

Noel-Levitz Student Satisfaction Inventory results for NDSU and NDSU compared to three peer groups

<b>“Scales” of Noel-Levitz’s Student Satisfaction Inventory</b>	NDSU trend since 1999 through 2002, 2004, and 2006	NDSU compared to the mean of 7 selected <sup>1</sup> peers (PR) of 2006	How does NDSU compare with Midwestern 4-year public institutions of 2006?	How does NDSU compare with all 4-year public institutions of 2006?
Student Centeredness	Linear trend <u>upward</u> since ‘02	<u>PR mean above all SU means</u>	Not better / NS <sup>2</sup>	Better / NS
Campus Life	<u>Improved</u> from ‘99 to ‘02 to ‘04 and flat in ‘06	<u>PR mean above all SU means</u>	Better / NS	Better*
Instructional Effectiveness	<u>Medium trend upward</u>	<u>PR above SU**</u>	Not better***	Not better / NS
Recruitment and Financial Aid	<u>Flat</u> since ‘02	<u>PR about equal to SU for ‘02, ‘04, and ‘06</u>	Not better / NS	Better / NS
Campus Support Services	<u>Increased</u> from ‘99 through ‘02 to ‘04 and ‘06	<u>PR above SU****</u>	Not better / NS	Better / NS
Academic Advising	‘04 and ‘06 values better than ‘99 and ‘02, but <u>dipped a bit in ‘06</u>	PR equals SU	Not better / NS	Not better / NS
Registration Effectiveness	<u>Big jump in 2002 and flat since</u>	<u>PR mean below SU means of ‘02, ‘04, ‘06</u>	Not better / NS	Better / NS
Safety and Security	Linear trend upward from ‘99 to ‘04 and ‘06	<u>PR below SU ‘04 mean and SU ‘06 mean**</u>	Not better / NS	Better**
Concern for the Individual	‘04 and ‘06 means above ‘99 and ‘02, but <u>% very satisfied decreased in ‘06</u>	SU equal to PR	Not better / NS	Not better / NS
Service Excellence	Another example of an increase from ‘99 to ‘04 but then a <u>lower % of very satisfied in ‘06</u>	SU and PR about equal	Not better / NS	Better / NS
<sup>1</sup> Clemson University, Montana State University, Oklahoma State University – Tulsa, Univ. of Alaska – Fairbanks, Univ. of Arizona, Univ. of Arkansas – main, Univ. of Wyoming				
<sup>2</sup> NS is non-statistical significance, * is P < .05, ** is P < .01, *** P < .001				

<b>“Scales” of Noel-Levitz’s Student Satisfaction Inventory - Continued</b>	NDSU trend since 1999 through 2002, 2004, and 2006	NDSU compared to the mean of 7 selected peers <sup>1</sup> (PR) of 2006	How does NDSU compare with Midwestern 4-year public institutions of 2006?	How does NDSU compare with all 4-year public institutions of 2006?
Campus climate	<u>Steady trend upward since ‘99</u>	<u>PR mean just slightly above SU ‘04 and ‘06 means</u>	Not better / NS	Better / NS
Responsiveness to Diverse Populations - overall	<u>Trend linear and positive since ‘99 through ‘06</u>	SU above PR	Not better / NS	Better / NS
Responsiveness to Diverse Populations – part-time Students	Solid, linear trend positive since ‘99 through ‘06	SU above PR		
Responsiveness to Diverse Populations – evening students	Solid, linear trend since ‘02 through ‘06	SU equals PR		
Responsiveness to Diverse Populations – older, returning learners	Flat until ‘06, when it picked up a little.	SU equals PR		
Responsiveness to Diverse Populations – under-represented populations	Again, an increase from ‘99 to ‘02 to ‘04 and ‘06.	SU slightly above PR		
Responsiveness to Diverse Populations – commuters	Steady, linear increase since ‘02	SU above PR		
Responsiveness to Diverse Populations – students with disabilities	‘99 and ‘02 the same, but then a jump to the ‘04 and ‘06 level	SU equals PR		

<sup>1</sup>Clemson University, Montana State University, Oklahoma State University – Tulsa, Univ. of Alaska – Fairbanks, Univ. of Arizona, Univ. of Arkansas – main, Univ. of Wyoming