

2010 Noel-Levitz
Student Satisfaction Inventory
 UND College-Level Comparison

# of Respondents	UND - Entire Campus						BPA						EHD						GRAD					
	1,636						177						104						324					
	IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP	
01. Most students feel a sense of belonging here.	5.95	61	5.25	57	0.70	45	5.85	68	5.31	49	0.54	56	6.34	34	5.38	49	0.96	24	6.00	60	4.99	68	1.01	25
02. The campus staff are caring and helpful.	6.27	29	5.34	52	0.93	22	6.14	37	5.38	43	0.76	33	6.34	35	5.40	46	0.94	26	6.35	25	5.30	52	1.05	21
03. Faculty care about me as an individual.	6.15	41	5.13	67	1.02	19	5.95	58	4.89	76	1.06	18	6.28	41	5.06	73	1.22	11	6.40	21	5.50	36	0.90	33
04. Admissions staff are knowledgeable.	6.12	46	5.23	59	0.89	25	6.07	44	5.29	54	0.78	31	6.22	44	5.24	62	0.98	23	6.13	52	5.09	66	1.04	22
05. Financial aid counselors are helpful.	6.17	37	4.90	78	1.27	8	6.15	36	4.59	80	1.56	4	6.39	27	4.79	79	1.60	4	6.18	45	4.91	75	1.26	8
06. My academic advisor is approachable.	6.49	9	5.70	15	0.79	33	6.40	13	5.57	27	0.83	28	6.60	2	5.76	16	0.84	36	6.63	4	5.97	3	0.65	56
07. The campus is safe and secure for all students.	6.49	9	5.80	10	0.69	49	6.33	15	5.92	7	0.41	63	6.56	6	5.70	22	0.86	32	6.61	8	5.83	11	0.78	45
08. The content of the courses within my major is valuable.	6.57	3	5.48	37	1.09	15	6.54	2	5.29	53	1.25	10	6.53	9	5.42	44	1.11	18	6.63	2	5.54	31	1.10	16
09. A variety of intramural activities are offered.	4.93	83	5.54	29	-0.61	83	5.28	80	5.78	12	-0.50	82	5.18	82	5.55	35	-0.37	83	4.78	83	5.23	58	-0.45	83
10. Administrators are approachable to students.	5.90	65	5.12	68	0.78	35	5.91	61	5.13	64	0.78	32	6.11	58	5.26	58	0.85	35	5.87	67	4.94	73	0.92	30
11. Billing policies are reasonable.	6.19	36	4.72	80	1.47	4	6.13	39	4.80	79	1.33	6	6.17	50	4.80	78	1.38	8	6.13	51	4.72	80	1.41	5
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	25	4.93	76	1.36	6	6.23	28	4.95	72	1.28	9	6.39	26	5.18	67	1.21	12	6.31	31	4.95	72	1.36	6
13. Library staff are helpful & approachable.	5.62	76	5.70	15	-0.08	79	5.28	81	5.46	35	-0.18	79	5.66	81	5.64	27	0.02	79	6.03	58	5.91	7	0.12	78
14. My academic advisor is concerned about my success as an individual.	6.34	21	5.50	34	0.84	31	6.09	41	5.01	70	1.09	17	6.48	17	5.59	30	0.89	29	6.53	16	5.97	5	0.57	63
15. The staff in the health services area are competent.	6.20	34	5.58	25	0.62	55	6.02	49	5.58	26	0.44	61	6.21	46	5.57	32	0.64	53	6.27	36	5.44	41	0.82	38
16. The instruction in my major field is excellent.	6.59	2	5.50	34	1.09	15	6.51	4	5.37	45	1.13	15	6.52	10	5.33	54	1.18	14	6.69	1	5.58	25	1.12	13
17. Adequate financial aid is available for most students.	6.35	20	4.88	79	1.47	5	6.21	31	4.92	74	1.29	8	6.51	12	4.47	82	2.05	2	6.35	24	5.25	56	1.10	15
18. Library resources and services are adequate.	6.06	53	5.66	18	0.40	67	5.85	67	5.60	24	0.25	73	6.04	64	5.65	24	0.39	71	6.40	20	5.61	19	0.79	44
19. My academic advisor helps me set goals to work toward.	6.05	56	5.18	63	0.87	28	5.92	59	4.90	75	1.01	19	6.17	50	5.26	59	0.91	28	6.26	37	5.61	20	0.65	57
20. The business office is open during hours which are convenient for most students.	5.90	65	5.18	63	0.72	43	5.96	56	5.45	36	0.51	58	5.88	75	5.19	66	0.69	50	6.01	59	5.25	55	0.76	48
21. The amount of student parking space on campus is adequate.	6.14	43	3.49	83	2.65	1	6.24	26	3.39	83	2.85	1	6.34	32	3.30	83	3.04	1	5.96	65	3.70	83	2.27	1
22. Counseling staff care about students as individuals.	6.00	58	5.38	48	0.62	55	5.97	55	5.25	58	0.72	36	6.12	57	5.26	60	0.86	33	5.99	63	5.36	47	0.63	60
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	32	5.03	72	1.19	10	6.09	42	5.08	67	1.01	20	6.19	47	5.05	74	1.14	17	6.14	49	4.99	69	1.15	11
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.55	79	5.68	17	-0.13	80	5.91	62	5.71	15	0.20	75	5.88	74	5.83	14	0.05	76	5.23	82	5.34	48	-0.10	82
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	16	5.34	52	1.07	17	6.27	23	5.28	56	0.98	21	6.42	23	5.36	51	1.06	20	6.59	10	5.38	44	1.21	9
26. Computer labs are adequate and accessible.	6.13	44	5.80	10	0.33	69	6.26	24	5.93	5	0.33	71	6.34	33	5.87	12	0.47	65	6.32	29	5.67	18	0.65	59
27. The personnel involved in registration are helpful.	6.13	44	5.43	42	0.70	45	6.03	48	5.51	32	0.52	57	6.30	38	5.34	53	0.96	25	6.17	48	5.46	38	0.71	52
28. Parking lots are well-lighted and secure.	6.00	58	5.02	74	0.98	20	5.86	66	4.93	73	0.93	22	6.28	40	5.22	63	1.06	21	6.04	57	5.04	67	1.00	26
29. It is an enjoyable experience to be a student on this campus.	6.43	13	5.64	21	0.79	33	6.45	7	5.61	23	0.84	26	6.53	8	5.95	8	0.58	57	6.42	19	5.52	35	0.90	32
30. Residence hall staff are concerned about me as an individual.	5.70	74	5.08	71	0.62	55	5.58	78	5.00	71	0.58	51	5.96	71	4.88	77	1.08	19	5.72	74	4.87	76	0.85	36

Orange highlights top 50% in importance; Green highlights college STRENGTHS; Red highlights college CHALLENGES

