

2021 CPI Day leadership Program

1-20-2021

zoom

Agenda

- Provost Dr. Gonzales' welcome
- Noel-Levitz (NL) Student Satisfaction Survey (SSI) Guide (Dr. Shifang li, Director, Institutional Effectiveness)
- Power BI Dashboard: Noel-Levitz (NL) SSI By School, By Program, by Year, by Scale, by Items, and by Other variables. (Arunima Grover, Research analyst, IE)

Noel-Levitz (NL) Student Satisfaction Survey Inventory (SSI)

Objectives:

By the end of this session, you will know

- *What is NL_SSI?*
- *Have an idea about what survey items are included in the survey and scale report*
- *How are we doing comparing to our peers: mid_ eastern private?*
- *How to find out data that you are interested in the dashboard?*

The Importance Of NL_SSI

Studies show that NL_SSI Strongly linked to

- *Retention*
- *Graduation*
- *Higher alumni giving*
- *Lower loan default*

“Satisfaction assessment (SSI) are a key indicator of the current situation for the institution and provide roadmap for next steps the institution can and should take to respond issues that students have identified”

2018 SSI Responses:

Students	Count	Response rate
Graduate	529	26%
Undergraduate	714	21%

What is in NL-SSI?

- Question 1-55: Importance & Satisfaction
- Question 56-63: Factors to choose the institution
- Summary Question 3 Overall Experience

The Construction of SSI: Question 1-55

Importance

Satisfaction

<p>1 2 3 4 5 6 7 N/A</p>	<p>1. The campus staff are caring and helpful.</p>	<p>1 2 3 4 5 6 7 N/A</p>
<p>1 2 3 4 5 6 7 N/A</p>	<p>2. Registration processes and procedures are convenient.</p>	<p>1 2 3 4 5 6 7 N/A</p>
<p>1 2 3 4 5 6 7 N/A</p>	<p>3. The campus is safe and secure for all students.</p>	<p>1 2 3 4 5 6 7 N/A</p>
<p>1 2 3 4 5 6 7 N/A</p>	<p>4. The content of the courses within my major is valuable.</p>	<p>1 2 3 4 5 6 7 N/A</p>

The NL _ SSI (Q1-55)

Q: 1-45: Same to all institution

- I. Student Centeredness
- II. Campus life
- III. Instructional Effectiveness
- IV. Recruitment and Financial Aid Effectiveness
- V. Campus Services
- VI. Academic Advising Effectiveness
- VII. Registration Effectiveness
- VIII. Safety and Security
- IX. Campus Climate

Q46-55: Campus items.

The Construction of SSI: Question 56-63

How important are the follow factors in decision to enroll: (Scale 1-7)

- Cost
- Financial aid
- Academic reputation
- Future career opportunities
- Personal recommendations
- Distance from campus
- Information on the campus Website
- Campus visit

The Construction of SSI: Summary Items (Scale 1-7)

1. So far, how has your college experience met your expectations?
2. Rate your overall satisfaction with your experience here thus far.
3. if you had to do it over, would you enroll here again?

Zoom Pull: Satisfaction Score on Scales

Objective:

- *you will have an idea about what survey items are included in each scale.*
- *How are we doing comparing to our peers.*



I. Student Centeredness

1.The campus staff are caring and helpful

5.Administrators are available to hear students' concerns

31. Students are made to feel welcome here

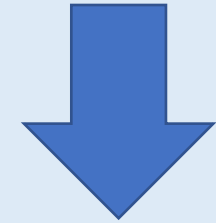
35. I seldom get the “run-around” when seeking information on this campus

On student centeredness scale (combine 1,5,31,35), are we better or worse or no difference than our peers?



I. Student Centeredness

NYIT satisfaction-eastern satisfaction



	NYIT		Mid-Eastern		NYIT Sat-Eastern Sat
Scale / Item	Importance	Satisfaction / SD	Importance	Satisfaction / SD	Difference
Student Centeredness	6.43	5.0	6.56	4.5	0.5 **

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

I. Student Centeredness

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On student centeredness scale (combine 1,5,31,35), are we better or worse or no difference than our peers?



I. Student Centeredness

Answer : Worse

	NYIT		Mid-Eastern		NYIT Sat-Eastern Sat
Scale / Item	Importance	Satisfaction / SD	Importance	Satisfaction / SD	Difference
Student Centeredness	6.24	5.24 / 1.42	6.30	5.43 / 1.21	-0.19 ***

II. Campus life

13. Living conditions in the residence halls are comfortable.

19. Residence hall staff are concerned about me as an individual.

30. There is an adequate selection of food available on campus.

39. Student disciplinary procedures are fair.

45. Student activity fees are put to good use

On this scale, are we better or worse or no difference than our peers?



