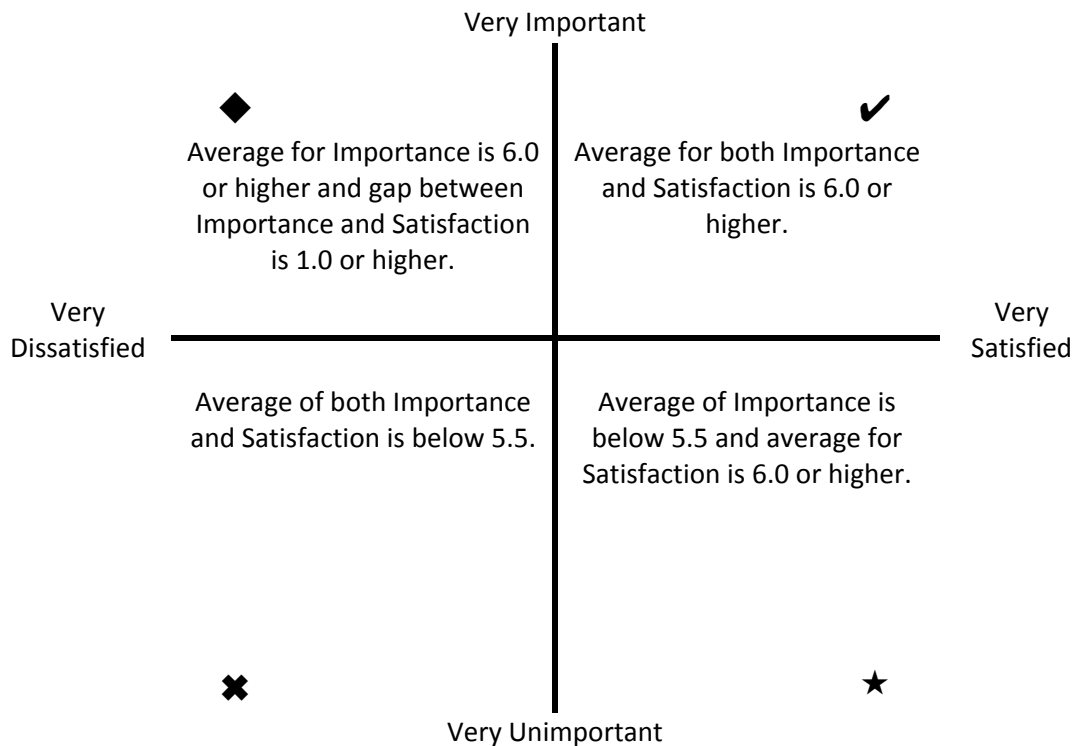


Results for SUU Students Completing 2011 Noel-Levitz Student Satisfaction Inventory

General Information:

- 2,886 SUU students completed the survey
- Students rated questions on importance and satisfaction (1=Not important/satisfied at all; 7=Very important/satisfied)
- If the gap between importance and satisfaction is greater than 0.99, the gap value is in bold and underlined.
- Statistical significance of difference in satisfaction between SUU average and national average of Four-Year Publics: statistically significant difference at 0.05 level (*), 0.01 level (**), and 0.001 level (***)

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.