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31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.59	78	5.66	18	-0.07	78	5.62	77	5.79	11	-0.17	78	5.73	79	5.56	34	0.17	75	5.62	78	5.54	33	0.08	79
32. Tutoring services are readily available.	5.81	71	5.44	39	0.37	68	5.78	73	5.20	61	0.57	52	5.92	72	5.40	45	0.52	61	5.85	68	5.19	60	0.66	55
33. My academic advisor is knowledgeable about requirements in my major.	6.57	3	5.84	6	0.73	42	6.49	5	5.87	9	0.62	46	6.59	3	5.73	17	0.86	31	6.63	3	6.04	1	0.59	61
34. I am able to register for classes I need with few conflicts.	6.54	7	5.39	45	1.15	13	6.53	3	5.37	44	1.16	13	6.65	1	5.06	72	1.58	5	6.53	15	5.74	15	0.80	43
35. The assessment and course placement procedures are reasonable.	6.15	41	5.49	36	0.66	50	6.18	34	5.43	39	0.75	34	6.28	42	5.49	41	0.79	41	6.19	42	5.61	20	0.59	62
36. Security staff respond quickly in emergencies.	6.44	12	5.57	27	0.87	28	6.40	11	5.74	13	0.67	42	6.57	5	5.71	20	0.86	30	6.55	11	5.60	23	0.96	28
37. I feel a sense of pride about my campus.	5.91	64	5.59	23	0.32	71	5.99	52	5.56	28	0.44	62	6.18	48	5.95	7	0.24	73	5.84	69	5.37	46	0.47	67
38. There is an adequate selection of food available in the cafeteria.	5.97	60	5.12	68	0.85	30	5.87	64	5.27	57	0.60	50	6.04	65	5.49	39	0.54	60	5.73	73	4.82	77	0.92	31
39. I am able to experience intellectual growth here.	6.42	15	5.77	13	0.65	52	6.24	25	5.64	19	0.61	47	6.35	31	5.92	10	0.43	69	6.61	7	5.80	13	0.81	40
40. Residence hall regulations are reasonable.	5.88	67	5.12	68	0.76	37	5.69	75	5.04	68	0.65	45	5.86	76	5.38	48	0.48	64	5.78	70	4.97	70	0.81	39
41. There is a commitment to academic excellence on this campus.	6.36	19	5.44	39	0.92	23	6.22	29	5.44	38	0.78	30	6.43	20	5.59	30	0.84	37	6.55	12	5.44	40	1.11	14
42. There are a sufficient number of weekend activities for students.	5.55	79	5.03	72	0.52	63	5.48	79	5.10	66	0.38	65	5.79	78	5.20	64	0.59	55	5.37	81	4.93	74	0.44	69
43. Admissions counselors respond to prospective students' unique needs and requests.	5.95	61	5.23	59	0.72	44	5.95	57	5.35	47	0.60	49	6.03	67	5.18	68	0.86	34	5.92	66	4.96	71	0.96	27
44. Academic support services adequately meet the needs of students.	6.08	51	5.38	48	0.70	45	6.05	45	5.36	46	0.69	38	6.10	62	5.39	47	0.71	48	6.07	56	5.30	50	0.77	47
45. Students are made to feel welcome on this campus.	6.28	28	5.54	29	0.74	39	6.28	18	5.62	21	0.66	43	6.44	19	5.65	25	0.79	42	6.34	26	5.17	61	1.17	10
46. I can easily get involved in campus organizations.	5.87	68	5.54	29	0.33	69	5.98	54	5.64	17	0.34	68	6.00	69	5.56	33	0.44	68	5.69	76	5.42	43	0.27	74
47. Faculty provide timely feedback about student progress in a course.	6.37	18	5.17	65	1.20	9	6.35	14	5.01	69	1.34	5	6.51	13	5.25	61	1.26	9	6.44	18	5.37	45	1.07	19
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.07	52	5.33	54	0.74	39	6.09	43	5.48	34	0.61	48	6.13	56	5.37	50	0.76	44	6.14	50	5.11	64	1.03	23
49. There are adequate services to help me decide upon a career.	6.17	37	5.29	55	0.88	27	6.19	32	5.31	51	0.88	25	6.13	54	5.33	56	0.81	40	6.18	43	5.16	62	1.02	24
50. Class change (drop/add) policies are reasonable.	6.09	48	5.54	29	0.55	60	6.13	38	5.64	18	0.49	60	6.10	61	5.61	29	0.49	62	6.00	61	5.56	27	0.44	68
51. This institution has a good reputation within the community.	6.16	39	5.85	5	0.31	72	6.17	35	5.94	4	0.23	74	6.32	36	6.11	2	0.21	74	6.19	41	5.76	14	0.44	70
52. The student center is a comfortable place for students to spend their leisure time.	5.75	73	5.65	20	0.10	75	5.78	71	5.45	37	0.33	69	5.98	70	5.94	9	0.04	77	5.70	75	5.54	32	0.16	76
53. Faculty take into consideration student differences as they teach a course.	6.09	48	5.02	74	1.07	17	6.02	51	4.88	77	1.14	14	6.28	39	5.11	71	1.18	15	6.10	55	5.23	59	0.86	35
54. Bookstore staff are helpful.	5.81	71	5.39	45	0.42	66	5.78	72	5.41	42	0.37	66	6.11	59	5.62	28	0.49	63	5.77	72	5.28	53	0.48	66
55. Major requirements are clear and reasonable.	6.47	11	5.56	28	0.91	24	6.43	9	5.54	29	0.88	24	6.56	7	5.64	26	0.92	27	6.45	17	5.72	16	0.72	51
56. The student handbook provides helpful information about campus life.	5.67	75	5.41	43	0.26	73	5.81	70	5.42	41	0.40	64	5.91	73	5.50	38	0.41	70	5.77	71	5.50	37	0.28	73
57. I seldom get the "run-around" when seeking information on this campus.	6.21	33	4.56	82	1.65	2	6.23	27	4.58	82	1.65	3	6.31	37	4.59	81	1.71	3	6.25	39	4.54	82	1.71	2
58. The quality of instruction I receive in most of my classes is excellent.	6.55	5	5.36	51	1.19	10	6.44	8	5.24	59	1.20	11	6.52	10	5.33	55	1.19	13	6.62	5	5.54	29	1.08	18
59. This institution shows concern for students as individuals.	6.30	24	5.14	66	1.16	12	6.31	17	5.21	60	1.09	16	6.42	24	5.17	69	1.25	10	6.28	35	5.15	63	1.13	12
60. I generally know what's happening on campus.	5.84	70	5.24	58	0.60	58	5.88	63	5.20	62	0.68	40	6.09	63	5.28	57	0.81	39	5.59	79	5.09	65	0.50	65

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61. Adjunct faculty are competent as classroom instructors.	6.16	39	5.46	38	0.70	45	6.04	46	5.31	52	0.73	35	6.23	43	5.45	42	0.78	43	6.31	30	5.56	26	0.75	49
62. There is a strong commitment to racial harmony on this campus.	5.87	68	5.22	62	0.65	52	5.70	74	5.42	40	0.28	72	6.03	66	5.36	52	0.68	51	6.18	44	4.76	79	1.42	4
63. Student disciplinary procedures are fair.	6.06	53	5.40	44	0.66	51	5.99	53	5.29	55	0.71	37	6.18	49	5.49	40	0.69	49	6.13	53	5.33	49	0.80	41
64. New student orientation services help students adjust to college.	5.92	63	5.39	45	0.53	61	5.83	69	5.33	48	0.50	59	6.10	60	5.52	36	0.59	56	5.97	64	5.30	51	0.67	54
65. Faculty are usually available after class and during office hours.	6.29	25	5.76	14	0.53	61	6.18	33	5.64	20	0.55	55	6.38	29	5.71	19	0.67	52	6.36	23	5.84	10	0.52	64
66. Tuition paid is a worthwhile investment.	6.51	8	5.23	59	1.28	7	6.47	6	5.15	63	1.32	7	6.49	16	5.02	76	1.47	7	6.54	14	5.45	39	1.09	17
67. Freedom of expression is protected on campus.	6.09	48	5.44	39	0.65	54	5.86	65	5.52	31	0.34	67	6.13	54	5.51	37	0.62	54	6.20	40	5.25	57	0.95	29
68. Nearly all of the faculty are knowledgeable in their field.	6.55	5	5.78	12	0.77	36	6.41	10	5.60	25	0.82	29	6.51	14	5.67	23	0.83	38	6.61	9	5.86	9	0.75	50
69. There is a good variety of courses provided on this campus.	6.41	16	5.84	6	0.57	59	6.40	12	5.85	10	0.55	54	6.41	25	5.96	6	0.45	66	6.40	22	5.60	22	0.80	42
70. Graduate teaching assistants are competent as classroom instructors.	6.26	31	5.28	56	0.98	21	6.02	50	5.12	65	0.90	23	6.35	30	5.20	65	1.16	16	6.33	28	5.56	28	0.77	46
71. Channels for expressing student complaints are readily available.	6.06	53	4.91	77	1.15	14	6.04	47	4.84	78	1.20	12	6.01	68	5.03	75	0.99	22	6.12	54	4.80	78	1.32	7
72. On the whole, the campus is well-maintained.	6.31	22	5.87	3	0.44	65	6.27	22	5.71	14	0.55	53	6.43	21	5.98	5	0.45	67	6.30	33	5.89	8	0.41	72
73. Student activities fees are put to good use.	6.20	34	4.65	81	1.55	3	6.28	20	4.59	81	1.69	2	6.22	45	4.69	80	1.53	6	6.17	46	4.55	81	1.62	3
74. I am able to receive adequate scholastic training and professional development through my academic program (campus item 1)	6.43	13	5.59	23	0.84	31	6.33	16	5.48	33	0.84	27	6.43	22	5.70	21	0.72	46	6.54	13	5.69	17	0.85	37
75. There are opportunities in co-op, internships, student teaching, or other experiential learning experiences (campus item 2)	6.29	25	5.54	29	0.75	38	6.27	21	5.61	22	0.66	44	6.46	18	5.71	18	0.74	45	6.31	32	5.44	42	0.87	34
76. There are opportunities in study abroad that are available through UND (campus item 3)	5.55	79	5.83	8	-0.28	82	5.67	76	5.92	6	-0.25	81	5.80	77	5.86	13	-0.06	81	5.47	80	5.54	30	-0.06	81
77. I have or plan to participate in research activities or conduct research projects (campus item 4)	5.61	77	5.58	25	0.03	76	5.12	82	5.31	50	-0.19	80	5.14	83	5.15	70	-0.01	80	6.17	47	5.95	6	0.21	75
78. Classroom equipment/facilities are adequate (campus item 5)	6.27	29	5.38	48	0.89	25	6.21	30	5.53	30	0.69	39	6.16	53	5.44	43	0.72	47	6.33	27	5.27	54	1.07	20
79. A variety of multicultural events and activities are offered (campus item 6)	5.44	82	5.64	21	-0.20	81	5.12	83	5.70	16	-0.58	83	5.72	80	5.78	15	-0.06	82	5.65	77	5.52	34	0.13	77
80. I feel comfortable with the atmosphere of this campus (campus item 7)	6.31	22	5.82	9	0.49	64	6.28	19	5.95	3	0.33	70	6.49	15	5.92	10	0.57	58	6.28	34	5.60	24	0.69	53
81. Gender equity and equal opportunity exist in the classroom (campus item 8)	6.12	46	5.91	2	0.21	74	5.91	60	5.97	2	-0.06	77	6.39	28	6.01	4	0.38	72	6.26	38	5.82	12	0.44	71
82. A variety of wellness programs are available on campus (campus item 9)	6.01	57	6.07	1	-0.06	77	6.12	40	6.12	1	0.01	76	6.16	52	6.13	1	0.04	78	6.00	62	6.00	2	0.00	80
83. I am able to achieve my educational goal at this institution (campus item 10)	6.61	1	5.87	3	0.74	41	6.56	1	5.90	8	0.67	41	6.58	4	6.03	3	0.55	59	6.62	6	5.97	4	0.65	58
84. Institution's commitment to part-time students?	Importance not asked on commitment to population items	5.48	3	Gap not calculated	Importance not asked on commitment to population questions	5.71	2	Gap not calculated	Importance not asked on commitment to population questions	5.40	5	Gap not calculated	Importance not asked on commitment to population questions	5.40	2	Gap not calculated								
85. Institution's commitment to evening students?		5.38	4			5.60	5			5.57	3			5.34	4									
86. Institution's commitment to older, returning learners?		5.52	2			5.70	4			5.55	4			5.41	1									
87. Institution's commitment to under-represented populations?		5.37	5			5.70	3			5.65	2			4.93	6									
88. Institution's commitment to commuters?		5.19	6			5.34	6			5.34	6			4.97	5									
89. Institution's commitment to students with disabilities?		5.58	1			5.81	1			5.78	1			5.34	3									

