What Students Are Saying About UND

A selection of findings from recent surveys

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Highlights from the following surveys

- Cooperative Institutional Research Program (CIRP) Freshman Survey
- College Student Inventory (CSI)
- UND Environmental Assessment (Housing)
- Student Satisfaction Inventory
- National Survey of Student Engagement
- UND Placement Survey
- Alumni Satisfaction Survey

CIRP Freshman Survey

- CIRP is a national study administered by the Higher Education Research Institute at the University of California-Los Angeles. UND has participated 40 of the last (approximate) 44 years.
- Given to the new freshmen in the summer Getting Started program. In 2007, 1,125 freshmen (62% of all new freshmen) took the CIRP.
- Assesses the demographic characteristics, past experiences, current opinions, as well as the aspirations of new incoming freshmen. Students indicate their reasons for coming to UND, their education plans, and academic preparation.

College is How Many Miles From Home?

- College Residential Plans
  - Private Home / Apartment / Room: 4.1%
  - Guest: 0.0%
  - Other: 0.0%
  - Residence Hall: 85.8%
  - Home with Family: 7.6%
  - Other: 2.5%

College Residential Plans

The top five (very important) reasons influencing a student's decision to attend UND

- This college has a very good academic reputation (64.8% UND, 66.8% National)
- This college’s graduates get good jobs (53.5% UND, 53.7% National)
- This college has a good reputation for social activities (38.9% UND, 41.6% National)
- The cost of attending this college (31.7% UND, 36.2% National)
- I wanted to attend a school the size of this college (29.4% UND, 29.0% National)
What is your best guess as to the chances that you will:

32.4
8.3
5.1
30.4
21.5
22.6
26.8
6.3
5.1
6.4
0.0
5.0
10.0
15.0
20.0
25.0
30.0
35.0
2002 2003 2004 2005 2007

Participate in student clubs/groups
Participate in volunteer or community service
Join a social fraternity, sorority, or club

Self-rating of traits (self compared to peers)

Student rated self “above average” or “highest 10%”.

74.3
67.6
62.8
77
89
90
90
65
67
67
67
0 20 40 60 80 100

Drive to achieve
Academic ability

Self-confidence (intellectual)
Self-confidence (social)

Math ability
Intellectual self-confidence
Computer skills
Competitiveness
Emotional health

Self-rating of traits (self compared to peers)

Student rated self “above average” or “highest 10%”.

72 77
32 39
54 64
34 39

Drive to achieve
Spirituality
Understanding of others
Writing ability

Parental Involvement

How involved were your parents in the:

Decision to go to college
Too little
Right amount
Too much

UND
Natl
2.9%
93.1%
4.1%

9.3%
85.5%
9.2%

7.3%
10.0%
9.6%

4.8%
9.4%

Choosing college courses
Too little
Right amount
Too much

12.0%
83.5%
4.5%

24.9%
71.3%
3.6%
Do you feel you will need any special tutoring or remedial work?

<table>
<thead>
<tr>
<th>Subject</th>
<th>2005</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>8.9%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Mathematics</td>
<td>22.8%</td>
<td>25.9%</td>
</tr>
<tr>
<td>Science</td>
<td>11.9%</td>
<td>13.8%</td>
</tr>
<tr>
<td>Writing</td>
<td>11.1%</td>
<td>10.6%</td>
</tr>
</tbody>
</table>

Political Views

Academic Engagement in High School

Activities Done During the Past Year

Contrasting College Educational Values

College Student Inventory (CSI)

- CSI is a tool of the Noel-Levitz Management System that asks students to reflect on academic, personal, and social experiences and perspectives. Given to the new freshmen at Getting Started, UND has administered this instrument since 2002.
- An individual report is produced for each student and helps students reflect on how to maximize their college experience.
- A report is also produced for each student's advisor. The advisor’s report produces a dropout proneness score which can be used as an early alert indicator.
An Early Alert Tool

