



# Student Satisfaction and Priorities

## Student Satisfaction Inventory™ (SSI) Results

### University of North Dakota

#### Spring 2022 Administration



The SSI was administered in May 2022 to undergraduate students enrolled in on-campus programs to assess the most important issues and satisfaction with a variety of issues related to students' experiences. Of the 7,026 undergraduate, on-campus students invited to participate, 996 students responded (14% response rate). This infographic highlights some key findings.

### Respondent Profile

Gender Identity		Race/Ethnicity			Career/Level		College			Enrollment Status	
Female	48%	American Indian/	2%	Black/	Freshmen	19%	A&S	24%	LAW	0.1%	<p>12% 9% 79%</p> <p>■ Full-time ■ Part-time ■ No response</p>
Male	40%	Alaska Native		African American	Sophomore	16%	AERO	21%	SMHS	9%	
Other Gender	1%	Asian	3%	Other Race	Junior	21%	BPA	15%	NONDG	0.1%	
Identify	1%	Hispanic	3%	Multi-racial	Senior	29%	CEM	10%	No	5%	
Prefer not to respond	1%	White	73%		Grad/Prof	1%	CNPD	10%	response		
No response	10%	Prefer not to respond	2%		Other level	2%	EHD	7%			
		No response	12%		No response	12%					

### Strengths – High Importance, High Satisfaction

These are the top areas our students care about, where we are meeting their expectations:

- ★ My academic advisor is knowledgeable about requirements in my major.
- ★ Nearly all of the faculty are knowledgeable in their field.
- ★ Security staff respond quickly in emergencies.
- ★ The campus is safe and secure for all students.
- ★ I am able to experience intellectual growth here.
- ★ My academic advisor is approachable.
- ★ Expectations in my academic program are clearly communicated.
- ★ There is a good variety of courses provided on this campus.
- ★ The staff in the health services area are competent.
- ★ Students are made to feel welcome on this campus.
- ★ On the whole, the campus is well-maintained.
- ★ Faculty are usually available after class and during office hours.
- ★ This institution has a good reputation within the community.

### Challenges – High Importance, Low Satisfaction

These items are the key areas to improve, based on the priorities of our students:

- The instruction in my major field is excellent.
- The quality of instruction I receive in most of my classes is excellent.
- The content of the courses within my major is valuable.
- I am able to register for classes I need with few conflicts.
- Major requirements are clear and reasonable.
- Tuition paid is a worthwhile investment.
- When experiencing mental health and wellness challenges, I have access to help in a timely fashion.
- The quality of mental health and wellness support services through UND is adequate.
- Faculty provide timely feedback about student progress in a course.
- Adequate financial aid is available for most students.
- Instructional materials prepared by my instructors are engaging and promote my learning.
- This institution shows concern for students as individuals.
- Financial aid counselors are helpful.

### Importance of Institution Choice

Students attending their first-choice institution are more likely to have higher satisfaction levels overall.

The percentage of UND students indicating that we were their:

1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice or Lower
77%	18%	5%

### What Factors Influence Our Students to Enroll?

It is important to understand why students enroll here.

The percentage of UND students indicating the following factors were “important” or “very important”:

Cost	Financial Aid	Academic Reputation
81%	73%	70%

### Bottom Line Indicators

How satisfied\* are our students compared with students regionally and nationally?

UND	Midwest Region	Nationally
59%	60%	59%
*Percentage Satisfied/Very Satisfied		

How likely\*\* are our students to enroll at UND again if they had to do it over?

UND	Midwest Region	Nationally
67%	68%	66%
**Percentage Probably Yes/Definitely Yes		