

VCSU National Surveys

Noel-Levitz Surveys

Priorities Survey for Online Learners (PSOL)

Student Satisfaction Inventory (SSI)

VCSU



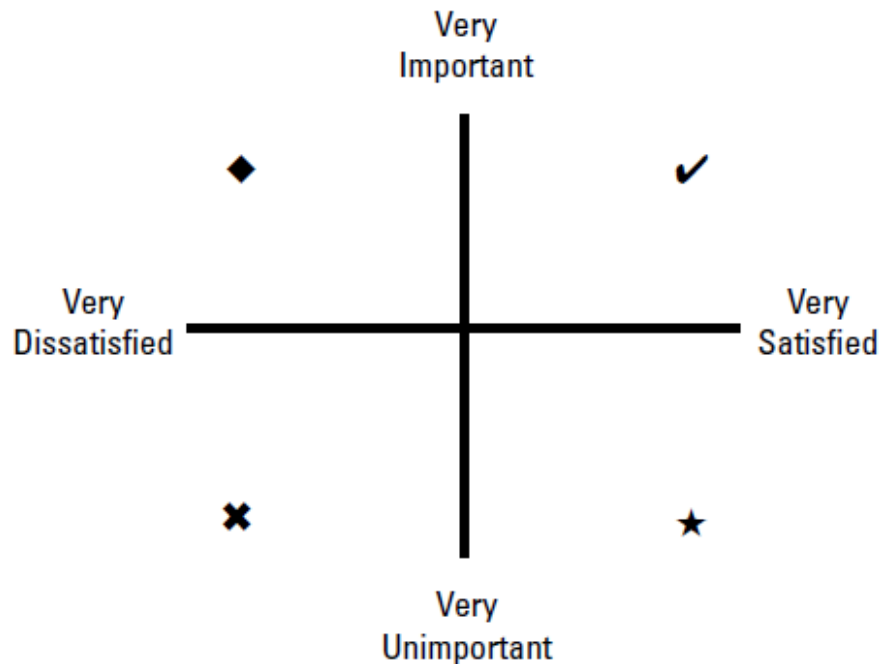
Noel-Levitz Satisfaction Surveys

- **Student Satisfaction Inventory (SSI)** for traditional undergraduate students at four-year and two-year institutions
- **Priorities Survey for Online Learners (PSOL)** for students in distance learning programs, primarily over the Internet.
- **Surveys were given in 2006, 2008 & 2010**

How Noel-Levitz Works

- Means for **importance** and **satisfaction** for individual items are calculated by summing the respondents' ratings and dividing by the number of respondents.
- Performance gap means are calculated by taking the difference between the **importance** rating and the **satisfaction** rating.
- The greater the number of asterisks, the greater the likelihood that this difference did not occur by chance.

Matrix for Prioritizing Action



- ✓ **High importance / high satisfaction** showcases your institution's areas of strength.
- ◆ **High importance / low satisfaction** pinpoints your institution's top challenges which are in need of immediate attention, i.e., your retention agenda/priorities.
- ★ **Low importance / high satisfaction** suggests areas where it might be beneficial to redirect institutional resources to areas of higher importance.
- ✗ **Low importance / low satisfaction** presents an opportunity for your institution to examine those areas that have low status with students.

Ways to Approach Challenges

- 1. Changing perceptions through information and communication.**
- 2. Implementing easy and quick actions that resolve the issues.**
- 3. Planning for long-term, strategic adjustments in the delivery of the service.**

