

2022 Noel Levitz Survey

Strategic Priorities Overview; Prepared by ITL

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%.



Institutional Strengths & Challenges by Status/Age:

Student Satisfaction Inventory	Adult Student Priority Survey	
Undergraduate Students Age 18-24 completed the SSI 1,105 responses	Undergraduate Students Age 25+ completed the ASPS 158 responses	Graduate Students of Any Age completed the ASPS 299 responses
Institutional Challenges – Ordered by Importance		
<ul style="list-style-type: none"> The quality of instruction I receive in most of my classes is excellent. The content of the courses within my major is valuable. I am able to register for classes I need with few conflicts. There are sufficient courses within my program of study available each term. My academic advisor helps me identify career development steps. Faculty provide timely feedback about my academic progress. My educational experience has met or exceeded my expectations. Tuition paid is a worthwhile investment. 	<ul style="list-style-type: none"> I am able to register for classes I need with few conflicts. Adequate financial aid is available for most adult students. I receive complete information on the availability of financial aid. My academic advisor helps me identify career development steps. I seldom get the run around when seeking information at this institution. There are sufficient options within my program of study. My educational experience has met or exceeded my expectations. This institution provides timely responses to student complaints. 	<ul style="list-style-type: none"> The content of my courses within my major is valuable. The quality of instruction I receive in my program is excellent. Tuition paid is a worthwhile investment. There is a commitment to academic excellence at this institution. My educational experience has met or exceeded my expectations. Adequate financial aid is available for most adult students. Faculty provide timely feedback about my progress.
Institutional Strengths – Ordered by Importance		
<ul style="list-style-type: none"> My academic advisor is knowledgeable about requirements in my major. Security staff responds quickly to calls for assistance. Internships or practical experiences are provided in my degree program. 	<ul style="list-style-type: none"> Nearly all faculty are knowledgeable in their field. My academic advisor is knowledgeable about requirements in my major. My academic advisor is accessible by telephone and email. 	<ul style="list-style-type: none"> Nearly all faculty are knowledgeable in their field. My academic advisor is knowledgeable about requirements in my major. Security staff respond quickly in emergencies.

<ul style="list-style-type: none"> • Students are made to feel welcome here. • Faculty are usually available to students outside of class. • The campus provides online access to services I need. • Tutoring services are readily available. 	<ul style="list-style-type: none"> • Security staff respond quickly in emergencies. • My advisor is interested in my success. • Registration processes are reasonable and convenient for adult students. • Faculty are usually available for adult students outside the classroom. • Faculty are actively interested in my success. • Academic support services adequately meet the needs of adult students. • I am able to register for classes my computer, fax, or telephone. • I am able to complete most of my enrollment tasks in one location. 	<ul style="list-style-type: none"> • Classroom locations are safe and secure for all students. • Major requirements are clear and reasonable. • I am able to register for classes I need with few conflicts. • Admissions representatives are knowledgeable. • Registration processes are reasonable and convenient for adults. • My academic advisor is accessible by telephone and e-mail. • I am able to register for classes my computer, fax, or telephone. <p>Library resources and services are adequate for adults.</p>
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