



Ruffalo Noel Levitz
2024 Student Satisfaction Inventory:
A Summary of Results

Prepared by the Office of Institutional Research and Planning
Spring 2024

Point Park University

2024 Student Satisfaction Inventory

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Survey instrument & Custom Questions for Point Park University

Survey Background

The Student Satisfaction Inventory (SSI), a standardized survey instrument from Ruffalo Noel-Levitz, is designed to measure students' satisfaction with a wide range of college experiences, programs, and services. It allows institutions to set priorities that are closely aligned with those of the students, pinpoint institutional strengths, and identify challenges in need of improvement.

The survey consists of 73 standard items and 10 additional ones supplied by Point Park University. Each item is expressed as a statement of expectation. For each item, students are asked to rate both the level of importance (a scale of 1 to 7, with 1 as "not important at all" and 7 as "very important") and level of satisfaction (a scale of 1 to 7, with 1 as "not satisfied at all" and 7 as "very satisfied"). Differences in importance and satisfaction ratings are referred to as performance gaps.

Sample and Response Rates

In spring 2024, an online survey link was sent to all onground students taking onground courses. Additionally, stratified random samples of class sections were invited to participate. The sampling methodology ensured adequate representation from the various student populations (i.e., undergraduate/graduate, day/evening/weekend, school/dept.). See the following page for a complete respondent profile. Similar studies were conducted in 1999 and 2000 and every other year after that (2002-2024). Response rates for all fourteen years can be found below.

<u>Year</u> <u>Admin</u>	<u># of</u> <u>resp</u>	<u>Census</u> <u>Count</u>	<u>% of</u> <u>census</u>	<u>Year</u> <u>Admin</u>	<u># of</u> <u>resp</u>	<u>Census</u> <u>Count</u>	<u>% of</u> <u>census</u>
Spring 1999	490	2,464	20%	Spring 2012	1,732	3,662	47%
Spring 2000	590	2,565	23%	Spring 2014	1,625	3,531	46%
Spring 2002	590	2,883	20%	Spring 2016	1,609	3,308	49%
Spring 2004	860	3,100	28%	Spring 2018	1,669	3,130	53%
Spring 2006	1,286	3,240	40%	Spring 2020	1,112	2,825	39%
Spring 2008	1,517	3,444	44%	Spring 2022	1,101	2,387	46%
Spring 2010	1,680	3,815	44%	Spring 2024	940	2,193	43%

Data Analysis and Interpretation

The recommended approach to analyzing the data is to say that any question item with a mean rating that falls in the top half of importance and in the top quartile of satisfaction will be defined as a "**strength**". Any question item with a mean rating that falls in the top half of importance and in the bottom quartile of satisfaction will be defined as a "**challenge**". The size of the performance gaps for each of these items can then be used to measure how well the institution is meeting students' expectations.

Applying this methodology will assist Point Park with identifying the areas that the students indicate matter most to them and they are most satisfied with, as well as the areas that students indicate as their greatest needs for improvement.

Respondent Profile (2024)

Current enrollment status	N	%	% est. actual*
Day student	841	95.1	na
Evening	41	4.6	na
Weekend	2	0.2	na
Total valid responses	884	99.9	
No Answer	56		

Age	N	%	% est. actual*
Traditional aged (18 to 24)	859	91.4	85.3
Non-traditional aged (25+)	81	8.6	14.7
Total valid responses	940	100	100
No Answer	0		

Current class load	N	%	% est. actual*
Full-time	922	98.1	88.6
Part-time	18	1.9	11.4
Total valid responses	940	100	100
No Answer	0		

Gender	N	%	% est. actual*
Female	637	67.8	65.0
Male	300	31.9	34.4
Unknown/No answer	3	0.3	0.5
Total valid responses	940	100	99.9

Ethnicity/race	N	%	% est. actual*
Asian	24	2.6	2.2
Am. Indian/Alaskan Native	0	0.0	0.1
Black or African-American	97	10.3	12.2
Hispanic of any race	97	10.3	10.5
Nat. Hawaiian/Pac. Islander	1	0.1	0.0
Nonresident	53	5.6	5.3
White	627	66.7	64.7
Two or more races	33	3.5	3.9
Race/Ethnicity Unknown	8	0.9	1.0
Total valid responses	940	100	100

* Note: % est. actual based on Spring 2023-24 census students in on-ground programs

Class Level	N	%	% est. actual*
Freshman	286	30.4	21.5
Sophomore	225	23.9	20.3
Junior	230	24.5	21.3
Senior	144	15.3	24.0
Graduate	55	5.9	9.3
Other class level	0	0.0	3.7
Total valid responses	940	100	100
No Answer	0		

Conservatory Majors	N	%	% est. actual*
COPA Majors	385	41.0	36.7
Non-COPA Majors	555	59.0	63.3

Current Residence	N	%	% est. actual*
Residence hall	390	41.5	35.4
Commuter	550	58.5	64.6
Total valid responses	940	100	100
No Answer	0		

Residence classification	N	%	% est. actual*
In-state	557	60.1	60.2
Out-of-state	316	34.1	34.5
International	54	5.8	5.3
Total valid responses	927	100	100
No Answer	13		

Employment	N	%	% est. actual*
Full-time off campus	91	10.3	na
Part-time off campus	351	39.8	na
Full-time on campus	56	6.3	na
Part-time on campus	107	12.1	na
Not employed	278	31.5	na
Total	883	100	
No Answer	57		

Institution was my....	N	%	% est. actual*
1 st choice	509	55.4	na
2 nd choice	303	33.0	na
3 rd choice or lower	106	11.5	na
Total valid responses	918	99.9	
No Answer	22		

Table 1. Strengths and Challenges by Year

KEY:
C = Challenges: Items in the top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)
S = Strengths: Items in the top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

Note: Sorted by question number in ascending order

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022	2024
1	Students feel sense of belonging														
2	Staff are caring and helpful	S	S	S				S	S	S	S	S	S		
3	Faculty care about me as an individual	S	S			S				S	S	S			
4	Admissions staff are knowledgeable														
5	Fin Aid counselors are helpful	C	C												
6	My academic advisor is approachable	S	S	S	S	S	S	S	S	S	S		S		
7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S				C
8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered														
10	Administrators are approachable to students														
11	Billing policies are reasonable			C	C	C	C	C	C	C			C		
12	Fin Aid awards are announced in timely fashion														
13	Library staff are helpful and approachable														
14	My academic advisor is concerned about my success	S			S	S					S				
15	Health services staff are competent														S
16	Instruction in my major field is excellent	S	S	S	S	S	S	S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students						C		C					C	
18	Library resources and services are adequate		S	S											
19	My academic advisor helps me set goals									C					
20	Business office is open during hours convenient for students														
21	Amount of student parking space is adequate			C	C										
22	Counseling staff care about students												C		
23	Living conditions in residence halls are comfortable													C	C
24	The athletic programs contribute to school spirit														
25	Faculty are fair and unbiased in their treatment of students													C	
26	Computer labs are adequate and accessible	C	C						S	S	S	S	S		C
27	Personnel involved in registration are helpful	S		S											
28	Parking lots are well-lighted and secure														
29	It is an enjoyable experience to be a Point Park student													C	
30	Residence hall staff are concerned about me														
31	Males and females have equal opportunities to participate in athletics														

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022	2024
32	Tutoring services are readily available														
33	My academic advisor is knowledgeable about my major requirements	S	S	S	S	S	S	S	S	S	S	S	S	S	
34	I am able to register for classes I need with few conflicts			S							C	C			
35	The assessment and course placement procedures are reasonable														
36	Security staff respond quickly in emergencies	C													
37	I feel a sense of pride about my campus														
38	There is an adequate selection of food avail. in the cafeteria														
39	I am able to experience intellectual growth here										S		S	S	S
40	Residence hall regulations are reasonable														
41	There is a commit. to acad. excellence on this campus														
42	There are a sufficient number of weekend activities														
43	Adm. counselors respond to prospective students' unique needs														
44	Acad. support services adequately meet the needs of students														
45	Students are made to feel welcome on this campus										S	S	S		
46	I can easily get involved in campus organizations														
47	Fac. provide timely feedback about student progress in a course.								C						
48	Adm. counselors accurately portray the campus in their recruiting practices.														
49	There are adequate services to help me decide upon a career					C									
50	Class change (drop/add) policies are reasonable							S							
51	Point Park has a good reputation within the community.					S	S	S	S	S	S	S			
52	The student ctr is a comfortable place for students to spend their leisure time														
53	Fac. consider student differences as they teach a course														
54	Bookstore staff are helpful														
55	Major requirements are clear and reasonable	S	S	S	S	S	S	S	S			S	S	S	S
56	Student handbook provides helpful information about campus life														
57	I seldom get the 'run-around' when seeking info. on this campus.	C	C	C	C	C	C								
58	The quality of instruction I receive in most of my classes is excellent	S	S	S	S	S	S			S			S		S
59	Point Park shows concern for students as individuals												C	C	
60	I generally know what's happening on campus														
61	Adjunct faculty are competent as classroom instructors	S			S	S	S	S	S	S	S	S	S	S	S
62	There is a strong commit. to racial harmony on this campus											S			
63	Student disciplinary procedures are fair														
64	New student orient. services help students adjust to college														
65	Fac. are usually available after class and during office hours	S	S	S	S	S	S	S	S	S	S	S	S	S	S

