Increased desire for support...

Availability of counseling and tutoring services has increased in importance for undergraduate (age 18-24) students over the past decade. The only item that’s increased more is the importance of the university’s commitment to diversity.

In the spring of 2022, the Institute for Teaching & Learning fielded the Noel Levitz Satisfaction survey to all YSU students. Two different survey versions were used as a part of the survey administration. Many of the same items occur on both surveys, and this document focuses on both survey versions, but breaks up results by undergraduate/graduate status and age group. The surveys had a response rate of 17%.

Students are asked how important an item is on a scale of 1-7, with 7 being the most important. Students are then asked how satisfied they are with that item on a scale of 1-7, with 7 being the most satisfied. The gap is the difference between importance and satisfaction.

**LIBRARY RESOURCES & SERVICES...**

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