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	IMP	SAT	GAP		IMP	SAT	GAP		IMP	SAT	GAP		IMP	SAT	GAP	
90. Cost as factor in decision to enroll	6.05	1	Satisfaction not asked on enrollment factor items	Gap not calculated	5.96	2	Satisfaction not asked on enrollment factor items	Gap not calculated	6.02	1	Satisfaction not asked on enrollment factor items	Gap not calculated	5.84	3	Satisfaction not asked on enrollment factor items	Gap not calculated
91. Financial aid as factor in decision to enroll	5.85	3			5.54	3			5.76	3			5.97	1		
92. Academic reputation as factor in decision to enroll	5.96	2			6.03	1			5.92	2			5.96	2		
93. Size of institution as factor in decision to enroll	5.14	6			5.38	5			5.26	7			4.79	6		
94. Opportunity to play sports as factor in decision to enroll	3.19	9			3.74	9			3.58	9			2.84	9		
95. Recommendations from family/friends as factor in decision to enroll	4.84	8			4.97	8			5.37	6			4.64	8		
96. Geographic setting as factor in decision to enroll	5.09	7			5.15	7			5.62	4			5.09	5		
97. Campus appearance as factor in decision to enroll	5.18	4			5.46	4			5.46	5			4.67	7		
98. Personalized attention prior to enrollment as factor in decision to enroll	5.15	5			5.32	6			5.22	8			5.11	4		
99. So far, how has your college experience met your expectations?																
1. Much worse than expected		1%				2%					0%					3%
2. Quite a bit worse than I expected		1%				1%					1%					2%
3. Worse than I expected		9%				9%					6%					11%
4. About what I expected		40%				42%					37%					35%
5. Better than I expected		27%				31%					39%					27%
6. Quite a bit better than I expected		12%				8%					10%					15%
7. Much better than I expected		7%				8%					8%					7%
Mean Score		4.57				4.53					4.74					4.52
100. Rate your overall satisfaction with your experience here thus far.																
1. Not satisfied at all		1%				1%					0%					2%
2. Not very satisfied		2%				2%					0%					5%
3. Somewhat dissatisfied		6%				6%					4%					6%
4. Neutral		7%				11%					9%					6%
5. Somewhat satisfied		20%				20%					15%					22%
6. Satisfied		44%				42%					49%					41%
7. Very satisfied		17%				18%					24%					19%
Mean Score		5.47				5.45					5.79					5.36
101. All in all, if you had to do it over, would you enroll here again?																
1. Definitely not		2%				2%					1%					3%
2. Probably not		7%				7%					1%					8%
3. Maybe not		4%				8%					6%					8%
4. I don't know		6%				6%					7%					8%
5. Maybe yes		10%				12%					14%					9%
6. Probably yes		34%				35%					28%					34%
7. Definitely yes		33%				31%					44%					30%
Mean Score		5.56				5.45					5.89					5.33

