The Student Satisfaction Inventory (SSI)

Every three to four years at TCC we administer the Student Satisfaction Inventory (SSI). This survey, designed by Noel-Levitz, Inc., measures our students’ satisfaction with a wide variety of college experiences. Students are asked to rate the importance of over one hundred items, and then rate how satisfied they are with TCC’s performance.

The SSI survey covers many aspects of a student’s experience at TCC, such as campus support services, the student-centeredness of the College, our responsiveness to diverse populations, safety and security, admissions, and financial aid. There are twelve areas in the survey, with approximately nine questions in each area.

This fall classes were randomly selected to take the survey. Classroom, hybrid, online, day, evening, Tacoma and Gig Harbor campus classes were proportionately represented. TCC staff volunteered to administer 845 surveys over a two week period in November. And we’ve just received the results.

How did we do? Good news.
TCC students reported greater satisfaction in all twelve areas and on all but one of 113 questions.

Three areas show particularly strong improvement: academic advising/counseling, campus climate, and safety and security. These areas have the greatest mean difference from 2006 to 2009 in student satisfaction.

We discovered that TCC students rate academic advising and counseling, the quality of instruction, and the ease of registration as most important. Also, TCC students are most satisfied with TCC’s academic services, instruction, and the student-centered character of the College.

The entire results for the SSI can be found here: 2009 – TCC SSI Results

Our SSI results indicate that TCC is improving student satisfaction across the board. We better understand what our students prioritize as most important in their college experience, and recognize where they are highly satisfied.

At TCC our commitment to improving our students’ experience is reflected in this positive measure of student satisfaction—a positive “measure that matters.”