*high dropout proneness score = low retention rate*

#### Dropout Factors vs. Receptivity for Help

<table>
<thead>
<tr>
<th>Year</th>
<th>Dropout Proneness</th>
<th>Predicted Acad Difficulty</th>
<th>Educational Stress</th>
<th>Receptive to Inst. Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>47</td>
<td>55</td>
<td>55</td>
<td>47</td>
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<tr>
<td>2003</td>
<td>49</td>
<td>54</td>
<td>54</td>
<td>49</td>
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<tr>
<td>2004</td>
<td>45</td>
<td>42</td>
<td>42</td>
<td>45</td>
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<tr>
<td>2005</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>2006</td>
<td>47</td>
<td>48</td>
<td>48</td>
<td>47</td>
</tr>
</tbody>
</table>

#### What Students Are Saying
*From the CSI Report*

- Help with exam skills (mean = 6.22)
- Discuss job market for college graduates (mean = 6.15)
- Discuss qualifications for occupations (mean = 6.13)
- Get help in meeting new friends (mean = 6.13)
- Get information about clubs & social organizations (fraternities/sororities) (mean = 6.08)
- Get help in selecting an occupation (mean = 5.92)
- Get help with study habits (mean = 5.89)
- Get advice and tour from experienced student (mean = 5.88)

#### Student Satisfaction Inventory

The Student Satisfaction Inventory measures the importance students place on certain factors and how well UND has met their expectations.

#### 2006 Most Important Factors

1. The instruction in my major field is excellent
2. The content of the courses within my major is valuable
3. I am able to register for the classes I need with few conflicts
4. Nearly all of the faculty are knowledgeable in their field
5. The quality of instruction I receive in most of my classes is excellent

#### 2006 Greatest Satisfaction

1. Computer labs are adequate and accessible
2. On the whole, the campus is well maintained
3. The student center is a comfortable place for students to spend their leisure time
4. The campus is safe and secure for all students
5. There is a good variety of courses provided on this campus
2006 Largest Gap

1. Adequate amount of student parking space on campus
2. Student activities fees are put to good use
3. Billing policies are reasonable
4. I seldom get the “run-around” when seeking information on campus
5. I am able to register for classes when I need with few conflicts

2006 Pre-enrollment Factors

<table>
<thead>
<tr>
<th>Pre-enrollment Factors</th>
<th>2006 Importance Mean Score (rank)</th>
<th>2000 Importance Mean Score (rank)</th>
<th>UND</th>
<th>National</th>
<th>NDUS</th>
<th>UND</th>
<th>National</th>
<th>NDUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Aid (Item 91)</td>
<td>5.13 (5)</td>
<td>4.58 (8)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>Cost (Item 90)</td>
<td>4.97 (6)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>Academic Reputation (Item 92)</td>
<td>5.14 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>Recommendations from Family/Friends (Item 95)</td>
<td>4.98 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>Opportunity to Play Sports (Item 94)</td>
<td>5.13 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>Size of Institution (Item 93)</td>
<td>4.97 (6)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>Institutional Effectiveness (Item 7)</td>
<td>5.14 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
<tr>
<td>All in all, if you had to do it over, would you enroll here again? (yes)</td>
<td>5.13 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
</tr>
</tbody>
</table>

How Has Your College Experience Met Your Expectations?

<table>
<thead>
<tr>
<th>College Experience and Expectation</th>
<th>UND</th>
<th>Male</th>
<th>Female</th>
<th>Freshman</th>
<th>Sophomore</th>
<th>Junior</th>
<th>Senior</th>
<th>UND</th>
<th>National</th>
<th>NDUS</th>
<th>UND</th>
<th>National</th>
<th>NDUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment and Financial Aid (Item 82)</td>
<td>5.13 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
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</tr>
<tr>
<td>Registration Effectiveness (Item 97)</td>
<td>5.14 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
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<tr>
<td>Service Excellence (Item 100)</td>
<td>5.14 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
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</tr>
<tr>
<td>Satisfaction Mean Score</td>
<td>5.13 (5)</td>
<td>4.58 (8)</td>
<td>4.58 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
<td>4.68 (8)</td>
<td>4.43 (7)</td>
<td>4.43 (7)</td>
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</tbody>
</table>

