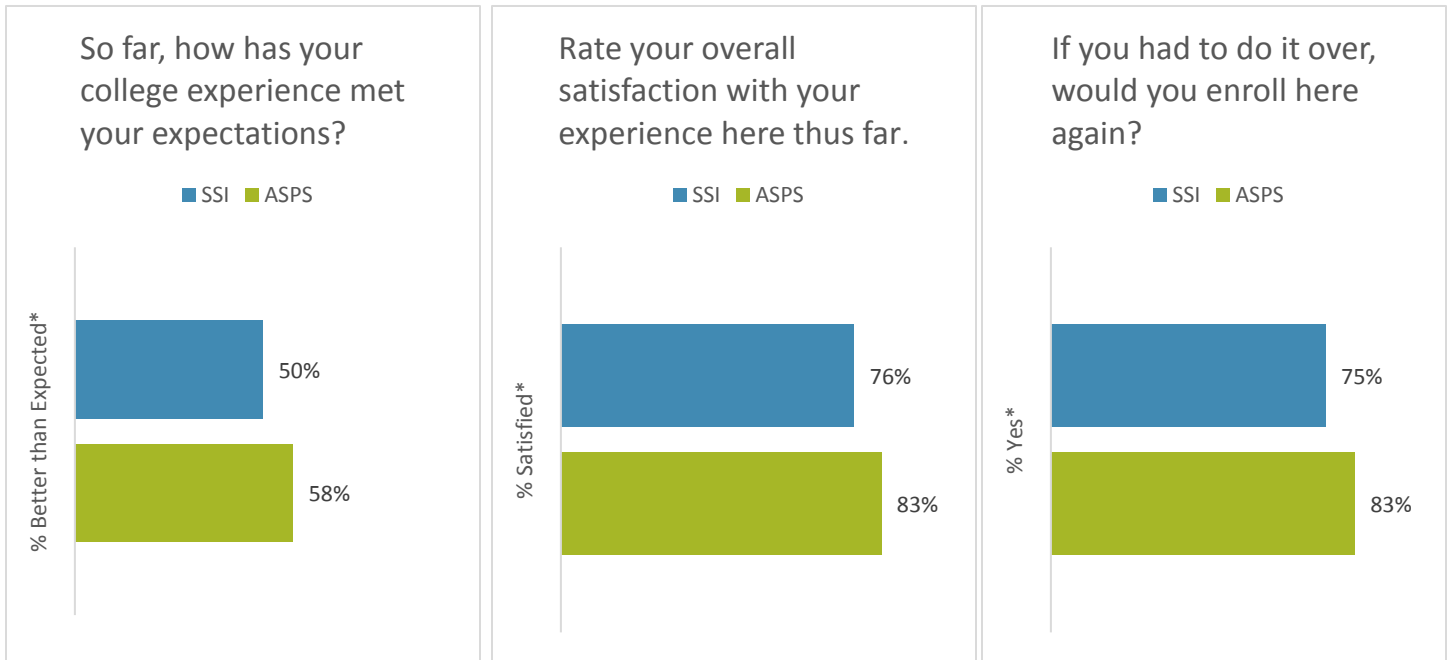


Quick Facts: 2017 Noel Levitz Survey

In the spring of 2017, the Office of Assessment fielded the Noel Levitz Satisfaction survey to Youngstown State University students. Two different survey versions were used as a part of the survey administration. The Student Satisfaction Survey (SSI) was administered to undergraduate students between the ages of 18 and 24. The Adult Student Priorities Survey (ASPS) was administered to undergraduate students age 25 and above, and graduate students of all ages. Many of the same items and scales occur on both surveys, and thus the results summary focuses on both surveys together. With an overall response rate of 20%, **2,071** of 10,315 invited students participated in either the SSI or ASPS administration of the 2017 Noel Levitz survey. The SSI was completed by 1,464 18-24 year old undergraduate students. The ASPS was completed by 607 either graduate students (of any age) or undergraduate student at least 25 years old.