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	IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP	
01. Most students feel a sense of belonging here.	5.95	61	5.25	57	0.70	45	5.81	63	5.04	59	0.77	42	5.00	70	5.17	50	-0.17	66	6.05	65	5.46	53	0.60	51
02. The campus staff are caring and helpful.	6.27	29	5.34	52	0.93	22	6.28	24	5.41	27	0.87	32	5.76	43	5.00	56	0.76	24	6.25	44	5.31	63	0.94	19
03. Faculty care about me as an individual.	6.15	41	5.13	67	1.02	19	6.13	34	5.09	56	1.04	23	5.48	57	5.44	37	0.04	58	6.03	70	5.03	76	1.00	16
04. Admissions staff are knowledgeable.	6.12	46	5.23	59	0.89	25	6.04	47	5.23	45	0.81	37	5.83	39	4.61	72	1.22	10	6.25	43	5.33	60	0.92	21
05. Financial aid counselors are helpful.	6.17	37	4.90	78	1.27	8	6.26	26	5.02	62	1.24	13	6.04	27	3.95	80	2.09	5	6.16	54	4.98	77	1.18	10
06. My academic advisor is approachable.	6.49	9	5.70	15	0.79	33	6.48	9	5.98	2	0.50	64	5.79	41	5.27	45	0.51	35	6.49	11	5.94	12	0.55	57
07. The campus is safe and secure for all students.	6.49	9	5.80	10	0.69	49	6.32	17	5.76	7	0.56	61	6.16	19	5.56	29	0.60	30	6.64	1	5.84	19	0.80	27
08. The content of the courses within my major is valuable.	6.57	3	5.48	37	1.09	15	6.50	5	5.50	20	1.00	26	6.54	5	5.92	12	0.63	28	6.56	5	5.70	32	0.86	22
09. A variety of intramural activities are offered.	4.93	83	5.54	29	-0.61	83	4.75	83	5.15	53	-0.40	83	3.79	83	5.63	23	-1.84	83	5.10	83	5.75	27	-0.65	83
10. Administrators are approachable to students.	5.90	65	5.12	68	0.78	35	5.73	68	5.06	58	0.67	52	5.54	53	4.71	67	0.83	20	6.04	69	5.32	61	0.72	34
11. Billing policies are reasonable.	6.19	36	4.72	80	1.47	4	6.30	20	4.32	82	1.97	2	6.16	19	4.00	79	2.16	4	6.24	46	4.91	81	1.33	5
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	25	4.93	76	1.36	6	6.26	25	4.56	77	1.70	4	6.05	26	4.47	76	1.58	7	6.36	22	5.11	72	1.25	8
13. Library staff are helpful & approachable.	5.62	76	5.70	15	-0.08	79	5.26	80	5.40	28	-0.14	79	5.50	54	6.09	2	-0.59	75	5.79	79	5.82	20	-0.03	79
14. My academic advisor is concerned about my success as an individual.	6.34	21	5.50	34	0.84	31	6.32	16	5.59	16	0.74	45	5.43	60	5.17	50	0.26	51	6.42	19	5.86	17	0.56	54
15. The staff in the health services area are competent.	6.20	34	5.58	25	0.62	55	6.11	38	5.44	26	0.67	51	5.61	48	5.20	49	0.41	42	6.35	26	5.62	40	0.73	31
16. The instruction in my major field is excellent.	6.59	2	5.50	34	1.09	15	6.69	1	5.99	1	0.69	50	6.57	4	6.04	6	0.52	34	6.58	3	5.75	26	0.83	26
17. Adequate financial aid is available for most students.	6.35	20	4.88	79	1.47	5	6.30	19	4.50	80	1.80	3	6.14	21	4.95	58	1.18	12	6.43	18	4.93	80	1.50	2
18. Library resources and services are adequate.	6.06	53	5.66	18	0.40	67	5.79	65	5.33	34	0.46	67	5.87	36	6.09	3	-0.22	69	6.05	66	5.91	14	0.14	76
19. My academic advisor helps me set goals to work toward.	6.05	56	5.18	63	0.87	28	5.87	59	5.37	31	0.49	65	5.00	70	4.67	68	0.33	44	6.13	55	5.40	58	0.72	32
20. The business office is open during hours which are convenient for most students.	5.90	65	5.18	63	0.72	43	5.84	61	5.00	65	0.84	34	5.60	49	4.65	70	0.95	17	5.92	75	5.29	67	0.64	44
21. The amount of student parking space on campus is adequate.	6.14	43	3.49	83	2.65	1	6.09	44	3.43	83	2.66	1	6.13	22	3.04	83	3.08	1	6.33	31	3.34	83	2.99	1
22. Counseling staff care about students as individuals.	6.00	58	5.38	48	0.62	55	5.89	57	5.26	40	0.63	57	5.50	54	4.40	78	1.10	13	6.04	68	5.54	49	0.50	59
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	32	5.03	72	1.19	10	6.39	12	4.69	73	1.70	6	5.67	45	4.92	61	0.75	25	6.36	23	5.03	75	1.32	6
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.55	79	5.68	17	-0.13	80	5.41	76	5.69	10	-0.28	81	3.89	82	5.53	30	-1.63	82	5.91	77	5.76	25	0.15	75
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	16	5.34	52	1.07	17	6.32	18	5.24	43	1.07	19	6.29	14	5.50	31	0.79	22	6.33	30	5.21	71	1.13	13
26. Computer labs are adequate and accessible.	6.13	44	5.80	10	0.33	69	5.69	70	5.50	19	0.19	76	5.48	58	5.38	42	0.10	56	6.23	47	6.00	7	0.23	72
27. The personnel involved in registration are helpful.	6.13	44	5.43	42	0.70	45	6.01	50	5.23	46	0.79	40	5.86	38	4.95	59	0.91	19	6.11	57	5.41	56	0.70	38
28. Parking lots are well-lighted and secure.	6.00	58	5.02	74	0.98	20	5.72	69	4.81	72	0.91	29	6.04	29	5.04	55	1.00	16	6.11	58	4.95	78	1.16	12
29. It is an enjoyable experience to be a student on this campus.	6.43	13	5.64	21	0.79	33	6.40	11	5.35	32	1.05	22	6.08	24	5.67	22	0.42	40	6.39	20	5.71	30	0.68	40
30. Residence hall staff are concerned about me as an individual.	5.70	74	5.08	71	0.62	55	5.56	74	4.90	67	0.66	53	4.45	78	4.67	68	-0.21	68	5.91	76	5.27	68	0.64	43

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31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.59	78	5.66	18	-0.07	78	5.44	75	5.52	18	-0.08	78	4.50	75	5.23	48	-0.73	78	6.01	71	5.95	11	0.06	78
32. Tutoring services are readily available.	5.81	71	5.44	39	0.37	68	5.81	62	5.47	22	0.34	70	4.36	79	5.00	56	-0.64	77	5.95	73	5.66	35	0.29	70
33. My academic advisor is knowledgeable about requirements in my major.	6.57	3	5.84	6	0.73	42	6.56	2	5.96	3	0.60	59	5.79	41	5.27	45	0.51	35	6.54	7	6.08	4	0.46	64
34. I am able to register for classes I need with few conflicts.	6.54	7	5.39	45	1.15	13	6.53	3	5.22	47	1.32	11	6.50	7	5.30	44	1.20	11	6.54	8	5.25	69	1.28	7
35. The assessment and course placement procedures are reasonable.	6.15	41	5.49	36	0.66	50	6.02	49	5.17	52	0.84	33	5.22	64	5.47	33	-0.25	70	6.25	45	5.53	50	0.71	37
36. Security staff respond quickly in emergencies.	6.44	12	5.57	27	0.87	28	6.40	10	5.20	49	1.19	14	5.81	40	5.40	39	0.41	41	6.55	6	5.59	45	0.96	18
37. I feel a sense of pride about my campus.	5.91	64	5.59	23	0.32	71	5.89	56	5.25	42	0.64	55	5.00	70	5.46	35	-0.46	72	6.17	53	5.86	18	0.31	69
38. There is an adequate selection of food available in the cafeteria.	5.97	60	5.12	68	0.85	30	6.16	33	4.46	81	1.70	5	5.21	65	4.54	74	0.68	27	6.09	61	5.23	70	0.86	23
39. I am able to experience intellectual growth here.	6.42	15	5.77	13	0.65	52	6.24	29	5.46	24	0.77	41	6.25	16	5.92	12	0.33	44	6.46	14	5.90	15	0.56	55
40. Residence hall regulations are reasonable.	5.88	67	5.12	68	0.76	37	5.85	60	4.68	74	1.17	16	5.18	67	4.90	63	0.28	50	6.04	67	5.40	59	0.64	42
41. There is a commitment to academic excellence on this campus.	6.36	19	5.44	39	0.92	23	6.12	36	5.22	47	0.90	30	6.33	11	5.71	20	0.63	28	6.47	13	5.62	39	0.85	24
42. There are a sufficient number of weekend activities for students.	5.55	79	5.03	72	0.52	63	5.62	71	4.62	75	1.00	25	4.50	75	4.63	71	-0.13	63	5.69	81	5.08	73	0.61	50
43. Admissions counselors respond to prospective students' unique needs and requests.	5.95	61	5.23	59	0.72	44	5.77	66	5.20	50	0.57	60	5.73	44	4.92	61	0.82	21	6.26	40	5.43	54	0.84	25
44. Academic support services adequately meet the needs of students.	6.08	51	5.38	48	0.70	45	5.94	54	5.23	44	0.71	47	5.50	54	5.40	39	0.10	55	6.30	36	5.56	47	0.74	30
45. Students are made to feel welcome on this campus.	6.28	28	5.54	29	0.74	39	6.18	31	5.38	30	0.81	39	5.58	51	5.58	26	0.00	59	6.31	35	5.76	24	0.55	56
46. I can easily get involved in campus organizations.	5.87	68	5.54	29	0.33	69	5.89	58	5.33	33	0.56	62	5.10	69	5.58	28	-0.48	73	6.06	64	5.61	42	0.45	65
47. Faculty provide timely feedback about student progress in a course.	6.37	18	5.17	65	1.20	9	6.29	23	5.01	63	1.27	12	6.00	30	4.61	72	1.39	9	6.36	23	5.31	64	1.05	14
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.07	52	5.33	54	0.74	39	6.09	43	5.04	61	1.05	21	5.56	52	5.60	24	-0.04	62	6.18	50	5.52	51	0.67	41
49. There are adequate services to help me decide upon a career.	6.17	37	5.29	55	0.88	27	6.11	37	5.31	38	0.81	38	5.94	34	4.87	64	1.07	15	6.20	49	5.72	29	0.47	60
50. Class change (drop/add) policies are reasonable.	6.09	48	5.54	29	0.55	60	6.13	35	5.40	29	0.73	46	5.30	62	5.45	36	-0.15	65	6.18	51	5.71	31	0.47	61
51. This institution has a good reputation within the community.	6.16	39	5.85	5	0.31	72	6.06	46	5.72	9	0.34	71	6.08	24	5.88	14	0.21	53	6.34	28	5.96	10	0.38	67
52. The student center is a comfortable place for students to spend their leisure time.	5.75	73	5.65	20	0.10	75	5.59	73	5.32	37	0.27	73	5.20	66	5.39	41	-0.19	67	6.00	72	5.87	16	0.13	77
53. Faculty take into consideration student differences as they teach a course.	6.09	48	5.02	74	1.07	17	6.02	48	5.01	64	1.01	24	5.17	68	5.70	21	-0.53	74	6.26	41	5.05	74	1.21	9
54. Bookstore staff are helpful.	5.81	71	5.39	45	0.42	66	5.59	72	5.32	36	0.28	72	5.40	61	4.48	75	0.92	18	6.06	63	5.54	48	0.52	58
55. Major requirements are clear and reasonable.	6.47	11	5.56	28	0.91	24	6.37	14	5.47	23	0.90	31	6.32	13	5.83	17	0.49	39	6.48	12	5.70	33	0.78	28
56. The student handbook provides helpful information about campus life.	5.67	75	5.41	43	0.26	73	5.31	78	4.94	66	0.38	69	5.00	70	5.13	53	-0.13	64	5.93	74	5.78	23	0.16	74
57. I seldom get the "run-around" when seeking information on this campus.	6.21	33	4.56	82	1.65	2	6.10	42	4.62	76	1.48	10	6.33	11	3.78	82	2.55	2	6.22	48	4.82	82	1.40	3
58. The quality of instruction I receive in most of my classes is excellent.	6.55	5	5.36	51	1.19	10	6.50	4	5.33	35	1.18	15	6.58	2	6.08	4	0.50	37	6.58	3	5.57	46	1.01	15
59. This institution shows concern for students as individuals.	6.30	24	5.14	66	1.16	12	6.26	27	5.10	55	1.16	17	5.92	35	5.42	38	0.50	37	6.34	28	5.41	55	0.93	20
60. I generally know what's happening on campus.	5.84	70	5.24	58	0.60	58	5.95	52	4.89	68	1.06	20	4.91	74	4.78	65	0.13	54	6.10	59	5.41	57	0.69	39

