

2023 Student Satisfaction Inventory Summary

Instrument

The Ruffalo Noel-Levitz (RNL) 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). Of the 1704 invited, 538 completed the SSI (32% response rate).

Strengths & Challenges 2023

Strong institutional performance on RNL 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 2023 administration are shown below. (Also Strength or Challenge in 2021)

Strengths
The campus is safe and secure for all students
Nearly all of the faculty are knowledgeable in their field
My academic advisor is knowledgeable about requirements in my major
Campus item: My understanding of God is being strengthened by my experience at Northwestern
Security staff respond quickly in emergencies
I am able to experience intellectual growth here
The campus staff are caring and helpful
My academic advisor is approachable
Campus item: Males and females are treated with equal respect on this campus
Major requirements are clear and reasonable
My academic advisor is concerned about my success as an individual
Counseling staff care about students as individuals
There is a good variety of courses provided on this campus
This institution has a good reputation within the community

Challenges
The content of the courses within my major is valuable
The instruction in my major field is excellent
The quality of instruction I receive in most of my classes is excellent
Tuition paid is a worthwhile investment
Adequate financial aid is available for most students
Computers and/or Wi-Fi are adequate and accessible
I am able to register for classes I need with few conflicts
Financial aid awards are announced to students in time to be helpful in college planning
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc)
Campus item: I feel a sense of belonging at Northwestern
Most students feel a sense of belonging here
Financial aid counselors are helpful
Faculty provide timely feedback about student progress in a course
Campus item: I feel safe to question ideas expressed by others in the classroom

Six new strengths. Eight new challenges.

Removed as a strength in 2023: Counseling staff care about students as individuals; Admissions staff are knowledgeable; Faculty are usually available after class and during office hours.

Removed as a challenge in 2023: The campus is safe and secure for all students; It is an enjoyable experience to be a student on this campus; Students are made to feel welcome on this campus; This institution shows concern for students as individuals; Faculty are fair and unbiased in their treatment of individual students; Freedom of expression is protected on campus; Campus item: I feel safe to engage in discussions on challenging topics with other students outside of the classroom.

Comparison with CCCU institutions

Items significantly higher in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.62	5.02	0.60 ***
Parking lots are well-lighted and secure. †	5.72	5.37	0.35 ***
On the whole, the campus is well-maintained.	6.44	6.06	0.38 ***
Males and females have equal opportunities to participate in intercollegiate athletics.	6.32	6.12	0.20 **
My academic advisor is knowledgeable about requirements in my major.	6.31	6.12	0.19 **
Institution's commitment to commuters. †	5.8	5.53	0.27 **
Admissions counselors respond to prospective students' unique needs and requests	6.02	5.86	0.16 *

†New to list since 2021

***Difference statistically significant at the .001 level

**at the .01 level

*at the .05 level

Items removed from higher satisfaction list since 2021: *The intercollegiate athletic programs contribute to a strong sense of school spirit; Financial aid counselors are helpful; The student center is a comfortable place to students to spend their leisure time; Admissions staff are knowledgeable; I seldom get the "run around" when seeking information on this campus; There are adequate services to help me decide upon a career; Counseling staff care about students as individuals; My academic advisor is concerned about my success as an individual; Admissions counselors accurately portray the campus in their recruiting practices; My understanding of God is being strengthened by classroom and/or campus experiences.*

Items significantly lower in satisfaction than the CCCU sample			
	UNW	CCCU	DIFFERENCE
A variety of intramural activities are offered. †	5.49	5.79	-0.30 ***
There are a sufficient number of weekend activities for students. †	4.36	5.01	-0.65 ***
Faculty provide timely feedback about student progress in a course.	5.19	5.53	-0.34 ***
New student orientation services help students adjust to college. †	5.29	5.66	-0.37 ***
Faculty are usually available after class and during office hours. †	5.92	6.11	-0.19 ***
The quality of instruction I receive in most of my classes is excellent. †	5.72	5.89	-0.17 **
I generally know what's happening on campus.	5.34	5.55	-0.21 **
Tuition paid is a worthwhile investment.	5.08	5.32	-0.24 **
Faculty care about me as an individual. †	5.85	5.98	-0.13 *
Billing policies are reasonable. †	4.75	4.93	-0.18 *
The instruction in my major field is excellent. †	5.9	6.02	-0.12 *
Student activities fees are put to good use.	4.97	5.18	-0.21 *