Institutional Summary Items



* % of scores ranging 5-7 on 7 point scale

Description of Survey Scales

Academic Advising (Effectiveness)	academic advising program; including knowledge, competence, and personal concern for student success
Campus/Academic Services	services students utilize to achieve their academic goals; including the library, computer labs, tutoring, and study areas
Campus Climate	extent to which the institution provides experiences that promote a sense of campus pride and belonging; also the effectiveness of the institution's channels of communication for students
Campus Life	effectiveness of student life programs; also campus policies and procedures to determine students' perception of their rights and responsibilities
Instructional Effectiveness	students' academic experience; covers areas such as the effectiveness of faculty in and out of the classroom, and the effectiveness of part-time faculty
Recruitment/Admissions & Financial Aid	institution's ability to enroll students in an effective manner; covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid
Registration Effectiveness	issues associated with registration and billing; institution's commitment to making this process as smooth and effective as possible
Safety & Security	institution's responsiveness to students' personal safety and security; effectiveness of both security personnel and campus facilities (including parking)
Student Centeredness/Service Excellence	perceived attitude of staff, especially front-line staff, toward students; pinpoints the areas where quality service and personal concern for students are rated most and least favorably

Scale Summary Scores

Both the SSI and ASPS focus on how satisfied students are with specific campus items and how important students view those campus items. Items are sorted into *summary scales*. Provided in the table are three key scores – a scale satisfaction score, a scale importance score, and a scale performance gap or the difference between importance and satisfaction. All three scores can tell us key information about how YSU students perceive current campus practices. Highlighted in **red** are performance gaps above 1.00. These scales should be noted as areas for further exploration and action.

Scales (in order of importance on SSI)*** <i>scale gaps above 1.00 highlighted in red</i>	SSI*			ASPS**		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
IE: Instructional Effectiveness	6.43	5.46	0.97	6.51	5.80	0.71
SS: Safety & Security	6.43	5.03	1.40	6.46	5.53	0.93
AAE: Academic Advising (Effectiveness)	6.40	5.40	1.00	6.50	5.73	0.77
RE: Registration Effectiveness	6.39	5.28	1.11	6.41	5.73	0.68
CC: Campus Climate	6.35	5.53	0.82	6.44	5.69	0.75
SCE: Student Centeredness/Service Excellence	6.35	5.37	0.98	6.35	5.49	0.86
CAS: Campus/Academic Services	6.30	5.69	0.61	6.30	5.80	0.50
RAF: Recruitment/Admissions & Financial Aid	6.22	5.39	0.83	6.40	5.50	0.90
CL: Campus Life	6.19	5.09	1.10	---	---	---

* SSI – undergraduate students (aged 18-24)

** ASPS – graduate students (all ages) & undergraduate students (aged 25+)

*** 1-7 point scale

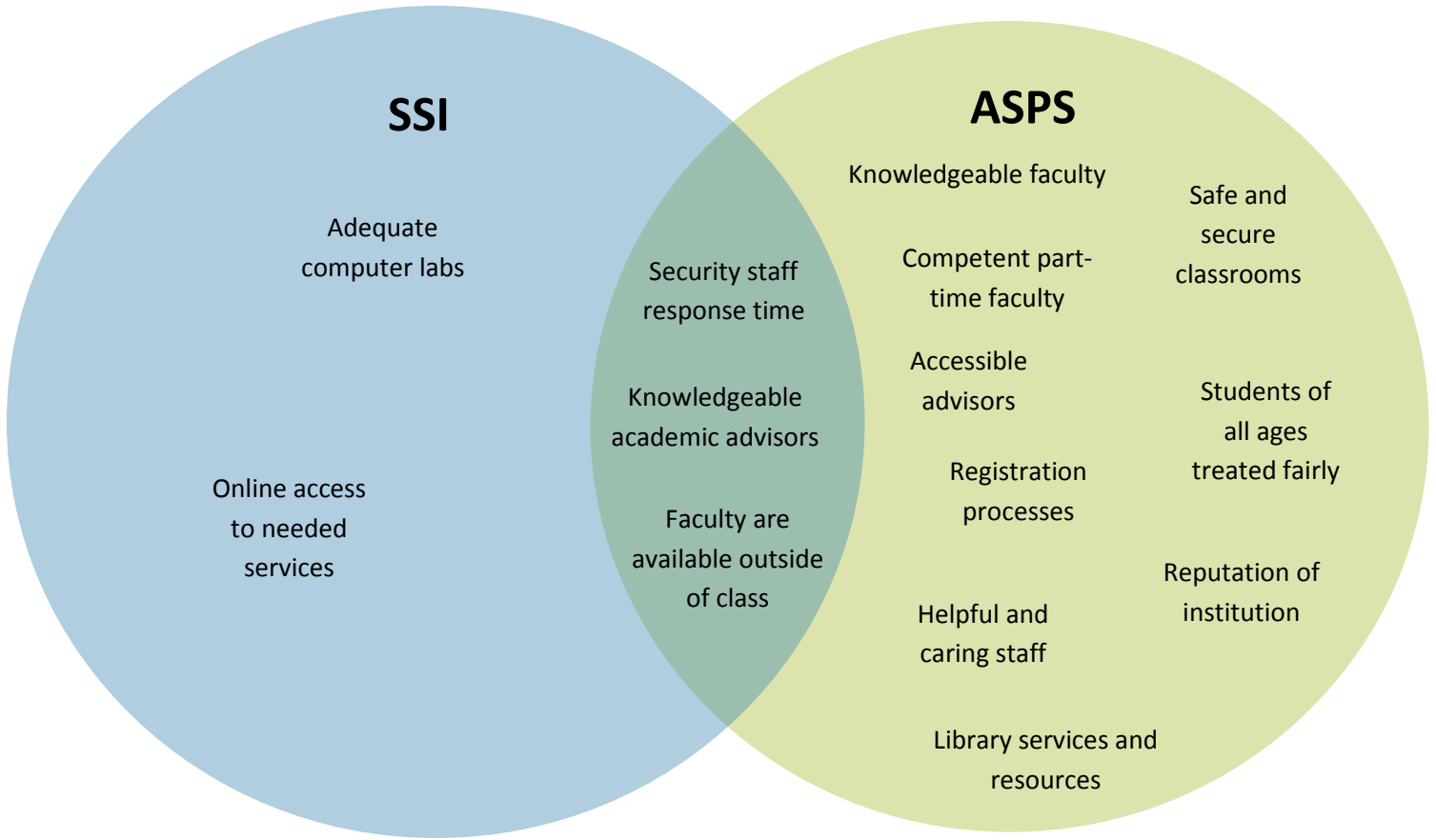
Multi-year Scale Analysis: 2012 to 2017 Comparison

