

# SUMMER INSTITUTE FOR THE GIFTED

## About the program

The Summer Institute for the Gifted (SIG) is a stimulating and prestigious three-week residential and day, co-educational, summer program for academically talented students in grades K through 11. SIG blends a strong and challenging academic program of introductory through college-prep courses, an opportunity for cultural exposure and social growth, and traditional recreational summer camp activities to create an effective, well-balanced, rewarding, and enjoyable summer experience.

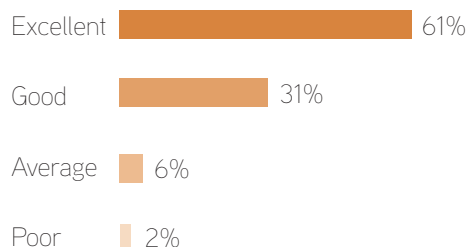
In 2007, eleven SIG Residential sessions were held at the following locations: Amherst College, Amherst, MA; Bryn Mawr College, Bryn Mawr, PA (two sessions); Drew University, Madison, NJ; Emory University, Atlanta, GA; University of Michigan, Ann Arbor, MI; Princeton University, Princeton, NJ; University of California, Berkeley, CA; UCLA, Los Angeles, CA and Vassar College, Poughkeepsie, NY (two sessions). SIG Day programs were held at Bryn Mawr College, Bryn Mawr, PA; (two sessions) Fairfield University, Fairfield, CT; Stuart County Day School, Princeton, NJ; Moorestown Friends School, Moorestown, NJ and Manhattanville College, Purchase, NY.

Last year 2,025 students from 46 states plus the District of Columbia and 21 other countries participated in the program. In 2008, SIG will continue to offer eleven residential sessions as in 2007: Amherst College, Amherst, MA; Bryn Mawr College, Bryn Mawr, PA; Emory University, Atlanta, GA; Princeton University, Princeton, NJ; University of California, Berkeley, CA (two sessions); University of Michigan, Ann Arbor, MI; UCLA, Los Angeles, CA; Vassar College, Poughkeepsie, NY (two sessions) and UT Austin, Austin, TX.

## Responses from parents of SIG participants

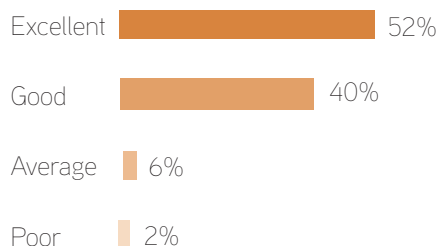
### Overall experience

*based on 289 responses*



### Quality of academic program

*based on 289 responses*



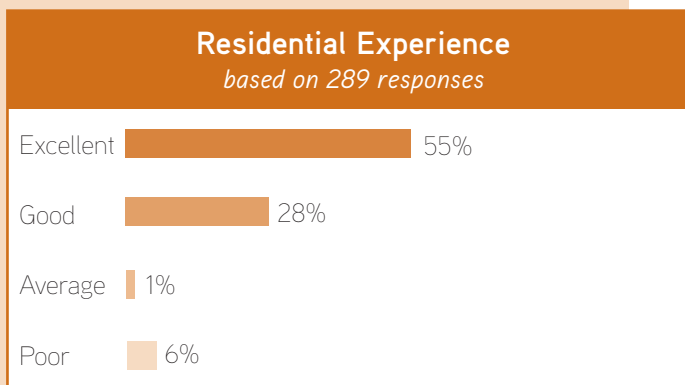
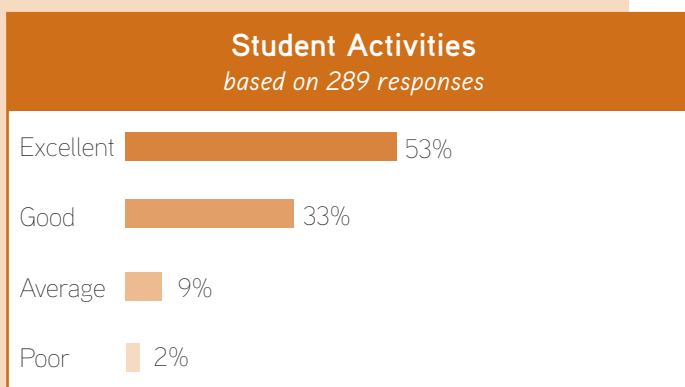
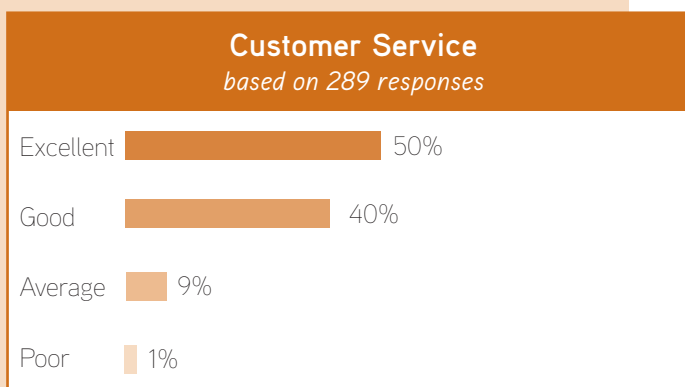
*(When less than 100%, some questions were not answered)*

### Would you recommend the SIG program to a friend?

*based on 289 responses from parents of SIG  
participants*



## Responses from parents of SIG participants



*(When less than 100%, some questions were not answered)*

## Background and objectives

SIG proactively ascertains customer satisfaction information from students and parents in order to meet their educational needs and expectations. Evaluations are acquired regularly. High customer satisfaction is vital to sustaining high levels of overall customer retention and, with that, high levels of customer participation. The objectives of the annual student and parent surveys are to:

- Measure overall satisfaction as well as satisfaction within various component programs of SIG
- Measure quality, professionalism and educational value to the customer
- Compare customer satisfaction results among the different SIG sites
- Compare customer satisfaction results to the previous years' and customer satisfaction between SIG and other programs
- Measure the extent of "customer delight" (for purposes of customer retention).

## Methodology

There are two methods used to monitor the quality of SIG and evaluate customer satisfaction:

1. Student satisfaction with various components and aspects of the SIG program
2. Parent satisfaction with various components and aspects of the SIG program

Student satisfaction data are collected during the SIG session with respect to various quality attributes such as academic instruction, residential staff performance, evening programs success, and Saturday trips quality and enjoyment. SIG uses various survey instruments in order to measure student satisfaction with respect to the different components and aspects of the SIG program. All student surveys are written questionnaires.

Parent satisfaction data are collected from an online survey. Quantitative parent satisfaction data are collected with respect to various quality attributes such as academic instruction, residential staff, evening programs, Saturday trips, nursing staff, Parent Visitation Day, Final Program, campus facilities (dorm, food, classrooms and labs, etc.), support staff and overall satisfaction with the SIG program for that particular session. Qualitative parent satisfaction data are collected with respect to the parents' perceptions of the benefits for their son or daughter attending SIG and suggested areas for improvements.

### Results of student and parent questionnaires

In 2007, a total of 2,025 students attended the 16 SIG residential and day sessions. There were 1,484 student responses. There were 289 parent responses to the online survey.

### Other key indicators

Forty percent of students were returning students.

### Responses from SIG students