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022	2024	
66	Tuition paid is a worthwhile investment			C	C	C	C	C	C	C	C	C	C	C	C	
67	Freedom of expression is protected on campus							S	S	S	S	S	S	S	S	
68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
69	There is a good variety of courses provided on this campus												S	S	S	
70	Graduate teaching assist. are competent as instructors															
71	Channels for expressing student complaints are readily available															
72	On the whole, the campus is well-maintained	C	C	C		S	S	S	S	S			C	C	C	
73	Student activities fees are put to good use															
74	Instructors post course materials & learning opportunities in Canvas LMS (custom)													S	Added Sp 2014	
75	Core Curriculum (general education) is valuable at Point Park (custom)														Added Sp 2024	
76	Career Ctr provides progs & svcs that prep students for successful careers (custom)														Added Sp 2020	
77	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)														S	Added Sp 2020
78	Point Park adequately prioritizes mental health support services for students (custom)															Added Sp 2024
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)									S						Added Sp 2008
80	University Advising Ctr's Academic Advisors are knowledgeable and helpful (custom)															Added Sp 2014
81	PPU leverages its downtown location to enhance my educational experience (custom)															Added Sp 2024
82	Real-world, experiential learning is a key feature of the PPU experience (custom)															Added Sp 2024
83	My courses and extra-curricular activities inspire my imagination/creativity (custom)														S	Added Sp 2024

Table 2. Satisfaction Ratings Summary

Q#	Question	2024 SAT Rate	2022 SAT Rate	SAT +/-	2024 SAT Rank	2024 IMP Rate	2024 IMP Rank	2020 SAT Rate	2018 SAT Rate	2016 SAT Rate	2014 SAT Rate	2012 SAT Rate
1	Students feel sense of belonging	5.00	4.79	0.21	56	6.34	40	4.89	5.12	5.07	4.97	4.90
2	Staff are caring and helpful	5.38	5.17	0.22	29	6.52	12	5.26	5.35	5.28	5.29	5.21
3	Faculty care about me as an individual	5.40	5.17	0.23	27	6.37	33	5.18	5.30	5.25	5.25	5.13
4	Admissions staff are knowledgeable	5.20	5.24	-0.04	41	6.37	36	5.11	5.18	5.04	5.15	4.98
5	Fin Aid counselors are helpful	5.02	5.07	-0.05	55	6.43	25	5.00	4.97	4.93	4.98	4.88
6	My academic advisor is approachable	5.42	5.24	0.18	24	6.52	13	5.34	5.27	5.51	5.42	5.20
7	Campus is safe and secure for all students	4.69	4.94	-0.24	66	6.59	8	4.86	5.07	5.56	5.59	5.52
8	Content of major courses are valuable	5.60	5.49	0.10	12	6.69	2	5.37	5.46	5.52	5.49	5.43
9	Variety of intramural activities are offered	4.99	4.89	0.10	57	5.61	81	4.56	4.65	4.58	4.66	4.77
10	Administrators are approachable to students	5.21	5.05	0.16	40	6.22	59	4.85	5.03	4.95	4.95	4.96
11	Billing policies are reasonable	4.61	4.45	0.16	70	6.23	56	4.41	4.55	4.37	4.47	4.47
12	Fin Aid awards are announced in timely fashion	5.25	5.33	-0.08	35	6.41	28	5.17	5.09	4.97	4.99	4.86
13	Library staff are helpful and approachable	6.14	6.24	-0.10	1	6.05	69	5.84	5.80	5.83	5.64	5.59
14	My academic advisor is concerned about my success	5.12	4.95	0.17	47	6.40	29	5.10	5.11	5.30	5.21	5.01
15	Health services staff are competent	5.54	5.11	0.42	16	6.44	22	4.48	4.70	4.75	4.66	4.45
16	Instruction in my major field is excellent	5.73	5.66	0.07	6	6.73	1	5.48	5.60	5.58	5.57	5.48
17	Adequate fin aid is available for most students	4.82	4.75	0.07	62	6.54	11	4.77	4.86	4.81	4.76	4.70
18	Library resources and services are adequate	5.96	5.97	-0.01	2	6.27	52	5.65	5.57	5.56	5.49	5.35
19	My academic advisor helps me set goals	4.57	4.36	0.21	72	6.12	67	4.61	4.65	4.85	4.75	4.61
20	Business office is open during hours convenient for students	5.06	4.91	0.15	52	5.99	72	4.73	4.77	4.75	4.77	4.77
21	Amount of student parking space is adequate	2.24	2.14	0.11	83	5.68	80	2.11	2.20	2.37	2.49	2.46
22	Counseling staff care about students	5.29	4.93	0.37	34	6.44	23	4.49	4.70	4.72	4.63	4.58
23	Living conditions in residence halls are comfortable	3.49	3.42	0.07	81	6.34	41	3.56	3.87	4.01	4.11	4.13
24	The athletic programs contribute to school spirit	4.08	3.82	0.26	79	5.16	83	3.70	3.91	3.88	4.05	3.93
25	Faculty are fair and unbiased in their treatment of students	5.09	4.75	0.33	51	6.48	16	4.87	4.95	4.97	4.88	4.84
26	Computer labs are adequate and accessible	4.40	5.50	-1.10	78	6.45	21	5.34	5.28	5.34	5.30	5.52
27	Personnel involved in registration are helpful	5.04	5.27	-0.23	53	6.37	35	5.04	5.07	5.04	5.06	5.07
28	Parking lots are well-lighted and secure	3.51	3.41	0.10	80	6.00	71	3.31	3.50	3.73	3.87	3.75
29	It is an enjoyable experience to be a Point Park student	4.85	4.71	0.14	60	6.44	24	4.82	5.05	5.08	5.05	5.04
30	Residence hall staff are concerned about me	4.69	4.77	-0.08	67	5.92	74	4.59	4.71	4.77	4.68	4.64
31	Males and females have equal opportunities to participate in athletics	5.72	5.54	0.18	7	6.31	46	5.22	5.30	5.17	5.07	5.03
32	Tutoring services are readily available	5.54	5.56	-0.02	15	6.20	60	5.18	5.33	4.90	4.99	5.04
33	My academic advisor is knowledgeable about my major requirements	5.42	5.55	-0.13	25	6.61	6	5.43	5.30	5.42	5.50	5.29
34	I am able to register for classes I need with few conflicts	4.90	4.79	0.11	58	6.57	10	4.84	4.77	4.66	4.92	4.84
35	The assessment and course placement procedures are reasonable	5.40	5.23	0.17	26	6.31	47	5.13	5.11	4.97	5.05	4.95
36	Security staff respond quickly in emergencies	5.10	4.92	0.18	49	6.61	5	4.87	5.01	5.07	5.20	5.10
37	I feel a sense of pride about my campus	4.44	4.44	0.00	76	5.74	79	4.53	4.75	4.77	4.76	4.72
38	There is an adequate selection of food avail. in the cafeteria	3.12	3.37	-0.25	82	6.19	61	3.34	3.59	3.16	3.54	3.88
39	I am able to experience intellectual growth here	5.58	5.38	0.20	14	6.58	9	5.27	5.24	5.24	5.22	5.15
40	Residence hall regulations are reasonable	5.36	5.10	0.26	30	6.13	66	4.88	4.90	4.91	4.88	4.79
41	There is a commit. to acad. excellence on this campus	5.19	5.11	0.08	44	6.29	48	5.00	5.02	4.97	4.98	4.88
42	There are a sufficient number of weekend activities	4.55	4.59	-0.04	74	5.52	82	4.32	4.58	4.41	4.33	4.40
43	Adm. counselors respond to prospective students' unique needs	5.17	5.07	0.10	45	6.24	55	4.91	4.97	4.92	4.93	4.90
44	Acad. support services adequately meet the needs of students	5.21	5.10	0.12	39	6.33	44	4.94	5.00	4.95	4.96	4.89

