

University of North Dakota
Student Satisfaction Inventory
Fall 2002

Institutional Report

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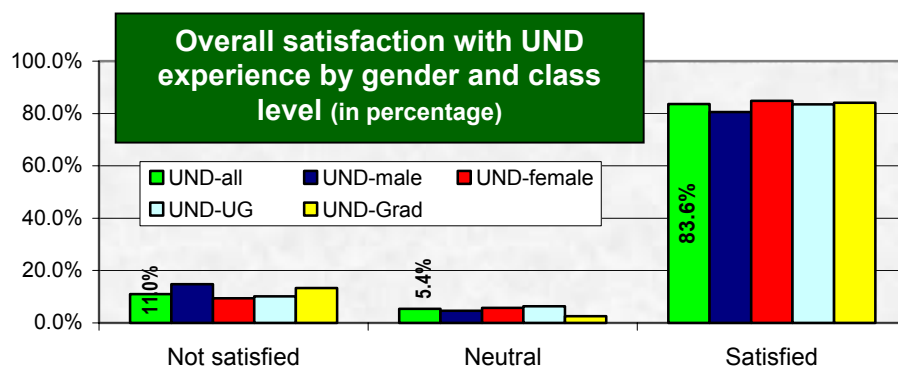
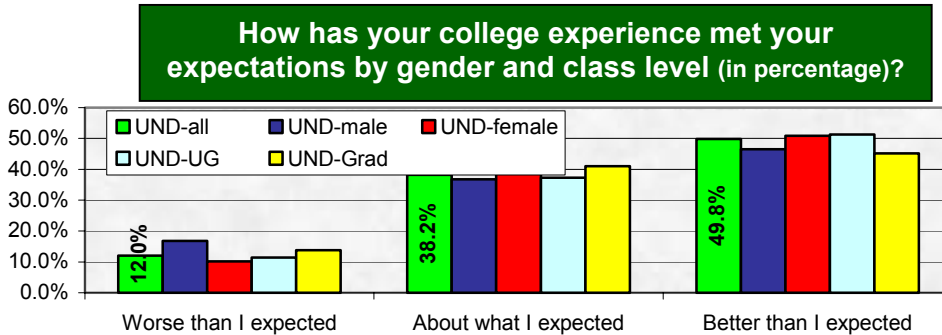
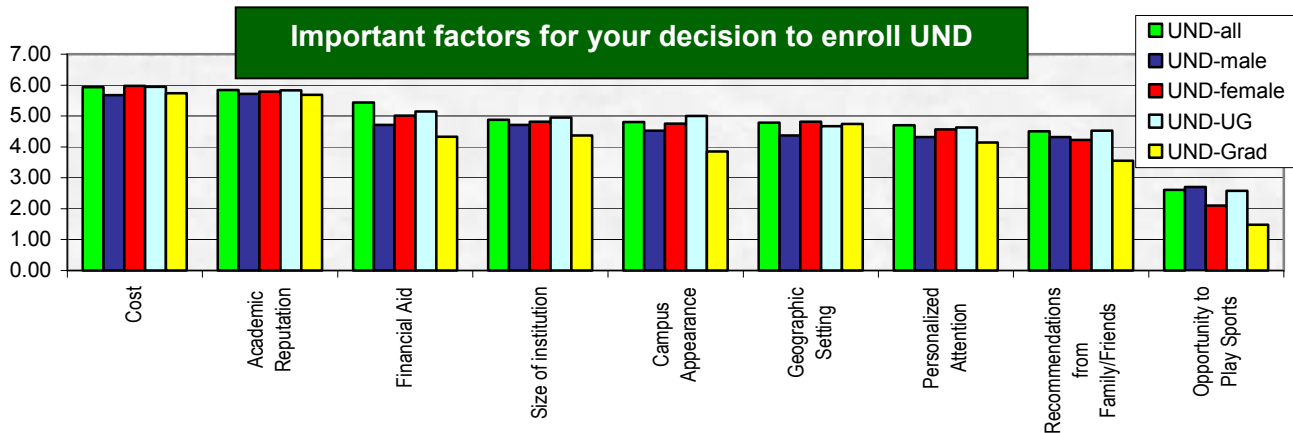
2002 Student Satisfaction Inventory

Top 10 Strengths

1. This institution has a good reputation within the community.
2. On the whole, the campus is well-maintained.
3. Gender equity and equal opportunity exist in the classroom.
4. I feel comfortable with the atmosphere on the campus.
5. There is a good variety of courses provided on this campus.
6. I am able to experience intellectual growth here.
7. It is an enjoyable experience to be a student on this campus.
8. Students are made to feel welcome on this campus.
9. Opportunities for experiential learning experience.
10. Faculty are usually available after class and during office hours.

