



## Noel Levitz Student Satisfaction Inventory

Fall 2007

Thank you to the 585 students who participated in the Fall 2007 survey of student satisfaction. For the past ten years, your comments have helped us improve numerous services on campus. Some improvements have been made to: provide easier viewing and access of transfer credit information, student activities and intramural sports, lab and technical upgrades, development of an improved website, revisions to student employment web pages to identify and assist in on campus, off campus, and graduate employment services, campus security awareness campaign, lighting in the parking lot, extension and synchronization of department office hours, updating of student housing apartment communities, marketing of academic advising options, additional student services for weekend/evening college, registration assistance guides on the MyDeVry Student Portal link, the directline (an anonymous student input email address to address concerns) and enhancement of our academic advising program.

### Here's what you liked:

- The amount of student parking space on campus is adequate.
- Library staff are helpful and approachable.
- There is a strong commitment to racial harmony on this campus.
- The student center is a comfortable place for students to spend their leisure time.
- A variety of intramural activities are offered.
- I can easily get involved in campus organizations.
- Most students feel a sense of belonging here.
- There are a sufficient number of weekend activities for students.
- Males and females receive equal treatment on this campus.
- On the whole, the campus is well-maintained.

### Your concerns noted are:

- I am able to register for classes I need with few conflicts.
- Billing policies are reasonable.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Adequate financial aid is available for most students.
- I seldom get the "run-around" when seeking information on this campus.
- Tuition paid is a worthwhile investment.
- Financial Aid counselors are helpful.
- Security responds quickly in emergencies.
- Faculty provide timely feedback about progress in a course.
- My academic advisor is concerned about my success as an individual.

### In response to concerns expressed in the Fall 2007 SSI results, we have done the following:

- Results of the survey were disseminated to staff to assist in training areas of concern or raise awareness of student concerns.
- A student referral guide is available off our home page and in the student handbook.
- Our Student Finance department has planned lunch and learns to share information on financial aid and programs offered and hear your suggestions. Please check your email regularly for upcoming events! The lunch and learns are planned for later this semester and will also be posted in the Toilet Paper!
- A student focus group was held to review and solicit additional input from students in regards to campus security. Information on drills and safety exercise will be disseminated during orientation and on our website. Emergency drills for fire and tornado were held during Spring Semester. Lockdown drills will be coming later in the Fall semester. Student employees will also go through training sessions on campus security to help guide our student population.
- Students are encouraged to register for Emergency Notifications on SIREN located on your MyDeVry Student Portal link.

*There will be future opportunities to be a part of Student Focus Groups. If you would like to be included, please stop by Student Services to sign up or e-mail [khoff@devry.edu](mailto:khoff@devry.edu).*