2022 Noel Levitz Snapshot Series: Student Centered

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/:x:/g/personal/atkaufman_ysu_edu/ERfRtAJNSlpHuzHKPIv2QDcBuc-HgykszMlcxNnZftTouw?e=HGr8X2)

# Key Data Points:

## Registration without Conflict

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. Students responded to the following item, “I am able to register for classes I need with few conflicts.”

1. Undergraduate students aged 18-24 rated the item 6.59 on a 7-point importance scale and 5.36 on a 7-point satisfaction scale. The gap was 1.23.
2. Undergraduate students aged 25 and older rated the item 6.62 on a 7-point importance scale and 5.38 on a 7-point satisfaction scale. The gap was 1.24.
3. Graduate students rated the item 6.57 on a 7-point importance scale and 6/2 on a 7-point satisfaction scale.

Additionally, two student quotes are included:

1. The first student says, “This college has very minimal class available for undergraduate students.”
2. The second student says, “There was one class I needed to graduate that I could’ve taken in fall, but it’s only offered in Spring so now I have to take a whole extra semester.”

## Availability of Courses

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. Undergraduate students aged 18-24 students responded to the item, “There are sufficient courses within my program of study each term.” Undergraduate students aged 25 and older and graduate students responded to the item, “There are sufficient options within my program of study.” The table below includes the data for each subgroup of students for 2017, 2019, and 2022.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Student Group | 2017  Importance | 2019 Importance | 2022 Importance | 2017 Satisfaction | 2019 Satisfaction | 2022 Satisfaction |
| Undergraduate Students, Age 18-24 | 6.59 | 6.51 | 6.51 | 5.16 | 5.37 | 5.11 |
| Undergraduate Students, Age 25+ | 6.45 | 6.45 | 6.45 | 5.35 | 5.71 | 5.24 |
| Graduate Students  of All Ages | 6.47 | 6.4 | 6.31 | 5.35 | 5.38 | 5.44 |