

## Noel-Levitz 2005 (Undergraduate) Student Satisfaction Inventory Item Summary

(Importance and satisfaction show as relative distance +/- mean of all items)

### General Items

		Mean Rating (1-7 scale)		
		MU	Nat 4-yr	Diff
G1	So far, how has your college experience met your expectations?	4.72	4.47	0.25
G2	Rate your overall satisfaction with your experience here thus far.	5.58	5.15	0.43
G3	All in all, if you had to do it over, would you enroll here again?	5.60	5.19	0.41

### HIGH SATISFACTION / LESS IMPORTANCE      SATISF      IMPORT

*77	↓ Community service opportunities	1.55	-0.89
<u>32</u>	<u>Tutoring available</u>	1.18	-0.69
<u>46</u>	<u>Easily get involved orgs</u>	1.16	-0.17
<u>13</u>	<u>Helpful library staff</u>	1.09	-1.86
<u>9</u>	<u>Intramurals</u>	0.91	-3.00
<u>50</u>	<u>Drop/add policies</u>	0.86	-0.50
<u>31</u>	<u>↑ Male and female athletics</u>	0.73	-1.75
<u>60</u>	<u>Know what's happening</u>	0.68	-0.28
<u>52</u>	<u>Student center</u>	0.57	-1.28
<u>24</u>	<u>↓ Athletics contribute to spirit</u>	0.45	-1.81
*75	↓ Sense of religious community	0.43	-2.22
<u>44</u>	<u>Academic support services</u>	0.39	-0.19
<u>64</u>	<u>↓ Student orientation</u>	0.32	-0.42
<u>28</u>	<u>↑ Secure parking</u>	0.30	-0.42
*78	Campus entertainment	0.27	-0.94
56	Student handbook	0.27	-1.81
27	Registration staff	0.16	-0.69
54	↑ Bookstore staff	0.16	-1.97
<u>48</u>	<u>Admissions counselors accurate</u>	0.14	-0.17
4	Admissions knowledgeable	0.11	-0.50
<u>22</u>	<u>Caring counselors</u>	0.07	-0.42
<u>43</u>	<u>Admissions responds unique needs</u>	0.05	-0.61

### LOW SATISFACTION / LESS IMPORTANCE      SATISF      IMPORT

<u>42</u>	<u>↑ Weekend activities</u>	-0.16	-1.19
*76	Promotes diversity	-0.18	-1.36
20	Business office hours	-0.36	-1.58
30	Caring residence hall staff	-0.39	-0.81
10	Administrators approachable	-0.39	-1.11
53	Faculty consider indiv dif	-0.57	-0.19
63	↓ Fair disciplinary procedures	-0.68	-0.39
<b>62</b>	<b>Commitment to racial harmony</b>	-0.75	-0.83
15	↑ Health services staff	-1.05	-0.03
<b>5</b>	<b>Financial aid counselors</b>	-1.16	-0.17
19	Advisor sets goals	-1.25	-0.72
71	Complaint channels	-1.30	-0.17
73	Activity fee well used	-1.68	-0.11
11	Billing policies	-1.68	-0.36
<u>21</u>	<u>↑ Parking space</u>	-2.57	-1.44
<b>40</b>	<b>↓ Residence hall regulations</b>	-3.20	-0.08
<b>38</b>	<b>↓ Cafeteria food selection</b>	-3.34	-0.03

\* MU authored items – no comparison available

Underline = more satisfaction at MU than national 4-year privates

**Bold** = less satisfaction at MU than national 4-yr privates

↑ or ↓ = items that moved the most in relative distance from the mean on the satisfaction scale, 2002 to 2005

