

Student Satisfaction Inventory

12/04/2015



Office of Institutional Effectiveness and Assessment
(605) 256-5101 • Fax: (605) 256-5093 • Email: assessoffice@dsu.edu

Dakota State University • 820 North Washington Ave • Madison SD 57042-1799



2015 SSI Results

Administration

During fall 2015, 282 DSU students (98 freshmen, 50 sophomore, 60 junior, 72 senior and 1 “other class level”) completed the web-based Student Satisfaction Inventory (SSI) produced by Noel-Levitz, Inc. This is 23% response rate (1231 students were asked to complete the survey). The SSI survey measures students’ satisfaction with a wide range of college experiences, programs, and services. This survey provides information on how satisfied students are with DSU and what is most important to them.

This survey was administered to all degree-seeking undergraduate and graduate students who are taking their courses in a face-to-face format. The survey was administered from November 2nd to November 18th, the same amount of time for SSI in the past two iterations. DSU has participated in this survey since spring 2003, with recent iterations in fall 2006, 2008, 2009, 2011, and 2013.



Results

The following table provides the results from 2015, 2013, and 2012. The mean in satisfaction between 2015 and 2013 appears in the November 2015 column for quick comparison.

Item	November 2015				December 2013			November 2011		
	Importance	Satisfaction/SD	Gap	Mean (national)	Importance	Satisfaction/SD	Gap	Importance	Satisfaction/SD	Gap
1. Most students feel a sense of belonging here.	5.71	5.09/1.36	0.62	-0.03	5.64	5.09/1.37	0.55	5.92	5.41/1.36	0.51
2. The campus staff are caring and helpful.	6.22	5.67/1.22	0.55	0.42***	6.28	5.68/1.18	0.60	6.36	5.88/1.11	0.48
3. Faculty care about me as an individual.	6.03	5.56/1.28	0.47	0.48***	6.13	5.66/1.23	0.47	6.26	5.70/1.22	0.56
4. Admissions staff are knowledgeable.	6.09	5.65/1.22	0.44	0.47***	6.07	5.64/1.16	0.43	6.23	5.72/1.22	0.51
5. Financial aid counselors are helpful.	6.07	5.23/1.42	0.84	0.29**	5.99	5.36/1.37	0.63	6.23	5.60/1.34	0.63
6. My academic advisor is approachable.	6.29	5.83/1.55	0.46	0.32**	6.43	6.10/1.26	0.33	6.57	6.14/1.28	0.43
7. The campus is safe and secure for all students.	6.35	5.99/1.16	0.36	0.50***	6.26	6.06/1.02	0.20	6.44	6.09/1.05	0.35



8. The content of the courses within my major is valuable.	6.46	5.46/1.45	1.00	-0.08	6.47	5.51/1.32	0.96	6.56	5.71/1.13	0.85
9. A variety of intramural activities are offered.	4.80	5.13/1.42	-0.33	-0.09	4.95	5.14/1.37	-0.19	5.13	5.29/1.38	-0.16
10. Administrators are approachable to students.	5.83	5.35/1.36	0.48	0.23*	5.90	5.59/1.14	0.31	6.05	5.71/1.13	0.34
11. Billing policies are reasonable.	5.98	5.07/1.42	0.91	0.19	6.04	5.09/1.49	0.95	6.23	5.38/1.33	0.85
12. Financial aid awards are announced to students in time to be helpful to college planning.	6.10	5.09/1.52	1.01	0.11	6.14	5.31/1.36	0.83	6.25	5.49/1.33	0.76
13. Library staff are helpful and approachable.	5.38	5.40/1.32	-0.02	-0.21*	5.46	5.74/1.19	-0.28	5.64	5.79/1.13	-0.15
14. My academic advisor is concerned about my success as an individual.	6.15	5.64/1.51	0.51	0.34***	6.27	5.76/1.34	0.51	6.35	5.84/1.33	0.51
15. The staff in the health services area are competent.	5.70	5.17/1.37	0.53	-0.10	5.74	5.23/1.33	0.51	5.97	5.31/1.49	0.66
16. The instruction in my	6.33	5.53/1.47	0.80	0.04	6.45	5.57/1.31	0.88	6.49	5.76/1.21	0.73



