

The Noel-Levitz Student Satisfaction Inventory (SSI) provides data for the level of undergraduate student satisfaction with a range of college experiences and the level of importance students assign to each of them. Student responses are also compared with similar institutions. Composed of 115 questions, the Fall 2002 IPFW SSI was based on a sample size of 1,848 or about 17% of the undergraduate student population.

Demographic Information

- The majority of responding students were "Caucasian/white" (83%), female (54%), between 19 and 24 years of age (64%)¹, and enrolled full-time (77%)² during the day (82%).
- The largest group of respondents was sophomores (31%) followed by first-year students (30%), juniors (20%) and seniors (15%).³
- Most respondents worked off campus, either full-time (28%) or part-time (51%).
- IPFW was either the first choice (53%) or second choice (29%) of most students.

¹The 19-24 age group was over-represented in the IPFW sample (64%) compared to the campus population of this age group (51%).

²Full-time students were over-represented in the sample (77% v. 57%).

³Sophomores and juniors were over-represented in the sample (31% v. 22% and 20% v. 12%, respectively) and first-year students were under-represented in the sample (30% v. 49%).

Ranked Student Expectations (Likert-type rating scale 0-7)

| | 2002 IPFW Importance | 2002 IPFW Satisfaction | Comparison Group Satisfaction | Satisfaction Mean Difference | 1998 IPFW Satisfaction | 1994 IPFW Satisfaction |
|--|----------------------------|------------------------------|----------------------------------|---------------------------------|---------------------------|---------------------------|
| Safety and security | 6.25 | 4.65 | 4.33 | 0.32*** | 5.01 | 4.69 |
| Instructional effectiveness | 6.17 | 5.05 | 5.09 | -0.04 | 4.98 | 4.72 |
| Academic advising | 6.15 | 4.82 | 5.11 | -0.29*** | 5.10 | 4.92 |
| Registration effectiveness | 6.08 | 4.86 | 4.82 | 0.04 | 5.14 | 4.76 |
| Campus support services | 5.93 | 5.05 | 5.06 | -0.01 | 5.18 | 4.69 |
| Concern for the individual | 5.89 | 4.68 | 4.79 | -0.11*** | 4.78 | 4.52 |
| Recruitment & financial aid | 5.86 | 4.60 | 4.65 | -0.05 | 4.85 | 4.68 |
| Campus climate | 5.80 | 4.82 | 4.90 | -0.08** | 4.98 | 4.35 |
| Student centeredness | 5.75 | 4.75 | 4.92 | -0.17*** | 4.93 | 4.48 |
| Service excellence | 5.72 | 4.67 | 4.72 | -0.05* | 4.82 | 4.61 |
| Campus life | 5.12 | 4.49 | 4.70 | -0.21*** | 4.74 | 4.42 |
| Responsiveness to diverse populations ⁴ | | 5.07 | 4.92 | 0.15*** | 5.24 | 5.09 |

*Difference statistically significant at .05 level

**Difference statistically significant at .01 level

***Difference statistically significant at .001 level

⁴"IPFW Importance" data are not provided by Noel-Levitz

