

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 73 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).

Strengths & Challenges 2017

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 2017 administration are shown below. (Also Strength or Challenge in 2015)

Strengths
*The instruction in my major field is excellent.
Nearly all faculty are knowledgeable in their field.
I am able to experience intellectual growth.
*The campus is safe and secure for all students.
My academic advisor is knowledgeable.
My understanding of God is being strengthened.
Males and females are treated with equal respect.
The campus staff are caring and helpful.
There is a commitment to academic excellence.
This institution shows concern for students as individuals.
My advisor is concerned about my success.
There is a good variety of courses provided.
UNW has a good reputation in the community.
Counseling staff care about 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.

Challenges
The content of courses in major is valuable.
Tuition paid is a worthwhile investment.
I feel a sense of belonging.
I am able to register for classes with few conflicts.
Security staff respond quickly to emergencies.
Adequate financial aid is available for most students.
Living conditions in residence halls are comfortable (space, lighting, etc.)
I feel safe to question ideas expressed by others in the classroom.
Most students feel a sense of belonging here.
Faculty provide timely feedback about student progress.

Five new strengths.

*Two moved from challenge to a strength. Nothing moved from a strength to a challenge.

Fewer number of challenges in 2017 (went from 13 down to 10)

Removed as a challenge in 2017: Being here has contributed to my spiritual growth.

New challenge: Living conditions in residence halls are comfortable (space, lighting, heat, air, etc.).

Comparison with CCCU institutions

Items significantly higher in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
There is an adequate selection of food available in the cafeteria	4.94	4.38	.56***
Living conditions in the residence halls are comfortable	5.52	4.98	.54***
Staff in the health services area are competent	5.99	5.54	.45***
On the whole, the campus is well-maintained.	6.42	6.03	.39***
Parking lots are well-lighted and secure.	5.51	5.25	.26**
There are adequate services to help me decide upon my career.	5.84	5.59	.25**
Institution's commitment to students with disabilities.	5.89	5.64	.25*
The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.19	4.95	.24*
Adjunct faculty are competent as classroom instructors.	5.86	5.66	.20*
Financial aid counselors are helpful.	5.50	5.30	.20*
My understanding of God is being strengthened by classroom and/or campus experiences.	6.02	5.83	.19*
Counseling staff care about students as individuals.	6.02	5.83	.19*
Financial aid awards are announced to students in time to be helpful in college planning.	5.58	5.40	.18*
I am able to register for classes I need with few conflicts.	5.58	5.41	.17*
Males and females are treated with equal respect on this campus.	6.12	5.96	.16*
The personnel involved in registration are helpful.	5.83	5.69	.14*

Items significantly lower in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
The amount for student parking space on campus is adequate.	2.80	3.76	-.96***
Faculty provide timely feedback about student progress in a course.	4.97	5.32	-.35***
Student activity fees are put to good use.	4.64	4.99	-.35***
I generally know what's happening on campus.	5.11	5.45	-.34***
There are sufficient number of weekend activities for students.	4.46	4.78	-.32***
Residence hall regulations are reasonable.	4.69	4.98	-.29**
New student orientation services help students adjust to college.	5.24	5.49	-.25**
Tuition paid is a worthwhile investment.	4.94	5.17	-.23**
I can easily get involved in campus organizations.	5.43	5.65	-.22**
Faculty are usually available after class and during office hours.	5.8	5.97	-.17**
There is a strong commitment to racial harmony on this campus.	5.36	5.55	-.19*
My academic advisor helps me set goals to work toward.	5.23	5.41	-.18*
Billing policies are reasonable.	4.70	4.87	-.17*
My academic advisor is approachable.	5.86	6.02	-.16*

***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

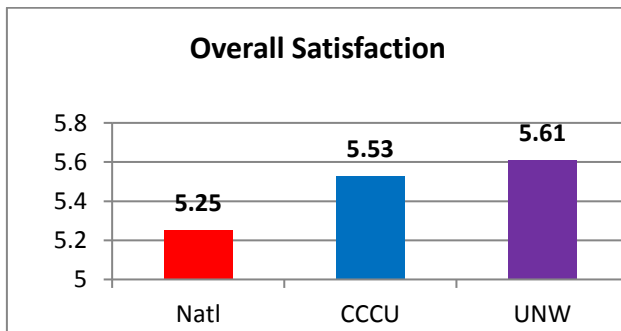
Higher Satisfaction vs. CCCU

1. Student Centeredness
2. Concern for Individual
3. Recruitment & Financial Aid
4. Service Excellence
5. Registration Effectiveness
6. Campus Support Services
7. Campus Life
8. Responsiveness to Diverse Populations

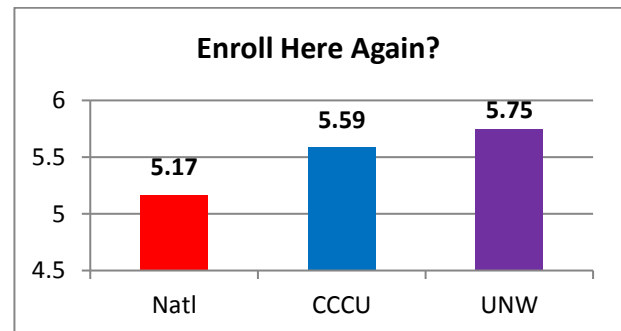
Lower Satisfaction vs. CCCU

1. Academic Advising
2. Campus Climate
3. Safety and Security

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