Table 2. Satisfaction Ratings Summary

Q#	Question	2024 SAT Rate	2022 SAT Rate	SAT +/-	2024 SAT Rank	2024 IMP Rate	2024 IMP Rank	2020 SAT Rate	2018 SAT Rate	2016 SAT Rate	2014 SAT Rate	2012 SAT Rate
45	Students are made to feel welcome on this campus	5.39	5.15	0.24	28	6.48	15	5.23	5.38	5.28	5.21	5.16
46	I can easily get involved in campus organizations	5.45	5.38	0.08	21	6.02	70	5.13	5.19	5.09	5.05	4.95
47	Fac. provide timely feedback about student progress in a course.	5.20	4.97	0.23	42	6.43	27	4.89	4.95	5.00	4.91	4.76
48	Adm. counselors accurately portray the campus in their recruiting practices.	4.83	4.69	0.13	61	6.22	57	4.70	4.82	4.78	4.78	4.81
49	There are adequate services to help me decide upon a career	5.34	5.05	0.29	32	6.40	30	4.95	4.96	4.98	4.88	4.85
50	Class change (drop/add) policies are reasonable	5.59	5.39	0.20	13	6.27	50	5.31	5.24	5.14	5.17	5.17
51	Point Park has a good reputation within the community.	5.20	5.14	0.06	43	6.18	62	5.22	5.36	5.29	5.37	5.29
52	The student ctr is a comfortable place for students to spend their leisure time	4.73	5.03	-0.30	65	5.86	77	4.72	4.89	5.05	5.07	5.14
53	Fac. consider student differences as they teach a course	5.09	4.79	0.31	50	6.32	45	4.76	4.91	4.95	4.95	4.90
54	Bookstore staff are helpful	5.95	5.87	0.08	3	5.88	76	5.29	5.31	5.25	5.09	5.20
55	Major requirements are clear and reasonable	5.62	5.40	0.22	10	6.61	4	5.33	5.35	5.18	5.21	5.23
56	Student handbook provides helpful information about campus life	5.24	5.27	-0.04	37	5.89	75	4.87	4.94	4.91	4.91	4.99
57	I seldom get the 'run-around' when seeking info. on this campus.	4.62	4.56	0.06	69	6.06	68	4.42	4.49	4.39	4.40	4.42
58	The quality of instruction I receive in most of my classes is excellent	5.46	5.36	0.11	20	6.60	7	5.24	5.26	5.21	5.23	5.18
59	Point Park shows concern for students as individuals	4.89	4.59	0.30	59	6.39	31	4.72	4.97	4.95	4.93	4.94
60	I generally know what's happening on campus	4.75	4.72	0.03	64	5.85	78	4.81	4.90	4.79	4.76	4.73
61	Adjunct faculty are competent as classroom instructors	5.60	5.65	-0.05	11	6.39	32	5.50	5.34	5.40	5.43	5.22
62	There is a strong commit. to racial harmony on this campus	5.43	5.18	0.24	23	6.45	19	4.93	5.55	5.38	5.38	5.33
63	Student disciplinary procedures are fair	5.34	5.02	0.32	31	6.27	51	4.97	5.15	5.10	5.03	4.97
64	New student orient. services help students adjust to college	5.11	4.97	0.14	48	6.18	63	4.79	5.10	5.01	4.98	5.00
65	Fac. are usually available after class and during office hours	5.83	5.73	0.10	5	6.35	39	5.49	5.52	5.47	5.39	5.29
66	Tuition paid is a worthwhile investment	4.45	4.29	0.16	75	6.47	17	4.30	4.44	4.28	4.42	4.48
67	Freedom of expression is protected on campus	5.67	5.48	0.19	8	6.45	20	5.26	5.54	5.40	5.34	5.30
68	Nearly all of the faculty are knowledgeable in their field	5.91	5.83	0.07	4	6.67	3	5.62	5.61	5.60	5.56	5.50
69	There is a good variety of courses provided on this campus	5.52	5.43	0.09	17	6.50	14	5.29	5.24	5.18	5.20	5.10
70	Graduate teaching assist. are competent as instructors	5.65	5.45	0.20	9	6.22	58	5.01	4.92	4.85	4.75	4.87
71	Channels for expressing student complaints are readily available	4.60	4.33	0.27	71	6.24	54	4.35	4.60	4.49	4.47	4.57
72	On the whole, the campus is well-maintained	4.55	4.77	-0.21	73	6.37	34	4.67	4.99	5.21	5.28	5.42
73	Student activities fees are put to good use	4.40	4.21	0.19	77	6.16	64	4.10	4.39	4.25	4.29	4.21
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	5.43	5.38	0.05	22	6.33	43	4.97	5.04	5.09	4.92	new
75	Core Curriculum (general education) is valuable at Point Park (custom)	4.75	new	new	63	6.15	65	new	new	new	new	new
76	Career Center provides progs & svcs that prep students for successful careers (custom)	5.33	5.16	0.17	33	6.25	53	4.79	new	new	new	new
77	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	5.49	5.20	0.29	18	6.43	26	5.00	new	new	new	new
78	Point Park adequately prioritizes mental health support services for students (custom)	5.03	new	new	54	6.46	18	new	new	new	new	new
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)	5.23	5.21	0.02	38	6.27	49	4.96	5.16	5.07	5.26	5.12
80	University Advising Ctr's Academic Advisors are knowledgeable and helpful (custom)	5.13	5.36	-0.24	46	6.36	37	5.10	5.00	5.04	5.01	new
81	PPU leverages its downtown location to enhance my educational experience (custom)	4.67	new	new	68	5.98	73	new	new	new	new	new
82	Real-world, experiential learning is a key feature of the PPU experience (custom)	5.24	new	new	36	6.36	38	new	new	new	new	new
83	My courses and extra-curricular activities inspire my imagination/creativity (custom)	5.48	new	new	19	6.33	42	new	new	new	new	new
Note:												
Satisfaction ratings increased for 60 out of 78 items (77%) from 2022 to 2024												
Satisfaction ratings decreased for 18 out of 78 items (23%) from 2022 to 2024												

Table 3. Importance Ratings Survey

Q#	Question	2024 IMP Rate	2022 IMP Rate	IMP +/-	2024 IMP Rank	2024 SAT Rate	2024 SAT Rank	2020 IMP Rate	2018 IMP Rate	2016 IMP Rate	2014 IMP Rate	2012 IMP Rate
1	Students feel sense of belonging	6.34	6.30	0.04	40	5.00	56	6.14	5.96	5.82	5.72	5.59
2	Staff are caring and helpful	6.52	6.47	0.05	12	5.38	29	6.45	6.35	6.30	6.28	6.17
3	Faculty care about me as an individual	6.37	6.36	0.02	33	5.40	27	6.30	6.23	6.20	6.17	6.12
4	Admissions staff are knowledgeable	6.37	6.34	0.03	36	5.20	41	6.25	6.18	6.17	6.22	6.13
5	Fin Aid counselors are helpful	6.43	6.38	0.05	25	5.02	55	6.24	6.17	6.17	6.17	6.19
6	My academic advisor is approachable	6.52	6.45	0.06	13	5.42	24	6.45	6.40	6.45	6.42	6.35
7	Campus is safe and secure for all students	6.59	6.57	0.02	8	4.69	66	6.58	6.50	6.46	6.40	6.28
8	Content of major courses are valuable	6.69	6.68	0.01	2	5.60	12	6.72	6.63	6.64	6.61	6.57
9	Variety of intramural activities are offered	5.61	5.52	0.10	81	4.99	57	5.01	4.91	4.71	4.43	4.36
10	Administrators are approachable to students	6.22	6.23	-0.02	59	5.21	40	6.01	5.93	5.86	5.86	5.74
11	Billing policies are reasonable	6.23	6.21	0.02	56	4.61	70	6.18	6.08	6.05	6.03	6.02
12	Fin Aid awards are announced in timely fashion	6.41	6.47	-0.06	28	5.25	35	6.31	6.19	6.18	6.21	6.17
13	Library staff are helpful and approachable	6.05	6.03	0.02	69	6.14	1	5.65	5.71	5.69	5.63	5.58
14	My academic advisor is concerned about my success	6.40	6.38	0.02	29	5.12	47	6.38	6.30	6.33	6.31	6.23
15	Health services staff are competent	6.44	6.42	0.02	22	5.54	16	6.12	5.94	5.82	5.76	5.63
16	Instruction in my major field is excellent	6.73	6.73	0.00	1	5.73	6	6.69	6.61	6.57	6.58	6.53
17	Adequate fin aid is available for most students	6.54	6.58	-0.04	11	4.82	62	6.50	6.35	6.37	6.35	6.35
18	Library resources and services are adequate	6.27	6.23	0.04	52	5.96	2	5.98	5.98	6.02	5.99	5.92
19	My academic advisor helps me set goals	6.12	6.03	0.08	67	4.57	72	6.00	6.01	6.10	6.03	5.99
20	Business office is open during hours convenient for students	5.99	5.89	0.10	72	5.06	52	5.69	5.71	5.72	5.70	5.66
21	Amount of student parking space is adequate	5.68	5.74	-0.06	80	2.24	83	5.62	5.70	5.71	5.74	5.86
22	Counseling staff care about students	6.44	6.40	0.04	23	5.29	34	6.17	6.03	5.91	5.74	5.71
23	Living conditions in residence halls are comfortable	6.34	6.38	-0.04	41	3.49	81	6.02	5.92	5.80	5.61	5.51
24	The athletic programs contribute to school spirit	5.16	4.96	0.20	83	4.08	79	4.63	4.74	4.55	4.53	4.48
25	Faculty are fair and unbiased in their treatment of students	6.48	6.47	0.00	16	5.09	51	6.47	6.36	6.37	6.32	6.22
26	Computer labs are adequate and accessible	6.45	6.25	0.20	21	4.40	78	6.25	6.26	6.25	6.26	6.19
27	Personnel involved in registration are helpful	6.37	6.34	0.03	35	5.04	53	6.14	6.17	6.12	6.11	6.10
28	Parking lots are well-lighted and secure	6.00	6.00	0.00	71	3.51	80	5.78	5.72	5.73	5.80	5.81
29	It is an enjoyable experience to be a Point Park student	6.44	6.50	-0.06	24	4.85	60	6.42	6.31	6.27	6.20	6.18
30	Residence hall staff are concerned about me	5.92	5.95	-0.04	74	4.69	67	5.49	5.57	5.44	5.24	5.25
31	Males and females have equal opportunities to participate in athletics	6.31	6.29	0.02	46	5.72	7	5.79	5.69	5.49	5.18	5.00
32	Tutoring services are readily available	6.20	6.14	0.05	60	5.54	15	5.93	5.73	5.63	5.64	5.65
33	My academic advisor is knowledgeable about my major requirements	6.61	6.57	0.03	6	5.42	25	6.56	6.46	6.51	6.47	6.44
34	I am able to register for classes I need with few conflicts	6.57	6.53	0.04	10	4.90	58	6.58	6.48	6.49	6.46	6.47
35	The assessment and course placement procedures are reasonable	6.31	6.31	0.00	47	5.40	26	6.20	6.15	6.13	6.11	6.08
36	Security staff respond quickly in emergencies	6.61	6.56	0.05	5	5.10	49	6.46	6.36	6.26	6.26	6.19
37	I feel a sense of pride about my campus	5.74	5.71	0.03	79	4.44	76	5.57	5.72	5.59	5.58	5.58
38	There is an adequate selection of food avail. in the cafeteria	6.19	6.20	-0.01	61	3.12	82	6.05	5.98	5.86	5.76	5.76
39	I am able to experience intellectual growth here	6.58	6.55	0.03	9	5.58	14	6.52	6.40	6.38	6.31	6.28
40	Residence hall regulations are reasonable	6.13	6.07	0.06	66	5.36	30	5.72	5.68	5.54	5.43	5.39
41	There is a commit. to acad. excellence on this campus	6.29	6.29	0.00	48	5.19	44	6.19	6.20	6.21	6.14	6.11
42	There are a sufficient number of weekend activities	5.52	5.52	0.00	82	4.55	74	5.12	5.32	5.21	5.08	5.09
43	Adm. counselors respond to prospective students' unique needs	6.24	6.20	0.04	55	5.17	45	5.90	5.95	5.87	5.77	5.82
44	Acad. support services adequately meet the needs of students	6.33	6.26	0.07	44	5.21	39	6.07	6.01	5.98	5.91	5.86

