The Student Satisfaction Inventory (SSI) survey enables an institution to take the pulse of the student body to determine what matters to students and how satisfied the students are. With this information, colleges and universities can target areas most in need of improvement in order to retain students.

The eight areas assessed include: Instructional Effectiveness, Safety & Security, Academic Advising Effectiveness, Admissions & Financial Aid Effectiveness, Campus Services, Registration Effectiveness, and Campus Climate.

**Figure 1.1** Students where asked how their college experience met their expectations i.e. Much better than expected, a bit better than expected, better than expected, about what I expected, worse than expected, a bit worse than expected, or much worse than expected.

**Figure 1.2** Students were asked to rate their overall satisfaction at St. Philip’s College.

**Figure 1.3** Students were asked whether or not they would enroll in St. Philip’s College again.