major field is excellent.										
17. Adequate financial aid is available for most students.	6.20	5.01/1.54	1.19	0.04	6.22	5.28/1.38	0.94	6.31	5.34/1.50	0.97
18. Library resources and services are adequate.	5.66	5.51/1.29	0.15	-0.12	5.83	5.75/1.11	0.08	5.99	5.71/1.21	0.28
19. My academic advisor helps me set goals to work toward.	5.70	5.26/1.62	0.44	0.20	5.95	5.42/1.41	0.53	6.10	5.56/1.46	0.54
20. The business office is open during hours which are convenient for most students.	5.78	5.39/1.27	0.39	0.18*	5.79	5.59/1.13	0.20	5.95	5.75/1.15	0.20
21. The amount of student parking space on campus is adequate.	5.85	3.32/1.84	2.53	-0.31*	5.93	3.65/1.87	2.28	6.07	3.93/1.86	2.14
22. Counseling staff care about students as individuals.	5.91	5.61/1.34	0.30	0.48***	5.86	5.69/1.22	0.17	6.07	5.79/1.22	0.28
23. Living conditions in the residence halls are comfortable (adequate space,	6.12	4.92/1.54	1.20	0.08	6.06	5.08/1.42	0.98	6.17	5.06/1.48	1.11



lighting, heat, air, etc.).										
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.78	4.61/1.65	0.17	-0.22*	5.09	4.38/1.67	0.71	5.32	4.89/1.63	0.43
25. Faculty are fair and unbiased in their treatment of individual students.	6.09	5.35/1.33	0.74	0.05	6.20	5.39/1.35	0.81	6.38	5.48/1.32	0.90
26. Computer labs are adequate and accessible.	5.63	5.50/1.31	0.13	-0.03	5.75	5.60/1.27	0.15	5.82	5.71/1.26	0.11
27. The personnel involved in registration are helpful.	6.01	5.60/1.34	0.41	0.35***	6.03	5.66/1.17	0.37	6.22	5.80/1.17	0.42
28. Parking lots are well-lighted and secure.	5.71	5.10/1.40	0.61	0.11	5.72	5.31/1.27	0.41	5.84	5.31/1.47	0.53
29. It is an enjoyable experience to be a student on this campus.	6.19	5.45/1.47	0.74	0.12	6.25	5.43/1.39	0.82	6.39	5.57/1.41	0.82
30. Residence hall staff are concerned about me as an individual.	5.63	5.34/1.51	0.29	0.42***	5.57	5.27/1.42	0.30	5.76	5.17/1.44	0.59



31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.34	5.58/1.30	-0.24	0.10	5.49	5.71/1.19	0.07	6.03	5.82/1.29	0.21
32. Tutoring services are readily available.	5.79	5.71/1.30	0.08	0.20*	5.84	5.77/1.19	0.07	6.03	5.82/1.29	0.21
33. My academic advisor is knowledgeable about requirements in my major.	6.33	5.87/1.41	0.46	0.29**	6.39	5.95/1.32	0.44	6.48	6.09/1.28	0.39
34. I am able to register for classes I need with few conflicts.	6.33	5.33/1.60	1.00	0.30**	6.39	5.50/1.40	0.89	6.52	5.60/1.47	0.92
35. The assessment and course placement procedures are reasonable.	6.04	5.36/1.37	0.68	0.09	6.08	5.49/1.29	0.59	6.19	5.67/1.20	0.52
36. Security staff respond quickly in emergencies.	6.13	5.40/1.27	0.73	0.09	6.03	5.39/1.25	0.64	6.21	5.50/1.39	0.71
37. I feel a sense of pride about my campus.	5.33	5.12/1.54	0.21	-0.09	5.58	5.06/1.49	0.52	5.82	5.28/1.50	0.54
38. There is adequate selection of food	5.83	3.72/1.79	2.11	-0.84***	5.90	4.27/1.78	1.63	6.06	4.25/1.86	1.81



available in the cafeteria.										
39. I am able to experience intellectual growth here.	6.20	5.60/1.23	0.60	0.00	6.16	5.59/1.21	0.57	6.38	5.81/1.07	0.57
40. Residence hall regulations are reasonable.	5.78	5.36/1.40	0.42	0.31**	5.79	5.43/1.29	0.36	5.94	5.50/1.34	0.44
41. There is a commitment to academic excellence on this campus.	6.09	5.57/1.21	0.52	0.14	6.16	5.62/1.16	0.54	6.33	5.81/1.11	0.52
42. There are a sufficient number of weekend activities for students.	5.19	3.97/1.80	1.22	-0.65***	5.41	4.25/1.82	1.16	5.60	4.14/1.81	1.46
43. Admissions counselors respond to prospective students' unique needs and requests.	5.72	5.30/1.32	0.42	0.15	5.87	5.63/1.16	0.24	6.01	5.61/1.30	0.40
44. Academic support services adequately meet the needs of students.	5.88	5.39/1.28	0.49	0.13	5.95	5.59/1.11	0.36	6.05	5.60/1.32	0.45
45. Students are made to feel	6.17	5.53/1.35	0.64	0.11	6.21	5.58/1.31	0.63	6.29	5.68/1.24	0.61