Table 3. Importance Ratings Survey

Q#	Question	2024 IMP Rate	2022 IMP Rate	IMP +/-	2024 IMP Rank	2024 SAT Rate	2024 SAT Rank	2020 IMP Rate	2018 IMP Rate	2016 IMP Rate	2014 IMP Rate	2012 IMP Rate
45	Students are made to feel welcome on this campus	6.48	6.44	0.04	15	5.39	28	6.35	6.25	6.20	6.10	6.07
46	I can easily get involved in campus organizations	6.02	5.94	0.08	70	5.45	21	5.69	5.74	5.65	5.51	5.48
47	Fac. provide timely feedback about student progress in a course.	6.43	6.41	0.02	27	5.20	42	6.32	6.28	6.27	6.24	6.22
48	Adm. counselors accurately portray the campus in their recruiting practices.	6.22	6.22	0.01	57	4.83	61	5.94	5.92	5.91	5.77	5.80
49	There are adequate services to help me decide upon a career	6.40	6.39	0.01	30	5.34	32	6.28	6.14	6.16	6.11	6.07
50	Class change (drop/add) policies are reasonable	6.27	6.22	0.06	50	5.59	13	6.13	6.07	6.08	6.07	6.05
51	Point Park has a good reputation within the community.	6.18	6.18	0.00	62	5.20	43	6.15	6.15	6.15	6.07	6.12
52	The student ctr is a comfortable place for students to spend their leisure time	5.86	5.91	-0.05	77	4.73	65	5.70	5.78	5.68	5.60	5.65
53	Fac. consider student differences as they teach a course	6.32	6.35	-0.03	45	5.09	50	6.28	6.21	6.15	6.06	6.06
54	Bookstore staff are helpful	5.88	5.89	-0.01	76	5.95	3	5.55	5.66	5.64	5.64	5.73
55	Major requirements are clear and reasonable	6.61	6.56	0.05	4	5.62	10	6.47	6.37	6.41	6.34	6.34
56	Student handbook provides helpful information about campus life	5.89	5.85	0.04	75	5.24	37	5.36	5.38	5.36	5.32	5.38
57	I seldom get the 'run-around' when seeking info. on this campus.	6.06	6.07	-0.01	68	4.62	69	5.79	5.91	5.94	5.98	5.99
58	The quality of instruction I receive in most of my classes is excellent	6.60	6.59	0.01	7	5.46	20	6.49	6.40	6.40	6.41	6.41
59	Point Park shows concern for students as individuals	6.39	6.47	-0.08	31	4.89	59	6.38	6.26	6.23	6.19	6.22
60	I generally know what's happening on campus	5.85	5.90	-0.04	78	4.75	64	5.72	5.78	5.66	5.58	5.62
61	Adjunct faculty are competent as classroom instructors	6.39	6.45	-0.06	32	5.60	11	6.27	6.24	6.27	6.24	6.15
62	There is a strong commit. to racial harmony on this campus	6.45	6.51	-0.05	19	5.43	23	6.30	6.19	6.05	5.82	5.79
63	Student disciplinary procedures are fair	6.27	6.31	-0.04	51	5.34	31	6.03	5.96	5.94	5.79	5.76
64	New student orient. services help students adjust to college	6.18	6.16	0.02	63	5.11	48	5.96	5.91	5.82	5.72	5.71
65	Fac. are usually available after class and during office hours	6.35	6.34	0.00	39	5.83	5	6.32	6.22	6.23	6.22	6.18
66	Tuition paid is a worthwhile investment	6.47	6.44	0.04	17	4.45	75	6.53	6.39	6.43	6.37	6.38
67	Freedom of expression is protected on campus	6.45	6.50	-0.05	20	5.67	8	6.38	6.25	6.23	6.07	6.05
68	Nearly all of the faculty are knowledgeable in their field	6.67	6.67	0.00	3	5.91	4	6.63	6.48	6.51	6.46	6.45
69	There is a good variety of courses provided on this campus	6.50	6.51	0.00	14	5.52	17	6.46	6.35	6.35	6.29	6.27
70	Graduate teaching assist. are competent as instructors	6.22	6.16	0.06	58	5.65	9	5.78	5.70	5.72	5.64	5.65
71	Channels for expressing student complaints are readily available	6.24	6.26	-0.02	54	4.60	71	6.09	5.97	5.93	5.86	5.83
72	On the whole, the campus is well-maintained	6.37	6.39	-0.02	34	4.55	73	6.34	6.24	6.23	6.16	6.16
73	Student activities fees are put to good use	6.16	6.11	0.04	64	4.40	77	6.03	6.01	5.93	5.86	5.89
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	6.33	6.40	-0.07	43	5.43	22	6.15	6.12	5.92	5.80	new
75	Core Curriculum (general education) is valuable at Point Park (custom)	6.15	new	new	65	4.75	63	new	new	new	new	new
76	Career Center provides progs & svcs that prep students for successful careers (custom)	6.25	6.24	0.02	53	5.33	33	6.02	new	new	new	new
77	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	6.43	6.49	-0.06	26	5.49	18	6.32	new	new	new	new
78	Point Park adequately prioritizes mental health support services for students (custom)	6.46	new	new	18	5.03	54	new	new	new	new	new
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)	6.27	6.28	0.00	49	5.23	38	6.06	6.10	6.07	6.07	5.91
80	University Advising Ctr's Academic Advisors are knowledgeable and helpful (custom)	6.36	6.30	0.06	37	5.13	46	6.15	6.10	6.00	5.78	new
81	PPU leverages its downtown location to enhance my educational experience (custom)	5.98	new	new	73	4.67	68	new	new	new	new	new
82	Real-world, experiential learning is a key feature of the PPU experience (custom)	6.36	new	new	38	5.24	36	new	new	new	new	new
83	My courses and extra-curricular activities inspire my imagination/creativity (custom)	6.33	new	new	42	5.48	19	new	new	new	new	new
Other notes:												
Importance ratings increased for 49 out of 78 items (63%) from 2022 to 2024.												
Importance ratings decreased for 29 out of 78 items (37%) from 2022 to 2024.												