†New to list since 2021

***Difference statistically significant at the .001 level

**at the .01 level

*at the .05 level

Items removed from lower satisfaction list since 2021: *The amount of student parking space on campus is adequate; There is a strong commitment to racial harmony on this campus; Security staff respond quickly in emergencies; This institution has a good reputation with the community; Students are made to feel welcome on this campus.*

Institutional Summary Scales

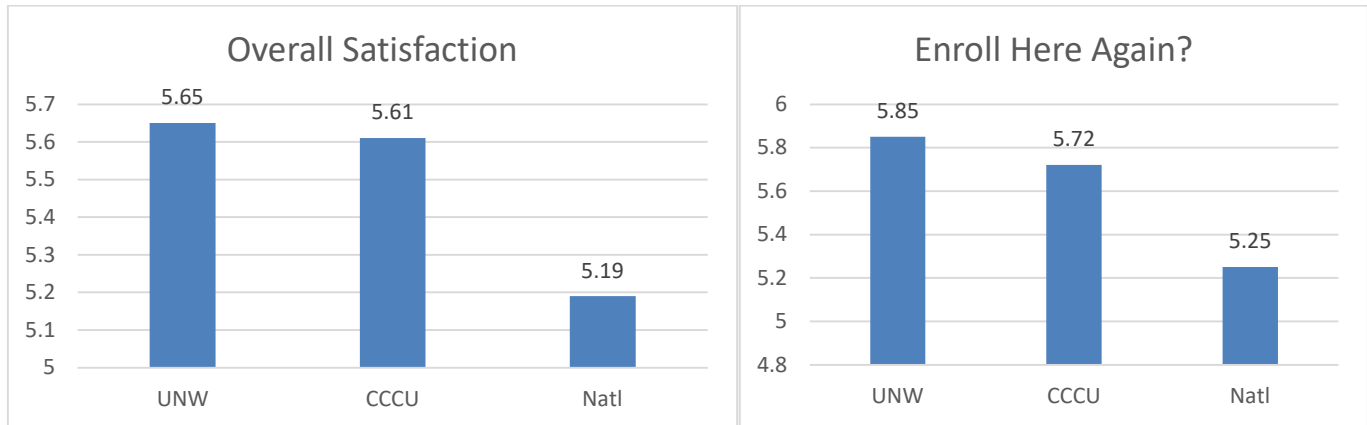
Higher Satisfaction vs. CCCU

1. Academic Advising
2. Concern for the Individual
3. Recruitment and Financial Aid
4. Responsiveness to Diverse Populations
5. Safety and Security
6. Student Centeredness

Lower Satisfaction vs. CCCU

1. Campus Climate
2. Campus Life
3. Campus Support Services
4. Instructional Effectiveness
5. Registration Effectiveness

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. The amount of student parking space on campus is adequate.
2. There is an adequate selection of food available in the cafeteria.
3. Tuition paid is a worthwhile investment.
4. Adequate financial aid is available for most students.
5. Computers and/or Wi-Fi are adequate and accessible. †
6. Billing policies are reasonable.
7. Faculty provide timely feedback about student progress in a course.
8. Student activity fees are put to good use.
9. There are a sufficient number of weekend activities for students. †
10. I am able to register for classes I need with few conflicts. †

†New to list since 2021

Removed from list since 2021: Channels for expressing student complaints are readily available; Most students feel a sense of belonging here; Security staff respond quickly to emergencies.