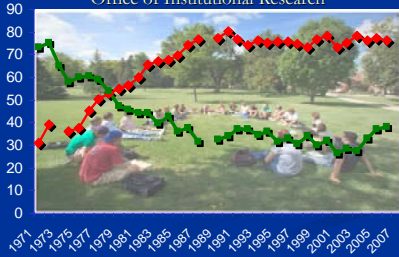


What Students Are Saying About UND

A selection of findings from recent surveys

Carmen Williams Sue Erickson
Office of Institutional Research



March 2008

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

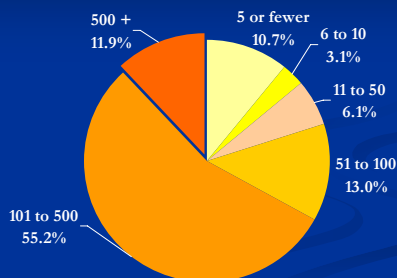
- CIRP is a national study administered by the Higher Education Research Institute at the University of California-Los Angeles. UND has participated 40 of the last (approximate) 44 years.
- Given to the new freshmen in the summer Getting Started program. In 2007, 1,125 freshmen (62% of all new freshmen) 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.

CIRP Freshman Survey

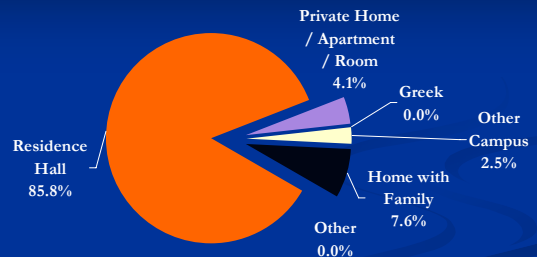
The top five (*very important*) reasons influencing a student's decision to attend UND

- 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)

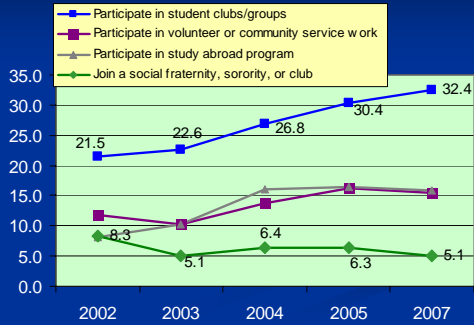
College is How Many Miles From Home?



College Residential Plans

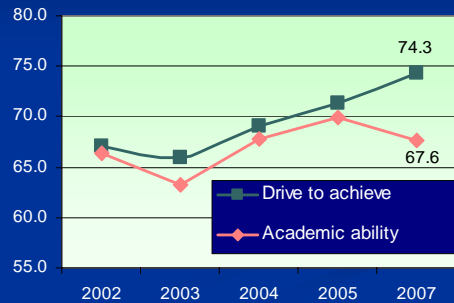


What is your best guess as to the chances that you will:



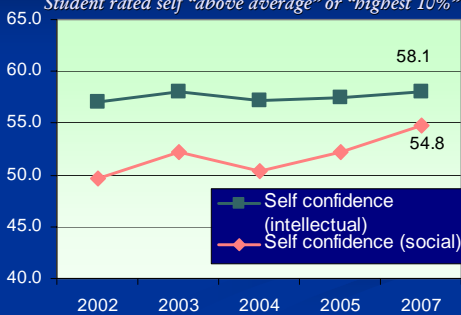
Self-rating of traits (self compared to peers)

Student rated self "above average" or "highest 10%".



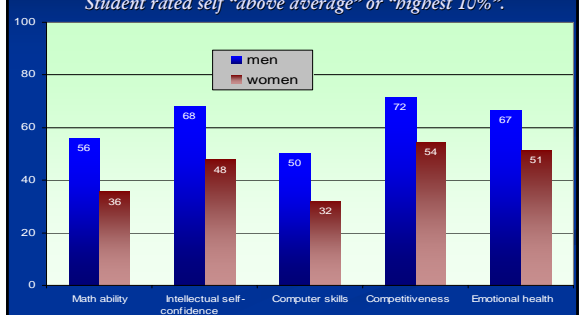
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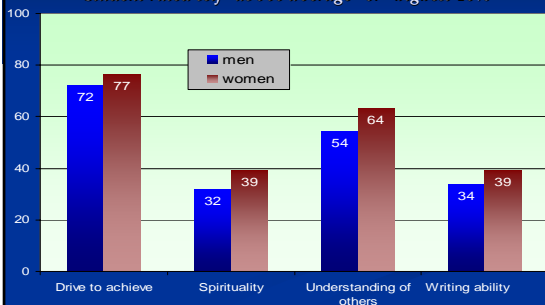
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Self-rating of traits (self compared to peers)

