



Minot State
UNIVERSITY®

Institutional Research

A RESEARCH BRIEF FOR FACULTY, STAFF, AND STUDENTS PREPARED BY THE INSTITUTIONAL RESEARCH OFFICE

2017 Student Satisfaction Inventory Results:

The Student Satisfaction Inventory (SSI) is a powerful tool utilized by university administrators to improve the quality of student life and learning. The SSI measures both student satisfactions, with a number of identified campus programs as well as the student priorities. The data gathered from the SSI provides administrators the ability to guide strategic planning, strengthen student retention initiatives, meet accreditation requirements and lay a foundation for future progress in areas identified as needing improvement by student respondents. Sample methodology consisted of electronically inviting all currently enrolled, on campus, students during the spring 2017 semester to participate. Survey invites were sent to 2,455 students, 493 responses were received by the closing date resulting in a 20 percent response rate.

Student Demographics:

A majority of respondents were female (361, 74.5%); between the ages of 25-34 (70.1%) and indicated Caucasian/White (385; 79.2%) as their ethnicity. A vast majority of respondents were enrolled full-time (441; 90.3%) and attended classes primarily during the day-time (453; 92.8%). The class level status was distributed with 73(14.9%) freshmen, 84 (17.1%) sophomore, 127 (25.9%) junior, and 156 (31.9%) seniors. With respect to self-reported GPA a majority reported at least a 3.00 GPA (385; 78.1%). A majority of respondents indicated that MSU was their 1st choice (319; 65.7%) when applying to universities.

Institutional Summary:

The Strategic Planning Overview report, provided by Noel Levitz, Inc., includes institutional strengths and challenges. The data is provided in average means, based on a seven-point scale, with "1" indicating "Not Important/Satisfied at all and "7" indicating "Very Important/Satisfied". The below table are the institutions strengths as identified by Noel Levitz, Inc. that were statistically significantly higher in importance and satisfaction when compared to peer institutions nationally.

Strengths of MSU
My academic advisor is knowledgeable about requirements in my major.
The campus is safe and secure for all students.
My academic advisor is approachable.
Nearly all of the faculty are knowledgeable in their fields.
Security staff respond quickly in emergencies
My academic advisor is concerned about my success as an individual.
I am able to experience intellectual growth here.
Students are made to feel welcome on this campus.
On the whole, the campus is well-maintained.
The personnel involved in registration are helpful.
This institution has a good reputation within the community.
Tutoring services are readily available.
Library resources and services are adequate.
Freedom of expression is protected on campus.
There is a strong commitment to racial harmony on this campus.

The SSI data also identified challenges present at MSU based on student responses, they were: the instruction in my major field is excellent; I am able to register for classes I need with few conflicts; adequate financial aid is available for most students; faculty provide timely feedback; faculty take into consideration student differences; and financial aid counselors are helpful.

Link to Data HERE: [SSI Data](#) [PSOL Data](#)

The Priorities Survey for Online Learners

The Priorities Survey for Online Learners

(PSOL) was conducted in conjunction with the SSI to gather data from online-ONLY students. 499 online-only students were identified and invited to participate in the PSOL. By the close of the administration, 71 students had completed the survey. Yielding a 14% response rate.

Student Demographics:

A majority of student respondents were female (47; 67.1%) and between the ages of 25-34 (27; 38.5%). A vast majority indicated Caucasian/White (56; 80.0%) as their ethnicity. A majority of respondents were enrolled part-time (42; 60.0%), with most (35; 50.0%) being upper classmen. Fifty percent (35) of the respondents indicated full-time employment while enrolled in MSU classes.

Institutional Summary:

The strategic planning overview provided strengths and challenges facing MSU from the perspective of the online learner. The data provided is given in average means based on a seven-point scale, with "1" being "Not Important/Satisfied" and "7" being "Very Important/Satisfied".

Strengths of MSU
Registration for online courses is convenient.
Faculty are responsive to student needs.
My program advisor is accessible by telephone and e-mail.
Program requirements are clear and reasonable.
This institution responds quickly when I request information.
Billing and payment procedures are convenient.
Assessment and evaluations procedures are clear and reasonable.

The PSOL data reports identified challenges present at MSU based on student responses. The four challenges identified were: faculty are responsive to student needs; tuition paid for is a worthwhile investment; the quality of instruction is excellent; and student assignments are clearly defined in the syllabus.

Office of Institutional Research (IR)

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