welcome on this campus.										
46. I can easily get involved in campus organizations.	5.72	5.33/1.51	0.39	0.00	5.82	5.64/1.24	0.18	5.95	5.76/1.26	0.19
47. Faculty provide timely feedback about student progress in a course.	6.17	5.12/1.41	1.05	0.01	6.23	5.14/1.51	1.09	6.36	5.33/1.50	1.03
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.19/1.45	0.79	0.03	6.00	5.41/1.30	0.59	6.05	5.55/1.32	0.50
49. There are adequate services to help me decide upon a career.	6.03	5.41/1.37	0.62	0.24*	6.09	5.42/1.33	0.67	6.14	5.52/1.34	0.62
50. Class change (drop/add) policies are reasonable.	6.03	5.65/1.30	0.38	0.24*	5.95	5.69/1.17	0.26	6.08	5.87/1.17	0.21
51. The institution has a good reputation within the community.	5.94	5.82/1.23	0.12	0.28**	5.98	5.67/1.27	0.31	6.20	5.95/1.18	0.25
52. The student center is a comfortable place for students to	5.68	5.38/1.34	0.30	0.05	5.87	5.52/1.32	0.35	6.00	5.72/1.31	0.28



spend leisure time.										
53. Faculty take into consideration student differences as they teach a course.	5.93	5.11/1.50	0.82	0.09	6.03	5.14/1.45	0.89	6.21	5.36/1.38	0.85
54. Bookstore staff are helpful.	5.71	5.70/1.32	0.01	0.17	5.87	6.07/1.14	-0.20	6.04	6.13/1.16	-0.09
55. Major requirements are clear and reasonable.	6.24	5.59/1.29	0.65	0.11	6.24	5.51/1.34	0.73	6.39	5.76/1.27	0.63
56. The student handbook provides helpful information about campus life.	5.30	5.30/1.36	0.00	0.06	5.62	5.40/1.23	0.22	5.81	5.55/1.31	0.26
57. I seldom get the "run-around" when seeking information on this campus.	5.84	5.29/1.48	0.55	0.56***	5.91	5.29/1.34	0.62	6.14	5.58/1.32	0.56
58. The quality of instruction I receive in most of my classes is excellent.	6.32	5.53/1.25	0.79	0.12	6.32	5.48/1.27	0.84	6.43	5.66/1.22	0.77
59. The institution shows concern for students as individuals.	6.08	5.50/1.39	0.58	0.36***	6.18	5.58/1.19	0.60	6.29	5.69/1.28	0.60



60. I generally know what's happening on campus.	5.67	5.29/1.53	0.38	0.29**	5.81	5.34/1.43	0.47	5.86	5.70/1.28	0.16
61. Adjunct faculty are competent as classroom instructors.	5.96	5.39/1.37	0.57	0.02	5.94	5.49/1.20	0.45	6.14	5.68/1.22	0.46
62. There is a strong commitment to racial harmony on this campus.	5.56	5.49/1.32	0.07	-0.02	5.71	5.55/1.16	0.16	5.97	5.71/1.28	0.26
63. Student disciplinary procedures are fair.	5.81	5.54/1.19	0.27	0.12	5.91	5.52/1.18	0.39	5.98	5.68/1.35	0.30
64. New student orientation services help students adjust to college.	5.76	5.43/1.43	0.33	0.21*	5.90	5.51/1.34	0.39	6.05	5.70/1.28	0.35
65. Faculty are usually available after class and during office hours.	6.18	5.66/1.26	0.52	0.00	6.20	5.84/1.20	0.36	6.34	5.88/1.18	0.46
66. Tuition paid is a worthwhile investment.	6.22	5.25/1.43	0.97	0.03	6.30	5.30/1.41	1.00	6.43	5.48/1.44	0.95
67. Freedom of expression is	5.91	5.58/1.28	0.33	0.04	6.00	5.62/1.25	0.38	6.18	5.83/1.21	0.35



protected on campus.										
68. Nearly all of the faculty are knowledgeable in their field.	6.37	5.85/1.23	0.52	0.12	6.34	5.86/1.15	0.48	6.48	5.97/1.09	0.51
69. There is a good variety of courses provided on this campus.	6.21	5.50/1.36	0.71	-0.02	6.19	5.54/1.24	0.65	6.33	5.54/1.33	0.79
70. Graduate teaching assistants are competent as classroom instructors.	5.86	5.44/1.33	0.42	0.19	5.86	5.56/1.13	0.30	6.08	5.56/1.35	0.52
71. Channels for expressing student complaints are readily available.	5.85	4.93/1.57	0.92	0.07	5.86	5.14/1.41	0.72	6.06	5.22/1.54	0.84
72. On the whole, the campus is well-maintained.	6.23	5.94/1.18	0.29	0.31***	6.14	5.86/1.08	0.28	6.32	6.03/1.04	0.29
73. Student activities fees are put to good use.	5.85	4.93/1.54	0.92	0.19	5.93	4.97/1.49	0.96	6.09	5.18/1.52	0.91
74. Campus item: I am able to find, evaluate, and apply information.	5.99	5.54/1.15	0.45		5.98	5.65/1.07	0.33	6.18	5.75/1.10	0.43
75. Campus item: There are high quality student	5.69	4.95/1.48	0.74		5.76	5.15/1.47	0.61	6.39	5.51/1.44	0.88



