

STUDENT SATISFACTION INVENTORY

Analysis of Strengths and Challenges

*DeVry University
Student Affairs Personnel*

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STUDENT SATISFACTION INVENTORY

Analysis of Strengths and Challenges

DeVry University • Student Affairs Personnel

Review of Individual Items Which Appear as Strengths and Challenges

This analysis identifies each item which appears as either a strength or a challenge for the individual campuses and the DeVry composite report from the fall 2008 administration of the Noel-Levitz Student Satisfaction Inventory™. Campus leadership should review these lists. Campuses with a particular challenge item are encouraged to reach out to campuses which have the same area identified as a strength in order to model the successful activities. Campuses can also review the identified activities in the separate Excel documents from campuses which have faced similar challenges to identify potential activities which could also be implemented at their own location.

Challenges are defined as items in the top half of importance and the bottom quartile of satisfaction or the top half of importance and the top quartile of performance gaps. Strengths are identified as items in the top half of importance and the top quartile of satisfaction scores. These definitions are specific to the campus data set. Occasionally an item can be identified as both a strength and a challenge. If an item appears as both a strength and a challenge for a location, it has been italicized.

Item 2: The campus staff are caring and helpful.

Challenge	Strength
Dallas	DeVry Composite
New York	Alpharetta
	Columbus
	Crystal City
	DuPage
	Federal Way
	Fort Washington
	Fresno
	Houston
	Long Beach
	Miramar
	Orlando

	Sherman Oaks
	Tinley Park
	Westminster

Item 3: Faculty care about me as an individual.

Challenge	Strength
	Federal Way

Item 4: Admissions staff are knowledgeable.

Challenge	Strength
Alpharetta	DuPage
Dallas	Fresno
Fort Washington	Houston
Fremont	Sherman Oaks
Orlando	
Phoenix	
Pomona	

Item 5: Financial aid counselors are helpful.

Challenge	Strength
DeVry Composite	Fresno
Alpharetta	
Chicago	
Columbus	
Crystal City	
Dallas	
Decatur	
DuPage	
Federal Way	
Fort Washington	
Fremont	
Houston	
Kansas City	
Miramar	
New York	
North Brunswick	

Orlando	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	
Westminster	

Item 6: My academic advisor is approachable.

Challenge	Strength
Alpharetta	Crystal City
Decatur	Federal Way
DuPage	Fort Washington
Fresno	Fremont
Long Beach	Houston
	Kansas City
	Phoenix
	Sherman Oaks
	Tinley Park
	Westminster

Item 7: The campus is safe and secure for all students.

Challenge	Strength
Dallas	DeVry Composite
	Alpharetta
	Chicago
	Columbus
	Crystal City
	Decatur
	DuPage
	Federal Way
	Fort Washington
	Fremont
	Fresno
	Houston
	Kansas City
	Long Beach

	Miramar
	New York
	North Brunswick
	Orlando
	Phoenix
	Pomona
	Sherman Oaks
	Tinley Park
	Westminster

Item 8: The content of courses within my major is valuable.

Challenge	Strength
<i>DeVry Composite</i>	<i>DeVry Composite</i>
<i>Columbus</i>	Alpharetta
<i>Crystal City</i>	Chicago
<i>DuPage</i>	<i>Columbus</i>
<i>Federal Way</i>	<i>Crystal City</i>
<i>Fort Washington</i>	Dallas
<i>Kansas City</i>	Decatur
<i>Orlando</i>	Fremont
<i>Phoenix</i>	Fresno
<i>Pomona</i>	Houston
<i>Tinley Park</i>	Long Beach
<i>Westminster</i>	Miramar
	New York
	North Brunswick
	<i>Phoenix</i>
	<i>Pomona</i>
	Sherman Oaks
	<i>Tinley Park</i>

Item 11: Billing polices are reasonable.

Challenge	Strength
<i>DeVry Composite</i>	
Alpharetta	
Chicago	

Columbus	
Crystal City	
Dallas	
Decatur	
DuPage	
Federal Way	
Fort Washington	
Fremont	
Fresno	
Houston	
Kansas City	
Long Beach	
New York	
North Brunswick	
Phoenix	
Sherman Oaks	
Tinley Park	
Westminster	

Item 12: Financial aid awards are announced to students in time to be helpful in college planning.