2006 On-Campus (SSI) vs. Online (PSOL) Satisfaction

<table>
<thead>
<tr>
<th>Institutional Experience Summary</th>
<th>SSI</th>
<th>PSOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>So far, how has your college experience met your expectations? (positive)</td>
<td>85%</td>
<td>90%</td>
</tr>
</tbody>
</table>

Rate your overall satisfaction with your experience here thus far... (positive) | 85% | 90% |

All in all, if you had to do it over, would you enroll here again? (yes) | 83% | 90% |

Mean Scores on 11 Composite Factors

Rate your overall satisfaction with your experience here thus far...
Environmental Assessment

An internal survey, conducted every two years, to assess various areas of performance for Housing and related services, including U Card, Dining, Facilities, Hall Programming and Hall Government.

Environmental Assessment

**Housing**

- Convenience is primary reason for 2/3 (66%) of students living in residence halls.
- 88% of respondents enjoy living in residence halls – a level consistent since 2004.
- Increasingly, students report RAs emphasizing a sense of community within residence halls.
- Nearly 90% of students state Housing Office staff treat them professionally and over 90% of them are able to answer questions.

Environmental Assessment

**U Card**

- 80% of respondents state their most often use of U Card is for meals, followed by 13% stating laundry is the most often use.
- 40% of students utilize Value Ports to place money on their U Card.
- Less than 20% report utilizing the U Card website.

Environmental Assessment

**Maintenance & Custodial Staff**

Students are overwhelmingly pleased with custodial services.

- 98% state bathrooms are always or usually clean.
- 99% state public areas are always or usually clean.
- 98% state custodial staff are friendly and receptive.

Environmental Assessment

**Facilities**

Students generally feel secure in their environments.

- 97% feel secure in their residence hall.
- 96% feel secure in tunnels.
- 79% feel lighting makes them feel secure.
Environmental Assessment

FACILITIES

Students own tech devices:
- 91% own a laptop
- 87% own a cell phone
- 71% own an iPod or MP3 player
- 65% own a DVD player
- 35% own a gaming console

Academic work is the primary use of computers for 48%, followed by Communication (30%).

Students generally satisfied with postal service:
- 21% would prefer one mailbox per person
- 63% feel Saturday/Sunday mail service is important
- 94% state they seldom or never receive mail not assigned to them

Environmental Assessment

ALL AROUND FITNESS CENTER

Percent of Students Using All Around Fitness Center

<table>
<thead>
<tr>
<th>Year</th>
<th>Daily or Weekly Use</th>
<th>Never Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td></td>
<td></td>
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<tr>
<td>2006</td>
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<tr>
<td>2008</td>
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</tbody>
</table>

Environmental Assessment

DINING

Use of special services:
- 36% Free Birthday Cake
- 19% Make Own Sack Lunch
- 15% Sick Tray Service
- 9% Hit the Road Sack Lunch
- 6% Dietetic Counseling

Environmental Assessment

DINING

Percent Rating Service as Very Good or Good

<table>
<thead>
<tr>
<th>Year</th>
<th>Staff</th>
<th>Courtesy</th>
<th>Speed</th>
<th>Cleanliness</th>
<th>Overall Rating</th>
<th>Atmosphere</th>
<th>Salad Bar Quality</th>
<th>Overall Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2006</td>
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<tr>
<td>2008</td>
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</table>

National Survey of Student Engagement

(pronounced “nessie”)

College student surveys that assess the extent to which students engage in educational practices associated with high levels of learning and development.
Enriching Educational Experiences

What types of honors courses, learning communities, and other distinctive programs are offered?
During their first year, 8% of students participate in a learning community. By their senior year, 12% of students have taken an independent study class.

