

# Office of Institutional Research

## Southeastern Students' Satisfaction & Priorities

(Ruffalo Noel-Levitz' Student Satisfaction Inventory Survey Study – Last Three Administrations)

Research Brief #41

Summer 2023

### **Introduction:**

Southeastern Louisiana University has administered the Ruffalo Noel Levitz (RNL) Student Satisfaction Inventory (SSI) is administered every other Spring semester. The assessment provides the University with vital information to continue directing its resources towards its strengths and to improve areas that are most important to students. By utilizing the results; Southeastern was able to tackle its challenges through the years and to better identify ways to address areas that need improvement. That way Southeastern can provide its students with the best college experience. This research is a study of the “items” or areas that are most important to students and whether these areas’ satisfaction levels changed according to students in the last three Spring semesters the survey was administered.

### **Method of Administration:**

The Student Satisfaction Inventory (SSI) was administered electronically by Ruffalo Noel Levitz (RNL). Student respondents were asked to indicate both the level of importance for each item as well as the level of satisfaction that the university is meeting their expectations.

### **Southeastern's Strengths & Challenges the Past Three Springs:**

Strengths and challenges are vital for strategic planning. Strengths are items with high importance, high satisfaction, while challenges are items with high importance and low satisfaction. Below are Southeastern's strengths and challenges over the past three administrations:

#### **Spring 2019:**

<b>Strengths</b>	<b>Challenges</b>
My academic advisor is knowledgeable about requirements in my major.	I am able to register for classes I need with few conflicts.
The campus is safe and secure for all students.	Tuition paid is a worthwhile investment.
My academic advisor is available when I need help.	There are sufficient courses within my program of study available each term.
Students are made to feel welcome here.	Faculty provide timely feedback about my academic progress.
Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	
On the whole, the campus is well-maintained.	
Computer labs are adequate and accessible.	
Counseling services are available if I need them.	
This campus provides online access to services I need.	

### **Spring 2021:**

<b>Strengths</b>	<b>Challenges</b>
My academic advisor is knowledgeable about requirements in my major.	I am able to register for classes I need with few conflicts.
The campus is safe and secure for all students.	The quality of instruction I receive in most of my classes is excellent.
My academic advisor is available when I need help.	There are sufficient courses within my program of study available each term.
Students are made to feel welcome here.	Faculty provide timely feedback about my academic progress.
Security Staff respond quickly to calls of assistance.	The content of the courses within my major is valuable.
Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	Financial Aid awards are announced in time to be helpful in college planning.
On the whole, the campus is well-maintained.	Administrators are available to hear students' concerns.
Computer labs are adequate and accessible.	This institution helps me identify resources to finance my education.
Student disciplinary procedures are fair.	
This campus provides online access to services I need.	

### **Spring 2023:**

<b>Strengths</b>	<b>Challenges</b>
My academic advisor is knowledgeable about requirements in my major.	I am able to register for classes I need with few conflicts.
Campus item: Students from different backgrounds feel comfortable here.	Tuition paid is a worthwhile investment.
My academic advisor is available when I need help.	There are sufficient courses within my program of study available each term.
Students are made to feel welcome here.	Faculty provide timely feedback about my academic progress.
Security Staff respond quickly to calls of assistance.	This campus provides online access to services I need.
Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	Computers and/or Wi-Fi are adequate and accessible.
On the whole, the campus is well-maintained.	
Counseling services are available if I need them.	
Tutoring services are readily available.	

### **Key Observations:**

Southeastern's strengths that should be celebrated, and that are constant throughout the past three administrations are:

- Academic advisors are knowledgeable about requirements in a student's major.
- Academic advisors are available when I the student needs help.
- Students are made to feel welcome at Southeastern.
- Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- On the whole, the campus is well-maintained.

