

The Office of Institutional Research (OIR) produces *Research Clips* to provide the university community a brief report on a variety of topics. In most cases the "clips" are from a more detailed research project or survey analysis which can be found on the OIR website at <http://www.und.edu/dept/datacol/index.html>.

## What Matters to International Students?

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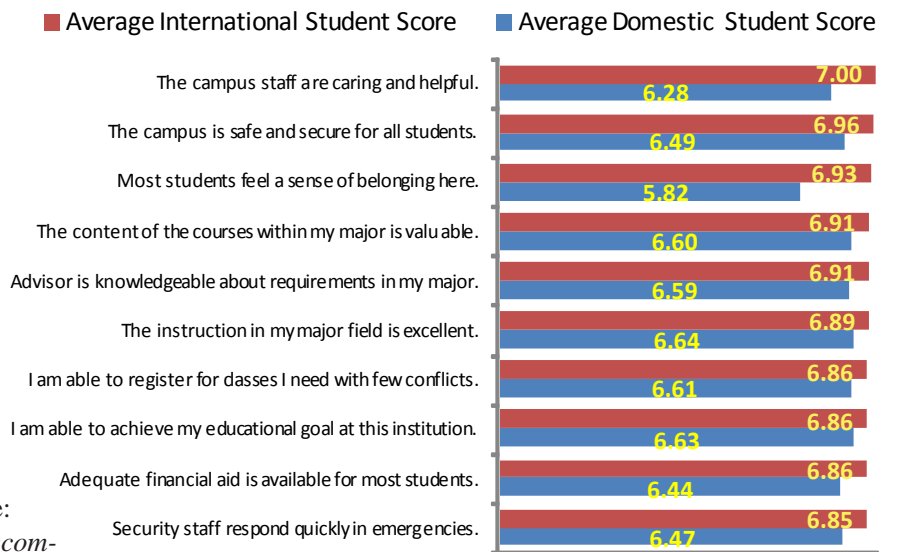
*An analysis of what is important to international students, the items of greatest satisfaction and how they evaluate some of their educational experiences.*

Over the last few years, UND international student enrollment has been on the increase (331 in fall 2006, 365 in fall 2007, 565 in fall 2008). To most effectively recruit and retain international students, it's important to know which items are important and satisfying to this group of students. From the 2008 Noel-Levitz Student Satisfaction Inventory (SSI), the most important issues reported by UND international students revolve around a safe, secure, and caring campus community. Also high on the list are issues surrounding course content and instruction. These responses indicate that students want to learn in a safe environment, receive excellent instruction and advisement, and be able to easily register for classes.

SSI results show that the five least important issues of international students when deciding to enroll are: *opportunity to play sports* (3.80), *recommendations from family/friends* (4.93), *size of institution* (5.13), *geographic setting* (5.29), and *campus appearance* (5.39).

#### What's most important to international students?

*The below graph shows the top 10 important factors for international students and differences as compared to domestic students.*



Importance Scale: 7=very important, 6=important, 5=somewhat important, 4=neutral, 3=somewhat unimportant, 2=not very important, and 1=not important at all.

According to the National Survey of Student Engagement (NSSE) conducted in 2007, UND international seniors report a higher level of *supportive campus environment*, 71% compared to 55% for domestic seniors.

Also, international first-year students report a higher level in the NSSE *enriching educational experience* benchmark than domestic freshman; a difference of 35% to 21%.

Other NSSE findings show that international students are more likely to:

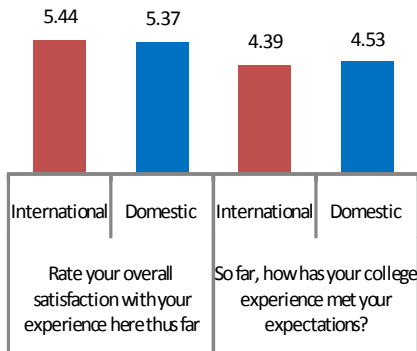


- report the quality of advising as being good or excellent, 83% compared to 71% for domestic students,
- evaluate their educational experience as being good or excellent, 100% compared to 86% for domestic students,
- go to UND again if they had the chance to start over, 92% compared to 84% for domestic students.