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61. Adjunct faculty are competent as classroom instructors.	6.16	39	5.46	38	0.70	45	6.00	51	5.30	39	0.70	48	6.26	15	6.04	7	0.22	52	6.31	33	5.68	34	0.63	45
62. There is a strong commitment to racial harmony on this campus.	5.87	68	5.22	62	0.65	52	5.38	77	4.89	69	0.49	66	5.43	59	5.14	52	0.30	48	6.18	52	5.61	41	0.57	53
63. Student disciplinary procedures are fair.	6.06	53	5.40	44	0.66	51	5.95	53	5.04	60	0.91	28	6.00	30	5.46	34	0.54	33	6.32	32	5.75	28	0.58	52
64. New student orientation services help students adjust to college.	5.92	63	5.39	45	0.53	61	5.81	64	5.07	57	0.74	44	5.59	50	5.60	24	-0.01	60	6.09	60	5.47	52	0.62	47
65. Faculty are usually available after class and during office hours.	6.29	25	5.76	14	0.53	61	6.11	40	5.65	12	0.46	68	6.00	30	6.04	7	-0.04	61	6.25	42	5.64	38	0.61	48
66. Tuition paid is a worthwhile investment.	6.51	8	5.23	59	1.28	7	6.49	7	4.89	70	1.60	8	6.67	1	5.58	26	1.08	14	6.45	15	5.29	66	1.16	11
67. Freedom of expression is protected on campus.	6.09	48	5.44	39	0.65	54	6.11	39	5.18	51	0.94	27	5.67	45	5.35	43	0.32	47	6.12	56	5.65	37	0.47	63
68. Nearly all of the faculty are knowledgeable in their field.	6.55	5	5.78	12	0.77	36	6.50	6	5.73	8	0.77	43	6.54	5	6.25	1	0.29	49	6.50	9	5.79	21	0.72	35
69. There is a good variety of courses provided on this campus.	6.41	16	5.84	6	0.57	59	6.35	15	5.80	4	0.54	63	6.48	9	5.78	18	0.70	26	6.43	16	6.10	3	0.34	68
70. Graduate teaching assistants are competent as classroom instructors.	6.26	31	5.28	56	0.98	21	6.23	30	5.11	54	1.12	18	6.38	10	4.73	66	1.66	6	6.29	38	5.31	62	0.98	17
71. Channels for expressing student complaints are readily available.	6.06	53	4.91	77	1.15	14	6.07	45	4.53	78	1.53	9	5.86	37	4.47	77	1.40	8	6.08	62	5.31	65	0.78	29
72. On the whole, the campus is well-maintained.	6.31	22	5.87	3	0.44	65	6.29	21	5.65	13	0.64	54	6.21	17	5.88	14	0.33	44	6.43	16	5.96	9	0.47	62
73. Student activities fees are put to good use.	6.20	34	4.65	81	1.55	3	6.17	32	4.51	79	1.67	7	6.21	17	3.79	81	2.42	3	6.30	37	4.93	79	1.37	4
74. I am able to receive adequate scholastic training and professional development through my academic program (campus item 1)	6.43	13	5.59	23	0.84	31	6.38	13	5.56	17	0.82	36	6.50	7	5.96	10	0.54	32	6.50	10	5.78	22	0.72	33
75. There are opportunities in co-op, internships, student teaching, or other experiential learning experiences (campus item 2)	6.29	25	5.54	29	0.75	38	6.10	41	5.48	21	0.62	58	6.10	23	5.75	19	0.35	43	6.28	39	5.66	36	0.63	46
76. There are opportunities in study abroad that are available through UND (campus item 3)	5.55	79	5.83	8	-0.28	82	5.29	79	5.60	15	-0.31	82	4.50	75	5.47	32	-0.97	81	5.82	78	5.92	13	-0.10	81
77. I have or plan to participate in research activities or conduct research projects (campus item 4)	5.61	77	5.58	25	0.03	76	5.06	82	4.84	71	0.23	75	4.36	79	5.09	54	-0.73	79	5.56	82	5.61	43	-0.04	80
78. Classroom equipment/facilities are adequate (campus item 5)	6.27	29	5.38	48	0.89	25	6.29	22	5.46	25	0.84	35	6.04	28	5.25	47	0.79	22	6.31	33	5.60	44	0.71	36
79. A variety of multicultural events and activities are offered (campus item 6)	5.44	82	5.64	21	-0.20	81	5.12	81	5.26	41	-0.14	80	4.33	81	4.95	59	-0.61	76	5.79	80	6.08	5	-0.29	82
80. I feel comfortable with the atmosphere of this campus (campus item 7)	6.31	22	5.82	9	0.49	64	6.24	28	5.60	14	0.64	56	5.96	33	5.88	14	0.08	57	6.39	21	5.98	8	0.40	66
81. Gender equity and equal opportunity exist in the classroom (campus item 8)	6.12	46	5.91	2	0.21	74	5.92	55	5.67	11	0.25	74	5.67	45	5.95	11	-0.29	71	6.35	25	6.12	2	0.23	71
82. A variety of wellness programs are available on campus (campus item 9)	6.01	57	6.07	1	-0.06	77	5.77	67	5.79	5	-0.03	77	5.27	63	6.05	5	-0.78	80	6.35	27	6.15	1	0.20	73
83. I am able to achieve my educational goal at this institution (campus item 10)	6.61	1	5.87	3	0.74	41	6.48	8	5.78	6	0.70	49	6.58	2	6.00	9	0.58	31	6.62	2	6.01	6	0.61	49
84. Institution's commitment to part-time students?	Importance not asked on commitment to population items	5.48	3	Gap not calculated	Importance not asked on commitment to population questions	5.49	3	Gap not calculated	Importance not asked on commitment to population questions	5.25	2	Gap not calculated	Importance not asked on commitment to population questions	5.63	3	Gap not calculated								
85. Institution's commitment to evening students?		5.38	4			5.36	4			4.83	5			5.54	5									
86. Institution's commitment to older, returning learners?		5.52	2			5.71	1			5.58	1			5.57	4									
87. Institution's commitment to under-represented populations?		5.37	5			5.29	5			5.21	3			5.70	2									
88. Institution's commitment to commuters?		5.19	6			5.17	6			4.83	5			5.39	6									
89. Institution's commitment to students with disabilities?		5.58	1			5.57	2			5.09	4			5.80	1									

Orange highlights top 50% in importance; Green highlights college STRENGTHS; Red highlights college CHALLENGES