Priority		Southern Utah University			National Four-Year Publics			Mean Difference	Stat. Sign.
		Import	Satis / SD	Gap	Import	Satis / SD	Gap		
	<u>Student Centeredness</u>	6.36	5.61 / 1.07	0.75	6.17	5.02 / 1.28	1.15	0.59	***
	1. The campus staff are caring and helpful.	6.44	5.83 / 1.14	0.61	6.21	5.29 / 1.46	0.92	0.54	***
	5. Administrators are available to hear students' concerns.	6.17	5.41 / 1.37	0.76	6.07	4.79 / 1.62	1.28	0.62	***
✓	31. Students are made to feel welcome here.	6.42	6.02 / 1.22	0.40	6.21	5.30 / 1.54	0.91	0.72	***
◆	35. I seldom get the "run-around" when seeking information on this campus.	6.39	5.13 / 1.67	1.26	6.20	4.67 / 1.80	1.53	0.46	***
	<u>Campus Life</u>	5.96	5.19 / 1.30	0.77	5.86	4.63 / 1.35	1.23	0.56	***
	13. Living conditions in the residence halls are comfortable.	5.83	5.32 / 1.42	0.51	5.77	4.65 / 1.76	1.12	0.67	***
	19. Residence hall staff are concerned about me as an individual.	5.55	5.31 / 1.53	0.24	5.49	4.79 / 1.63	0.70	0.52	***
	30. There is an adequate selection of food available on campus.	5.58	4.76 / 1.75	0.82	5.85	4.24 / 1.90	1.61	0.52	***
	39. Student disciplinary procedures are fair.	6.19	5.72 / 1.33	0.47	6.00	5.03 / 1.62	0.97	0.69	***
◆	45. Student activity fees are put to good use.	6.35	5.05 / 1.65	1.30	6.11	4.55 / 1.74	1.56	0.50	***
	<u>Instructional Effectiveness</u>	6.50	5.77 / 0.88	0.73	6.36	5.27 / 1.09	1.09	0.50	***
	4. The content of the courses within my major is valuable.	6.70	5.76 / 1.19	0.94	6.52	5.41 / 1.40	1.11	0.35	***
	14. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.81 / 1.24	0.70	6.40	5.20 / 1.58	1.20	0.61	***
◆	17. There are sufficient courses within my program of study available each term.	6.61	5.22 / 1.62	1.39	6.53	4.68 / 1.78	1.85	0.54	***
	29. Faculty use a variety of technology and media in the classroom.	5.85	5.82 / 1.17	0.03	5.80	5.44 / 1.39	0.36	0.38	***
	32. Faculty provide timely feedback about my academic progress.	6.54	5.62 / 1.34	0.92	6.37	5.12 / 1.55	1.25	0.50	***
	36. The quality of instruction I receive in most of my classes is excellent.	6.75	5.92 / 1.13	0.83	6.55	5.36 / 1.47	1.19	0.56	***
✓	40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.53	6.24 / 1.03	0.29	6.38	5.68 / 1.41	0.70	0.56	***
	<u>Recruitment and Financial Aid Effectiveness</u>	6.18	5.38 / 1.15	0.80	5.95	4.87 / 1.29	1.08	0.51	***
	7. Admissions staff provide personalized attention prior to enrollment.	5.90	5.32 / 1.46	0.58	5.88	4.84 / 1.64	1.04	0.48	***
◆	8. Financial aid awards are announced in time to be helpful in college planning.	6.42	5.42 / 1.52	1.00	6.04	4.89 / 1.67	1.15	0.53	***
	11. Financial aid counseling is available if I need it.	6.13	5.45 / 1.49	0.68	5.82	4.89 / 1.62	0.93	0.56	***
◆	27. This institution helps me identify resources to finance my education.	6.35	5.09 / 1.60	1.26	6.08	4.74 / 1.69	1.34	0.35	***
	33. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.67 / 1.34	0.46	5.97	4.98 / 1.60	0.99	0.69	***

Priority		Southern Utah University			National Four-Year Publics			Mean Difference	Stat. Sign.
		Import	Satis / SD	Gap	Import	Satis / SD	Gap		
	<u>Campus Services</u>	6.25	5.76 / 0.90	0.49	6.12	5.29 / 1.09	0.83	0.47	***
	9. Library resources and services are adequate.	6.26	5.98 / 1.14	0.28	6.11	5.58 / 1.42	0.53	0.40	***
✓	15. Computer labs are adequate and accessible.	6.40	6.07 / 1.14	0.33	6.24	5.55 / 1.47	0.69	0.52	***
	20. Tutoring services are readily available.	6.00	5.82 / 1.26	0.18	5.82	5.20 / 1.54	0.62	0.62	***
✓	22. This campus provides online access to services I need.	6.49	6.14 / 1.05	0.35	6.40	5.69 / 1.41	0.71	0.45	***
◆	24. I receive the help I need to apply my academic major to my career goals.	6.51	5.49 / 1.45	<u>1.02</u>	6.38	5.11 / 1.61	1.27	0.38	***
	26. Counseling services are available if I need them.	5.96	5.76 / 1.28	0.20	5.85	5.17 / 1.49	0.68	0.59	***
	34. There are adequate services to help me decide upon a career.	6.26	5.40 / 1.45	0.86	6.13	4.96 / 1.58	1.17	0.44	***
	43. Mentors are available to guide my life and career goals.	6.05	5.32 / 1.43	0.73	5.92	4.88 / 1.61	1.04	0.44	***
◆	<u>Academic Advising Effectiveness</u>	6.35	5.26 / 1.32	<u>1.09</u>	6.30	5.11 / 1.42	1.19	0.15	***
◆	10. My academic advisor helps me set goals to work toward.	6.21	5.02 / 1.73	<u>1.19</u>	6.21	5.01 / 1.82	1.20	0.01	
◆	16. My academic advisor is available when I need help.	6.37	5.37 / 1.57	<u>1.00</u>	6.35	5.17 / 1.73	1.18	0.20	***
	21. My academic advisor is knowledgeable about requirements in my major.	6.58	5.65 / 1.58	0.93	6.51	5.45 / 1.70	1.06	0.20	***
◆	38. I receive ongoing feedback about progress toward my academic goals.	6.23	5.02 / 1.50	<u>1.21</u>	6.13	4.80 / 1.62	1.33	0.22	***
	<u>Registration Effectiveness</u>	6.42	5.50 / 1.05	0.92	6.31	4.98 / 1.28	1.33	0.52	***
	2. Registration processes and procedures are convenient.	6.35	5.51 / 1.35	0.84	6.30	5.03 / 1.67	1.27	0.48	***
	6. Billing policies are reasonable.	6.29	5.37 / 1.37	0.92	6.13	4.88 / 1.57	1.25	0.49	***
◆	23. I am able to register for classes I need with few conflicts.	6.68	5.45 / 1.57	<u>1.23</u>	6.53	4.90 / 1.82	1.63	0.55	***
	25. I am able to take care of college-related business at times that are convenient for me.	6.37	5.68 / 1.26	0.69	6.26	5.12 / 1.53	1.14	0.56	***
◆	<u>Safety and Security</u>	6.24	5.12 / 1.07	<u>1.12</u>	6.15	4.92 / 1.25	1.23	0.20	***
✓	3. The campus is safe and secure for all students.	6.56	6.19 / 1.01	0.37	6.41	5.63 / 1.40	0.78	0.56	***
◆	12. The amount of student parking space on campus is adequate.	6.08	3.53 / 1.85	<u>2.55</u>	5.97	3.90 / 2.03	2.07	-0.37	***
	18. Parking lots are well-lighted and secure.	5.97	5.28 / 1.42	0.69	5.98	5.04 / 1.61	0.94	0.24	***
	28. Security staff respond quickly to calls for assistance.	6.38	5.62 / 1.33	0.76	6.21	5.11 / 1.58	1.10	0.51	***