Table 4. Performance Gap Summary

Q#	Question	2024 PG	2022 PG	PG +/-	2024 IMP Rate	2024 IMP Rank	2024 SAT Rate	2024 SAT Rank	2020 PG	2018 PG	2016 PG	2014 PG	2012 PG
1	Students feel sense of belonging	1.34	1.51	-0.17	6.34	40	5.00	56	1.25	0.84	0.75	0.74	0.69
2	Staff are caring and helpful	1.14	1.31	-0.17	6.52	12	5.38	29	1.20	1.00	1.02	0.99	0.95
3	Faculty care about me as an individual	0.98	1.19	-0.21	6.37	33	5.40	27	1.12	0.93	0.95	0.92	0.99
4	Admissions staff are knowledgeable	1.17	1.10	0.07	6.37	36	5.20	41	1.13	1.00	1.12	1.06	1.14
5	Fin Aid counselors are helpful	1.41	1.31	0.10	6.43	25	5.02	55	1.25	1.20	1.24	1.19	1.31
6	My academic advisor is approachable	1.09	1.21	-0.11	6.52	13	5.42	24	1.11	1.13	0.94	0.99	1.15
7	Campus is safe and secure for all students	1.89	1.63	0.26	6.59	8	4.69	66	1.73	1.43	0.90	0.82	0.76
8	Content of major courses are valuable	1.10	1.19	-0.09	6.69	2	5.60	12	1.35	1.16	1.12	1.12	1.13
9	Variety of intramural activities are offered	0.62	0.63	-0.01	5.61	81	4.99	57	0.45	0.26	0.13	-0.23	-0.40
10	Administrators are approachable to students	1.01	1.18	-0.18	6.22	59	5.21	40	1.16	0.90	0.91	0.91	0.77
11	Billing policies are reasonable	1.62	1.76	-0.14	6.23	56	4.61	70	1.77	1.53	1.68	1.56	1.55
12	Fin Aid awards are announced in timely fashion	1.16	1.13	0.03	6.41	28	5.25	35	1.14	1.10	1.21	1.22	1.31
13	Library staff are helpful and approachable	-0.09	-0.21	0.12	6.05	69	6.14	1	-0.19	-0.09	-0.14	-0.01	-0.01
14	My academic advisor is concerned about my success	1.28	1.43	-0.15	6.40	29	5.12	47	1.28	1.19	1.04	1.10	1.22
15	Health services staff are competent	0.91	1.31	-0.40	6.44	22	5.54	16	1.64	1.24	1.07	1.10	1.18
16	Instruction in my major field is excellent	1.00	1.07	-0.06	6.73	1	5.73	6	1.21	1.00	1.00	1.01	1.06
17	Adequate fin aid is available for most students	1.71	1.83	-0.11	6.54	11	4.82	62	1.73	1.49	1.56	1.60	1.65
18	Library resources and services are adequate	0.31	0.25	0.05	6.27	52	5.96	2	0.33	0.41	0.46	0.50	0.56
19	My academic advisor helps me set goals	1.55	1.67	-0.13	6.12	67	4.57	72	1.40	1.36	1.25	1.28	1.38
20	Business office is open during hours convenient for students	0.93	0.98	-0.05	5.99	72	5.06	52	0.96	0.93	0.97	0.93	0.89
21	Amount of student parking space is adequate	3.44	3.60	-0.16	5.68	80	2.24	83	3.52	3.50	3.34	3.25	3.40
22	Counseling staff care about students	1.15	1.48	-0.33	6.44	23	5.29	34	1.68	1.34	1.18	1.11	1.13
23	Living conditions in residence halls are comfortable	2.85	2.97	-0.12	6.34	41	3.49	81	2.46	2.05	1.79	1.50	1.38
24	The athletic programs contribute to school spirit	1.08	1.14	-0.06	5.16	83	4.08	79	0.93	0.83	0.67	0.48	0.54
25	Faculty are fair and unbiased in their treatment of students	1.39	1.72	-0.33	6.48	16	5.09	51	1.60	1.41	1.40	1.44	1.37
26	Computer labs are adequate and accessible	2.05	0.74	1.30	6.45	21	4.40	78	0.91	0.98	0.91	0.96	0.67
27	Personnel involved in registration are helpful	1.33	1.07	0.26	6.37	35	5.04	53	1.10	1.11	1.08	1.05	1.03
28	Parking lots are well-lighted and secure	2.49	2.59	-0.11	6.00	71	3.51	80	2.47	2.22	2.00	1.94	2.06
29	It is an enjoyable experience to be a Point Park student	1.59	1.78	-0.20	6.44	24	4.85	60	1.60	1.26	1.20	1.15	1.14
30	Residence hall staff are concerned about me	1.22	1.19	0.04	5.92	74	4.69	67	0.90	0.86	0.67	0.56	0.61
31	Males and females have equal opportunities to participate in athletics	0.59	0.75	-0.16	6.31	46	5.72	7	0.57	0.40	0.32	0.11	-0.03
32	Tutoring services are readily available	0.66	0.59	0.07	6.20	60	5.54	15	0.74	0.40	0.73	0.65	0.61
33	My academic advisor is knowledgeable about my major requirements	1.19	1.03	0.16	6.61	6	5.42	25	1.14	1.16	1.08	0.97	1.16
34	I am able to register for classes I need with few conflicts	1.67	1.74	-0.07	6.57	10	4.90	58	1.74	1.71	1.83	1.54	1.63
35	The assessment and course placement procedures are reasonable	0.91	1.08	-0.17	6.31	47	5.40	26	1.07	1.03	1.16	1.06	1.13
36	Security staff respond quickly in emergencies	1.50	1.64	-0.14	6.61	5	5.10	49	1.59	1.35	1.19	1.06	1.08
37	I feel a sense of pride about my campus	1.29	1.26	0.03	5.74	79	4.44	76	1.04	0.97	0.82	0.82	0.86
38	There is an adequate selection of food avail. in the cafeteria	3.07	2.83	0.24	6.19	61	3.12	82	2.71	2.39	2.70	2.22	1.87
39	I am able to experience intellectual growth here	1.00	1.17	-0.17	6.58	9	5.58	14	1.25	1.16	1.14	1.09	1.14
40	Residence hall regulations are reasonable	0.77	0.96	-0.20	6.13	66	5.36	30	0.84	0.78	0.63	0.55	0.60
41	There is a commit. to acad. excellence on this campus	1.09	1.18	-0.09	6.29	48	5.19	44	1.18	1.18	1.23	1.16	1.23
42	There are a sufficient number of weekend activities	0.97	0.93	0.04	5.52	82	4.55	74	0.81	0.74	0.80	0.76	0.69
43	Adm. counselors respond to prospective students' unique needs	1.07	1.13	-0.07	6.24	55	5.17	45	0.99	0.98	0.95	0.84	0.92
44	Acad. support services adequately meet the needs of students	1.11	1.16	-0.05	6.33	44	5.21	39	1.13	1.01	1.03	0.95	0.97
45	Students are made to feel welcome on this campus	1.09	1.29	-0.20	6.48	15	5.39	28	1.11	0.87	0.92	0.89	0.91
46	I can easily get involved in campus organizations	0.56	0.56	0.00	6.02	70	5.45	21	0.56	0.55	0.56	0.47	0.53

Table 4. Performance Gap Summary

Q#	Question	2024 PG	2022 PG	PG +/-	2024 IMP Rate	2024 IMP Rank	2024 SAT Rate	2024 SAT Rank	2020 PG	2018 PG	2016 PG	2014 PG	2012 PG
47	Fac. provide timely feedback about student progress in a course.	1.23	1.44	-0.21	6.43	27	5.20	42	1.43	1.32	1.27	1.34	1.46
48	Adm. counselors accurately portray the campus in their recruiting practices.	1.40	1.52	-0.12	6.22	57	4.83	61	1.24	1.11	1.13	0.99	0.99
49	There are adequate services to help me decide upon a career	1.05	1.34	-0.29	6.40	30	5.34	32	1.33	1.17	1.18	1.23	1.22
50	Class change (drop/add) policies are reasonable	0.68	0.83	-0.14	6.27	50	5.59	13	0.82	0.83	0.94	0.91	0.88
51	Point Park has a good reputation within the community.	0.98	1.04	-0.06	6.18	62	5.20	43	0.92	0.79	0.86	0.69	0.83
52	The student ctr is a comfortable place for students to spend their leisure time	1.13	0.88	0.24	5.86	77	4.73	65	0.97	0.89	0.63	0.53	0.52
53	Fac. consider student differences as they teach a course	1.23	1.56	-0.33	6.32	45	5.09	50	1.52	1.29	1.20	1.10	1.16
54	Bookstore staff are helpful	-0.07	0.01	-0.09	5.88	76	5.95	3	0.26	0.35	0.39	0.55	0.54
55	Major requirements are clear and reasonable	0.99	1.16	-0.17	6.61	4	5.62	10	1.14	1.02	1.23	1.13	1.11
56	Student handbook provides helpful information about campus life	0.66	0.58	0.08	5.89	75	5.24	37	0.49	0.45	0.45	0.41	0.39
57	I seldom get the 'run-around' when seeking info. on this campus.	1.44	1.51	-0.07	6.06	68	4.62	69	1.37	1.41	1.55	1.57	1.56
58	The quality of instruction I receive in most of my classes is excellent	1.13	1.23	-0.10	6.60	7	5.46	20	1.25	1.13	1.19	1.18	1.23
59	Point Park shows concern for students as individuals	1.50	1.88	-0.38	6.39	31	4.89	59	1.66	1.29	1.28	1.26	1.28
60	I generally know what's happening on campus	1.11	1.18	-0.07	5.85	78	4.75	64	0.91	0.87	0.87	0.81	0.89
61	Adjunct faculty are competent as classroom instructors	0.79	0.79	-0.01	6.39	32	5.60	11	0.77	0.90	0.88	0.81	0.92
62	There is a strong commit. to racial harmony on this campus	1.03	1.33	-0.30	6.45	19	5.43	23	1.36	0.64	0.66	0.45	0.46
63	Student disciplinary procedures are fair	0.93	1.29	-0.36	6.27	51	5.34	31	1.06	0.81	0.83	0.77	0.79
64	New student orient. services help students adjust to college	1.07	1.19	-0.12	6.18	63	5.11	48	1.16	0.81	0.81	0.74	0.70
65	Fac. are usually available after class and during office hours	0.51	0.61	-0.10	6.35	39	5.83	5	0.82	0.70	0.76	0.83	0.88
66	Tuition paid is a worthwhile investment	2.02	2.15	-0.12	6.47	17	4.45	75	2.24	1.95	2.15	1.95	1.90
67	Freedom of expression is protected on campus	0.78	1.02	-0.24	6.45	20	5.67	8	1.12	0.71	0.83	0.74	0.75
68	Nearly all of the faculty are knowledgeable in their field	0.76	0.83	-0.07	6.67	3	5.91	4	1.00	0.86	0.91	0.90	0.96
69	There is a good variety of courses provided on this campus	0.98	1.08	-0.10	6.50	14	5.52	17	1.17	1.11	1.17	1.09	1.17
70	Graduate teaching assist. are competent as instructors	0.57	0.71	-0.14	6.22	58	5.65	9	0.77	0.78	0.88	0.89	0.78
71	Channels for expressing student complaints are readily available	1.64	1.93	-0.29	6.24	54	4.60	71	1.74	1.37	1.44	1.39	1.26
72	On the whole, the campus is well-maintained	1.82	1.62	0.19	6.37	34	4.55	73	1.67	1.26	1.02	0.88	0.74
73	Student activities fees are put to good use	1.75	1.90	-0.15	6.16	64	4.40	77	1.93	1.61	1.68	1.57	1.68
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	0.90	1.02	-0.12	6.33	43	5.43	22	1.19	1.08	0.83	0.87	new
75	Core Curriculum (general education) is valuable at Point Park (custom)	1.40	new	new	6.15	65	4.75	63	new	new	new	new	new
76	Career Center provides progs & svcs that prep students for successful careers (custom)	0.92	1.08	-0.16	6.25	53	5.33	33	1.09	new	new	new	new
77	Point Park support/encour. climate that values equity, diversity, uniq perspec (custom)	0.94	1.29	-0.35	6.43	26	5.49	18	1.07	new	new	new	new
78	Point Park adequately prioritizes mental health support services for students (custom)	1.43	new	new	6.46	18	5.03	54	new	new	new	new	new
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)	1.05	1.07	-0.02	6.27	49	5.23	38	1.01	0.93	1.00	0.81	0.78
80	University Advising Ctr's Academic Advisors are knowledgeable and helpful (custom)	1.23	0.94	0.30	6.36	37	5.13	46	1.24	1.10	0.96	0.77	new
81	PPU leverages its downtown location to enhance my educational experience (custom)	1.31	new	new	5.98	73	4.67	68	new	new	new	new	new
82	Real-world, experiential learning is a key feature of the PPU experience (custom)	1.12	new	new	6.36	38	5.24	36	new	new	new	new	new
83	My courses and extra-curricular activities inspire my imagination/creativity (custom)	0.85	new	new	6.33	42	5.48	19	new	new	new	new	new
Notes:													
1. Performance gap ratings increased for 19 out of 78 items (24%) from 2022 to 2024.													
2. Performance gap ratings decreased for 59 out of 78 items (76%) from 2022 to 2024.													
3. In 2004, there were 27 items with PG's greater than 1.49, 15 in 2006, 10 in 2008, 8 in 2010, 9 in 2012, 11 in 2014, 11 in 2016, 10 in 2018, 20 in 2020, 22 in 2022, and 17 in 2024.													
4. Additionally, there were 15 items with PG's less than 1.00 in 2004, 28 in 2006, 32 in 2008, 45 in 2010, 44 in 2012, 45 in 2014, 40 in 2016, 37 in 2018, 24 in 2020, 19 in 2022, and 28 in 2024.													