2010 Noel-Levitz
Student Satisfaction Inventory
 UND College-Level Comparison

# of Respondents	UND - Entire Campus						JDO			LAW			NUR		
	1,636						146			26			116		
	IMP	SAT	GAP	IMP	SAT	GAP	IMP	SAT	GAP	IMP	SAT	GAP	IMP	SAT	GAP
90. Cost as factor in decision to enroll	6.05	1		6.15	2		6.20	1		5.97	2				
91. Financial aid as factor in decision to enroll	5.85	3	Satisfaction not asked on enrollment factor items	5.68	3	Gap not calculated	5.32	4	Satisfaction not asked on enrollment factor items	5.83	3	Satisfaction not asked on enrollment factor items			
92. Academic reputation as factor in decision to enroll	5.96	2		6.33	1		6.08	2		6.03	1				
93. Size of institution as factor in decision to enroll	5.14	6		4.73	6		5.24	5		5.30	6				
94. Opportunity to play sports as factor in decision to enroll	3.19	9		3.05	9		2.37	9		3.45	9				
95. Recommendations from family/friends as factor in decision to enroll	4.84	8		4.45	7		3.96	8		5.04	8				
96. Geographic setting as factor in decision to enroll	5.09	7		4.34	8		5.38	3		5.26	7				
97. Campus appearance as factor in decision to enroll	5.18	4		5.23	4		4.63	6		5.51	4				
98. Personalized attention prior to enrollment as factor in decision to enroll	5.15	5		5.09	5		4.21	7		5.35	5				
99. So far, how has your college experience met your expectations?															
1. Much worse than expected		1%			3%					0%			0%		
2. Quite a bit worse than I expected		1%			2%					0%			3%		
3. Worse than I expected		9%			7%					12%			9%		
4. About what I expected		40%			45%					50%			41%		
5. Better than I expected		27%			24%					15%			34%		
6. Quite a bit better than I expected		12%			8%					23%			10%		
7. Much better than I expected		7%			11%					0%			3%		
Mean Score		4.57			4.54					4.50			4.50		
100. Rate your overall satisfaction with your experience here thus far.															
1. Not satisfied at all		1%			3%					0%			1%		
2. Not very satisfied		2%			1%					4%			1%		
3. Somewhat dissatisfied		6%			9%					12%			8%		
4. Neutral		7%			10%					4%			4%		
5. Somewhat satisfied		20%			23%					12%			20%		
6. Satisfied		44%			34%					58%			53%		
7. Very satisfied		17%			20%					12%			13%		
Mean Score		5.47			5.31					5.42			5.53		
101. All in all, if you had to do it over, would you enroll here again?															
1. Definitely not		2%			3%					4%			1%		
2. Probably not		7%			6%					4%			6%		
3. Maybe not		4%			6%					4%			1%		
4. I don't know		6%			10%					4%			6%		
5. Maybe yes		10%			8%					8%			9%		
6. Probably yes		34%			28%					46%			42%		
7. Definitely yes		33%			38%					31%			34%		
Mean Score		5.56			5.49					5.69			5.82		

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	IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP	
01. Most students feel a sense of belonging here.	5.95	61	5.25	57	0.70	45	5.53	60	5.40	28	0.13	69	6.15	52	5.41	67	0.74	27	6.05	47	5.31	63	0.74	26
02. The campus staff are caring and helpful.	6.27	29	5.34	52	0.93	22	6.08	23	5.32	34	0.76	32	6.32	31	5.41	67	0.91	15	6.18	30	5.51	42	0.67	28
03. Faculty care about me as an individual.	6.15	41	5.13	67	1.02	19	5.97	32	4.92	64	1.05	19	6.16	48	5.04	78	1.12	9	5.82	71	4.89	81	0.93	19
04. Admissions staff are knowledgeable.	6.12	46	5.23	59	0.89	25	5.82	41	5.17	43	0.65	39	6.33	30	5.54	56	0.79	26	5.95	56	5.38	58	0.58	45
05. Financial aid counselors are helpful.	6.17	37	4.90	78	1.27	8	5.80	46	4.84	70	0.96	25	6.17	47	5.45	65	0.72	29	6.12	37	5.22	70	0.91	22
06. My academic advisor is approachable.	6.49	9	5.70	15	0.79	33	6.29	10	5.28	36	1.01	21	6.53	12	5.66	46	0.86	19	6.28	17	5.69	25	0.59	41
07. The campus is safe and secure for all students.	6.49	9	5.80	10	0.69	49	6.19	16	6.07	1	0.13	68	6.67	1	5.78	33	0.89	16	6.37	12	5.72	20	0.65	31
08. The content of the courses within my major is valuable.	6.57	3	5.48	37	1.09	15	6.50	3	5.43	26	1.07	17	6.64	2	5.69	44	0.95	12	6.43	10	5.41	54	1.02	11
09. A variety of intramural activities are offered.	4.93	83	5.54	29	-0.61	83	4.82	80	5.65	13	-0.83	83	5.23	83	5.94	13	-0.71	83	4.93	83	5.60	32	-0.67	83
10. Administrators are approachable to students.	5.90	65	5.12	68	0.78	35	5.46	64	4.98	61	0.48	50	5.98	67	5.33	72	0.65	33	5.91	63	5.29	65	0.61	39
11. Billing policies are reasonable.	6.19	36	4.72	80	1.47	4	6.04	26	4.37	82	1.68	2	6.15	51	5.00	80	1.15	6	6.16	32	4.90	80	1.26	2
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	25	4.93	76	1.36	6	6.00	27	4.72	72	1.28	11	6.38	24	5.31	73	1.07	11	6.14	35	5.13	74	1.02	12
13. Library staff are helpful & approachable.	5.62	76	5.70	15	-0.08	79	4.84	79	5.32	33	-0.48	79	5.60	80	5.92	16	-0.33	82	5.64	79	5.78	18	-0.14	78
14. My academic advisor is concerned about my success as an individual.	6.34	21	5.50	34	0.84	31	6.11	21	5.10	47	1.01	22	6.42	19	5.50	60	0.92	14	5.92	60	5.56	39	0.37	62
15. The staff in the health services area are competent.	6.20	34	5.58	25	0.62	55	5.65	50	5.33	32	0.32	55	6.38	23	5.88	23	0.50	45	6.02	50	5.66	27	0.36	64
16. The instruction in my major field is excellent.	6.59	2	5.50	34	1.09	15	6.52	2	5.09	49	1.43	6	6.64	3	5.82	28	0.82	23	6.27	19	5.46	47	0.82	25
17. Adequate financial aid is available for most students.	6.35	20	4.88	79	1.47	5	6.06	25	4.67	75	1.38	8	6.49	14	5.11	77	1.38	3	6.21	28	5.03	78	1.18	6
18. Library resources and services are adequate.	6.06	53	5.66	18	0.40	67	5.64	52	5.45	24	0.19	64	6.23	39	5.92	18	0.32	63	5.91	62	5.82	13	0.09	72
19. My academic advisor helps me set goals to work toward.	6.05	56	5.18	63	0.87	28	5.79	47	4.68	74	1.11	14	6.13	54	5.26	75	0.87	18	5.83	69	5.26	69	0.57	47
20. The business office is open during hours which are convenient for most students.	5.90	65	5.18	63	0.72	43	5.40	68	4.89	65	0.50	48	6.00	66	5.27	74	0.73	28	5.88	65	5.29	66	0.59	44
21. The amount of student parking space on campus is adequate.	6.14	43	3.49	83	2.65	1	5.88	37	3.79	83	2.08	1	6.22	42	3.66	83	2.56	1	6.13	36	3.62	83	2.51	1
22. Counseling staff care about students as individuals.	6.00	58	5.38	48	0.62	55	5.53	60	5.08	51	0.45	51	6.05	62	5.57	54	0.48	47	5.83	68	5.47	46	0.36	63
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	32	5.03	72	1.19	10	5.96	34	4.96	63	1.00	23	6.31	32	5.45	64	0.86	20	6.48	6	5.40	57	1.08	8
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.55	79	5.68	17	-0.13	80	5.37	71	5.84	4	-0.47	78	5.95	70	5.91	19	0.03	74	5.77	74	5.84	11	-0.07	76
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	16	5.34	52	1.07	17	6.18	17	5.11	46	1.08	15	6.38	22	5.70	42	0.68	32	6.28	16	5.37	59	0.92	20
26. Computer labs are adequate and accessible.	6.13	44	5.80	10	0.33	69	5.83	39	5.55	18	0.28	57	6.10	57	6.06	7	0.04	73	6.27	21	5.96	3	0.31	67
27. The personnel involved in registration are helpful.	6.13	44	5.43	42	0.70	45	5.79	48	5.08	50	0.70	38	6.14	53	5.81	29	0.33	62	6.11	40	5.66	29	0.45	54
28. Parking lots are well-lighted and secure.	6.00	58	5.02	74	0.98	20	5.40	67	5.24	40	0.16	66	6.21	44	5.02	79	1.19	5	6.02	51	5.15	73	0.87	24
29. It is an enjoyable experience to be a student on this campus.	6.43	13	5.64	21	0.79	33	6.20	15	5.62	14	0.58	42	6.56	11	5.98	10	0.58	39	6.42	11	5.76	19	0.65	30
30. Residence hall staff are concerned about me as an individual.	5.70	74	5.08	71	0.62	55	5.00	77	4.80	71	0.20	63	6.03	64	5.52	58	0.50	44	5.91	61	5.35	60	0.57	46

