

Noel-Levitz Student Satisfaction Inventory Results for NDSU and NDSU in comparison to three peer groups

The five items for which NDSU is rated higher¹ by its students than the students of the 7 selected peers², in order of importance to NDSU students	NDSU trend since 1999 through 2002, 2004, and 2006	NDSU compared to the mean of 7 selected peers (PR) of 2006	Did NDSU students rate this item higher ¹ than Midwestern 4-year public institutions of 2006?	Did NDSU students rate this item higher ¹ than all 4-year public institutions of 2006?
I am able to register for classes I need with few conflicts – 1	% <u>DISsatisfaction</u> climbed from 1999 through 2004 then <u>dropped dramatically from 2004 to 2006</u>	<u>SU mean above PR mean</u>		
There is a good variety of courses provided on this campus – 2	Steady, with a <u>slight trend upward</u>	<u>SU mean above PR mean</u>	Yes	Yes
There is a commitment to academic excellence on this campus – 3	Flat from '99 through '04 and then a <u>huge jump to the better in 2006</u>	<u>SU higher than PR</u>	Yes	Yes
The amount of student parking space on campus is adequate – 4	<u>Slight trend upward</u>	<u>SU slightly better than PR</u>	Yes	Yes
Admissions staff are knowledgeable – 5	<u>Trend has been positive since 1999, with a big jump in '04</u>	<u>SU '04 and '06 means better than PR</u>		Yes
¹ Means statistically significant higher				
² Clemson University, Montana State University, Oklahoma State University – Tulsa, Univ. of Alaska – Fairbanks, Univ. of Arizona, Univ. of Arkansas – main, Univ. of Wyoming				
³ Mean of a 1, 2, through 7 <u>satisfaction</u> scale				

The fourteen (14) items for which NDSU is rated lower⁴ by its students than the students of the 7 selected peers², in order of importance to NDSU students.	NDSU trend since 1999 through 2002, 2004, and 2006	NDSU compared to the mean of 7 selected peers (PR) of 2006	Did NDSU students rate this item lower ⁴ than Midwestern 4-year public institutions of 2006?	Did NDSU students rate this item lower ⁴ than all 4-year public institutions of 2006?
The instruction in my major field is excellent -1	'04 and '06 means ³ better than '99 and '02 means	<u>PR mean above all SU means</u>	Yes	Yes
The quality of instruction I receive in most of my classes is excellent - 2	<u>Flat</u>	<u>PR mean above all SU means</u>	Yes	Yes
Tuition paid is a worthwhile investment -3	<u>Steady, linear decrease downward since 1999 with the lower satisfaction percentages increasing and the higher satisfaction percentages decreasing</u>	<u>PR mean above SU means of '04 and '06</u>	Yes	Yes
Nearly all the faculty are knowledgeable in their field - 4	<u>Flat</u>	<u>PR mean above all SU means</u>	Yes	Yes
Computer labs are adequate and accessible - 5	<u>Slight trend upward.</u>	<u>PR mean above all SU means</u>	Yes	Yes
Adequate financial aid is available for most students - 6	<u>Fairly flat</u>	<u>PR mean above all SU means</u>	Yes	Yes
It is an enjoyable experience to be a student on this campus - 7	<u>Slow, positive trend since '02</u>	<u>PR mean above all SU means</u>		
⁴ Means statistically significant lower				
² Clemson Univ., Montana State Univ., Oklahoma State Univ. – Tulsa, Univ. of Alaska – Fairbanks, Univ. of Arizona, Univ. of Arkansas – main, Univ. of Wyoming				
³ Mean of a 1, 2, through 7 <u>satisfaction</u> scale				

Fourteen (14) items for which <u>NDSU is rated lower</u>⁴ by its students than the students of the 7 selected peers², in order of importance to NDSU students – Continued	NDSU trend since 1999 through 2002, 2004, and 2006	NDSU compared to the mean of 7 selected peers (PR) of 2006	Did NDSU students rate this item <u>lower</u> ⁴ than Midwestern 4-year public institutions of 2006?	Did NDSU students rate this item <u>lower</u> ⁴ than all 4-year public institutions of 2006?
Faculty are usually available after class and during office hours - 8	Improvement from '99 till '04; '06 equals '04	<u>PR mean above all SU means</u>		
Student activities fees are put to good use - 9	<u>% DISsatisfaction increased linearly from 1999 through 2006; small % “very satisfied” stayed the same</u>	<u>PR mean above all SU means</u>	Yes	Yes
Faculty provide timely feedback about student progress in a course - 10	SU <u>improved in '04 and '06 over '99 and '02, but fell some in '06</u>	<u>PR mean above all SU means</u>	Yes	Yes
Security staff respond quickly in emergencies - 11	<u>Flat</u>	<u>PR mean above all SU means</u>		
Billing policies are reasonable -12	<u>Linear increase in DISsatisfaction since 2002</u>	<u>PR mean about equal to current SU mean</u>	Yes	
Faculty care about me as an individual - 13	<u>SU '04 and '06 means above '99 and '02 means</u>	<u>PR mean above all SU means</u>	Yes	Yes
Adjunct faculty are competent as classroom instructors -14	Pretty much flat with a slight drop from '04 to '06	<u>PR mean above all SU means</u>	Yes	Yes

⁴Means statistically significant lower

²Clemson Univ., Montana State Univ., Oklahoma State Univ. – Tulsa, Univ. of Alaska – Fairbanks, Univ. of Arizona, Univ. of Arkansas – main, Univ. of Wyoming

³Mean of a 1, 2, through 7 satisfaction scale

The item for which there is the biggest disconnect between Importance to NDSU students and Satisfaction of NDSU students relative to the comparison groups of the three right most columns above is “Student activities fees are put to good use.”