

Noel Levitz Survey of Student Satisfaction

- ❖ **FACULTY AND STAFF:** The College needs your help. **Please ask/encourage/bribe students to complete the survey!**

The goal is a 50% response rate.

What do I say to students?

EYE cert, CCOD, CCTO, CIQS, CMRI, CWHI, ASHT, BSHA, BSMI, BSNC, MSN, MHAD ONLINE classes

[*Post in the class*] Please complete the **Priorities Survey for Online Learners (PSOL)**. Check your mercycollege.edu email for an email from “Dr. Susan Wajert, President, Mercy College of Ohio” with a link to the survey. \$5 Amazon gift card reward for those who complete the survey.

[*Week of Feb. 24th*] is the last chance to complete the **Priorities Survey for Online Learners (PSOL)**. A reminder will be sent **Monday 2/24** to anyone who did not yet complete the survey.

Other ONLINE classes

[*Post in the class*] Did you take the survey from “Dr. Susan Wajert, President, Mercy College of Ohio”? Check your mercycollege.edu email. \$5 Amazon gift card reward for those who complete the survey.

LAND: Faculty and Staff

Did you complete the Student Satisfaction Inventory Survey? [*blank looks*] Have you checked your email?

Look for the email from “Dr. Susan Wajert, President, Mercy College of Ohio.”

It is important to the College that you complete the survey. It is so important that the College will give you a \$5 Amazon gift card just for completing the survey.

[*Week of Feb. 24th*]

Did you complete the Student Satisfaction Inventory Survey? This week is your last chance to complete the survey and get a \$5 gift card. [*student “I deleted the email” Is it still in the deleted folder?*] A reminder will be sent **Monday 2/24** to anyone who did not yet complete the survey.

Other Details – use as you see fit

- The survey is for ALL students.
- The survey takes about **10 to 15 minutes to complete**.
- The survey opens Monday, **February 10, 2020** and will remain open **through Sunday, March 1**.
- There is an **open-ended question** at the end. Those responses are submitted to the College separately. There is NO way to connect responses to the open-ended question to a student or to any of their responses to other survey questions. **Youngstown:** encourage students to start reply with a Y or mention Youngstown particularly if it is about a physical condition on campus.

What is the Noel-Levitz Survey of Student Satisfaction?

A national survey administered by the Ruffalo Noel-Levitz company that asks students to rate items about the College on Importance and Satisfaction. The survey has been administered to Mercy College students every other spring.

This year, there will be two versions of the survey.

Students in **Online Programs** (EYE cert, CCOD, CCTO, CIQS, CMRI, CWHI, ASHT, BSHA, BSMI, BSNC, MSN, MHAD) will be asked to complete the **Priorities Survey for Online Learners (PSOL)**, which is designed specifically for online students.

Students not in online programs will be asked to complete the **Student Satisfaction Inventory (SSI)**. We changed from the version for “Career and Private schools” to the version for 4-year Colleges and Universities so that we can compare results with Colleges more like us. The biggest change is that there are a couple questions about residence halls – and students can respond “Not Applicable” for those questions.

Many questions are similar on the PSOL and the SSI surveys, but each survey has some questions specific to its audience.

How do students respond to the survey?

- **From emails to their mercycollege.edu email address with a link to the survey:** Invitation will be sent 2/10 and Reminders for those who have not yet responded will be sent follow-up emails about once per week. All Invitations and reminders for both versions of the survey have “**From**” field “Dr. Susan Wajert, President, Mercy College of Ohio.”

Subject for the 2/10 Invitation: Reminders will have a different subject line.

[Land] “You can make a difference! Student Satisfaction Inventory survey is now open!”

[Online] “You can make a difference! Priorities Survey for Online Learners is now open!”

- **If a student cannot access their email**, have them go to the Mercy College IT department (Madison 2nd floor) or call 419-251-9898 (Mercy College IT department).
- **If a student opens their email, but cannot access the survey**, they can contact Mary Bergs, mary.bergs@mercycollege.edu, 419-251-1605.

Why should students complete the survey?

- **Student Opinions matter!** The College has made changes based on responses from past surveys.
- **Incentives:** EACH student who completes the survey will get a \$5 Amazon gift card. Each student will also be entered in a drawing for a \$500 gift card. The drawing will be from an email list that does not include survey results.

The Amazon gift cards will be EMAILED to the student’s mercycollege.edu email address after the survey closes – so after March 1 (most likely the week of March 1).

Questions? If you or your students have questions about the survey, contact Mary Bergs, Institutional Research Analyst, mary.bergs@mercycollege.edu, 419-251-1605.