Challenge	Strength
DeVry Composite	
Alpharetta	
Chicago	
Columbus	
Dallas	
Decatur	
Federal Way	
Fremont	
Fresno	
Houston	
Kansas City	
Long Beach	
Miramar	
New York	

Orlando	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	
Westminster	

Item 14: My academic advisor is concerned about my success as an individual.

Challenge	Strength
DeVry Composite	
Chicago	
Decatur	
Fresno	
Long Beach	
Miramar	
New York	
North Brunswick	
Orlando	

Item 16: The instruction in my major field is excellent.

Challenge	Strength
DeVry Composite	Dallas
Alpharetta	<i>Decatur</i>
Chicago	<i>Fort Washington</i>
Columbus	Houston
Crystal City	
<i>Decatur</i>	
DuPage	
Federal Way	
<i>Fort Washington</i>	
Fremont	
Fresno	
Kansas City	
Long Beach	
Miramar	

Orlando	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	
Westminster	

Item 17: Adequate financial aid is available for most students.

Challenge	Strength
DeVry Composite	
Alpharetta	
Chicago	
Columbus	
Crystal City	
Dallas	
Decatur	
DuPage	
Federal Way	
Fort Washington	
Fremont	
Fresno	
Houston	
Kansas City	
Long Beach	
Miramar	
New York	
North Brunswick	
Orlando	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	
Westminster	

Item18: Library resources and services are adequate.

Challenge	Strength
	Federal Way
	Fort Washington
	Long Beach
	Miramar

Item 20: The business office is open during hours which are convenient for most students.

Challenge	Strength
	Decatur
	Fresno
	Houston

Item 25: Faculty are fair and unbiased in their treatment of individual students.

Challenge	Strength
DeVry Composite	
Alpharetta	
Chicago	
Columbus	
Crystal City	
Dallas	
Decatur	
Federal Way	
Fort Washington	
Fremont	
Fresno	
Houston	
Kansas City	
Long Beach	
Miramar	
New York	
North Brunswick	
Orlando	
Phoenix	

Pomona	
Sherman Oaks	
Tinley Park	
Westminster	

Item 26: Computer labs are adequate and accessible.

Challenge	Strength
Alpharetta	DeVry Composite
Fresno	Chicago
Houston	Columbus
Kansas City	Crystal City
Long Beach	Dallas
North Brunswick	DuPage
Pomona	Federal Way
Sherman Oaks	Fort Washington
	Fremont
	Miramar
	New York
	Orlando
	Phoenix
	Tinley Park
	Westminster

Item 27: The personnel involved in registration are helpful

Challenge	Strength
	DeVry Composite
	Alpharetta
	Chicago
	Columbus
	Crystal City
	DuPage
	Federal Way
	Fort Washington
	Fremont
	Fresno

	Houston
	Kansas City
	Long Beach
	Miramar
	Orlando
	Pomona
	Sherman Oaks
	Tinley Park
	Westminster

Item 28: Parking lots are well-lighted and secure.

Challenge	Strength
Fresno	North Brunswick
Miramar	Sherman Oaks

Item 29: It is an enjoyable experience to be a student on this campus.

Challenge	Strength
Chicago	
Columbus	
New York	
North Brunswick	
Sherman Oaks	

Item 32: Tutoring services are readily available.

Challenge	Strength
	Chicago
	Crystal City
	DuPage
	Fremont
	Houston
	Miramar

Item 33: My academic advisor is knowledgeable about requirements in my major.

Challenge	Strength
Alpharetta	Columbus

Crystal City	DuPage
Dallas	Fremont
Decatur	Houston
Federal Way	Kansas City
Long Beach	New York
	Orlando
	Phoenix
	Tinley Park
	Westminster

Item 34: I am able to register for classes I need with few conflicts.

Challenge	Strength
DeVry Composite	
Alpharetta	
Chicago	
Columbus	
Crystal City	
Dallas	
Decatur	
DuPage	
Federal Way	
Fort Washington	
Fremont	
Fresno	
Houston	
Kansas City	
Long Beach	
Miramar	
New York	
North Brunswick	
Orlando	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	

Westminster	
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Item 36: Security staff respond quickly in emergencies.

Challenge	Strength
Chicago	
Dallas	
Decatur	
Fort Washington	
Long Beach	
New York	

Item 39: I am able to experience intellectual growth here.