Top 8 Challenges

1. The amount of student parking space is adequate.
2. I seldom get the run-around when asking information.
3. Parking lots are well-lighted and secure.
4. Student activities fees are put to good use.
5. Adequate financial aid is available for most students.
6. Security staff respond quickly in emergencies
7. Financial aid counselors are helpful.
8. Financial aid awards are announced to students in time to be helpful in college planning.



Executive Summary

The Student Satisfaction Inventory (SSI) constructed by Noel-Levitz is a nationally normed, standardized instrument. It is administered to students enrolled in a college or university in order to measure the strength of student expectations about their college experiences and their level of satisfaction with those experiences. A significant amount of information is generated through three different scores for each item along with the computed twelve composite scales for institutional decision makers.

Importance score ratings reflect how strongly UND students feel about the expectation (the higher the score, the more important it is to a student, the stronger the expectation). The top five items in order of importance:

- The instruction in my major field is excellent. (the most important item)
- The content of the courses within my major is valuable.
- The quality of instruction I receive in most of my class is excellent.
- Nearly all of the faculty are knowledgeable in their field.
- I am able to receive adequate scholastic training/professional development through my academic program.

Satisfaction ratings show how satisfied students are that UND has met the expectation (the higher the score, the more satisfied the student). The top five items in order of satisfaction:

- This institution has a good reputation within the community. (the most satisfying item)
- On the whole, the campus is well-maintained.
- There is a good variety of courses provided on this campus.
- I am able to experience intellectual growth here.
- Gender equity and equal opportunity exist in the classroom.

Performance gap scores (importance rating minus satisfaction rating) show how well respondents are meeting the expectation overall. A large performance gap score for an item indicates that UND is not meeting students' expectations. The top five items with the largest performance gap:

- The amount of student parking space on campus is adequate. (the item with the largest gap)
- I seldom get the "run-around" when seeking information on this campus.
- Parking lots are well-lighted and secure.
- Student activities fees are put to good use.
- Adequate financial aid is available for most students.

A small or zero gap score indicates that UND is meeting students' expectations. The top five items with the smallest performance gap:

- Males and females have equal opportunities to participate in intercollegiate athletics. (the item with the smallest gap)
- I have or plan to participate in research activities or conduct research projects.
- The student center is a comfortable place for students to spend their leisure time.
- A variety of wellness programs are available on campus.
- The student handbook provides helpful information about campus life.

Twelve inventory composite scales offer a "global" perspective of UND students' responses. The scales provide a good overview of UND's strengths and areas in need of improvement.

- Instruction Effectiveness was rated by UND respondents the most important and the most satisfying scale. Safety and Security was rated as the least satisfying scale and was the largest performance gap.
- UND rated significantly higher statistically than the average of the national norms in 10 of the 12 composite scales. UND rated significantly lower than the national average only in Safety and Security.
- UND rated significantly higher statistically than the NDUS average in 2 of the 12 composite scales (Instructional Effectiveness and Campus Life) and rated significantly lower in 4 of the 12 scales (Safety and Security, Registration Effectiveness, Recruitment and Financial Aid, and Responsiveness to Diverse Populations).

UND rated significantly lower statistically than their NDUS counterparts in commitment to under-represented populations, commuters, and students with disabilities.

Seventy-four percent respondents indicated that Cost was important or very important in their decision to enroll at UND while 69% responded that Academic Reputation was the important factor.

Eighty-eight percent of the UND respondents indicated their college experience had met the expectation, 84% reported their satisfaction with the UND experience, and 80% would choose UND to enroll again.