment to evening students?		4.42 / 1.62			4.82 / 1.43		-0.40***
86. Institution's commitment to older, returning learners?		4.66 / 1.42			5.00 / 1.37		-0.34***

87. Institution's commitment to under-represented populations?		4.51 / 1.45			4.88 / 1.36		-0.37***
88. Institution's commitment to commuters?		4.41 / 1.60			4.71 / 1.59		-0.30***
89. Institution's commitment to students with disabilities?		4.88 / 1.37			5.01 / 1.42		-0.13***

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Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Campus Climate

Item	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
1. Most students feel a sense of belonging here.	5.18	4.23 / 1.52	0.95	5.57	4.90 / 1.44	0.67	-0.67***
2. The campus staff are caring and helpful.	6.14	4.18 / 1.64	1.96	6.23	4.95 / 1.43	1.28	-0.77***
3. Faculty care about me as an individual.	5.93	3.92 / 1.64	2.01	6.07	4.75 / 1.48	1.32	-0.83***
7. The campus is safe and secure for all students.	6.48	5.24 / 1.49	1.24	6.45	5.21 / 1.46	1.24	0.03
10. Administrators are approachable to students.	5.81	4.13 / 1.49	1.68	5.80	4.67 / 1.39	1.13	-0.54***
29. It is an enjoyable experience to be a student on this campus.	6.02	4.41 / 1.64	1.61	6.22	5.09 / 1.52	1.13	-0.68***

37. I feel a sense of pride about my campus.	5.42	4.40 / 1.64	1.02	5.72	4.95 / 1.53	0.77	-0.55***
41. There is a commitment to academic excellence on this campus.	6.09	4.67 / 1.47	1.42	6.26	5.08 / 1.38	1.18	-0.41***
45. Students are made to feel welcome on this campus.	5.93	4.37 / 1.57	1.56	6.12	5.08 / 1.46	1.04	-0.71***
51. This institution has a good reputation within the community.	6.06	4.99 / 1.50	1.07	6.08	5.31 / 1.47	0.77	-0.32***
57. I seldom get the "run-around" when seeking information on this campus.	6.17	3.31 / 1.89	2.86	6.19	4.12 / 1.84	2.07	-0.81***
59. This institution shows concern for students as individuals.	6.10	3.96 / 1.63	2.14	6.20	4.67 / 1.54	1.53	-0.71***
60. I generally know what's happening on campus.	5.45	3.85 / 1.59	1.60	5.66	4.62 / 1.53	1.04	-0.77***
62. There is a strong commitment to racial harmony on this campus.	5.94	4.64 / 1.65	1.30	5.87	4.87 / 1.48	1.00	-0.23***
66. Tuition paid is a worthwhile investment.	6.31	4.80 / 1.66	1.51	6.40	4.99 / 1.58	1.41	-0.19***
67. Freedom of expression is protected on campus.	5.98	4.79 / 1.47	1.19	5.97	5.04 / 1.42	0.93	-0.25***
71. Channels for expressing student complaints are readily available.	5.91	3.81 / 1.60	2.10	5.95	4.36 / 1.56	1.59	-0.55***

# Institutional Summary

Items: In Sequential Order

Items	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
1. Most students feel a sense of belonging here.	5.18	4.23 / 1.52	0.95	5.57	4.90 / 1.44	0.67	-0.67***
2. The campus staff are caring and helpful.	6.14	4.18 / 1.64	1.96	6.23	4.95 / 1.43	1.28	-0.77***
3. Faculty care about me as an individual.	5.93	3.92 / 1.64	2.01	6.07	4.75 / 1.48	1.32	-0.83***
4. Admissions staff are knowledgeable.	6.16	4.14 / 1.68	2.02	6.14	4.79 / 1.49	1.35	-0.65***
5. Financial aid counselors are helpful.	6.04	4.37 / 1.72	1.67	5.98	4.51 / 1.63	1.47	-0.14***
6. My academic advisor is approachable.	6.20	4.28 / 1.79	1.92	6.42	5.27 / 1.71	1.15	-0.99***
7. The campus is safe and secure for all students.	6.48	5.24 / 1.49	1.24	6.45	5.21 / 1.46	1.24	0.03
8. The content of the courses within my major is valuable.	6.51	4.90 / 1.59	1.61	6.56	5.28 / 1.37	1.28	-0.38***
9. A variety of intramural activities are offered.	4.80	4.39 / 1.36	0.41	4.86	4.94 / 1.38	-0.08	-0.55***
10. Administrators are approachable to students.	5.81	4.13 / 1.49	1.68	5.80	4.67 / 1.39	1.13	-0.54***
11. Billing policies are reasonable.	6.11	4.35 / 1.71	1.76	6.06	4.53 / 1.59	1.53	-0.18***

12. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	4.04 / 1.74	2.08	6.09	4.44 / 1.66	1.65	-0.40***
13. Library staff are helpful and approachable.	5.82	4.84 / 1.49	0.98	5.92	5.18 / 1.45	0.74	-0.34***
14. My academic advisor is concerned about my success as an individual.	6.05	3.98 / 1.77	2.07	6.25	4.97 / 1.72	1.28	-0.99***
15. The staff in the health services area are competent.	5.63	4.55 / 1.36	1.08	5.89	4.75 / 1.48	1.14	-0.20***
16. The instruction in my major field is excellent.	6.49	4.72 / 1.62	1.77	6.53	5.23 / 1.41	1.30	-0.51***
17. Adequate financial aid is available for most students.	6.22	4.35 / 1.78	1.87	6.23	4.46 / 1.70	1.77	-0.11**
18. Library resources and services are adequate.	6.17	4.41 / 1.66	1.76	6.24	5.07 / 1.51	1.17	-0.66***
19. My academic advisor helps me set goals to work toward.	5.93	3.81 / 1.75	2.12	6.01	4.62 / 1.73	1.39	-0.81***
20. The business office is open during hours which are convenient for most students.	5.93	4.18 / 1.70	1.75	5.95	4.80 / 1.49	1.15	-0.62***
21. The amount of student parking space on campus is adequate.	5.50	2.58 / 1.63	2.92	6.24	2.83 / 1.86	3.41	-0.25***
22. Counseling staff care about students as individuals.	5.89	3.88 / 1.53	2.01	5.90	4.59 / 1.38	1.31	-0.71***

23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.20	4.04 / 1.51	1.16	5.80	4.21 / 1.60	1.59	-0.17**
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.54	3.80 / 1.39	0.74	5.19	4.58 / 1.59	0.61	-0.78***
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	4.25 / 1.71	2.11	6.38	4.90 / 1.51	1.48	-0.65***
26. Computer labs are adequate and accessible.	6.33	4.73 / 1.69	1.60	6.31	4.90 / 1.65	1.41	-0.17***
27. The personnel involved in registration are helpful.	6.28	4.31 / 1.70	1.97	6.15	4.87 / 1.52	1.28	-0.56***
28. Parking lots are well-lighted and secure.	5.63	3.71 / 1.53	1.92	6.19	4.60 / 1.65	1.59	-0.89***
29. It is an enjoyable experience to be a student on this campus.	6.02	4.41 / 1.64	1.61	6.22	5.09 / 1.52	1.13	-0.68***
30. Residence hall staff are concerned about me as an individual.	4.98	3.88 / 1.39	1.10	5.32	4.51 / 1.49	0.81	-0.63***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.26	4.69 / 1.29	0.57	5.38	4.98 / 1.35	0.40	-0.29***
32. Tutoring services are readily available.	6.14	4.77 / 1.59	1.37	5.92	5.02 / 1.46	0.90	-0.25***
33. My academic advisor is knowledgeable about requirements in my major.	6.32	4.39 / 1.79	1.93	6.50	5.35 / 1.67	1.15	-0.96***