### HIGH SATISFACTION / MORE IMPORTANCE      SATISF      IMPORT

<u>51</u>	<u>↓ Reputation in community</u>	1.77	0.56
<u>18</u>	<u>↑ Library resources</u>	1.68	0.22
<u>65</u>	<u>Faculty available</u>	1.55	0.81
<u>72</u>	<u>Well-maintained campus</u>	1.52	0.53
68	Faculty knowledgeable	1.43	1.53
<u>41</u>	<u>Commitment to academic excellence</u>	1.41	1.03
<u>39</u>	<u>Experience intellectual growth</u>	1.34	1.11
<u>29</u>	<u>Enjoyable experience</u>	1.14	1.44
<u>26</u>	<u>↑ Computer labs</u>	1.11	0.06
<u>36</u>	<u>↑ Security responds quickly</u>	1.07	1.11
<u>45</u>	<u>Students feel welcome</u>	1.02	0.83
<u>37</u>	<u>Feel a sense of pride</u>	0.91	0.03
16	Instruction in major	0.77	1.53
2	Caring staff	0.68	0.50
58	Quality of instruction	0.64	1.44
55	↓ Requirements in my major	0.61	0.94
<u>1</u>	<u>Sense of belonging</u>	0.52	0.14
8	Course content	0.50	1.50
<u>25</u>	<u>Faculty unbiased and fair</u>	0.45	0.97
<u>59</u>	<u>Concern for students</u>	0.45	0.86
6	Advisor approachable	0.41	0.75
3	Caring faculty	0.39	0.39
*79	University practices its values	0.39	0.31
33	Advisors knowledgeable	0.34	1.25
<u>47</u>	<u>Faculty feedback</u>	0.27	0.50
<u>49</u>	<u>Help deciding career</u>	0.23	0.28
69	Course variety	0.20	1.08
35	Assessment procedures	0.14	0.17
61	Competent adjunct faculty	0.09	0.31

### LOW SATISFACTION / MORE IMPORTANCE      SATISF      IMPORT

14	Advisor concerned	-0.14	0.42
*80	Career services	-0.36	0.56
<u>12</u>	<u>Financial aid announced in time</u>	-0.43	0.31
<u>57</u>	<u>Seldom get run-around</u>	-0.43	0.03
*82	Advisor is helpful	-0.45	0.78
<b>7</b>	<b>Safe campus</b>	-0.50	0.94
*81	Education is worth the cost	-0.52	1.61
34	↑ Register w/ few conflicts	-0.55	1.28
<b>67</b>	<b>↓ Freedom of expression</b>	-0.70	0.06
70	↑ Grad TAs competent	-0.93	0.64
66	Tuition worthwhile investment	-1.02	1.53
23	↓ Res hall living conditions	-1.11	0.72
*74	↑ Admin seeks student input	-1.30	0.06
*83	Addresses student complaints	-1.43	0.33
17	Enough financial aid	-1.45	0.97

n=2,614 – represents a 35.6% response rate

Summary report prepared by Student Development

**Noel-Levitz Student Satisfaction Instrument  
Marquette Data – Spring 2005 Survey**

Administered March 2005, prior to spring break – online survey available to all undergraduates  
35.6% response rate (2.5% higher than response rate for spring 2002 administration)

**ITEMS WITH HIGHEST SATISFACTION**

2005 Rank	2005 Sat Score	Item	2002 Rank	2002 Sat Score
1	5.98	This institution has a good reputation within the community	1	6.14
2	5.94	Library resources and services are adequate	15	5.60
3	5.88	Community service opportunities are accessible	2	6.11
		Faculty are usually available after class and during office hours	3	5.86
5	5.87	On the whole, the campus is well-maintained	9	5.72
6	5.83	Nearly all of the faculty are knowledgeable in their field	4	5.81
7	5.82	There is a commitment to academic excellence on this campus	6	5.75
8	5.79	I am able to experience intellectual growth here	6	5.75
9	5.72	Tutoring services are readily available	9	5.72
10	5.71	I can easily get involved in campus organizations	11	5.68

*Items that fell out of the top ten from 2002 include: The intercollegiate athletic programs contribute to a strong sense of school spirit, formerly #4 now #28 and It is an enjoyable experience to be a student on this campus, formerly #8 now #11*

**ITEMS WITH LOWEST SATISFACTION**

2005 Rank	2005 Sat Score	Item	2002 Rank	2002 Sat Score
83	3.73	There is an adequate selection of food available in the cafeteria	82	3.89
82	3.79	Residence hall regulations are reasonable	81	4.01
81	4.07	The amount of student parking space is adequate	83	3.67
80	4.46	Student activity fees are put to good use	78	4.47
	4.46	Billing policies are reasonable	75	4.51
78	4.56	Adequate financial aid is available for most students	73	4.55
77	4.57	The university addresses student complaints effectively	76	4.50
76	4.63	Administrators seek input in university decisions	80	4.36
	4.63	Channels for expressing student complaints are readily available	76	4.50
74	4.65	My academic advisor helps me set goals to work toward	74	4.54

*Item that fell out of the bottom ten from 2002: The staff in the health services area are competent, formerly #79 now #71*

