

2025 Noel Levitz Satisfaction Inventory: High Level Summary

In Spring 2025, the Institute for Teaching & Learning fielded the Noel Levitz Satisfaction survey to all YSU students. Three different survey versions were used as a part of the survey administration: SSI (undergraduate students ages 18-24), ASPS (undergraduate students ages 25+ and graduate students), and the PSOL (fully online undergraduate students and graduate students).

Presented for each survey version are the response rate, 2 summary indicators and their trend from 2022, along with strengths and challenges (identified by Noel Levitz using the pictured matrix). Strengths and Challenges are listed in order of importance.



SSI: Student Satisfaction Inventory

Response rate: 19% (n=1,124)

Summary Indicators

- **55%** of students are *satisfied/very satisfied* with their experience thus far at YSU (+5% from 2022)
- **58%** of Students would *probably/definitely enroll* at YSU if they had the chance to do it over (= to 2022)

Strengths

1. Campus item: My degree from this institution will benefit my future.
2. I receive the help I need to apply my academic major to my career goals.
3. Campus item: I feel respected by my professors at this institution.
4. My academic advisor is available when I need help.
5. Security staff respond quickly to calls for assistance.
6. Students are made to feel welcome here.
7. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
8. On the whole, the campus is well-maintained.

Challenges

1. The content of the courses within my major is valuable.
2. The quality of instruction I receive in most of my classes is excellent.
3. I am able to register for classes I need with few conflicts.
4. There are sufficient courses within my program of study available each term.
5. Campus item: My instructors make feedback and/or grades readily available.
6. Registration processes and procedures are convenient.
7. Campus item: Institution administrators make decisions based on students' best interests.
8. Faculty provide timely feedback about my academic progress.
9. Campus item: My educational experience has met or exceeded my expectations.
10. Administrators are available to hear students' concerns.
11. Campus item: My academic advisor helps me identify career development steps.

ASPS: Adult Student Priorities Survey

Response rate: 21% (n=325)

Summary Indicators

- **64%** of students are *satisfied/very satisfied* with their experience thus far at YSU (+4% from 2022)
- **65%** of Students would *probably/definitely enroll* at YSU if they had the chance to do it over (-1% from 2022)

Strengths

1. Classroom locations are safe and secure for all students.
2. Nearly all faculty are knowledgeable in their field.
3. Campus item: My degree from this institution will benefit my future.
4. Campus item: Instructors offer clear and organized course structures.
5. Computers and/or Wi-Fi are adequate and accessible.
6. Security staff respond quickly in emergencies.
7. Campus item: I feel respected by my professors at this institution.
8. My academic advisor is knowledgeable about requirements in my major.
9. I am able to easily register for classes online.
10. Registration processes are reasonable and convenient for adults.
11. My academic advisor is accessible by telephone and e-mail.

Challenges

1. The content of the courses within my major is valuable.
2. Campus item: The education I am receiving at this institution is worth the cost.
3. There is a commitment to academic excellence at this institution.
4. Campus item: Institution administrators make decisions based on students' best interests.
5. I am able to register for classes I need with few conflicts.
6. Adequate financial aid is available for most adult students.
7. Faculty provide timely feedback about my progress.
8. Tuition paid is a worthwhile investment.
9. Campus item: My educational experience has met or exceeded my expectations.

PSOL: Priorities Survey for Online Learners

Response rate: 12% (n=341)

Summary Indicators

- **72%** of students are *satisfied/very satisfied* with their experience thus far at YSU
- **80%** of Students would *probably/definitely enroll* at YSU if they had the chance to do it over

Strengths

1. Campus item: My degree from this institution will benefit my future.
2. Campus item: I feel respected by my professors at this institution.
3. Registration for online courses is convenient.
4. Student assignments are clearly defined in the syllabus.
5. My program advisor is accessible by telephone and e-mail.
6. Billing and payment procedures are convenient for me.

Challenges

1. Campus item: My instructors make feedback and/or grades readily available.
2. Campus item: The education I am receiving at this institution is worth the cost.
3. Faculty are responsive to student needs.
4. Faculty provide timely feedback about student progress.
5. The quality of online instruction is excellent.
6. Tuition paid is a worthwhile investment.
7. Campus item: My educational experience has met or exceeded my expectations.