



# Student Satisfaction Inventory Executive Summary

## Instrument

The Noel-Levitz Student Satisfaction Inventory (SSI) measures levels of importance and students' satisfaction with a broad spectrum of college experiences. The instrument includes 79 items on diverse topics affecting the entire campus, including academics, student life, admissions, financial aid and security. An additional 10 supplementary questions were added to the survey: six as part of the CCCU Assessment project, and four specifically developed by Northwestern. Ratings are on a 7 point scale.

The **Importance** rating depicts how strongly students feel about the expectation (the higher the score, the more important it is to a student, hence the stronger the expectation). **Satisfaction** ratings show how satisfied students are that Northwestern has met the expectation (the higher the mean score, the more satisfied the student). Of the 999 invited, 380 completed the SSI (38% response rate).

## Strengths & Challenges 2019

Strong institutional performance on Noel-Levitz survey items are considered Strengths. This occurs when students report **high satisfaction** on an item also rated as **high in importance**. Challenges are reported when an item of **high importance** to students demonstrates **low satisfaction**. Items which were designated as Strengths and Challenges in the fall 2019 administration are shown below. (Also Strength or Challenge in 2017)

Strengths
My academic advisor is knowledgeable about requirements in my major.
Nearly all faculty are knowledgeable in their field.
I am able to experience intellectual growth here.
The campus staff are caring and helpful.
My advisor is concerned about my success as an individual.
Males and females are treated with equal respect on this campus.
My understanding of God is being strengthened by classroom and/or campus experiences.
My academic advisor is approachable.
There is a commitment to academic excellence on this campus.
Faculty care about me as an individual.
There is a good variety of courses provided on this campus.
This institution has a good reputation in the community.
Counseling staff care about students as individuals.

Challenges
The content of courses in major is valuable.
*The instruction in my major field is excellent.
The quality of instruction I receive in most of my classes is excellent.
It is an enjoyable experience to be a student on this campus.
Security staff respond quickly in emergencies.
I am able to register for classes with few conflicts.
Tuition paid is a worthwhile investment.
Living conditions in residence halls are comfortable (space, lighting, etc.)
I feel a sense of belonging at the University of Northwestern.
Most students feel a sense of belonging here.
Adequate financial aid is available for most students.
I feel safe to question ideas expressed by others in the classroom.
Faculty provide timely feedback about student progress
Freedom of Expression is protected on campus.

Two new strengths.

\*Moved from a strength to a challenge.

Removed as strengths in 2019: This institution shows concern for students as individuals. On the whole, the campus is well-maintained. The campus provides adequate opportunities for ministry. The staff in the health services area are competent. All challenges remain the same as 2019, with four added new challenges.

## Comparison with CCCU institutions

Items significantly higher in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
Living conditions in the residence halls are comfortable.	5.66	4.94	.72***
On the whole, the campus is well-maintained.	6.40	5.93	.47***
The staff in the health services area are competent.	5.98	5.54	.44***
The student center is a comfortable place for students to spend their leisure time.	5.87	5.52	.35***
Parking lots are well-lighted and secure.	5.53	5.21	.32***
Financial aid counselors are helpful.	5.65	5.35	.30**
Admissions staff are knowledgeable.	5.91	5.67	.24**
Financial aid awards are announced to students in time to be helpful in college planning.	5.68	5.44	.24**
There is a good variety of courses provided on this campus.	5.98	5.77	.21**
Being on this campus is contributing to my spiritual growth.	5.87	5.68	.19*
Males and females are treated with equal respect on this campus.	6.16	5.98	.18*
The personnel involved in registration are helpful.	5.95	5.78	.17*

Items significantly lower in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
The amount of student parking space on campus is adequate.	3.00	3.99	-.99***
Student activity fees are put to good use.	4.65	5.04	-.39***
There are a sufficient number of weekend activities for students.	4.48	4.84	-.36***
Faculty provide timely feedback about student progress in a course.	5.10	5.42	-.32***
Security staff respond quickly in emergencies.	5.42	5.71	-.29**
New student orientation services help students adjust to college.	5.30	5.57	-.27**
I generally know what's happening on campus.	5.22	5.44	-.22*
The content of the courses within my major is valuable.	5.74	5.89	-.15*

\*\*\*Difference statistically significant at the .001 level

\*\*at the .01 level

\*at the .05 level

Of higher importance vs CCCU: My understanding of God is being strengthened by classroom and/or campus experiences.

## Institutional Summary Scales

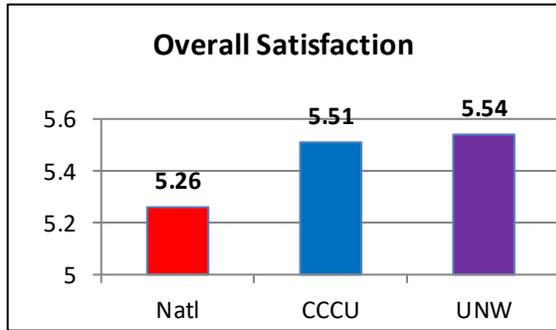
### Higher Satisfaction vs. CCCU

1. Recruitment & Financial Aid
2. Concern for the Individual
3. Registration Effectiveness
4. Service Excellence
5. Campus Support Services
6. Academic Advising
7. Student Centeredness
8. Campus Climate

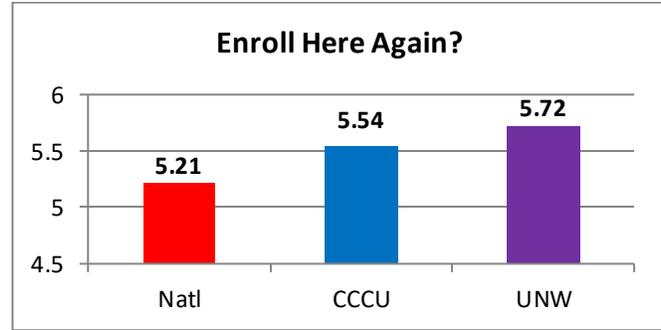
### Lower Satisfaction vs. CCCU

1. Safety and Security
2. Responsiveness to Diverse Populations
3. Instructional Effectiveness
4. Campus Life

## Overall Satisfaction with Northwestern



7 = Very Satisfied to 1 = Not Satisfied at all



7 = Definitely Yes to 1 = Definitely Not

## Areas of Biggest Gap between Importance and Satisfaction

1. The amount of parking space on campus is adequate.
2. Tuition paid is a worthwhile investment.
3. There is an adequate selection of food available in the cafeteria.
4. Adequate financial aid is available for most students.
5. Student activities fees are put to good use.
6. Residence hall regulations are reasonable.
7. Billing policies are reasonable.
8. Channels for expressing student complaints are readily available.
9. Faculty provide timely feedback about student progress in a course.
10. Security staff respond quickly in emergencies.
11. Most students feel a sense of belonging here.