

## 2021 Student Satisfaction Inventory 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 1514 invited, 523 completed the SSI (35% response rate).

### Strengths & Challenges 2021

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 2021 administration are shown below. (Also Strength or Challenge in 2019)

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.
Males and females are treated with equal respect on this campus.
My academic advisor is approachable.
Counseling staff care about students as individuals.
The campus staff are caring and helpful.
My understanding of God is being strengthened by classroom and/or campus experiences.
My advisor is concerned about my success as an individual.
Admissions staff are knowledgeable.
Faculty are usually available after class and during office hours.

Challenges
The campus is safe and secure for all students.
Security staff respond quickly in emergencies.
It is an enjoyable experience to be a student on this campus.
Students are made to feel welcome on this campus.
Tuition paid is a worthwhile investment.
Adequate financial aid is available for most students.
This institution shows concern for students as individuals.
Faculty are fair and unbiased in their treatment of individual students.
I feel a sense of belonging at the University of Northwestern.
Faculty provide timely feedback about student progress
Freedom of Expression is protected on campus.
I feel safe to question ideas expressed by others in the classroom.
Most students feel a sense of belonging here.
I feel safe to engage in discussions on challenging topics with other students outside of the classroom.

Two new strengths. Five new challenges.

**Removed as strengths in 2021:** 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. The institution has a good reputation in the community.

**Removed as a challenge in 2021:** 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. Living conditions in residence halls are comfortable (space, lighting, etc.) I am able to register for classes with few conflicts.

## Comparison with CCCU institutions

Items significantly higher in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
Living conditions in the residence halls are comfortable.	5.58	4.83	.75***
The intercollegiate athletic programs contribute to a strong sense of school spirit. †	5.74	5.29	.45***
On the whole, the campus is well-maintained.	6.34	5.93	.41***
Financial aid counselors are helpful.	5.74	5.42	.32***
The student center is a comfortable place for students to spend their leisure time.	5.98	5.68	.30***
Admissions staff are knowledgeable.	6.00	5.71	.29***
I seldom get the “run-around” when seeking information on this campus. †	5.57	5.29	.28***
There are adequate services to help me decide upon a career. †	5.91	5.64	.27***
Admissions counselors respond to prospective students’ unique needs and requests. †	6.05	5.79	.26***
Counseling staff care about students as individuals. †	6.04	5.80	.24**
My academic advisor is concerned about my success as an individual. †	6.16	5.94	.22**
Admission counselors accurately portray the campus in their recruiting practices. †	5.72	5.52	.20**
Males and females have equal opportunity to participate in intercollegiate athletics. †	6.28	6.09	.19**
My academic advisor is knowledgeable about requirements in my major. †	6.31	6.13	.18**
My understanding of God is being strengthened by classroom and/or campus experiences. †	5.94	5.79	.15*
My academic advisor is approachable. †	6.91	6.05	.14*
The personnel involved in registration are helpful.	5.94	5.80	.14*

†New to list since 2019

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

\*\*at the .01 level

\*at the .05 level

**Items removed from higher satisfaction list since 2019:** The staff in the health services area are competent. Parking lots are well-lighted and secure. Financial aid awards are announced to students in time to be helpful in college planning. There is a good variety of courses provided on this campus. Being on this campus is contributing to my spiritual growth. Males and females are treated with equal respect on this campus.

Items significantly lower in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
The amount of student parking space on campus is adequate.	3.56	4.12	-.56***
There is a strong commitment to racial harmony on this campus. †	5.07	5.53	-.46***
Tuition paid is a worthwhile investment. †	4.93	5.18	-.25**
Security staff respond quickly in emergencies.	5.49	5.73	-.24**
Student activity fees are put to good use.	4.88	5.09	-.21**
Faculty provide timely feedback about student progress in a course.	5.23	5.43	-.20**
I generally know what’s happening on campus.	5.29	5.46	-.17*
This institution has a good reputation with the community. †	5.82	5.98	-.16*
Students are made to feel welcome on this campus. †	5.61	5.76	-.15*

†New to list since 2019

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

\*\*at the .01 level

\*at the .05 level

**Items removed from lower satisfaction list since 2019:** The content of the courses within my major is valuable. There are a sufficient number of weekend activities for students. New student orientation services help students adjust to college.

## Institutional Summary Scales

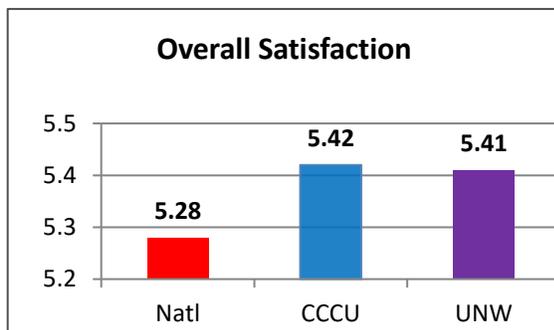
### Higher Satisfaction vs. CCCU

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

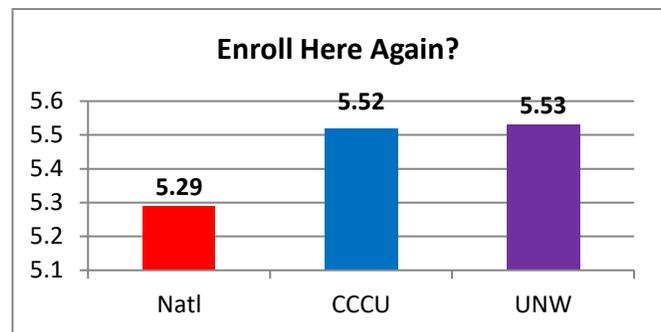
### Lower Satisfaction vs. CCCU

1. Safety and Security
2. Campus Climate
3. Student Centeredness
4. Instructional Effectiveness

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

†New to list since 2019

Removed from list since 2019: Residence hall regulations are reasonable.