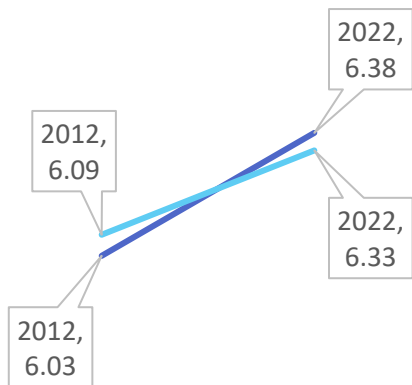


Increased desire  
for support...

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.



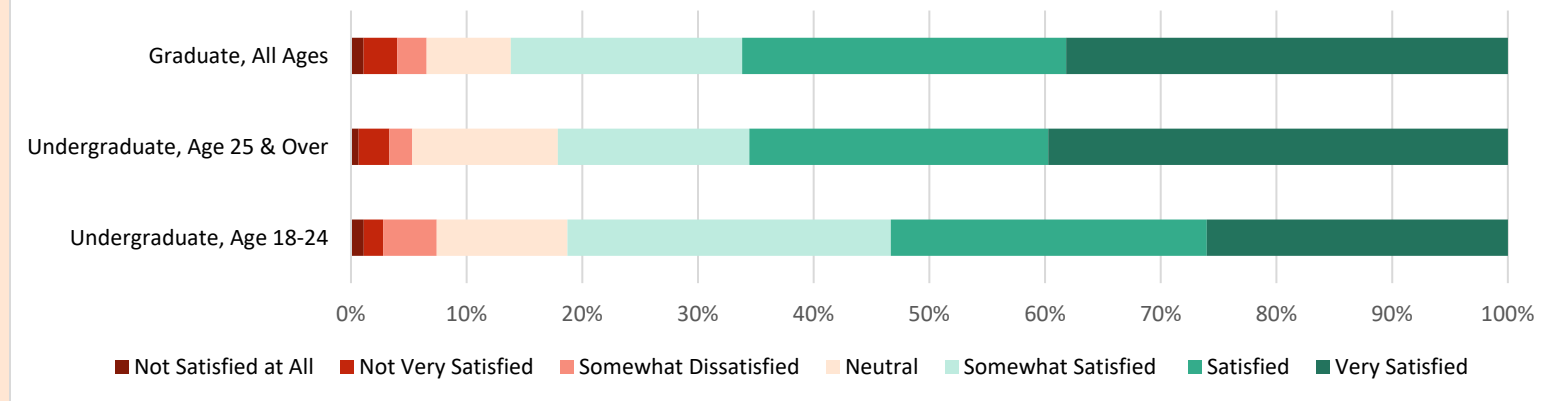
# 2022 Noel Levitz Snapshot Series: **OUT OF CLASS SUPPORT**

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%**.



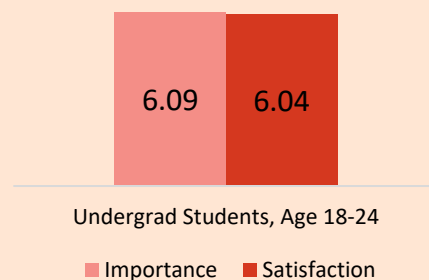
Access more student survey data using your YSU login.

## Student Satisfaction: YSU staff are caring and helpful.

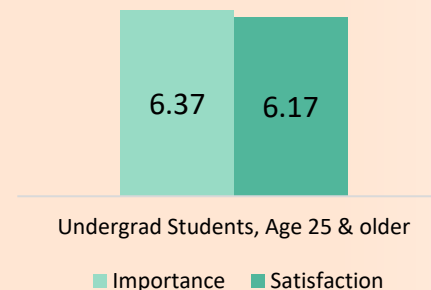


## LIBRARY RESOURCES & SERVICES...

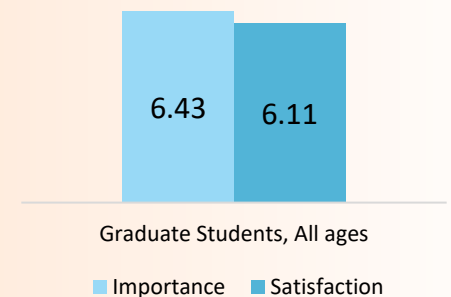
...are adequate.



... are adequate for adults.



... are adequate for adults.



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.

\*Scale: 1 (Not Important) to 7 (Very Important)