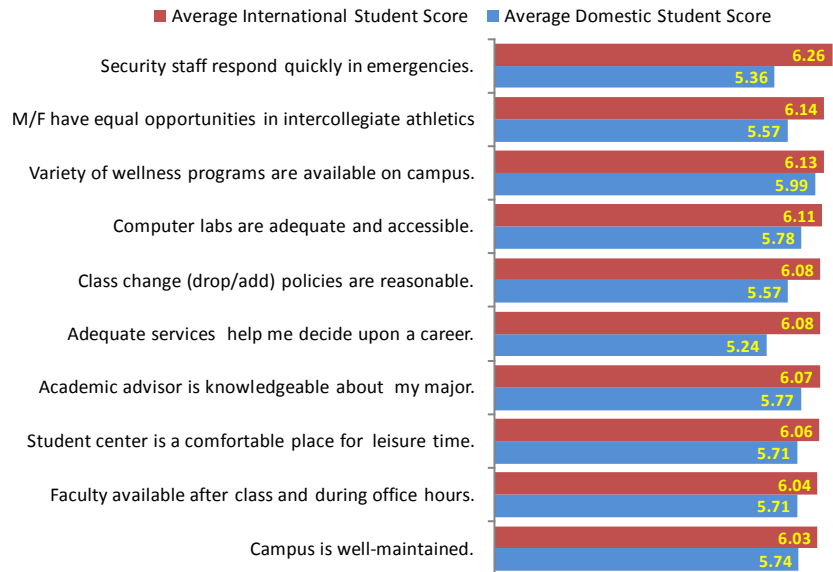
## What campus issues are international students most satisfied with?

According to the SSI, UND international students rate their **satisfaction** highest in *Security staff respond quickly in emergencies*, *Males and females have equal opportunities to participate in intercollegiate athletics*, and *A variety of wellness programs are available on campus*.

The graph below provides the scores of the 10 most satisfactory items for international students along with domestic student' responses.

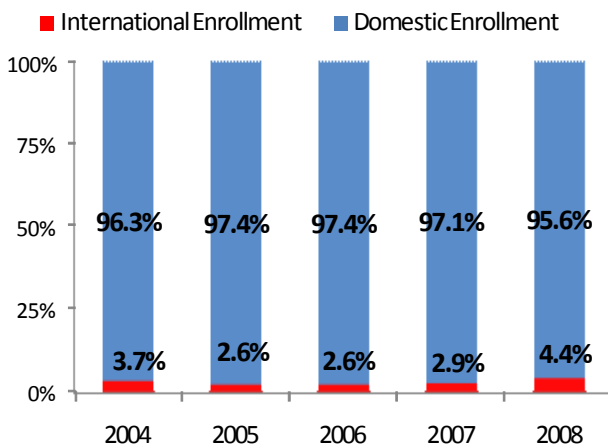


Satisfaction Scale: 7=very satisfied, 6=satisfied, 5=somewhat satisfied, 4=neutral, 3=somewhat dissatisfied, 2=not very satisfied, and 1=not satisfied at all.



### Enrollment Trends

While the international student enrollment isn't significantly high, international students are of significant importance to the campus community. From 336 international students enrolled in fall 2005 to 562 enrolled in fall 2008, there has been a steady growth of international students enrolling at UND. Below shows a 5-year trend of percentages of international students compared to domestic students:



### ... least satisfied with?

SSI results showed that international students report the least satisfaction with the following items (average satisfaction scores are in parenthesis and items are ordered starting from the least satisfied\*):

- Amount of student parking space on campus is adequate (4.24)
- College experience met your expectations (4.39)
- Financial aid awards are announced to students in time (4.96)
- Adequate financial aid is available for most students (5.00)
- Billing policies are reasonable (5.07)
- Living conditions in the residence halls are comfortable (5.08)
- I seldom get the "run-around" when seeking information on campus (5.09)
- Channels for expressing student complaints are readily available (5.19)
- This institution shows concern for students as individuals (5.24)
- Parking lots are well-lighted and secure (5.27).

\*Scale: 7=very satisfied, 6=satisfied, 5=somewhat satisfied, 4=neutral, 3=somewhat dissatisfied, 2=not very satisfied, and 1=not satisfied at all.



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For more detailed information about the survey results please refer to **2008 Student Satisfaction Inventory**:  
<http://www.und.edu/dept/datacol/reports/subFolder/ssi2008/ssi2008.htm>