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
1	Students feel sense of belonging																				
2	Staff are caring and helpful								S							S			S		
3	Faculty care about me as an individual				S				S										S		
4	Admissions staff are knowledgeable																				
5	Fin Aid counselors are helpful																				
6	My academic advisor is approachable								S		S				S			S			S
7	Campus is safe and secure for all students		C				C		C		C		C		C	S			C		C
8	Content of major courses are valuable	S	S			S	S		S	S	S	S	S	S	S			S	S		
9	Variety of intramural activities are offered																				
10	Administrators are approachable to students																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
11	Billing policies are reasonable								C												
12	Fin Aid awards are announced in timely fashion															C	C				S
13	Library staff are helpful and approachable				S				S							S					
14	My acad advisor is concerned about my success								S												C
15	Health services staff are competent		S				S		S		S		S		S		S			S	S
16	Instruction in my major field is excellent	S	S			S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students	C				C		C	C			C		C		C	C	C	C		
18	Library resources and services are adequate				S				S	S						S	S				
19	My academic advisor helps me set goals				C																
20	Business office is open during hours convenient for students																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
21	Amount of student parking space is adequate															C					
22	Counseling staff care about students				S												S	C			
23	Living conditions in res halls are comfortable	C	C		C	C	C			C		C	C	C	C		C	C	C		C
24	The athletic programs contribute to school spirit																				
25	Faculty are fair and unbiased in their treatment of students	C			S	C			S	C				C			S	C			
26	Computer labs are adequate and accessible		C				C			S	C		C		C	C			C		C
27	Personnel involved in registration are helpful							S		S											
28	Parking lots are well-lighted and secure								C							C					
29	It is an enjoyable experience to be a PPU student	C			C	C		C		C		C		C						C	C
30	Residence hall staff are concerned about me																				

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
31	Males and females have equal opportunities to participate in athletics			S	S				S											S	S
32	Tutoring services are readily available																				
33	My academic advisor is knowledgeable about my major requirements	S			S	S		S	S	S	S	S	S	S	S	S	S	S	S		
34	I am able to register for classes I need with few conflicts				C			C				C				S				C	
35	The assessment and course placement procedures are reasonable										S				S						
36	Security staff respond quickly in emergencies			S	S			S							S	S					
37	I feel a sense of pride about my campus																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
38	There is an adequate selection of food avail. in the cafeteria			C				C								C					
39	I am able to experience intellectual growth here	S	S	S	S	S	S	S	S		S	S	S	S		S	S	S	S	S	S
40	Residence hall regulations are reasonable																				
41	There is a commit. to acad. excellence on this campus																				
42	There are a sufficient number of weekend activities																				
43	Adm. counselors respond to prospective students' unique needs							S													
44	Acad. support services adequately meet the needs of students															S					
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
45	Students are made to feel welcome on this campus																S				
46	I can easily get involved in campus organizations																				
47	Fac. provide timely feedback about student progress in a course.																				
48	Adm. counselors accurately portray the campus in recruiting practices.																				
49	There are adequate services to help me decide upon a career															S					
50	Class change (drop/add) policies are reasonable							S			S					S	S				
51	Point Park has a good reputation within the community.																				

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
52	Student ctr is a comfortable place for students to spend leisure time			S																	
53	Fac. consider student differences as they teach a course									C											
54	Bookstore staff are helpful				S			S													
55	Major requirements are clear and reasonable	S	S			S	S			S	S	S	S	S	S			S	S		
56	Student handbook provides helpful information about campus life			S																	
57	I seldom get the 'run-around' when seeking info. on this campus.																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
58	The quality of instruction I receive in most of my classes is excellent	S	S			S		S	S	S		S	S		S			S	S		
59	Point Park shows concern for students as individuals	C				C				C		C		C				C		C	
60	I generally know what's happening on campus																				
61	Adjunct faculty are competent as classroom instructors	S	S			S	S	S	S	S		S	S	S	S	S		S	S	S	S
62	There is a strong commit. to racial harmony on this campus				S					C			S							S	S
63	Student disciplinary procedures are fair				S				S												
64	New student orient. services help students adjust to college															C					
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
65	Fac. are usually available after class and during office hours	S	S	S		S	S	S	S	S	S	S		S	S	S	S	S		S	S
66	Tuition paid is a worthwhile investment	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C		C	C	C	C
67	Freedom of expression is protected on campus	S	S	S		S	S			S	S	S	S	S	S	S		S	S	S	S
68	Nearly all faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S		S	S	S	S
69	There is a good variety of courses provided on this campus	S	S			S	S			S	S	S	S	S		S		S	S	S	S
70	Graduate teaching assist. are competent as instructors							S								C	C				
71	Channels for expressing student complaints are readily available				C			C								C		C			

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
72	On the whole, the campus is well-maintained	C	C			C	C		C		C	C	C	C			C	C		C	
73	Student activities fees are put to good use			C																	
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	S		S		S		S		S	S	S	S				S		S	S	
75*	Core Curriculum (general education) is valuable at Point Park (custom)	*		*		*		*		*		*		*		*		*		*	
76	Career Center provides progs & svcs that prep students for successful careers (custom)			S	S					S											
77	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)		S	S	S		S					S		S						S	
78*	Point Park adequately prioritizes mental health support services for students (custom)	*		*		*		*		*		*		*		*		*		*	
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
#	Question	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
79	Help desk personnel are knowledgeable and resolve my comp. problems (custom)							S								C					
80	University Advising Ctr's Academic Advisors are knowledgeable and helpful. (custom)															C			S		
81*	PPU leverages its downtown location to enhance my educational experience (custom)	*		*		*		*		*		*		*		*		*		*	
82*	Real-world, experiential learning is a key feature of the PPU experience (custom)	*		*		*		*		*		*		*		*		*		*	
83*	My courses and extra-curricular activities inspire my imagination/creativity (custom)	*	S	*		*	S	*		*		*	S	*		*		*	S	*	
* Custom questions 75, 78, 81, 82, and 83 are new questions for 2024																					

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
1	Students feel sense of belonging									C							
2	Staff are caring and helpful							S	S								S
3	Faculty care about me as an individual			S				S	S			S					S
4	Admissions staff are knowledgeable																
5	Fin Aid counselors are helpful							C									
6	My academic advisor is approachable				S				S			S					
7	Campus is safe and secure for all students	C	C		C		C		C	C	C		C		C		
8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered																
10	Administrators are approachable to students																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
11	Billing policies are reasonable																
12	Fin Aid awards are announced in timely fashion	S								S				S		S	
13	Library staff are helpful and approachable																
14	My acad advisor is concerned about my success								S								
15	Health services staff are competent		S				S			S				S		S	
16	Instruction in my major field is excellent	S	S	S	S	S	S		S	S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students			C		C		C	C		C	C	C	C			
18	Library resources and services are adequate								S			S	S				
19	My academic advisor helps me set goals																
20	Business office is open during hours convenient for students																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
21	Amount of student parking space is adequate																
22	Counseling staff care about students							S	S	C							
23	Living conditions in res halls are comfortable	C	C			C			C	C	C			C	C	C	
24	The athletic programs contribute to school spirit																
25	Faculty are fair and unbiased in their treatment of students	C				C			S	C		C				C	
26	Computer labs are adequate and accessible		C		C		C				C		C	S	C		C
27	Personnel involved in registration are helpful													S			
28	Parking lots are well-lighted and secure								C								
29	It is an enjoyable experience to be a PPU student	C		C		C								C	C	C	
30	Residence hall staff are concerned about me																

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
31	Males and females have equal opportunities to participate in athletics				S					S							S
32	Tutoring services are readily available																
33	My academic advisor is knowledgeable about my major requirements	S		S	S	S			S	S	S	S	S	S	S	S	
34	I am able to register for classes I need with few conflicts			C				C				C		C	C	C	
35	The assessment and course placement procedures are reasonable																
36	Security staff respond quickly in emergencies							S								C	
37	I feel a sense of pride about my campus																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
38	There is an adequate selection of food avail. in the cafeteria																C
39	I am able to experience intellectual growth here	S		S	S	S	S	S	S			S	S	S	S		S
40	Residence hall regulations are reasonable																
41	There is a commit. to acad. excellence on this campus																
42	There are a sufficient number of weekend activities																
43	Adm. counselors respond to prospective students' unique needs																
44	Acad. support services adequately meet the needs of students																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
45	Students are made to feel welcome on this campus										S						
46	I can easily get involved in campus organizations																
47	Fac. provide timely feedback about student progress in a course.																
48	Adm. counselors accurately portray the campus in recruiting practices.		C														
49	There are adequate services to help me decide upon a career										S						
50	Class change (drop/add) policies are reasonable																S
51	Point Park has a good reputation within the community.																