How many students study in other countries?
By their senior year, 8% of students have studied abroad.

What percentage of students participate in community service?
By the time they are seniors, 58% of students have participated in community service or volunteer work.

Active Learning

How many students participate in community-based projects in regular courses?
13% of FY students frequently participate in service-learning or community-based projects during a given year. 67% never took part in such activities.

How many students apply their classroom learning to real life through internships or off-campus field experiences?
By their senior year, 40% of students have participated in some form of practicum, internship, field experience, co-op, or clinical assignment.

Student-Faculty Interaction

Are faculty members accessible and supportive?
38% of FY students say their faculty are available, helpful and sympathetic.

How many students work on research projects with faculty?
By their senior year, 16% of students have done research with a faculty member.

Do students receive prompt feedback on academic performance?
47% of FY students indicate that they frequently get prompt verbal or written feedback from faculty members.

Supportive Campus Environment

How well do students get along with administrators and staff?
22% of FY students find the administrative personnel and offices helpful, considerate, and flexible.

Are students satisfied with their overall educational experience?
85% of FY students report a favorable image of their institution; 84% of seniors would choose this school again if they could start their college career over.

To what extent does the school help students deal with their academic and social needs?
70% of FY students feel that this institution has a substantial commitment to their academic success; 46% feel well-supported by the institution regarding their social needs.

NSSE 2007 Survey
Population and Respondents

More than one million students were invited to participate in NSSE 2007, with 323,147 responding.

3,329 UND students were invited to participate, with 767 responding (23%).

Academic Challenge

To what degree is studying and spending time on academic work emphasized?
75% of FY students feel that this institution places substantial emphasis on academics.

What types of thinking do assignments require?
First-year students report substantial emphasis on the following activities:
- Memorizing facts, ideas, or methods: 71%
- Analyzing basic elements of an idea or theory: 71%
- Synthesizing and organizing ideas: 57%
- Making judgments about value of information: 62%
- Applying theories or concepts: 68%

Acting

Applying theories or concepts: 68%

Analyzing basic elements of an idea or theory: 71%

Synthesizing and organizing ideas: 57%

Making judgments about value of information: 62%

Memorizing facts, ideas, or methods: 71%

Analyzing basic elements of an idea or theory: 71%

Synthesizing and organizing ideas: 57%

Making judgments about value of information: 62%

Applying theories or concepts: 68%
UND Placement Survey

- UND survey administered every year to students who earned a bachelor’s degree two years prior. It’s done for UND Career Services and also for the University Assessment Committee.
- Assesses demographic characteristics, pursuit of additional education, current place of residence, employment information, annual salary, and other information of recent UND graduates.

North Dakota employment of UND graduates who attended a ND high school

- How many students are retained in ND?

Benchmarks are created from clusters of NSSE questions that best represent the five practices. The below figure summarizes UND results compared to peer groups. Overall, UND is lower than peers on many freshmen benchmarks.

Graduates were asked “How closely is your current position related to the education you received at UND?”

- Directly related
- Somewhat related
- Not at all related
Alumni Satisfaction Survey

- National survey (ACT) done every two years. Administered to alumni approximately two years after their graduation.
- This survey assesses alumni’s perceptions of UND’s impact. Identifies UND’s impact on their personal and professional growth and development, general background, employment history, educational outcomes (identifying level of importance and impact of school experiences) and educational experiences.

Satisfaction rating with 11 aspects of UND
Mean scores of Satisfaction on 2006 and 2004
(5=Very satisfied, 3=Neutral, 1=Very dissatisfied)

Comparison of Services between 2006 and 2004 Alumni Results

Questions

Thank you for attending!

What Students Are Saying About UND

This presentation can be found at
http://www.und.nodak.edu/dept/datacol/presentations/index.htm

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