



**Florida Gulf Coast University - 12/2010
Strategic Planning Overview**

Student Satisfaction Inventory

Strengths and Challenges	
Strengths	
68. Nearly all of the faculty are knowledgeable in their field.	
7. The campus is safe and secure for all students.	
36. Security staff respond quickly in emergencies.	
82. Campus item: I have the distance learning resources needed to complete my online courses successfully	
83. Campus item: I am proficient with the technology used in my distance learning class	
29. It is an enjoyable experience to be a student on this campus.	
72. On the whole, the campus is well-maintained.	
75. Campus item: The physical facilities (classrooms, labs etc.) at FGCU adequately support the needs of my educational	
76. Campus item: FGCU provides access to current university information (e.g. academic calendars, refund policies)	
65. Faculty are usually available after class and during office hours.	
74. Campus item: The physical facilities (classrooms, labs, library, residence halls etc.) at FGCU support student succe	
45. Students are made to feel welcome on this campus.	
18. Library resources and services are adequate.	
51. This institution has a good reputation within the community.	
Challenges	
8. The content of the courses within my major is valuable.	
34. I am able to register for classes I need with few conflicts.	
58. The quality of instruction I receive in most of my classes is excellent.	
69. There is a good variety of courses provided on this campus.	
66. Tuition paid is a worthwhile investment.	
47. Faculty provide timely feedback about student progress in a course.	
80. Campus item: My distance learning instructor knows how to use the distance learning technology effectively	
17. Adequate financial aid is available for most students.	
5. Financial aid counselors are helpful.	
79. Campus item: I am satisfied with the student support services associated with my distance learning class	
81. Campus item: Instruction in my distance learning classes is as good as instruction in my face-to-face classes	
12. Financial aid awards are announced to students in time to be helpful in college planning.	
57. I seldom get the "run-around" when seeking information on this campus.	
14. My academic advisor is concerned about my success as an individual.	
35. The assessment and course placement procedures are reasonable.	
49. There are adequate services to help me decide upon a career.	
Benchmarks	
Higher Satisfaction vs. National Four-Year Publics	
58. The quality of instruction I receive in most of my classes is excellent.	
68. Nearly all of the faculty are knowledgeable in their field.	
7. The campus is safe and secure for all students.	
55. Major requirements are clear and reasonable.	
66. Tuition paid is a worthwhile investment.	
36. Security staff respond quickly in emergencies.	
47. Faculty provide timely feedback about student progress in a course.	
25. Faculty are fair and unbiased in their treatment of individual students.	
29. It is an enjoyable experience to be a student on this campus.	
72. On the whole, the campus is well-maintained.	
41. There is a commitment to academic excellence on this campus.	
5. Financial aid counselors are helpful.	
2. The campus staff are caring and helpful.	
59. This institution shows concern for students as individuals.	

12. Financial aid awards are announced to students in time to be helpful in college planning.
65. Faculty are usually available after class and during office hours.
61. Adjunct faculty are competent as classroom instructors.
45. Students are made to feel welcome on this campus.
57. I seldom get the "run-around" when seeking information on this campus.
18. Library resources and services are adequate.
51. This institution has a good reputation within the community.
27. The personnel involved in registration are helpful.
Lower Satisfaction vs. National Four-Year Publics
34. I am able to register for classes I need with few conflicts.
69. There is a good variety of courses provided on this campus.
Higher Importance vs. National Four-Year Publics
8. The content of the courses within my major is valuable.
34. I am able to register for classes I need with few conflicts.
58. The quality of instruction I receive in most of my classes is excellent.
68. Nearly all of the faculty are knowledgeable in their field.
7. The campus is safe and secure for all students.
55. Major requirements are clear and reasonable.
69. There is a good variety of courses provided on this campus.
36. Security staff respond quickly in emergencies.
39. I am able to experience intellectual growth here.
47. Faculty provide timely feedback about student progress in a course.
25. Faculty are fair and unbiased in their treatment of individual students.
29. It is an enjoyable experience to be a student on this campus.
72. On the whole, the campus is well-maintained.
5. Financial aid counselors are helpful.
2. The campus staff are caring and helpful.
59. This institution shows concern for students as individuals.
12. Financial aid awards are announced to students in time to be helpful in college planning.
61. Adjunct faculty are competent as classroom instructors.
45. Students are made to feel welcome on this campus.
57. I seldom get the "run-around" when seeking information on this campus.
35. The assessment and course placement procedures are reasonable.
18. Library resources and services are adequate.
51. This institution has a good reputation within the community.

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