Southeastern's constant challenges throughout the past three administrations, and that should be prioritized and responded to are:

- Students are able to register for classes they need with few conflicts.
- There are sufficient courses within a program of study available each term.
- Faculty provide timely feedback about a student's academic progress.

**Survey Scales’ Satisfaction the Past Three Springs & Comparing Spring 2023 Satisfaction to the National 4-Year Public Institutions’ Scores:**

The SSI items (strengths and challenges) provide subscales for various areas of university life. Below is a summary of how the level of satisfaction of Southeastern’s students changed over the past three administrations, as well as a comparison of Southeastern’s satisfaction levels in Spring 2023 with National 4-Year Public Institutions levels:

Scale Satisfaction	2019	2021	2023	Difference
Academic Advising Effectiveness	5.81	5.73	5.56	-0.25
Safety and Security	5.26	5.49	5.01	-0.25
Instructional Effectiveness	5.64	5.54	5.37	-0.27
Recruitment and Financial Aid Effectiveness	5.5	5.42	5.23	-0.27
Student Centeredness	5.69	5.58	5.33	-0.36
Campus Life	5.36	5.35	4.98	-0.38
Registration Effectiveness	5.49	5.46	5.07	-0.42
Campus Climate	5.88	5.7	5.43	-0.45
Campus Services	5.96	5.89	5.28	-0.68

Scales	Southeastern Satisfaction	4 Year Public Satisfaction
Academic Advising	5.56	5.61
Safety & Security	5.01	5.27
Instructional Effectiveness	5.37	5.57
Recruitment & Financial Aid	5.23	5.40
Student Centeredness	5.33	5.49
Campus Life	4.98	5.08
Registration Effectiveness	5.07	5.40
Campus Climate	5.43	5.59
Campus Services	5.28	5.74

Note: Students use a Likert scale to respond and rate items. Scales range from 1-7; (Not Satisfied at All) to (Very Satisfied).

**Key Observations:**

- While Southeastern has seen a decrease in satisfaction for all scales over the past three administrations; as well as lower levels of satisfaction in comparison with National 4-Year Public Institutions, it was able to tackle a number of its previous challenges as well as add new strengths over time.
- Southeastern’s scale ‘Campus Services’ has seen the biggest drop in satisfaction level in the last administration compared to previous administrations, while ‘Academic Advising Effectiveness’ has seen the lowest drop.
- Both Southeastern and the National 4-Year Institutions have the lowest satisfaction level in ‘Campus Life’; however, Southeastern’s highest level of satisfaction scale is ‘Academic Advising’ while ‘Campus Services’ is the highest for other National 4-Year Institutions.

**Institutional Summary Items Report the Past Three Administrations:**

The summary report tables below include the percentage of responses for each summary item and possible indications. These scores provide an overall insight on the experience at Southeastern. We can conclude that the majority of the student respondents over the past three administrations indicated they would re-enroll at Southeastern again. And when rating their experience at Southeastern, the majority of the students also indicated they were satisfied.

All in all, if you had it to do over again, would you enroll here?	2019	2021	2023
1 = Definitely not	2%	2%	5%
2 = Probably not	5%	5%	7%
3 = Maybe not	3%	6%	2%
4 = I don't know	8%	10%	8%
5 = Maybe yes	11%	10%	12%
6 = Probably yes	30%	29%	28%
7 = Definitely yes	38%	35%	34%

Rate your overall satisfaction with your experience here thus far.	2019	2021	2023
1 = Not satisfied at all	1%	0%	3%
2 = Not very satisfied	2%	3%	6%
3 = Somewhat dissatisfied	5%	8%	9%
4 = Neutral	13%	10%	12%
5 = Somewhat satisfied	16%	19%	16%
6 = Satisfied	39%	37%	33%
7 = Very satisfied	20%	18%	18%

Note: The percentages are truncated rather than rounded, so they may not equal 100 percent.

Sources: Institutional Research Office RNL’s SSI Survey Results Spring 2019, 2021, & 2023