34. I am able to register for classes I need with few conflicts.	6.53	3.91 / 1.98	2.62	6.53	4.61 / 1.84	1.92	-0.70***
35. The assessment and course placement procedures are reasonable.	6.10	4.19 / 1.61	1.91	6.06	4.84 / 1.43	1.22	-0.65***
36. Security staff respond quickly in emergencies.	6.16	4.61 / 1.43	1.55	6.20	4.68 / 1.45	1.52	-0.07
37. I feel a sense of pride about my campus.	5.42	4.40 / 1.64	1.02	5.72	4.95 / 1.53	0.77	-0.55***
38. There is an adequate selection of food available in the cafeteria.	5.46	4.21 / 1.79	1.25	5.69	4.19 / 1.76	1.50	0.02
39. I am able to experience intellectual growth here.	6.29	4.99 / 1.46	1.30	6.33	5.35 / 1.32	0.98	-0.36***
40. Residence hall regulations are reasonable.	4.99	4.28 / 1.25	0.71	5.49	4.49 / 1.56	1.00	-0.21***
41. There is a commitment to academic excellence on this campus.	6.09	4.67 / 1.47	1.42	6.26	5.08 / 1.38	1.18	-0.41***
42. There are a sufficient number of weekend activities for students.	4.67	3.82 / 1.41	0.85	5.32	4.18 / 1.62	1.14	-0.36***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.83	3.94 / 1.54	1.89	5.84	4.63 / 1.42	1.21	-0.69***
44. Academic support services adequately meet the needs of students.	5.98	4.08 / 1.50	1.90	5.93	4.76 / 1.36	1.17	-0.68***

45. Students are made to feel welcome on this campus.	5.93	4.37 / 1.57	1.56	6.12	5.08 / 1.46	1.04	-0.71***
46. I can easily get involved in campus organizations.	5.25	4.37 / 1.53	0.88	5.66	4.98 / 1.45	0.68	-0.61***
47. Faculty provide timely feedback about student progress in a course.	6.04	4.22 / 1.60	1.82	6.22	4.78 / 1.52	1.44	-0.56***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.12 / 1.46	1.34	5.74	4.69 / 1.43	1.05	-0.57***
49. There are adequate services to help me decide upon a career.	6.13	3.97 / 1.67	2.16	6.13	4.78 / 1.54	1.35	-0.81***
50. Class change (drop/add) policies are reasonable.	6.18	4.52 / 1.71	1.66	6.11	5.03 / 1.58	1.08	-0.51***
51. This institution has a good reputation within the community.	6.06	4.99 / 1.50	1.07	6.08	5.31 / 1.47	0.77	-0.32***
52. The student center is a comfortable place for students to spend their leisure time.	5.56	4.51 / 1.57	1.05	5.61	4.93 / 1.52	0.68	-0.42***
53. Faculty take into consideration student differences as they teach a course.	6.01	4.08 / 1.68	1.93	6.05	4.59 / 1.54	1.46	-0.51***
54. Bookstore staff are helpful.	5.92	5.10 / 1.55	0.82	5.79	5.17 / 1.48	0.62	-0.07*
55. Major requirements are clear and reasonable.	6.40	4.55 / 1.71	1.85	6.37	5.11 / 1.49	1.26	-0.56***

56. The student handbook provides helpful information about campus life.	5.71	4.74 / 1.49	0.97	5.62	4.98 / 1.39	0.64	-0.24***
57. I seldom get the "run-around" when seeking information on this campus.	6.17	3.31 / 1.89	2.86	6.19	4.12 / 1.84	2.07	-0.81***
58. The quality of instruction I receive in most of my classes is excellent.	6.44	4.59 / 1.57	1.85	6.48	5.12 / 1.42	1.36	-0.53***
59. This institution shows concern for students as individuals.	6.10	3.96 / 1.63	2.14	6.20	4.67 / 1.54	1.53	-0.71***
60. I generally know what's happening on campus.	5.45	3.85 / 1.59	1.60	5.66	4.62 / 1.53	1.04	-0.77***
61. Adjunct faculty are competent as classroom instructors.	6.01	4.46 / 1.58	1.55	6.03	4.88 / 1.40	1.15	-0.42***
62. There is a strong commitment to racial harmony on this campus.	5.94	4.64 / 1.65	1.30	5.87	4.87 / 1.48	1.00	-0.23***
63. Student disciplinary procedures are fair.	5.71	4.61 / 1.33	1.10	5.86	4.87 / 1.40	0.99	-0.26***
64. New student orientation services help students adjust to college.	5.71	4.35 / 1.64	1.36	5.80	4.84 / 1.54	0.96	-0.49***
65. Faculty are usually available after class and during office hours.	6.30	4.92 / 1.60	1.38	6.35	5.36 / 1.42	0.99	-0.44***
66. Tuition paid is a worthwhile investment.	6.31	4.80 / 1.66	1.51	6.40	4.99 / 1.58	1.41	-0.19***
67. Freedom of expression is protected on campus.	5.98	4.79 / 1.47	1.19	5.97	5.04 / 1.42	0.93	-0.25***