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
52	Student ctr is a comfortable place for students to spend leisure time																
53	Fac. consider student differences as they teach a course							S	C								
54	Bookstore staff are helpful																
55	Major requirements are clear and reasonable	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
56	Student handbook provides helpful information about campus life																
57	I seldom get the 'run-around' when seeking info. on this campus.																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
58	The quality of instruction I receive in most of my classes is excellent			S	S	S	S	S	S			S	S	S	S	S	S
59	Point Park shows concern for students as individuals	C		C		C				C		C		C	C	C	C
60	I generally know what's happening on campus																
61	Adjunct faculty are competent as classroom instructors	S		S	S	S	S	S	S			S	S	S	S	S	S
62	There is a strong commit. to racial harmony on this campus		S							S							
63	Student disciplinary procedures are fair																
64	New student orient. services help students adjust to college																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
65	Fac. are usually available after class and during office hours	S	S	S	S	S	S	S		S		S	S		S	S	
66	Tuition paid is a worthwhile investment	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
67	Freedom of expression is protected on campus	S	S	S	S	S	S		S	S	S	S	S	S	S	S	
68	Nearly all faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus	S	S	S	S	S	S			S	S	S	S				S
70	Graduate teaching assist. are competent as instructors							S									
71	Channels for expressing student complaints are readily available																

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2024)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024	2022	2024
72	On the whole, the campus is well-maintained	C	C		C	C	C	S		C	C		C		C		C
73	Student activities fees are put to good use							C									
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)			S		S		S		S		S	S	S	S	S	
75*	Core Curriculum (general education) is valuable at Point Park (custom)	*		*		*		*		*		*	*	*	*	*	
76	Career Center provides progs & svcs that prep students for successful careers (custom)																
77	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)		S			S		S		S		S					
78*	Point Park adequately prioritizes mental health support services for students (custom)	*		*		*		*		*		*	*	*	*	*	C
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
79	Help desk personnel are knowledgeable and resolve my comp. problems (custom)																
80	University Advising Ctr's Academic Advisors are knowledgeable and helpful. (custom)			S				S		S		S					
81*	PPU leverages its downtown location to enhance my educational experience (custom)	*		*		*		*		*		*	*	*	*	*	
82*	Real-world, experiential learning is a key feature of the PPU experience (custom)	*		*		*		*		*		*	*	*	*	*	
83*	My courses and extra-curricular activities inspire my imagination/creativity (custom)	*	S	*		*		*		*	S	*	S	*	S	*	
* Custom questions 75, 78, 81, 82, and 83 are new questions for 2024																	

Table 6. Respondents by School, Academic Department and Major 2024

School of Arts & Sciences (n=242)

<i>Crim Justice and Intell Studies</i>	# of resp
Criminal Justice	17
Forensic Science	16
Intelligence and Natl Security	9
Total	42

<i>Literature, Culture & Society</i>	# of resp
Creative Writing	6
English	9
Global Cultural Studies	1
History	5
Interdisciplinary Studies	6
Legal Studies	2
Liberal Studies	3
Political Science	6
Social Justice Studies	1
Total	39

<i>Natural Sciences and Engr Tech</i>	# of resp
Biological Sciences	16
Civil Engineering	6
Electrical Engineering	2
Funeral Service	27
Mechanical Engineering	16
MS in Engineering Management	1
Total	68

<i>Psychology</i>	# of resp
Behavioral Sciences	3
Psychology	62
MA Community Psychology	3
Ph.D Critical Psychology	3
PsyD Clinical Psychology	22
Total	93

Miscellaneous (n=6)	# of resp
Other	0
Undecided/Exploratory	6
Total	6

School of Business (n=160)

<i>Business Analytics & Technology</i>	# of resp
Accounting	14
Applied Computer Science	19
Economics and Finance	6
Total	39

<i>Community Engage & Leadership</i>	# of resp
Organizational Leadership	1
PhD Community Engagement	3
Total	4

<i>Management</i>	# of resp
Business Administration	9
Business Management	27
Human Resource Management	4
Marketing & Sales	14
Master of Business Admin	7
MS InfoSys/ Bus Analytics	3
MS InfoSys/Bus Analytics/MBA(dual)	1
Total	65

<i>Sports, Arts & Entertainment Mgmt</i>	# of resp
Sports, Arts & Enter Mgmt	52
Total	52

School of Communication (n=112)

<i>Communication</i>	# of resp
Broadcast Production & Media Mgt	6
Broadcasting	13
Digital Journalism	4
Graphic and Interactive Design	21
Journalism	2
Multimedia	10
Photography	8
Public Relations & Advertising (BA)	1
PR, Advertising, Social Media (BA)	10
Sports Communication	27
MA Broadcast, Sports, Documentary	2
MA Media Comm/MBA (concurrent)	1
MA Media Comm (Journalism Spec.)	1
MA in Public Relations & Advertising	1
MA in PR, Advertising, Social Media	5
Total	112

Conservatory of Performing Arts (n=385)

<i>Cinema Arts</i>	# of resp
Animation	22
Cinema Arts	17
Cinema Production	29
Screenwriting	15
MFA-Writing for the Screen & Stage	2
Total	85

<i>Dance</i>	# of resp
Dance	161
Total	161

<i>Theatre</i>	# of resp
Acting	46
Musical Theatre	41
Theatre Arts (BFA)	24
Theatre Production (BFA)	28
Total	139

School of Education (n=35)

<i>Teaching & Learning</i>	# of resp
Education - PreK-4th Grade	21
Education - 4th-8th Grade	5
Education - 7th-12th Grade	5
Education - Special Ed PreK-12	2
Instructional Studies	2
Total	35

All Respondents (n= 940)



Student Satisfaction Inventory™

Four-Year College and University Version

Form A

Section #1: Items 1 - 98 are responded as follows:

Each item below describes an expectation about your experiences with this program. For each item, please tell us:

how important it is for your institution to meet this expectation?

- 1 - not important at all*
- 2 - not very important*
- 3 - somewhat unimportant*
- 4 - neutral*
- 5 - somewhat important*
- 6 - important*
- 7 - very important*
- N/A - does not apply*

how satisfied you are that your institution has met this expectation?

- 1 - not satisfied at all*
- 2 - not very satisfied*
- 3 - somewhat dissatisfied*
- 4 - neutral*
- 5 - somewhat satisfied*
- 6 - satisfied*
- 7 - very satisfied*
- N/A - not available / not used*

The questions are as follows:

1. Most students feel a sense of belonging here.
2. The campus staff are caring and helpful.
3. Faculty care about me as an individual.
4. Admissions staff are knowledgeable.
5. Financial aid counselors are helpful.
6. My academic advisor is approachable.
7. The campus is safe and secure for all students.
8. The content of the courses within my major is valuable.
9. A variety of intramural activities are offered.

10. Administrators are approachable to students.
11. Billing policies are reasonable.
12. Financial aid awards are announced to students in time to be helpful in college planning.
13. Library staff are helpful and approachable.
14. My academic advisor is concerned about my success as an individual.
15. The staff in the health services area are competent.
16. The instruction in my major field is excellent.
17. Adequate financial aid is available for most students.
18. Library resources and services are adequate.
19. My academic advisor helps me set goals to work toward.
20. The business office is open during hours which are convenient for most students.
21. The amount of student parking space on campus is adequate.
22. Counseling staff care about students as individuals.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air etc.).
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.
25. Faculty are fair and unbiased in their treatment of individual students.
26. Computer labs are adequate and accessible.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lighted and secure.
29. It is an enjoyable experience to be a student on this campus.
30. Residence hall staff are concerned about me as an individual.
31. Males and females have equal opportunities to participate in intercollegiate athletics.
32. Tutoring services are readily available.
33. My academic advisor is knowledgeable about requirements in my major.
34. I am able to register for classes I need with few conflicts.
35. The assessment and course placement procedures are reasonable.
36. Security staff respond quickly in emergencies.
37. I feel a sense of pride about my campus.
38. There is an adequate selection of food available in the cafeteria.
39. I am able to experience intellectual growth here.
40. Residence hall regulations are reasonable.
41. There is a commitment to academic excellence on this campus.
42. There are a sufficient number of weekend activities for students.
43. Admissions counselors respond to prospective students' unique needs and requests.
44. Academic support services adequately meet the needs of students.
45. Students are made to feel welcome on this campus.

