2022 Noel Levitz Snapshot Series: Out of Class Support

Accessible Version of Content

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 at [Noel Levitz Data 2012-2022.xlsx](https://ysuprod-my.sharepoint.com/%3Ax%3A/g/personal/atkaufman_ysu_edu/ERfRtAJNSlpHuzHKPIv2QDcBuc-HgykszMlcxNnZftTouw?e=HGr8X2)

# Key Data Points:

## Increased desire for support

The availability of counseling and tutoring services increased in importance for undergraduate students aged 18-24 over the past decade. On an importance scale of 1 to 7, with 7 being very important, counseling services went from 6.03 in 2012 to 6.38 in 2022. For tutoring services, importance scores went from 6.09 in 2012 to 6.33 in 2022.

## YSU staff being caring and helpful

All students were asked about whether YSU staff were caring and helpful. Over 80% of undergraduate students were satisfied with the level of staff being caring and helpful. Over 85% of graduate students were satisfied with the level of staff being caring and helpful.

## Reflection on library resources and services

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.

1. Undergraduate students aged 18-24 responded to the following item, “Library resources and services are adequate.” On a scale of 1-7 for importance, they rated it 6.09. On a scale of 1-7 for satisfaction, they rated it 6.04.
2. Undergraduate students aged 25 and older responded to the following item, “Library resources and services are adequate for adults.” On a scale of 1-7 for importance, they rated it 6.37. On a scale of 1-7 for satisfaction, they rated it 6.17.
3. Graduate students responded to the following item, “Library resources and services are adequate for adults.” On a scale of 1-7 for importance, they rated it 6.43. On a scale of 1-7 for satisfaction, they rated it 6.11.