



## Noel Levitz Student Satisfaction Inventory

Fall 2008

Thank you to the 550 students who participated in the Fall 2008 survey of student satisfaction. For the past eleven years, your comments have helped us improve numerous services on campus. Some improvements have been made to: improve our campus security awareness campaign, provide security training to students, faculty and staff, emergency response notification system, 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, , lighting in the parking lot, synchronization of department office hours, updating of student housing apartment communities, marketing of academic advising options, registration assistance guides on the MyDeVry Student Portal link, 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.
- A variety of intramural activities are offered.
- There is a strong commitment to racial harmony on this campus.
- There are a sufficient number of weekend activities for students.
- I prefer to take some classes online even if the same classes are offered on campus at times convenient to my schedule.
- Males and females receive equal treatment on this campus.
- On the whole, the campus is well-maintained.
- Males and females have equal opportunities to participate in intercollegiate athletics.
- The student center is a comfortable place for students to spend their leisure time.

### Your concerns noted are:

- Financial aid awards are announced to students in time to be helpful in college planning.
- Tuition paid is a worthwhile investment.
- Billing policies are reasonable.
- Adequate financial aid is available for most students.
- Financial Aid counselors are helpful.
- I am able to register for classes I need with few conflicts.
- I seldom get the "run-around" when seeking information on this campus.
- The content of the courses within my major is valuable.
- Faculty provide timely feedback about progress in a course.
- The value of the education I receive is excellent.
- The instruction in my major field is excellent.

### In response to concerns expressed in the Fall 2008 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 Consultants and our Student Success Coaches have teamed to provide a cohesive approach to advising and addressing any student or financial aid concerns.
- Student Success Coaches are available to assist our students with registration each semester.
- A student focus group was held to solicit additional input from students in regards to "Tuition paid is a worthwhile investment. " The students provided suggestions and ideas to better market to our student population the success of our graduates. Graduates are spotlighted each month in the Career Services Newsletter describing their current position and employer. Also, near the computer labs, an Alumni Wall of Fame highlights our success stories. Guest speakers of our alumni association have been involved in club meetings, graduation and classroom visits. Please stop by Career Services to learn more about our graduates success.

*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) .*