Comparison note: 2012 Noel Levitz ASPS administration did not include graduate students.



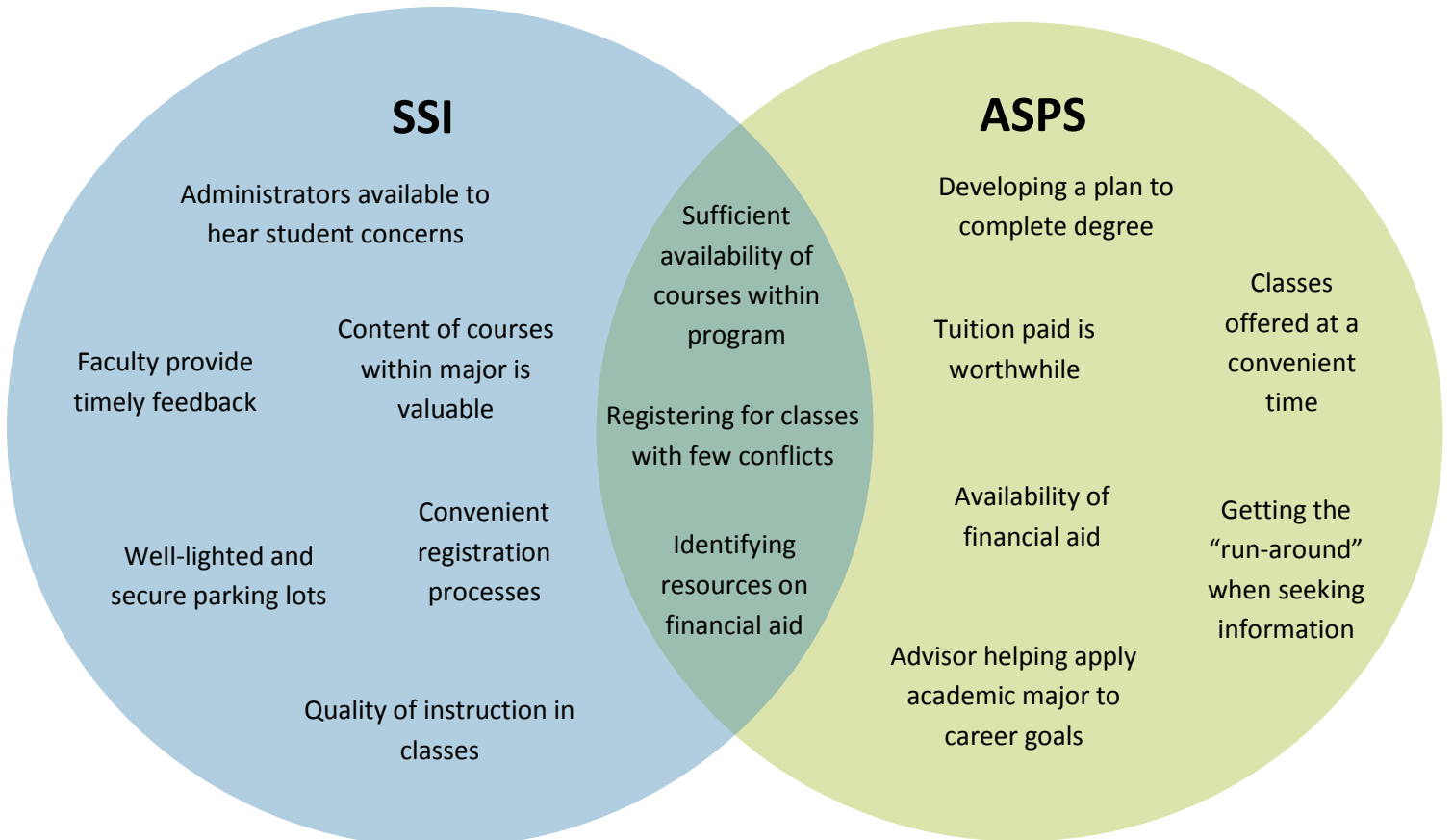
Survey STRENGTH Areas

*Survey items that scored in the Top 50% of Student Importance **and** Top 25% of Student Satisfaction*



Survey CHALLENGE Areas

*Survey items that scored in the Top 50% of Student Importance **and** Bottom 25% of Student Satisfaction **or** Top 25% performance gap*



Campus Added Items

Sixteen items were strategically chosen by the Office of the Provost in consultation with the Office of Assessment by gathering recommendations from campus stakeholders and prior institutional survey challenge areas. Highlighted in **red** are performance gaps above 1.00. These items should be considered areas for further exploration and action. Highlighted in **yellow** are importance scores below 6.00. These diverse and/or internationally focused items are ranked consistently on both surveys as the least important aspects of students' YSU experience.

Campus Added Survey Item	SSI*			ASPS**		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic support services adequately meet the needs of students.	6.33	5.58	0.75	6.40	5.58	0.82
My advisor provides me with accurate information about courses, programs, and requirements.	6.59	5.56	1.03	6.54	5.75	0.79
Career resources are adequate for my field of study.	6.40	5.42	0.98	6.38	5.36	1.02
The library is open during hours which are convenient for me.	---	---	---	6.26	5.86	0.40
I have found places to study on campus.	---	---	---	6.28	5.97	0.31
Classes are offered at a time of day or evening convenient for me.	---	---	---	6.51	5.39	1.12