Priority		Southern Utah University			National Four-Year Publics			Mean Difference	Stat. Sign.
		Import	Satis / SD	Gap	Import	Satis / SD	Gap		
	<u>Campus Climate</u>	6.31	5.80 / 0.90	0.51	6.18	5.22 / 1.12	0.96	0.58	***
✓	3. The campus is safe and secure for all students.	6.56	6.19 / 1.01	0.37	6.41	5.63 / 1.40	0.78	0.56	***
	5. Administrators are available to hear students' concerns.	6.17	5.41 / 1.37	0.76	6.07	4.79 / 1.62	1.28	0.62	***
✓	31. Students are made to feel welcome here.	6.42	6.02 / 1.22	0.40	6.21	5.30 / 1.54	0.91	0.72	***
◆	35. I seldom get the "run-around" when seeking information on this campus.	6.39	5.13 / 1.67	1.26	6.20	4.67 / 1.80	1.53	0.46	***
	37. There is a strong commitment to diversity on this campus.	5.51	5.54 / 1.40	-0.03	5.58	5.14 / 1.54	0.44	0.40	***
	41. Tuition paid is a worthwhile investment.	6.70	5.73 / 1.35	0.97	6.53	5.20 / 1.61	1.33	0.53	***
	42. Students are free to express their ideas on this campus.	6.29	5.88 / 1.32	0.41	6.18	5.33 / 1.55	0.85	0.55	***
✓	44. On the whole, the campus is well-maintained.	6.43	6.44 / 0.88	-0.01	6.25	5.63 / 1.46	0.62	0.81	***

How important were each of the following factors in your decision to enroll at this institution? (1=Not important at all; 7=Very important)		
	SUU	National Four-Year Publics
56. Cost as factor in decision to enroll.	6.25	6.07
57. Financial assistance as factor in decision to enroll.	6.05	5.81
58. Academic reputation as factor in decision to enroll.	5.99	6.10
59. Future career opportunities as factor in decision to enroll.	6.15	6.24
60. Personal recommendations as factor in decision to enroll.	5.79	5.54
61. Distance from campus as factor in decision to enroll.	5.64	5.69
62. Information on the campus Web site as factor in decision to enroll.	5.20	5.29
63. Campus visits as factor in decision to enroll.	5.16	5.16

	SUU	National Four-Year Publics	Mean Difference	Stat. Sign.
So far, how has your college experience met your expectations?	4.97	4.49	0.48	***
1=Much worse than expected	1%	3%		
2=Quite a bit worse than I expected	0%	3%		
3=Worse than I expected	6%	11%		
4=About what I expected	30%	36%		
5=Better than I expected	29%	23%		
6=Quite a bit better than I expected	16%	12%		
7=Much better than expected	14%	9%		
Rate your overall satisfaction with your experience here thus far.	5.83	5.19	0.64	***
1=Not satisfied at all	0%	2%		
2=Not very satisfied	1%	4%		
3=Somewhat dissatisfied	4%	8%		
4=Neutral	4%	10%		
5=Somewhat satisfied	13%	19%		
6=Satisfied	47%	38%		
7=Very satisfied	27%	15%		
All in all, if you had to do it over, would you enroll here again?	5.95	5.30	0.65	***
1=Definitely not	1%	4%		
2=Probably not	3%	6%		
3=Maybe not	3%	6%		
4=I don't know	4%	9%		
5=Maybe yes	8%	11%		
6=Probably yes	32%	30%		
7=Definitely yes	45%	30%		