Challenge	Strength
Crystal City	Alpharetta
	Dallas
	DuPage
	Fremont
	Fresno
	Long Beach
	Miramar
	Orlando
	Phoenix
	Pomona
	Westminster

Item 41: There is a commitment to academic excellence on this campus.

Challenge	Strength
DuPage	Dallas
Federal Way	Houston
Fort Washington	Miramar
	Orlando
	Tinley Park
	Westminster

Item 44: Academic support services adequately meet the needs of students.

Challenge	Strength
Alpharetta	
Decatur	
Houston	
North Brunswick	

Item 45: Students are made to feel welcome on this campus.

Challenge	Strength
	DeVry Composite
	Alpharetta
	Federal Way
	Fresno
	Houston
	Long Beach
	Miramar
	Orlando
	Sherman Oaks
	Westminster

Item 47: Faculty provide timely feedback about student progress in a course.

Challenge	Strength
DeVry Composite	
Columbus	
Crystal City	
Dallas	
Decatur	
DuPage	
Federal Way	
Fort Washington	
Fremont	
Kansas City	
Long Beach	
New York	

Orlando	
Phoenix	
Pomona	
Tinley Park	
Westminster	

Item 48: Admissions counselors accurately portray the campus in their recruiting practices.

Challenge	Strength
Fort Washington	

Item 49: There are adequate services to help me decide upon a career.

Challenge	Strength
DeVry Composite	
Columbus	
Crystal City	
Federal Way	
Fremont	
Fresno	
Houston	
Long Beach	
North Brunswick	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	

Item 50: Class change (drop/add) policies are reasonable.

Challenge	Strength
Alpharetta	
Houston	
Sherman Oaks	

Item 51: This institution has a good reputation within the community.

Challenge	Strength
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Federal Way	Alpharetta
Houston	Columbus
	DuPage
	Kansas City
	Phoenix

Item 53: Faculty take into consideration student differences at they teach a course.

Challenge	Strength
Columbus	

Item54: Bookstore staff are helpful.

Challenge	Strength
	Long Beach

Item 55: Major requirements are clear and reasonable.

Challenge	Strength
Houston	DeVry Composite
	Alpharetta
	Chicago
	Columbus
	Dallas
	Decatur
	DuPage
	Federal Way
	Fort Washington
	Fremont
	Fresno
	Kansas City
	Long Beach
	Miramar
	New York
	North Brunswick
	Orlando

	Phoenix
	Pomona
	Sherman Oaks
	Tinley Park
	Westminster

Item 57: I seldom get the “run-around” when seeking information on this campus.

Challenge	Strength
Alpharetta	
Columbus	
Dallas	
DuPage	
Federal Way	
Kansas City	
Miramar	
Orlando	
Pomona	
Tinley Park	

Item 58: The quality of instruction I receive in most of my classes is excellent.

Challenge	Strength
Columbus	DeVry Composite
Crystal City	Alpharetta
DuPage	Chicago
Federal Way	Dallas
Fremont	Decatur
Pomona	Fresno
Tinley Park	Houston
Westminster	Miramar
	New York
	Orlando
	Phoenix
	Sherman Oaks
	Westminster

Item 59: This institution shows concern for students as individuals.

Challenge	Strength
Chicago	Houston
DuPage	
Fort Washington	
Fremont	
Kansas City	
New York	
North Brunswick	
Pomona	

Item 65: Faculty are usually available after class and during office hours.

Challenge	Strength
	DeVry Composite
	Chicago
	Columbus
	Dallas
	Federal Way
	Fort Washington
	Fresno
	Kansas City
	Miramar
	North Brunswick
	Orlando
	Pomona
	Sherman Oaks
	Westminster

Item 66: Tuition paid is a worthwhile investment.

Challenge	Strength
DeVry Composite	
Alpharetta	
Chicago	
Columbus	

Crystal City	
Dallas	
Decatur	
DuPage	
Federal Way	
Fort Washington	
Fremont	
Fresno	
Houston	
Kansas City	
Long Beach	
Miramar	
New York	
North Brunswick	
Orlando	
Phoenix	
Pomona	
Sherman Oaks	
Tinley Park	
Westminster	

Item 67: Freedom of expression is protected on campus.