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Parental Involvement

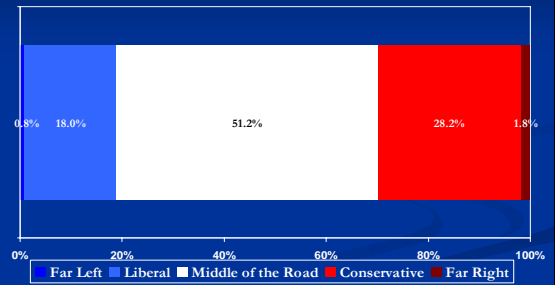
How involved were your parents in the:

	UND	Natl
Decision to go to college		
Too little	2.9%	5.3%
Right amount	93.1%	85.5%
Too much	4.1%	9.2%
Decision to go to <u>this</u> college		
Too little	7.3%	10.0%
Right amount	87.9%	80.6%
Too much	4.8%	9.4%
Choosing college courses		
Too little	12.0%	24.9%
Right amount	83.5%	71.5%
Too much	4.5%	3.6%

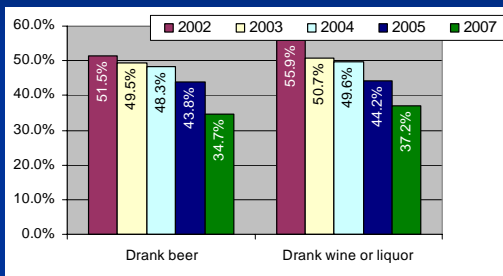
Do you feel you will need any special tutoring or remedial work?

	2005		2007	
	UND	Natl	UND	Natl
English	8.9%	8.4%	8.7%	7.6%
Mathematics	22.8%	21.7%	25.9%	20.1%
Science	11.9%	10.5%	13.8%	10.0%
Writing	11.1%	10.6%	10.6%	9.4%

Political Views

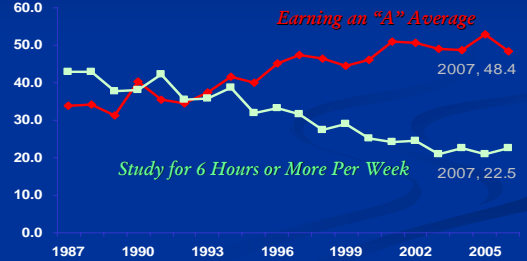


Activities Done During the Past Year



Academic Engagement in High School

Earning an A in HS vs Study Hours



Contrasting College Educational Values

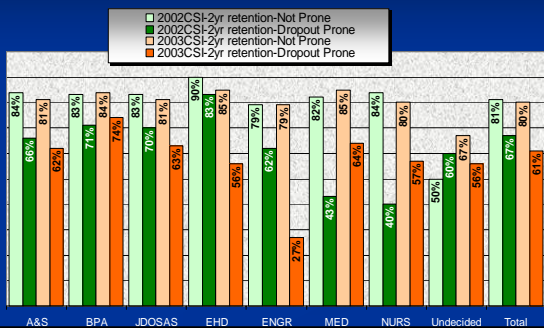


College Student Inventory (CSI)

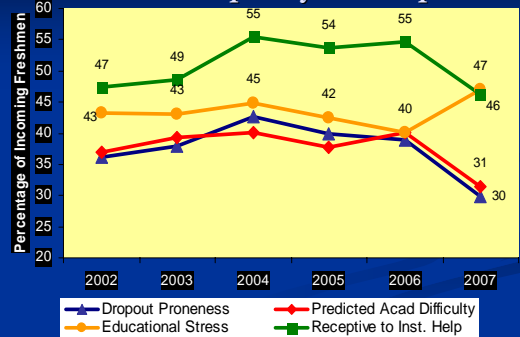
- CSI is a tool of the Noel-Levitz Management System that asks students to reflect on academic, personal, and social experiences and perspectives. Given to the new freshmen at Getting Started, UND has administered this instrument since 2002.
- An individual report is produced for each student and helps 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

