SSI 2001 Highlights

Academics

Instructional Effectiveness
- The variety of course offered on USC's campus satisfies USC students. The university’s new General Education program, which began in 1997, ensures that students take classes, not only from different disciplines but also at least one course which fulfills the diversity requirement.
- USC students are satisfied with the number of hours faculty devote outside of the classroom in the form of office hours and/or office appointments.
- Faculty are knowledgeable in their field.
- Survey results indicate that USC faculty and staff need to make more of a commitment to serving the individual needs of students.
- USC students are dissatisfied with the graduate teaching assistants at USC. This may partially be because many graduate TA’s are international students and because of this, there is often a language barrier between the TA and the students.

Academic Advising
- USC undergraduates feel as though academic advisors do not set individualized pathways and goals for students.
- Students feel that their advisors are unapproachable.

Campus Atmosphere

Campus Life
- USC students are very satisfied with the regulations of the residence hall program.
- Students enjoy the variety of intramural sports offered at USC.
- Involvement fairs held at the beginning of the school year facilitate in getting students involved on campus.
- Although students are unhappy with the amount of parking made available on campus, available parking lots are lighted and secure.
- Because USC does not have a Student Center, students feel like there is no comfortable place to spend leisure or study time. However, USC is currently working on building such a Campus Center which is scheduled for completion in 2004.
- Students feel as though mandatory student activity fees are not being put to good use.
- Residence hall staffs do not treat students as individuals.

Campus Climate
- USC students enjoy being here and feel a sense of pride about their campus. Part of this feeling could be related to the university's award as "College of the Year" by Time magazine last year.
- Because of USC's tradition as a university with great athletics, it is no surprise that its intercollegiate program brings about a sense of school spirit.
- USC is recognized by its students has having a good reputation with the surrounding community.
- USC students express major concerns about being able to easily seek information on campus and having an outlet through which to voice complaints.
- USC must do a better job at treating its students as individuals.

Responsiveness to Diverse Populations
- Students feel that USC has a strong commitment to minority and disabled students.
Services

Service Excellence
- The Department of Public Safety, the security organization at USC, appears to be doing an excellent job. USC students are much more satisfied with its response rate than students at other private universities.
- Students feel that USC personnel, including faculty, academic advisors, library, residential hall and registration staff, are unapproachable and unhelpful.

Recruitment, Financial Aid, and Registration
- USC students feel that admissions counselors accurately portray the campus during their recruiting practices.
- USC students find it relatively easy to register for class
- Registration personnel are not helpful to USC students
- Billing policies are unreasonable to most students

Campus Support Services
- USC students feel as though they have easy access to computers. This is most likely because of the four 24 hour computer labs located on campus. These labs are near all on-campus student living facilities.
- USC is a great research institution. Therefore, it is no surprise that USC students are very satisfied with the library resources available on campus.
- Students feel that there are adequate services to help them decide on a career. USC’s Career Planning and Placement Center was remodeled in the summer of 2000 to include more computer stations and more resources to help students find internships and jobs.
- USC students find it difficult to access tutoring services on campus.

Overall Evaluation
- If they had to do it over again, USC students would enroll at USC
- Overall, USC students are satisfied with their college experience at USC