Transfer credit is evaluated in a timely manner.	---	---	---	6.36	5.76	0.60
Professors communicate their expectations to me in a clear and understandable matter.	---	---	---	6.58	5.83	0.75
Students of all ages are treated equally in classes.	---	---	---	6.28	5.97	0.31
The college has a strong commitment to international education.	5.63	5.44	0.19	5.63	5.54	0.09
The presence of international students on this campus enriches my college experience.	5.45	5.40	0.05	5.51	5.67	-0.16
Study abroad programs are adequate.	5.85	5.44	0.41	5.64	5.48	0.16
There are a wide variety of cultural events available for students.	5.83	5.73	0.10	5.82	5.84	-0.02
There are ample opportunities for students of different races to socialize together.	5.83	5.75	0.08	5.88	5.79	0.09
The college provides opportunities to learn about diverse groups in the classroom.	5.71	5.40	0.31	5.94	5.66	0.28
The diversity of students on this campus is satisfactory.	5.61	5.69	-0.08	5.85	5.87	-0.02

* SSI – undergraduate students (aged 18-24)

** ASPS – graduate students (all ages) & undergraduate students (aged 25+)

*** 1-7 point scale

Additional Information

Additional information is available online at: <https://cms.ysu.edu/administrative-offices/assessment/speak-your-mind-noel-levitz-student-satisfaction-survey>, including:

- Noel Levitz overview webinar
- Individual scale mini-webinars
- Select data reports (accessible through OneDrive and campus log-in credentials)
- Request form for individualized presentations and disaggregated reports
- April 2018 – Lunch & Learn: Data Conversation workshops on scale areas

Contact ysuassessment@ysu.edu with any follow-up questions.