Challenge	Strength
	Chicago
	Pomona
	Sherman Oaks

Item 68: Nearly all faculty are knowledgeable in their field.

Challenge	Strength
	DeVry Composite
	Alpharetta
	Chicago
	Columbus
	Dallas
	Decatur

	DuPage
	Federal Way
	Fort Washington
	Fremont
	Fresno
	Houston
	Kansas City
	Miramar
	New York
	North Brunswick
	Orlando
	Phoenix
	Pomona
	Sherman Oaks
	Tinley Park
	Westminster

Item 69: There is a good a variety of courses provided on this campus.

Challenge	Strength
DeVry Composite	Decatur
Alpharetta	DuPage
Columbus	
Federal Way	
Fort Washington	
Fremont	
Fresno	
Houston	
Kansas City	
Miramar	
New York	
Orlando	
Pomona	
Sherman Oaks	
Westminster	

Item 72: On the whole, the campus is well-maintained.

Challenge	Strength
	DeVry Composite
	Alpharetta
	Chicago
	Columbus
	Crystal City
	Dallas
	Decatur
	DuPage
	Federal Way
	Fort Washington
	Fremont
	Fresno
	Houston
	Kansas City
	Long Beach
	Miramar
	New York
	North Brunswick
	Orlando
	Phoenix
	Pomona
	Sherman Oaks
	Tinley Park
	Westminster

Item 74: DeVry item: I am treated with respect.

Challenge	Strength
Chicago	DeVry Composite
Miramar	Alpharetta
	Columbus
	Crystal City
	Dallas

	Decatur
	Federal Way
	Fort Washington
	Kansas City
	Long Beach
	New York
	North Brunswick
	Orlando
	Phoenix
	Pomona
	Sherman Oaks
	Westminster

Item 75: DeVry Item: Faculty teach at a level that makes courses sufficiently challenging.

Challenge	Strength
	DeVry Composite
	Alpharetta
	Chicago
	Columbus
	Crystal City
	Dallas
	Decatur
	Fort Washington
	Fremont
	Kansas City
	Long Beach
	New York
	North Brunswick
	Orlando
	Phoenix
	Pomona
	Sherman Oaks
	Westminster

Item 76: DeVry Item: The value of the education I receive is excellent.

Challenge	Strength
<i>DeVry Composite</i>	<i>DeVry Composite</i>
<i>Columbus</i>	Alpharetta
<i>Crystal City</i>	Chicago
Federal Way	<i>Columbus</i>
Kansas City	<i>Crystal City</i>
<i>Orlando</i>	Dallas
<i>Phoenix</i>	Decatur
Pomona	Fort Washington
<i>Sherman Oaks</i>	Long Beach
Westminster	New York
	North Brunswick
	<i>Orlando</i>
	<i>Phoenix</i>
	<i>Sherman Oaks</i>

Item 77: DeVry Item: My program of study will help me achieve my career goals

Challenge	Strength
DuPage	DeVry Composite
Federal Way	Alpharetta
<i>Pomona</i>	Columbus
<i>Tinley Park</i>	Crystal City
<i>Westminster</i>	Dallas
	Decatur
	Fort Washington
	Fremont
	Kansas City
	Long Beach
	New York
	North Brunswick
	Orlando
	Phoenix
	<i>Pomona</i>

	Sherman Oaks
	<i>Tinley Park</i>
	<i>Westminster</i>

Item 78: DeVry Item: Faculty demonstrate the relevance of the curriculum to real-world situations.

Challenge	Strength
DuPage	DeVry Composite
<i>Long Beach</i>	Alpharetta
<i>Tinley Park</i>	Chicago
	Columbus
	Crystal City
	Dallas
	Decatur
	Federal Way
	Fort Washington
	Fremont
	Kansas City
	<i>Long Beach</i>
	New York
	North Brunswick
	Orlando
	Phoenix
	Pomona
	Sherman Oaks
	<i>Tinley Park</i>

Next steps

Campuses will want to continue to identify new activities to respond to their challenges and to celebrate their strengths. Noel-Levitz and DeVry will continue to work together to facilitate information sharing between campuses and to encourage additional activities during the next few months prior to the fall 2009 administration of the Student Satisfaction Inventory. Similar activities are also encouraged for implementation at the Metro Centers with the Adult Student Priorities Survey results.

For questions or assistance, please contact:

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