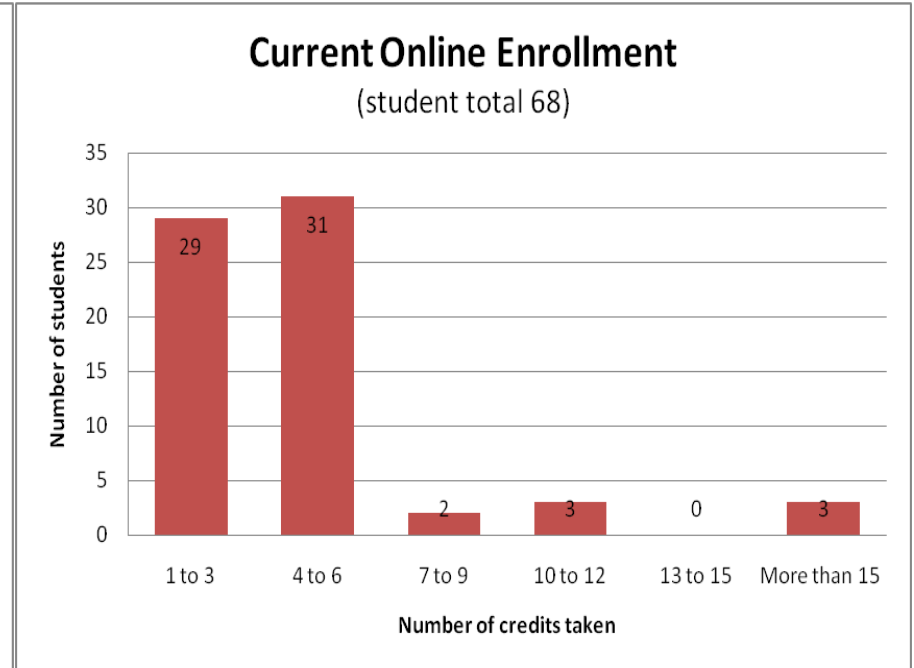
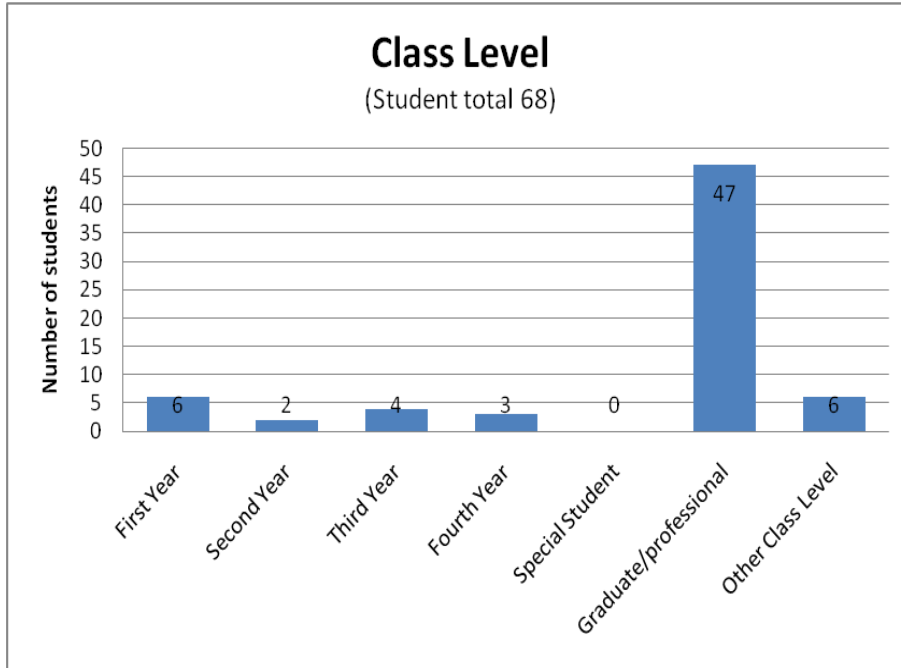
Student Satisfaction Inventory (SSI)

- 74 items and 1 Campus item
- 12 benchmarks
- Alternate years since 2002
- [Inside and Outside SSI Results](#)

Priorities Survey for Online Learners (PSOL)

- 26 questions
- Five categories
 - Institutional Perceptions
 - Academic Services
 - Instructional Services
 - Enrollment Services
 - Student Services
- [Inside and Outside PSOL Results](#)

Online Learners - Who were surveyed?



| | | | |
|--|--------------|------------|-------|
| So far, how has your college experience met your expectations? | VCSU 5.16 | ND 5.00 | 0.16 |
| 1=Much worse than expected | 0% | 1% | |
| 2=Quite a bit worse than I expected | 0% | 0% | |
| 3=Worse than I expected | 7% | 5% | |
| 4=About what I expected | 33% | 34% | |
| 5=Better than I expected | 21% | 24% | |
| 6=Quite a bit better than I expected | 11% | 15% | |
| 7=Much better than expected | 26% | 18% | |
| Rate your overall satisfaction with your experience here thus far. | 6.12 | 5.76 | 0.36* |
| 1=Not satisfied at all | 0% | 0% | |
| 2=Not very satisfied | 1% | 1% | |
| 3=Somewhat dissatisfied | 4% | 5% | |
| 4=Neutral | 1% | 8% | |
| 5=Somewhat satisfied | 8% | 10% | |
| 6=Satisfied | 42% | 43% | |
| 7=Very satisfied | 42% | 30% | |
| All in all, if you had to do it over, would you enroll here again? | 6.30 | 6.00 | 0.30 |
| 1=Definitely not | 0% | 0% | |
| 2=Probably not | 4% | 3% | |
| 3=Maybe not | 0% | 2% | |
| 4=I don't know | 4% | 7% | |
| 5=Maybe yes | 5% | 7% | |
| 6=Probably yes | 23% | 30% | |
| 7=Definitely yes | 62% | 47% | |

VCSU

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STATE UNIVERSITY