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:

## Student Belonging

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, “I feel as if I’m a member of the university community.” On a scale of 1-7 for importance, they rated it 6.02. On a scale of 1-7 for satisfaction, they rated it 5.20.
2. Undergraduate students aged 25 and older responded to the following item, “I feel as if I’m a member of the university community.” On a scale of 1-7 for importance, they rated it 5.85. On a scale of 1-7 for satisfaction, they rated it 5.04.
3. Graduate students responded to the following item, “I feel as if I’m a member of the university community.” On a scale of 1-7 for importance, they rated it 5.99. On a scale of 1-7 for satisfaction, they rated it 5.30.

## Information Seeking

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. All students responded to the item, “I seldom get the run-around when seeking information at this campus.” The table below includes the data for each subgroup of students for 2017 and 2022.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Student Group | 2017 Importance | 2022 Importance | 2017 Satisfaction | 2022 Satisfaction |
| Undergraduate Students, Age 18-24 | 6.25 | 6.07 | 5.02 | 5.08 |
| Undergraduate Students, Age 25+ | 6.5 | 6.46 | 5.64 | 5.15 |
| Graduate Students of All Ages | 6.43 | 6.31 | 5.31 | 5.48 |

## Concerns and Complaints

Students were asked how satisfied they are with that item on a scale of 1-7, with 7 being the most satisfied.

1. Undergraduate students aged 18-24 responded to the following item, “Administrators are available to hear students’ concerns.” On a scale of 1-7 for satisfaction, they rated it 5.33 in 2019 and 4.99 in 2022.
2. Undergraduate students aged 25 and older responded to the following item, “Channels are readily available for adult students to express complaints.” On a scale of 1-7 for satisfaction, they rated it 5.24 in 2019 and 4.96 in 2022.
3. Graduate students of all ages responded to the following item, “Channels are readily available for adult students to express complaints.” On a scale of 1-7 for satisfaction, they rated it 5.14 in 2019 and 5.18 in 2022.