**ITEMS WITH LARGEST POSITIVE CHANGE IN RELATIVE DISTANCE FROM THE MEAN FROM 2002 TO 2005**

Change	Item	2002	2005
+ 1.27	Parking lots are well-lighted and secure	-0.98	0.30
+ .81	Computer labs are adequate and accessible	0.30	1.11
+ .73	Library resources and services are adequate	0.96	1.68
+ .67	The amount of student parking space	-3.24	-2.57
+ .58	The staff in the health services area are competent	-1.63	-1.05
+ .52	Security staff respond quickly in emergencies	0.54	1.07
+ .51	Bookstore staff are helpful	-0.35	0.16
+ .44	Administrators seek input in university decisions	-1.74	-1.30
+ .43	I am able to register for classes I need with few conflicts	-0.98	-0.55
+ .40	Males and females have equal opportunity to participate in intercoll athletics	0.33	0.73
+ .37	Graduate teaching assistants are competent as classroom instructors	-1.30	-0.93
+ .34	There are a sufficient number of weekend activities for students	-0.50	-0.16

**ITEMS WITH LARGEST NEGATIVE CHANGE IN RELATIVE DISTANCE FROM THE MEAN FROM 2002 TO 2005**

Change	Item	2002	2005
- .96	The intercollegiate athletics programs contribute to a strong sense of school spirit	1.41	0.45
- .70	Residence hall regulations are reasonable	-2.50	-3.20
- .62	Student disciplinary procedures are fair	-0.07	-0.68
- .58	There is an adequate selection of food available in the cafeteria	-2.76	-3.34
- .53	Freedom of expression is protected on campus	-0.17	-0.70
- .52	Community service opportunities are accessible	2.07	1.55
- .50	Living conditions in the residence halls are comfortable	-0.61	-1.11
- .42	New student orientation services help students adjust to college	0.74	0.32
- .36	The institution has a good reputation in the community	2.13	1.77
- .32	Major requirements are clear and reasonable	0.93	0.61

## HOW DO MARQUETTE SATISFACTION SCORES COMPARE TO NATIONAL 4-YEAR PRIVATE INSTITUTIONS?

Overall mean for satisfaction is 0.25 higher at Marquette than comparison group

### Where Marquette Fares Best Compared to National 4-Year Privates

- 1.05 The intercollegiate athletics programs contribute to a strong sense of school spirit
- .97 Security staff respond quickly in emergencies
- .91 A variety of intramural activities are offered
- .85 There are a sufficient number of weekend activities for students
- .84 Library resources and services are adequate
- .67 The student center is a comfortable place for students to spend their leisure time
- .62 I generally know what's happening on campus
- .61 I feel a sense of pride about my campus
- .60 I can easily get involved in campus organizations
- .54 Parking lots are well-lighted and secure

### Where Marquette Fares Worst Compared to National 4-Year Privates

- .76 Residence hall regulations are reasonable
- .46 The campus is safe and secure for all students
- .34 There is a strong commitment to racial harmony on this campus
- .33 There is an adequate selection of food available in the cafeteria
- .14 Financial aid counselors are helpful
- .12 Freedom of expression is protected on campus

## IMPORTANCE OF ITEMS TO STUDENTS

### Items ranked as the most important

- 1. The instruction in my major field is excellent
- tie Nearly all of the faculty are knowledgeable in their field
- tie Tuition paid is a worthwhile investment
- 4. The content of courses within my major is valuable
- 5. The quality of instruction I receive in most of my classes is excellent
- tie It is an enjoyable experience to be a student on this campus
- 7. I am able to register for classes I need with few conflicts
- 8. My academic advisor is knowledgeable about requirements in my major
- 9. I am able to experience intellectual growth here
- tie Security staff respond quickly in emergencies

*Although rankings moved slightly, the list is the same as 2002. Of these ten items most important to students, our raw score for satisfaction dropped an average of .01 between 2002 and 2005, despite the fact that the mean for 2005 scores was .04 higher than 2002.*

### Items ranked as the least important

- 1. A variety of intramural activities are offered
- 2. I feel a sense of religious community on campus
- 3. Bookstore staff are helpful
- 4. Library staff are helpful and approachable
- 5. The intercollegiate athletics programs contribute to a strong sense of school spirit \*
- tie The student handbook provides helpful information about campus life
- 7. Males and females have equal opportunities to participate in intercollegiate athletics
- 8. The business office is open during hours which are convenient for most students
- 9. The amount of student parking space on campus is adequate
- 10. The university offers programs that promote appreciation of diversity

*\* New to the list for 2005. Item that was included in the least important ten items in 2002: The student center is a comfortable place for students to spend their leisure time*