68. Nearly all of the faculty are knowledgeable in their field.	6.42	4.97 / 1.56	1.45	6.50	5.51 / 1.31	0.99	-0.54***
69. There is a good variety of courses provided on this campus.	6.38	4.86 / 1.66	1.52	6.42	5.23 / 1.53	1.19	-0.37***
70. Graduate teaching assistants are competent as classroom instructors.	5.84	4.44 / 1.44	1.40	6.06	4.76 / 1.50	1.30	-0.32***
71. Channels for expressing student complaints are readily available.	5.91	3.81 / 1.60	2.10	5.95	4.36 / 1.56	1.59	-0.55***
72. On the whole, the campus is well-maintained.	6.15	4.87 / 1.61	1.28	6.17	5.40 / 1.41	0.77	-0.53***
73. Student activities fees are put to good use.	5.83	3.85 / 1.63	1.98	6.04	4.24 / 1.69	1.80	-0.39***
74. Campus item	5.67	3.74 / 1.99	1.93				
75. Campus item	6.17	5.32 / 1.36	0.85				
76. Campus item	5.84	4.73 / 1.41	1.11				
77. Campus item	4.80	4.23 / 1.61	0.57				
78. Campus item	6.44	4.11 / 1.87	2.33				
79. Campus item	5.46	3.37 / 1.86	2.09				
80. Campus item	5.24	4.40 / 1.56	0.84				
81. Campus item	5.90	4.97 / 1.52	0.93				
82. Campus item	5.82	4.49 / 1.54	1.33				
83. Campus item	6.45	5.05 / 1.57	1.40				
84. Institution's commitment to part-time students?		4.50 / 1.56			4.91 / 1.37		-0.41***

85. Institution's commitment to evening students?		4.42 / 1.62			4.82 / 1.43		-0.40***
86. Institution's commitment to older, returning learners?		4.66 / 1.42			5.00 / 1.37		-0.34***
87. Institution's commitment to under-represented populations?		4.51 / 1.45			4.88 / 1.36		-0.37***
88. Institution's commitment to commuters?		4.41 / 1.60			4.71 / 1.59		-0.30***
89. Institution's commitment to students with disabilities?		4.88 / 1.37			5.01 / 1.42		-0.13***
90. Cost as factor in decision to enroll.	6.14			6.04			
91. Financial aid as factor in decision to enroll.	5.71			5.57			
92. Academic reputation as factor in decision to enroll.	5.88			5.78			
93. Size of institution as factor in decision to enroll.	4.74			5.11			
94. Opportunity to play sports as factor in decision to enroll.	3.21			3.34			
95. Recommendations from family/friends as factor in decision to enroll.	4.56			4.58			
96. Geographic setting as factor in decision to enroll.	5.59			5.37			

97. Campus appearance as factor in decision to enroll.	4.94			5.09			
98. Personalized attention prior to enrollment as factor in decision to enroll.	4.74			4.93			

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CUNY Brooklyn College - 3/2002

Student Satisfaction Inventory, 4-Year College

## Institutional Summary

### Summary Items

Items	CUNY Brooklyn College			4-Year Public Institutions			
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
So far, how has your college experience met your expectations?		4.00 / 1.23			4.38 / 1.24		-0.38***
Rate your overall satisfaction with your experience here thus far.		4.45 / 1.49			5.09 / 1.43		-0.64***
All in all, if you had to do it over, would you enroll here again?		4.50 / 1.82			5.18 / 1.77		-0.68***

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