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 UND College-Level Comparison

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	1,636						121						101						108					
	IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.59	78	5.66	18	-0.07	78	4.78	81	5.35	30	-0.57	80	5.88	74	5.91	20	-0.03	75	5.71	75	5.90	7	-0.19	79
32. Tutoring services are readily available.	5.81	71	5.44	39	0.37	68	5.31	74	5.00	59	0.31	56	6.08	61	5.62	52	0.46	52	5.82	70	5.82	15	0.01	74
33. My academic advisor is knowledgeable about requirements in my major.	6.57	3	5.84	6	0.73	42	6.46	5	5.74	8	0.72	37	6.61	6	5.97	11	0.64	34	6.33	14	5.89	8	0.44	55
34. I am able to register for classes I need with few conflicts.	6.54	7	5.39	45	1.15	13	6.38	6	5.04	56	1.34	9	6.57	8	5.78	34	0.80	24	6.53	1	5.62	31	0.91	21
35. The assessment and course placement procedures are reasonable.	6.15	41	5.49	36	0.66	50	5.99	29	5.19	42	0.80	30	6.27	35	5.86	24	0.41	55	6.10	41	5.58	35	0.52	48
36. Security staff respond quickly in emergencies.	6.44	12	5.57	27	0.87	28	5.81	44	5.42	27	0.38	52	6.58	7	5.75	39	0.83	21	6.44	9	5.80	16	0.64	37
37. I feel a sense of pride about my campus.	5.91	64	5.59	23	0.32	71	5.80	45	5.67	10	0.13	67	5.88	75	5.92	17	-0.04	76	5.86	66	5.71	22	0.14	69
38. There is an adequate selection of food available in the cafeteria.	5.97	60	5.12	68	0.85	30	5.83	38	5.28	37	0.56	46	5.89	72	5.48	63	0.41	54	6.22	25	5.28	68	0.95	15
39. I am able to experience intellectual growth here.	6.42	15	5.77	13	0.65	52	6.26	12	5.69	9	0.57	43	6.43	17	6.02	8	0.41	53	6.33	13	5.69	24	0.64	34
40. Residence hall regulations are reasonable.	5.88	67	5.12	68	0.76	37	5.60	55	4.71	73	0.88	28	6.03	64	5.51	59	0.52	43	6.05	46	5.41	55	0.64	33
41. There is a commitment to academic excellence on this campus.	6.36	19	5.44	39	0.92	23	6.16	18	5.03	58	1.14	13	6.39	21	5.80	30	0.59	37	6.06	45	5.44	50	0.62	38
42. There are a sufficient number of weekend activities for students.	5.55	79	5.03	72	0.52	63	5.15	75	4.66	76	0.50	49	5.66	79	5.55	55	0.12	71	5.68	77	5.29	66	0.40	59
43. Admissions counselors respond to prospective students' unique needs and requests.	5.95	61	5.23	59	0.72	44	5.44	66	4.86	67	0.57	44	6.09	60	5.73	40	0.36	59	5.86	66	5.40	56	0.45	53
44. Academic support services adequately meet the needs of students.	6.08	51	5.38	48	0.70	45	5.64	51	5.06	55	0.59	41	6.24	38	5.75	38	0.48	48	6.00	52	5.49	44	0.51	49
45. Students are made to feel welcome on this campus.	6.28	28	5.54	29	0.74	39	5.98	30	5.46	23	0.52	47	6.42	18	5.84	26	0.59	38	6.24	24	5.60	33	0.64	36
46. I can easily get involved in campus organizations.	5.87	68	5.54	29	0.33	69	5.51	62	5.61	15	-0.09	72	5.88	73	5.70	43	0.19	69	5.93	59	5.34	61	0.59	42
47. Faculty provide timely feedback about student progress in a course.	6.37	18	5.17	65	1.20	9	6.07	24	4.49	79	1.58	3	6.37	26	5.42	66	0.95	13	6.32	15	5.09	75	1.23	3
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.07	52	5.33	54	0.74	39	5.57	56	4.85	69	0.72	36	6.10	58	5.63	51	0.47	51	6.03	48	5.44	49	0.59	43
49. There are adequate services to help me decide upon a career.	6.17	37	5.29	55	0.88	27	5.82	40	5.10	48	0.72	35	6.30	34	5.80	30	0.50	46	6.21	27	5.22	71	0.99	13
50. Class change (drop/add) policies are reasonable.	6.09	48	5.54	29	0.55	60	5.81	42	5.07	53	0.75	33	6.22	43	5.85	25	0.37	58	6.06	44	5.55	40	0.51	50
51. This institution has a good reputation within the community.	6.16	39	5.85	5	0.31	72	5.81	43	5.78	7	0.03	70	6.26	36	6.09	4	0.16	70	5.95	57	5.79	17	0.16	68
52. The student center is a comfortable place for students to spend their leisure time.	5.75	73	5.65	20	0.10	75	5.34	72	5.45	25	-0.11	74	5.83	77	5.89	21	-0.06	77	5.64	78	5.72	21	-0.08	77
53. Faculty take into consideration student differences as they teach a course.	6.09	48	5.02	74	1.07	17	5.56	57	4.51	78	1.06	18	6.23	41	5.34	70	0.89	17	5.97	53	5.08	77	0.89	23
54. Bookstore staff are helpful.	5.81	71	5.39	45	0.42	66	5.44	65	5.25	39	0.20	62	5.91	71	5.71	41	0.20	68	5.78	73	5.65	30	0.13	71
55. Major requirements are clear and reasonable.	6.47	11	5.56	28	0.91	24	6.33	9	5.36	29	0.96	24	6.56	10	5.77	36	0.79	25	6.44	8	5.49	43	0.95	16
56. The student handbook provides helpful information about campus life.	5.67	75	5.41	43	0.26	73	4.92	78	5.11	45	-0.19	75	5.97	69	5.58	53	0.39	56	5.69	76	5.56	38	0.13	70
57. I seldom get the "run-around" when seeking information on this campus.	6.21	33	4.56	82	1.65	2	5.94	35	4.40	81	1.54	4	6.18	46	4.92	81	1.26	4	6.07	43	4.88	82	1.19	4
58. The quality of instruction I receive in most of my classes is excellent.	6.55	5	5.36	51	1.19	10	6.37	7	4.85	68	1.52	5	6.52	13	5.39	69	1.13	8	6.49	5	5.30	64	1.18	5
59. This institution shows concern for students as individuals.	6.30	24	5.14	66	1.16	12	5.99	28	4.96	62	1.03	20	6.37	25	5.22	76	1.15	7	6.27	20	5.31	62	0.96	14
60. I generally know what's happening on campus.	5.84	70	5.24	58	0.60	58	5.63	54	5.35	31	0.28	58	5.84	76	5.50	60	0.34	61	5.80	72	5.42	51	0.38	60