II. Campus life

Answer: Better!

Campus Life	6.04	4.89 / 1.66	6.14	4.80 / 1.36	0.09 *
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III. Instructional Effectiveness

*4. The content of the courses within my major is valuable.

14. Faculty are fair and unbiased in their treatment of individual students.

*17. There are sufficient courses within my program of study available each term.

29. Faculty use a variety of technology and media in the classroom.

32. Faculty provide timely feedback about my academic progress.

*36. The quality of instruction I receive in most of my classes is excellent.

40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail)

On this scale are we better or worse or no difference than our peers?



III. Instructional Effectiveness

Answer : Worse

Instructional Effectiveness	6.34	5.34 / 1.30	6.37	5.52 / 1.06	-0.18 ***
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IV. Recruitment and Financial Aid Effectiveness

7. Admissions staff provide personalized attention prior to enrollment.

8. Financial aid awards are announced in time to be helpful in college planning.

11. Financial aid counseling is available if I need it.

27. This institution helps me identify resources to finance my education.

33. Admissions counselors accurately portray the campus in their recruiting practices.

On this scale are we better or worse or no difference than our peers?



IV. Recruitment and Financial Aid Effectiveness

Answer: No significant difference

Recruitment and Financial Aid Effectiveness	6.17	5.13 / 1.52	6.13	5.19 / 1.28	-0.06
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V. Campus Services

- 9. Library resources and services are adequate.
- 15. Computer labs are adequate and accessible.
- 20. Tutoring services are readily available.
- 22. This campus provides online access to services I need.
- 24. I receive the help I need to apply my academic major to my career goals.
- 26. Counseling services are available if I need them.
- 34. There are adequate services to help me decide upon a career.
- 43. Mentors are available to guide my life and career goals.

On this scale are we better or worse or no difference than our peers?



V. Campus Services

Answer: No significant difference

Campus Services	6.27	5.51 / 1.23	6.18	5.55 / 1.06	-0.04
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VI. Academic Advising Effectiveness

10. My academic advisor helps me set goals to work toward.

16. My academic advisor is available when I need help.

21. My academic advisor is knowledgeable about requirements in my major.

38. I receive ongoing feedback about progress toward my academic goals.

On this scale are we better or worse or no difference than our peers?



VI. Academic Advising Effectiveness

Answer: No significant difference

Academic Advising Effectiveness	6.31	5.43 / 1.46	6.35	5.49 / 1.32	-0.06
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VII. Registration Effectiveness

2. Registration processes and procedures are convenient.

6. Billing policies are reasonable.

23. I am able to register for classes I need with few conflicts.

25. I am able to take care of college-related business at times that are convenient for me.

On this scale, are we better or worse or no difference than our peers?



VII. Registration Effectiveness

Answer: No significant difference

Registration Effectiveness	6.28	5.13 / 1.41	6.28	5.10 / 1.25	0.03
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VIII. Safety and Security

3. The campus is safe and secure for all students.

12. The amount of student parking space on campus is adequate.

18. Parking lots are well-lighted and secure.

28. Security staff respond quickly to calls for assistance.

On this scale are we better or worse or no difference than our peers?



VIII. Safety and Security

Answer: Better, Superb!!!

Safety and Security	6.19	5.53 / 1.28	6.19	5.08 / 1.28	0.45 ***
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XI. Campus Climate

- 3. The campus is safe and secure for all students.
- 5. Administrators are available to hear students' concerns.
- 31. Students are made to feel welcome here.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 37. There is a strong commitment to diversity on this campus.
- 41. Tuition paid is a worthwhile investment.
- 42. Students are free to express their ideas on this campus.
- 44. On the whole, the campus is well-maintained.

On this scale are we better or worse or no difference than our peers?



XI. Campus Climate

Answer: No significant difference

Campus Climate	6.29	5.41 / 1.24	6.28	5.42 / 1.11	-0.01
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2018 Comparing to our peers, we are

- Better in
- Worse in
- Statistically, No difference in
- Safety and Security
- Instructional Effectiveness
- Student Centeredness
- Campus life
- Recruitment and Financial Aid Effectiveness
- Campus Services
- Academic Advising Effectiveness
- Registration Effectiveness
- Campus Climate

