Lindenwood University
Employee Fellow for Service Excellence

Is Lindenwood University Meeting Students' Expectations?
What Truly Matters To Today's Students.

Introduction

The Disney Institute's Q2 Service Excellence program was introduced to Lindenwood University's administration, faculty and staff January 2019. The Q2 Service Excellence program is designed to educate and guide institutions on what it means to deliver high quality service to students, colleagues and the community. Each campus department participated in Q2 workshops and quickly went to work redefining service excellence within each unit and across departments that would inevitably enhance the student experience.

As the University continues to make great strides improving service excellence and positively impacting the campus culture, administration recognized the need to involve students to better understand their needs and expectations.

Purpose

The primary purpose of this Service Excellence Fellowship was to collect qualitative data from students attending Lindenwood University in efforts to gain an understanding on what truly matters to today's college student and learn how Lindenwood can best supports their needs.
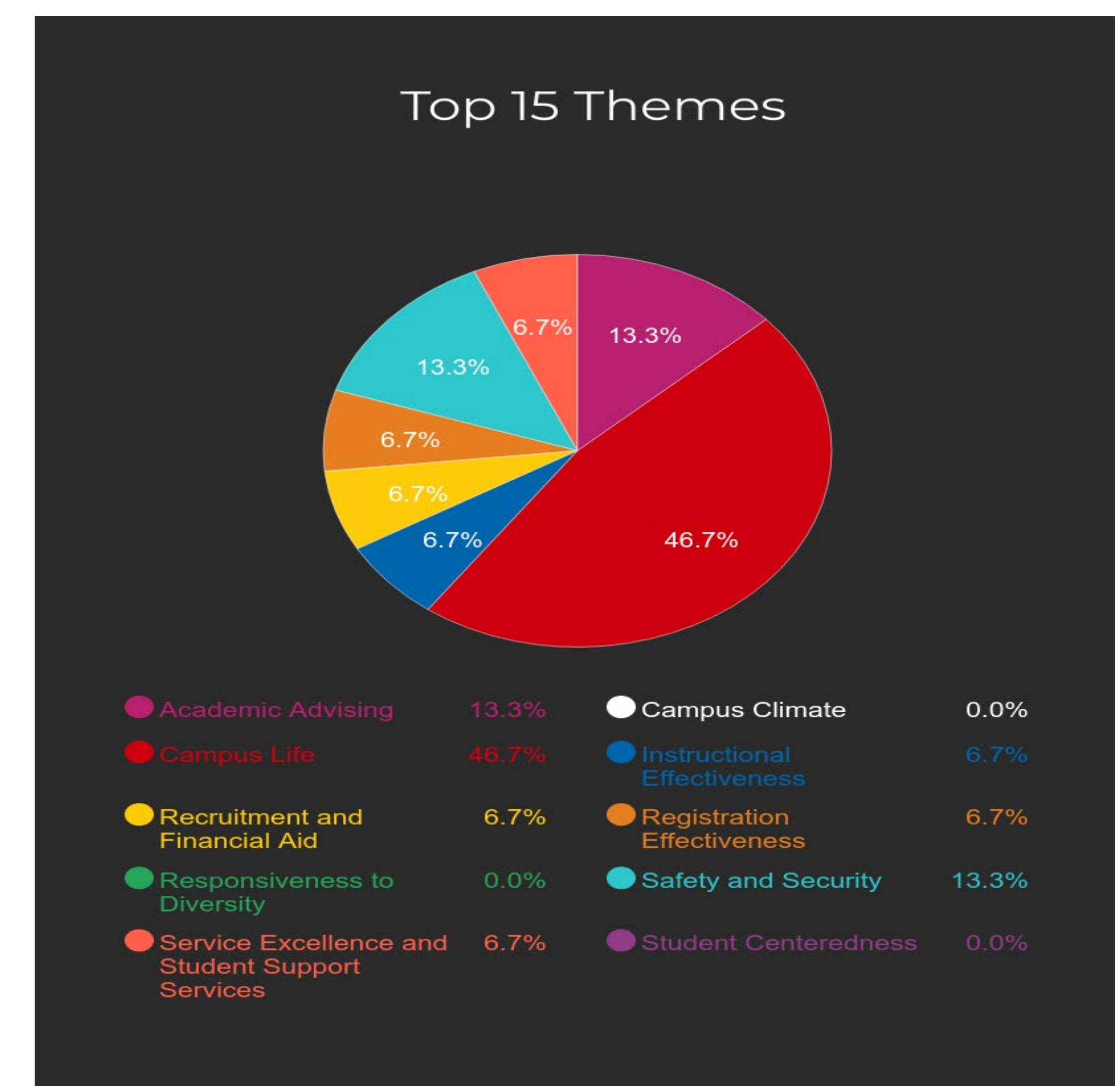

Learning Academy
LINDENWOOD UNIVERSITY

Top 15 Themes

1. Return all you can eat (buffet) but maintain quality
2. Improve the variety of food options (consider dietary needs)
3. Increase campus parking
4. Extend meal plan hours - dining hall open all day
5. Add laundry to houses
6. Advance teaching styles - more interactive and experiential
7. Increase the number of course offerings - more lab offerings
8. Locked-in tuition rate or increase scholarship with increase in tuition
9. Improve lighting across campus
10. Improve living conditions in housing and dorms
11. Implement "rollover" meal swipes (19 meals anytime during the week)
12. Clear and consistent major requirements
13. One efficient and effective means of communication (LU App)
14. Improve climate control in houses and dorms (thermostat control)
15. Improve advising knowledge, care and consistency

Resources: Lindenwood University currently utilizes Noel Levitz's Student Satisfaction Inventory (SSI) assessment tool to measure the degree of importance students place on their academic, business and student services experience and the students' satisfaction with these services.

Methods

- Student Interviews: In-person interview sessions were conducted with over 100 students from across different academic programs and campus organizations. *Note: commuter students were provided an opportunity to complete an anonymous survey*

- Categories from the Student Satisfaction Inventory (SSI) survey were used to guide the discussions and organize the data collected.

Top 15 Themes

● Academic Advising	13.3%	○ Campus Climate	0.0%
● Campus Life	46.7%	● Instructional Effectiveness	6.7%
● Recruitment and Financial Aid	6.7%	● Registration Effectiveness	6.7%
● Responsiveness to Diversity	0.0%	● Safety and Security	13.3%
● Service Excellence and Student Support Services	6.7%	● Student Centeredness	0.0%

Conclusion

In addition to the 2020 SSI data, administrators will use the student feedback to influence future decision making and ensure the student experience remains the focus and purpose of Lindenwood University.