

STUDENT SUCCESS CORNERSTONE

Student Satisfaction Metrics Executive Summary, November 2013

	Three-Year Average	Most Recent Data Reported	2020 Goal
NSSE: First Year: Entire education experience at YSU good or excellent	84%	81%	90%
NSSE: Senior Year: Entire education experience at YSU good or excellent	81%	80%	95%
NLSSI: Traditional Students: Very satisfied/satisfied with YSU experience		56%	60%
NLSSI: Adult Students: Very satisfied/satisfied with YSU experience		62%	65%
QOL: Overall Satisfaction with University Housing	80%	81%	85%
ACUHO-I/EBI: Extent satisfied with on-campus housing experience	75%	75%	80%
ACUI/ EBI: Overall satisfaction with student union (Kilcawley Center)	70.50%	70%	75%
CRUSS: Satisfied or very satisfied with Campus Recreation experience		83%	87%

Data Sources	Website	YSU Implementation	New Data Available
NSSE: National Survey of Student Engagement	nsse.iub.edu	2010, 2013	Fall 2016
NLSSI: Noel- Levitz Student Satisfaction Inventory	www.noellevitz.com	2012, 2015	Spring 2015
ACUHO-I/EBI Resident Assessment (National Benchmarking Survey)	www.webebi.com	Annually in February	Summer 2014
QOL: Housing & Residence Life Quality of Life Survey	housing.ysu.edu	Annually in October	Fall 2014
ACUI/ EBI Student Center Assessment (National Benchmarking Survey)	www.webebi.com	Spring 2010, Spring 2013	Summer 2016
CRUSS: Campus Recreation User Satisfaction Survey	ysu.edu/reccenter	Biannually in Spring	Spring 2015