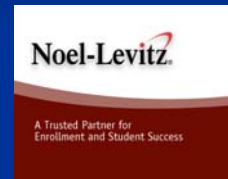


What Students Are Saying From the CSI Report

- 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

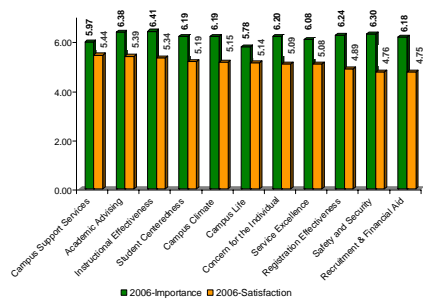
2006 Greatest Satisfaction

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

Mean Scores on 11 Composite Factors



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

College Experience and Expectation	UND								National 4-year Institution Norm	NNU 4-year Institution Average		
	All Students	Male	Female	Freshman	Sophomore	Junior	Senior	Undergrad			Graduate	
Not satisfied (scales 1 to 3)	13.5%	17.3%	10.8%	11.2%	9.7%	13.7%	15.2%	12.7%	14.4%	NA	NA	
Neutral (scale 4)	6.7%	7.0%	6.6%	6.7%	7.8%	6.3%	7.1%	7.0%	4.2%	NA	NA	
Satisfied (scales 5 to 7)	79.8%	75.7%	82.6%	82.1%	82.4%	80.0%	77.7%	80.3%	81.4%	NA	NA	
Satisfaction Mean Score	5.34	5.16	5.46	5.49	5.42	5.27	5.24	5.34	5.40	5.17	5.24	
Satisfaction Mean Difference	(* Difference statistically significant at the 0.05 level, ** Difference statistically significant at the 0.01 level, *** Difference statistically significant at the 0.001 level)										0.17***	0.10*

How Has Your College Experience Met Your Expectations?

College Experience and Expectation	UND								National 4-year Institution Norm	NNU 4-year Institution Average		
	All Students	Male	Female	Freshman	Sophomore	Junior	Senior	Undergrad			Graduate	
Worse than I expected (scales 1 to 3)	13.7%	16.4%	11.7%	10.0%	12.2%	14.3%	15.5%	13.2%	13.2%	NA	NA	
About what I expected (scale 4)	44.3%	43.4%	45.1%	42.6%	46.4%	44.3%	43.9%	44.3%	44.1%	NA	NA	
Better than I expected (scales 5 to 7)	42.0%	40.2%	43.2%	47.4%	41.4%	41.4%	40.6%	42.5%	42.7%	NA	NA	
Satisfaction Mean Score	4.46	4.37	4.53	4.57	4.51	4.43	4.39	4.47	4.52	4.45	4.45	
Satisfaction Mean Difference	(* Difference statistically significant at the 0.05 level, ** Difference statistically significant at the 0.01 level, *** Difference statistically significant at the 0.001 level)										0.01	0.01

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

Institutional Experience Summary	SSI	PSOL
So far, how had your college experience met your expectations? (positive)	86%	95%
Rate your satisfaction with your experience here thus far. (positive)	87%	96%
All in all, if you had to do it over, would you enroll here again? (yes)	83%	95%

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

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

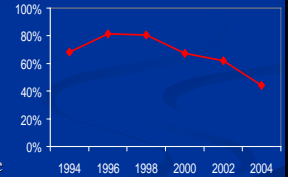
Environmental Assessment

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

Percent of Students Stating Importance to Spend Housing Dollars on Computer Labs

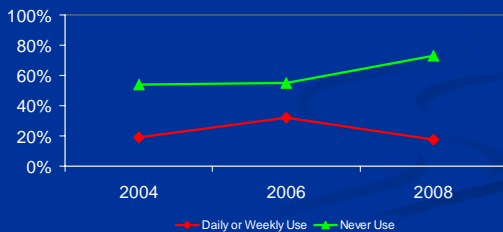


Academic work is the primary use of computers for 48%, followed by Communication (30%)

Environmental Assessment

ALL AROUND FITNESS CENTER

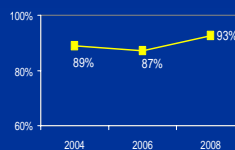
Percent of Students Using All Around Fitness Center



Environmental Assessment

DINING

Do Dining Dollars(2008) or Bonus Meals (2004-06) meet your needs for flexibility



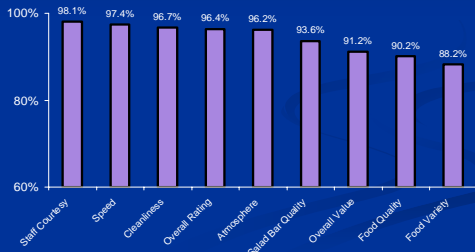
Use of special services

- 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



National Survey of Student Engagement

(pronounced "nessie")



- College student survey that assesses the extent to which students engage in educational practices associated with high levels of learning and development
- Administered to Freshmen and Seniors

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%**).



The following responses were provided by UND students on the 2007 NSSE survey.

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%

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.

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.

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.