46. I can easily get involved in campus organizations.
47. Faculty provide timely feedback about student progress in a course.
48. Admissions counselors accurately portray the campus in their recruiting practices.
49. There are adequate services to help me decide upon a career.
50. Class change (drop/add) policies are reasonable.
51. This institution has a good reputation within the community.
52. The student center is a comfortable place for students to spend their leisure time.
53. Faculty take into consideration student differences as they teach a course.
54. Bookstore staff are helpful.
55. Major requirements are clear and reasonable.
56. The student handbook provides helpful information about campus life.
57. I seldom get the "run-around" when seeking information on this campus.
58. The quality of instruction I receive in most of my classes is excellent.
59. This institution shows concern for students as individuals.
60. I generally know what's happening on campus.
61. Adjunct faculty are competent as classroom instructors.
62. There is a strong commitment to racial harmony on this campus.
63. Student disciplinary procedures are fair.
64. New student orientation services help students adjust to college.
65. Faculty are usually available after class and during office hours.
66. Tuition paid is a worthwhile investment.
67. Freedom of expression is protected on campus.
68. Nearly all of the faculty are knowledgeable in their field.
69. There is a good variety of courses provided on this campus.
70. Graduate teaching assistants are competent as classroom instructors.
71. Channels for expressing student complaints are readily available.
72. On the whole, the campus is well-maintained.
73. Student activities fees are put to good use.
74. Campus item - My instructors post course materials and provide learning opportunities in the Canvas learning management system.
75. Campus item - The core curriculum (i.e., general education) is valuable at Point Park University.
76. Campus item - The Professional Career Readiness Center provides programs/services that allow students to prepare for successful careers.
77. Campus item - The PPU environment supports and encourages a campus climate that values equity, diversity, and unique perspectives.
78. Campus item - Point Park University adequately prioritizes mental health support services for students.

- 79. Campus item - Computer help desk personnel are knowledgeable and resolve my computer problems.
- 80. Campus item - The University Advising Center's Academic Advisors are knowledgeable and helpful.
- 81. Campus item - Point Park leverages its downtown campus location to enhance my educational experience.
- 82. Campus item - Real-world, experiential learning is a key feature of the Point Park experience.
- 83. Campus item - My courses and extra-curricular activities inspire my imagination and creativity.

How satisfied are you that your institution has met this expectation?

- 84. Institution's commitment to part-time students?
- 85. Institution's commitment to evening students?
- 86. Institution's commitment to older, returning learners?
- 87. Institution's commitment to under-represented populations?
- 88. Institution's commitment to commuters?
- 89. Institution's commitment to students with disabilities?

How important were each of the following factors in your decision to enroll at this institution?

- 90. Cost as factor in decision to enroll.
- 91. Financial aid as factor in decision to enroll.
- 92. Academic reputation as factor in decision to enroll.
- 93. Size of institution as factor in decision to enroll.
- 94. Opportunity to play sports as factor in decision to enroll.
- 95. Recommendations from family/friends as factor in decision to enroll.
- 96. Geographic setting as factor in decision to enroll.
- 97. Campus appearance as factor in decision to enroll.
- 98. Personalized attention prior to enrollment as factor in decision to enroll.

Section #2 - Summary Questions

So far, how has your college experience met your expectations?

- 1 - *Much worse than I expected*
- 2 - *Quite a bit worse than I expected*
- 3 - *Worse than I expected*
- 4 - *About what I expected*
- 5 - *Better than I expected*
- 6 - *Quite a bit better than I expected*

7 - Much better than I expected

2. Rate your overall satisfaction with your experience here thus far.

- 1 - Not satisfied at all*
- 2 - Not very satisfied*
- 3 - Somewhat dissatisfied*
- 4 - Neutral*
- 5 - Somewhat satisfied*
- 6 - Satisfied*
- 7 - Very satisfied*

3. All in all, if you had it to do over again, would you enroll here?

- 1 - Definitely not*
- 2 - Probably not*
- 3 - Maybe not*
- 4 - I don't know*
- 5 - Maybe yes*
- 6 - Probably yes*
- 7 - Definitely yes*

Section #3 - Demographics

1. Gender
 - 1 - Female
 - 2 - Male
 - 3 - Prefer not to respond
 - 4 - Transgender
 - 5 - Genderqueer; neither exclusively male nor female
 - 6 - Additional gender category/ Other
2. Age
 - 1 - 18 and under
 - 2 - 19 to 24
 - 3 - 25 to 34
 - 4 - 35 to 44
 - 5 - 45 and over
3. Ethnicity/Race
 - 1 - Black/African-American
 - 2 - American Indian or Alaskan Native
 - 3 - Asian or Pacific Islander
 - 4 - Caucasian / White
 - 5 - Hispanic
 - 6 - Other
 - 7 - Race - Prefer not to respond
 - 8 - Multi-racial
4. Current Enrollment Status
 - 1 - Day
 - 2 - Evening
 - 3 - Weekend
5. Current Class Load
 - 1 - Full-time
 - 2 - Part-time
6. Class Level
 - 1 - Freshman
 - 2 - Sophomore
 - 3 - Junior
 - 4 - Senior
 - 5 - Special Student
 - 6 - Graduate/Professional
 - 7 - Other class level
7. Current GPA
 - 1 - No credits earned
 - 2 - 1.99 or below
 - 3 - 2.0 - 2.49
 - 4 - 2.5 - 2.99
 - 5 - 3.0 - 3.49
 - 6 - 3.5 or above
8. Educational Goal
 - 1 - Associate degree
 - 2 - Bachelor's degree
 - 3 - Master's degree
 - 4 - Doctorate or professional degree
 - 5 - Certification (initial or renewal)
 - 6 - Self-improvement / pleasure
 - 7 - Job-related training
 - 8 - Other educational goal
9. Employment
 - 1 - Full-time off campus
 - 2 - Part-time off campus
- 3 - Full-time on campus
- 4 - Part-time on campus
- 5 - Not employed
10. Current Residence
 - 1 - Residence hall
 - 2 - Fraternity / Sorority
 - 3 - Own house
 - 4 - Rent room or apartment off campus
 - 5 - Parent's home
 - 6 - Other residence
11. Residence Classification
 - 1 - In-state
 - 2 - Out-of-state
 - 3 - International (not U.S. citizen)
12. Disabilities
 - 1 - Yes - Disability
 - 2 - No - Disability
13. When I entered this institution, it was my:
 - 1 - 1st choice
 - 2 - 2nd choice
 - 3 - 3rd choice or lower

SSI Four-Year Form A Survey Instrument

List of majors/programs utilized by the institution in the survey:

Code	Program/Major - Undergraduate
1100	Accounting
1110	Acting
1120	Animation
1121	Animation and Visual Effects
1130	Applied Computer Science
1140	Behavioral Sciences
1150	Biological Sciences
1160	Broadcast Production & Media Mgmt.
1165	Broadcasting
1170	Business Administration
1180	Business Management
1190	Cinema and Media Studies
1195	Cinema Arts
1200	Cinema Production
1210	Civil Engineering Technology
1211	Civil Engineering
1220	Creative Writing
1230	Criminal Justice
1245	Dance: Ballet
1250	Dance: Jazz
1255	Dance: Modern
1257	Digital Journalism
1270	Economics and Finance
1280	Education - PreK-4th Grade
1285	Education - 4th-8th Grade (English)
1290	Education - 4th-8th Grade (Math)
1295	Education - 4th-8th Grade (Science)
1300	Education - 4th-8th Grade (Social Studies)
1305	Education - 7th-12th Grade (Biology)
1310	Education - 7th-12th Grade (English)
1315	Education - 7th-12th Grade (Mathematics)
1320	Education - 7th-12th Grade (Social Studies)
1325	Education - Special Education PreK-12
1330	Electrical Engineering
1340	English
1350	Forensic Science
1360	Funeral Service
1370	Global Cultural Studies
1380	Graphic and Interactive Design

1390	History
1400	Human Resources Management
1420	Instructional Studies
1430	Intelligence and National Security
1445	Interdisciplinary Studies
1450	Journalism
1460	Legal Studies
1470	Liberal Studies
1480	Marketing and Sales
1500	Mechanical Engineering
1510	Multimedia - Undergrad
1520	Musical Theatre
1525	Organizational Leadership - Undergrad
1530	Photography
1550	Political Science
1570	Psychology
1580	Public Administration
1590	Public Relations and Advertising - Undergrad
1595	Public Relations, Advertising, & Social Media - Undergrad
1600	Screenwriting
1610	Social Justice Studies
1620	Sports Communication
1630	Sports, Arts, & Entertainment Mgmt.
1640	Theatre Arts (BFA)
1650	Theatre Production: Design
1655	Theatre Production: Stage Mgmt.
1660	Theatre Production: Tech Design & Mgmt.
1008	Undecided/Exploratory
Code	Program/Major - Graduate
5050	MA in Broadcasting, Sports Media, Documentary
5150	MA in Communication Technology
5200	MA in Community Psychology
5260	MA in Media Comm/MBA (concurrent)
5280	MA in Media Communication (Journalism Spec.)
5285	MA in Multimedia
5290	MA in Public Relations and Advertising
5295	MA in Public Relations, Advertising, & Social Media
5300	MBA in Master of Business Administration
5400	MFA in Writing for the Screen & Stage

5500	MS in Engineering Management
5560	MS in Information Systems
5570	MS in Information Systems/MBA (dual)
7000	Ed.D Leadership & Administration
7100	Ph.D Community Engagement
7200	Ph.D Critical Psychology
7230	Psy.D Clinical Psychology
Code	Program/Major - Miscellaneous
1000	Non-Degree Undergraduate
1001	Professional Development/Undergrad
1003	Cross Registration
1005	High School Program (College Now)
1006	High School Program (College in High School)
8100	Non-Degree/Masters
8200	Professional Development/GR
9000	Other

How likely is it that you would recommend our institution to a friend or colleague? (0 through 10)

0 - Not at all likely

5 - Neutral

10 - Extremely likely

Please enter any comments you would like to share with this institution.