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	IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP		IMP		SAT		GAP	
61. Adjunct faculty are competent as classroom instructors.	6.16	39	5.46	38	0.70	45	5.63	53	4.99	60	0.64	40	6.23	40	5.66	47	0.57	40	6.11	38	5.47	45	0.64	35
62. There is a strong commitment to racial harmony on this campus.	5.87	68	5.22	62	0.65	52	5.01	76	5.29	35	-0.28	76	5.98	68	5.76	37	0.22	67	5.90	64	5.42	52	0.48	52
63. Student disciplinary procedures are fair.	6.06	53	5.40	44	0.66	51	5.38	70	5.12	44	0.26	59	6.16	49	5.78	35	0.39	57	6.09	42	5.66	28	0.43	56
64. New student orientation services help students adjust to college.	5.92	63	5.39	45	0.53	61	5.31	73	5.06	54	0.25	60	6.11	56	5.64	49	0.48	49	5.94	58	5.59	34	0.34	65
65. Faculty are usually available after class and during office hours.	6.29	25	5.76	14	0.53	61	6.22	13	5.65	12	0.57	45	6.30	33	5.96	12	0.34	60	6.11	38	5.70	23	0.41	58
66. Tuition paid is a worthwhile investment.	6.51	8	5.23	59	1.28	7	6.36	8	5.07	52	1.29	10	6.61	5	5.49	62	1.12	10	6.48	7	5.45	48	1.02	10
67. Freedom of expression is protected on campus.	6.09	48	5.44	39	0.65	54	5.55	59	5.22	41	0.32	54	6.10	59	5.84	27	0.26	65	6.15	33	5.67	26	0.48	51
68. Nearly all of the faculty are knowledgeable in their field.	6.55	5	5.78	12	0.77	36	6.48	4	5.60	16	0.88	27	6.57	9	5.93	15	0.64	35	6.52	2	5.91	5	0.61	40
69. There is a good variety of courses provided on this campus.	6.41	16	5.84	6	0.57	59	6.09	22	5.86	3	0.23	61	6.45	16	6.14	2	0.31	64	6.51	3	5.86	10	0.66	29
70. Graduate teaching assistants are competent as classroom instructors.	6.26	31	5.28	56	0.98	21	5.98	31	5.03	57	0.95	26	6.36	27	5.53	57	0.83	22	6.26	22	5.21	72	1.05	9
71. Channels for expressing student complaints are readily available.	6.06	53	4.91	77	1.15	14	5.66	49	4.59	77	1.08	16	6.03	63	5.34	71	0.70	31	5.96	55	5.02	79	0.93	17
72. On the whole, the campus is well-maintained.	6.31	22	5.87	3	0.44	65	5.97	33	5.65	11	0.32	53	6.34	29	6.10	3	0.24	66	6.27	18	5.90	6	0.37	61
73. Student activities fees are put to good use.	6.20	34	4.65	81	1.55	3	5.88	36	4.47	80	1.41	7	6.24	37	4.75	82	1.49	2	6.17	31	5.09	76	1.09	7
74. I am able to receive adequate scholastic training and professional development through my academic program (campus item 1)	6.43	13	5.59	23	0.84	31	6.21	14	5.47	22	0.74	34	6.48	15	5.89	22	0.59	36	6.19	29	5.52	41	0.67	27
75. There are opportunities in co-op, internships, student teaching, or other experiential learning experiences (campus item 2)	6.29	25	5.54	29	0.75	38	6.27	11	5.48	21	0.78	31	6.20	45	5.67	45	0.53	42	6.14	34	5.82	14	0.32	66
76. There are opportunities in study abroad that are available through UND (campus item 3)	5.55	79	5.83	8	-0.28	82	4.73	82	5.51	19	-0.77	82	5.79	78	5.99	9	-0.20	80	5.61	80	6.11	1	-0.50	82
77. I have or plan to participate in research activities or conduct research projects (campus item 4)	5.61	77	5.58	25	0.03	76	5.39	69	5.49	20	-0.09	73	5.52	81	5.64	48	-0.13	79	5.10	82	5.42	53	-0.32	80
78. Classroom equipment/facilities are adequate (campus item 5)	6.27	29	5.38	48	0.89	25	6.13	19	4.89	66	1.23	12	6.35	28	5.63	50	0.71	30	6.21	26	5.57	37	0.65	32
79. A variety of multicultural events and activities are offered (campus item 6)	5.44	82	5.64	21	-0.20	81	4.51	83	5.27	38	-0.76	81	5.48	82	5.79	32	-0.31	81	5.46	81	5.87	9	-0.41	81
80. I feel comfortable with the atmosphere of this campus (campus item 7)	6.31	22	5.82	9	0.49	64	6.12	20	5.95	2	0.16	65	6.41	20	5.94	14	0.47	50	6.26	23	5.84	12	0.42	57
81. Gender equity and equal opportunity exist in the classroom (campus item 8)	6.12	46	5.91	2	0.21	74	5.51	63	5.59	17	-0.08	71	6.13	55	6.06	6	0.06	72	5.97	53	5.95	4	0.02	73
82. A variety of wellness programs are available on campus (campus item 9)	6.01	57	6.07	1	-0.06	77	5.55	58	5.84	4	-0.29	77	6.16	50	6.22	1	-0.06	78	6.03	49	6.08	2	-0.05	75
83. I am able to achieve my educational goal at this institution (campus item 10)	6.61	1	5.87	3	0.74	41	6.62	1	5.78	6	0.84	29	6.63	4	6.09	4	0.54	41	6.51	4	5.58	36	0.93	18
84. Institution's commitment to part-time students?	Importance not asked on commitment to population items	5.48	3	Gap not calculated	Importance not asked on commitment to population questions	5.28	4	Gap not calculated	Importance not asked on commitment to population questions	5.69	4	Gap not calculated	Importance not asked on commitment to population questions	5.54	5	Gap not calculated								
85. Institution's commitment to evening students?		5.38	4			5.22	5			5.38	5			5.38	6									
86. Institution's commitment to older, returning learners?		5.52	2			5.35	2			5.80	3			5.55	3									
87. Institution's commitment to under-represented populations?		5.37	5			5.33	3			5.86	2			5.54	4									
88. Institution's commitment to commuters?		5.19	6			5.12	6			5.36	6			5.59	2									
89. Institution's commitment to students with disabilities?		5.58	1			5.64	1			5.98	1			5.83	1									

Orange highlights top 50% in importance; Green highlights college STRENGTHS; Red highlights college CHALLENGES

2010 Noel-Levitz
Student Satisfaction Inventory
 UND College-Level Comparison

# of Respondents	UND - Entire Campus						SEM			SMHS			UNDECIDED		
	1,636						121			101			108		
	IMP	SAT	GAP	IMP	SAT	GAP	IMP	SAT	GAP	IMP	SAT	GAP			
90. Cost as factor in decision to enroll	6.05	1	Satisfaction not asked on enrollment factor items	Gap not calculated	5.96	1	Satisfaction not asked on enrollment factor items	Gap not calculated	6.14	1	Satisfaction not asked on enrollment factor items	Gap not calculated	6.13	2	
91. Financial aid as factor in decision to enroll	5.85	3			5.60	3			5.86	3			6.14	1	
92. Academic reputation as factor in decision to enroll	5.96	2			5.76	2			6.08	2			5.73	3	
93. Size of institution as factor in decision to enroll	5.14	6			5.13	4			5.38	5			5.43	5	
94. Opportunity to play sports as factor in decision to enroll	3.19	9			2.78	9			3.39	9			3.72	9	
95. Recommendations from family/friends as factor in decision to enroll	4.84	8			4.71	8			5.01	8			5.17	8	
96. Geographic setting as factor in decision to enroll	5.09	7			4.81	7			5.31	7			5.22	7	
97. Campus appearance as factor in decision to enroll	5.18	4			5.08	5			5.39	4			5.49	4	
98. Personalized attention prior to enrollment as factor in decision to enroll	5.15	5			4.95	6			5.34	6			5.29	6	
99. So far, how has your college experience met your expectations?															
1. Much worse than expected	1%		1%			1%			1%						
2. Quite a bit worse than I expected	1%		1%			0%			1%						
3. Worse than I expected	9%		11%			6%			12%						
4. About what I expected	40%		39%			43%			40%						
5. Better than I expected	27%		35%			28%			24%						
6. Quite a bit better than I expected	12%		11%			16%			15%						
7. Much better than I expected	7%		4%			6%			7%						
Mean Score	4.57		4.52			4.69			4.57						
100. Rate your overall satisfaction with your experience here thus far.															
1. Not satisfied at all	1%		1%			0%			0%						
2. Not very satisfied	2%		88%			1%			2%						
3. Somewhat dissatisfied	6%		7%			5%			7%						
4. Neutral	7%		4%			6%			7%						
5. Somewhat satisfied	20%		21%			17%			22%						
6. Satisfied	44%		55%			46%			44%						
7. Very satisfied	17%		11%			25%			17%						
Mean Score	5.47		5.52			5.77			5.50						
101. All in all, if you had to do it over, would you enroll here again?															
1. Definitely not	2%		3%			0%			1%						
2. Probably not	7%		7%			3%			6%						
3. Maybe not	4%		2%			3%			2%						
4. I don't know	6%		4%			3%			11%						
5. Maybe yes	10%		12%			9%			16%						
6. Probably yes	34%		36%			39%			31%						
7. Definitely yes	33%		37%			43%			33%						
Mean Score	5.56		5.71			6.07			5.59						

Orange highlights top 50% in importance; Green highlights college STRENGTHS; Red highlights college CHALLENGES