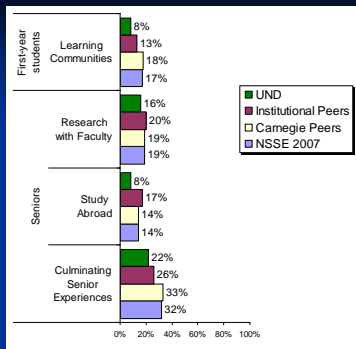
Are students satisfied with their overall educational experience?

85% of FY students report a favorable image of this 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.

Percent of Students Who Participated in High-Impact Educational Practices at UND and Selected peer Institutions



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.

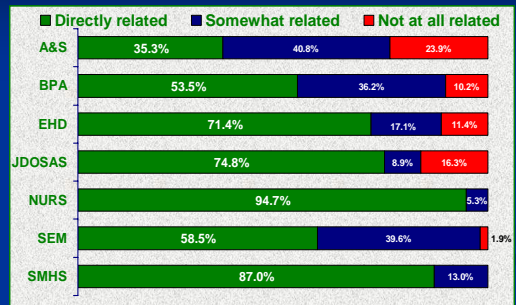
Practice	Class	UND	Comparison Groups		
			Institutional Peers	Carnegie Peers	NSSE 2007
Level of Academic Challenge (LAC)					
How challenging is your institution's intellectual and creative work?	First-Year	48	—	—	—
	Senior	53	—	—	—
Active and Collaborative Learning (ACL)					
Are your students intensely involved in their education?	First-Year	37	—	—	—
	Senior	48	—	—	—
Student-Faculty Interaction (SFI)					
Do your students work with faculty members inside and outside the classroom?	First-Year	28	—	—	—
	Senior	39	—	—	—
Enriching Educational Experiences (EEE)					
Do your students take advantage of complementary learning opportunities?	First-Year	21	—	—	—
	Senior	35	—	—	—
Supportive Campus Environment (SCE)					
Do your students feel the college is committed to their success?	First-Year	57	+	—	—
	Senior	55	+	—	—

The "+" symbol indicates UND's score is statistically higher than the comparison groups ($p < .05$); the "-" symbol indicates a statistically lower score. A blank indicates no significant difference.

UND Placement Survey

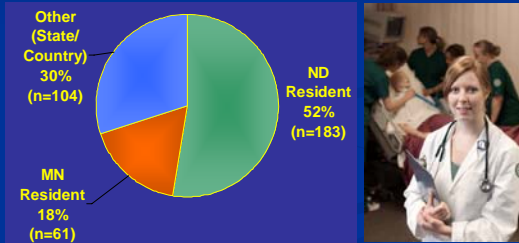
- UND survey administered every year to students who earned a bachelor's degree two years prior. It's done for UND Career Services and also for the University Assessment Committee.
- Assesses demographic characteristics, pursuit of additional education, current place of residence, employment information,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

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

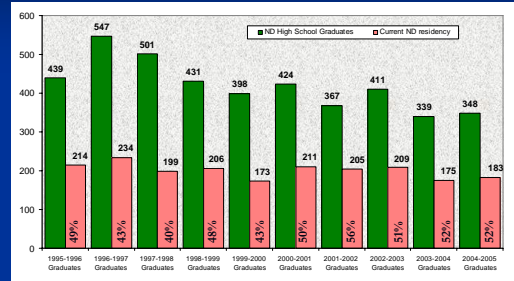


North Dakota employment of UND graduates who attended a ND high school

How many students are retained in ND?



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



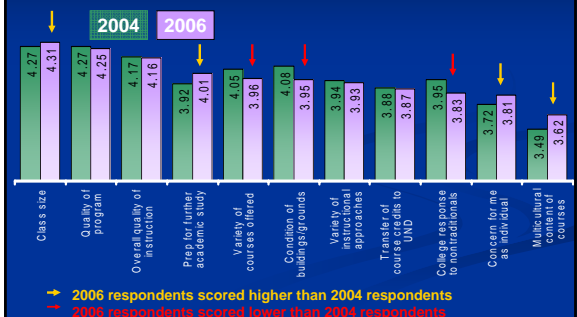
Alumni Satisfaction Survey

- 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.

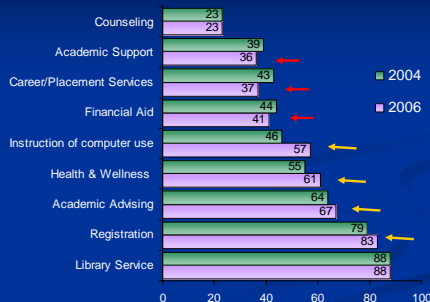
Satisfaction rating with 11 aspects of UND

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



- 2006 respondents scored higher than 2004 respondents
- 2006 respondents scored lower than 2004 respondents

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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