2018 Comparing to our peers

	New York Institute of Technology-Domestic - SSI				National Four-Year Privates Form B - Eastern				
Scale / Item	Importance	Satisfaction / SD		Gap	Importance	Satisfaction / SD		Gap	Difference
Student Centeredness	6.24	5.24 /	1.42	1	6.3	5.43 /	1.21	0.87	-0.19***
Campus Life	6.04	4.89 /	1.66	1.15	6.14	4.8 /	1.36	1.34	0.09*
Instructional Effectiveness	6.34	5.34 /	1.3	1	6.37	5.52 /	1.06	0.85	-0.18***
Recruitment and Financial Aid Effectiveness	6.17	5.13 /	1.52	1.04	6.13	5.19 /	1.28	0.94	-0.06
Campus Services	6.27	5.51 /	1.23	0.76	6.18	5.55 /	1.06	0.63	-0.04
Academic Advising Effectiveness	6.31	5.43 /	1.46	0.88	6.35	5.49 /	1.32	0.86	-0.06
Registration Effectiveness	6.28	5.13 /	1.41	1.15	6.28	5.1 /	1.25	1.18	0.03
Safety and Security	6.19	5.53 /	1.28	0.66	6.19	5.08 /	1.28	1.11	0.45***
Campus Climate	6.29	5.41 /	1.24	0.88	6.28	5.42 /	1.11	0.86	-0.01

Any improvement since 2015?



2015-2018 Satisfaction Trend In the 9 Scales?

- I. Student Centeredness
- II. Campus life
- III. Instructional Effectiveness
- IV. Recruitment and Financial Aid Effectiveness
- V. Campus Services
- VI. Academic Advising Effectiveness
- VII. Registration Effectiveness
- VIII. Safety and Security
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Compare to our self: Satisfaction Differences from 15-18

Difference = NYIT 2018 satisfaction – NYIT 2015 satisfaction

- * Difference statistically significant at the .05 level
- ** Difference statistically significant at the .01 level
- *** Difference statistically significant at the .001 level

Scale / Item	Jun-18			Jun-15			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Student Centeredness	6.24	5.24 / 1.42	1	6.21	5.05 / 1.4	1.16	0.19***
Campus Life	6.04	4.89 / 1.66	1.15	5.98	4.86 / 1.5	1.12	0.03
Instructional Effectiveness	6.34	5.34 / 1.3	1	6.35	5.26 / 1.3	1.09	0.08
Recruitment and Financial Aid Effectiveness	6.17	5.13 / 1.52	1.04	6.12	4.9 / 1.4	1.22	0.23***
Campus Services	6.27	5.51 / 1.23	0.76	6.2	5.29 / 1.2	0.91	0.22***
Academic Advising Effectiveness	6.31	5.43 / 1.46	0.88	6.24	5.16 / 1.5	1.08	0.27***
Registration Effectiveness	6.28	5.13 / 1.41	1.15	6.25	4.82 / 1.4	1.43	0.31***
Safety and Security	6.19	5.53 / 1.28	0.66	6.08	5.42 / 1.3	0.66	0.11*
Campus Climate	6.29	5.41 / 1.24	0.88	6.23	5.22 / 1.3	1.01	0.19***



2015-2018 Summary Items: Any Improvement?

1. So far, how has your college experience met your expectations?
2. Rate your overall satisfaction with your experience here thus far.
3. if you had to do it over, would you enroll here again?

Summary Rating 15-18

Summary	2018	2015	Mean Difference
So far, how has your college experience met your expectations?	4.15	4.09	0.06
1=Much worse than expected	5%	5%	
2=Quite a bit worse than I expected	6%	6%	
3=Worse than I expected	17%	16%	
4=About what I expected	36%	37%	
5=Better than I expected	17%	19%	
6=Quite a bit better than I expected	8%	8%	
7=Much better than expected	8%	6%	

Summary Rating 15-18

Summary	2018	2015	Mean Difference
Rate your overall satisfaction with your experience here thus far.	4.62	4.64	-0.02
1=Not satisfied at all	3%	4%	
2=Not very satisfied	7%	7%	
3=Somewhat dissatisfied	13%	11%	
4=Neutral	17%	18%	
5=Somewhat satisfied	20%	20%	
6=Satisfied	25%	28%	
7=Very satisfied	10%	8%	

Summary Rating 15-18

Summary	2018	2015	Mean Difference
All in all, if you had to do it over, would you enroll here again?	4.49	4.41	0.07
1=Definitely not	8%	8%	
2=Probably not	9%	11%	
3=Maybe not	12%	11%	
4=I don't know	16%	16%	
5=Maybe yes	16%	17%	
6=Probably yes	21%	21%	
7=Definitely yes	15%	13%	

Tour the Dashboard and Find Your Score!!!

Tour the NI-SSI Dashboard