events and entertainment options on campus throughout the year.										
76. Campus item: The student success program, Starfish, is a suitable tool to find out about performance updates, concerns & referrals.	5.38	4.86/1.71	0.52		5.39	5.02/1.70	0.37	6.30	5.40/1.44	0.90
77. Campus item: The multi-cultural diversity activities within the university are appropriate.	5.30	5.24/1.46	0.06		5.58	5.42/1.23	0.16	5.66	5.65/1.28	0.01
78. Campus item: Involvement in student clubs or organizations have enhanced my college experience.	5.69	5.36/1.53	0.33		5.78	5.53/1.36	0.25	6.36	5.50/1.37	0.86
79. Campus item: The DSU process for paying tuition and fees is understandable.	6.16	5.43/1.48	0.73		6.10	5.52/1.30	0.58	6.19	5.57/1.28	0.62



80. Campus item: Computing and networking services provided are adequate to support my class work.	6.18	5.72/1.33	0.46		6.17	5.69/1.25	0.48	6.39	5.82/1.26	0.57
81. Campus item: Staff monitoring the technology support desk and repair center provided knowledgeable assistance.	6.09	5.44/1.66	0.65		6.16	5.78/1.15	0.38	6.34	5.82/1.23	0.52
82. Campus item: My questions on how to use D2L were answered in a timely manner by the DSU staff.	6.00	5.85/1.27	0.15		6.02	5.76/1.17	0.26	6.17	5.99/1.15	0.18
83. Campus item: I am able to utilize WebAdvisor to access critical student information.	6.15	5.79/1.34	0.36		6.21	6.06/1.01	0.15	6.37	6.15/1.07	0.22
84. Institution's commitment to part-time students?		5.38/1.20				5.56/1.23			5.75/1.14	
85. Institution's commitment to evening students?		5.31/1.25				5.32/1.39			5.62/1.23	



86. Institution's commitment to older, returning learners?		5.53/1.19				5.62/1.24			5.78/1.25	
87. Institution's commitment to under-represented populations?		5.39/1.29				5.53/1.28			5.77/1.17	
88. Institution's commitment to commuters?		5.37/1.37				5.38/1.39			5.72/1.19	
89. Institution's commitment to students with disabilities?		5.68/1.24				5.80/1.21			5.90/1.21	
90. Cost as a factor in decision to enroll.	6.10				6.06			6.13		
91. Financial aid as factor in decision to enroll.	5.87				5.89			6.09		
92. Academic reputation as factor in decision to enroll.	5.83				5.91			6.11		
93. Size of institution as factor in decision to enroll.	5.65				5.50			5.71		
94. Opportunity to play sports as factor in decision to enroll.	3.60				3.79			3.72		



95. Recommendations from family/friends as factor in decision to enroll.	4.73				4.84			4.98		
96. Geographic setting as factor in decision to enroll.	5.14				5.18			5.46		
97. Campus appearance as factor in decision to enroll.	5.03				5.16			5.32		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.29									

*Difference statistically significant at the .05 level
 **Difference statistically significant at the .01 level
 ***Difference statistically significant at the .001 level

Strengths and Challenges

Based on scores between satisfaction and importance, gaps are identified. Depending on the size of those gaps, these items can be coded as strengths or challenges. In keeping with the theme above of the past three iterations of the survey, the strengths and challenges for the last three survey iterations are listed below.

2015

Strengths



68. Nearly all of the faculty are knowledgeable in their field.

7. The campus is safe and secure for all students.

33. My academic advisor is knowledgeable about requirements in my major.

6. My academic advisor is approachable.

55. Major requirements are clear and reasonable.

72. On the whole, the campus is well-maintained.

2. The campus staff are caring and helpful.

39. I am able to experience intellectual growth here.

65. Faculty are usually available after class and during office hours.

80. Campus item: Computing and networking services provided are adequate to support my class work.

14. My academic advisor is concerned about my success as an individual.

83. Campus item: I am able to utilize WebAdvisor to access critical student information.

4. Admissions staff are knowledgeable.

50. Class change (drop/add) policies are reasonable.

27. The personnel involved in registration are helpful.

82. Campus item: My questions on how to use D2L were answered in a timely manner by the DSU staff.

Challenges

8. The content of the courses within my major is valuable.

16. The instruction in my major field is excellent.

34. I am able to register for classes I need with few conflicts.

58. The quality of instruction I receive in most of my classes is excellent.

66. Tuition paid is a worthwhile investment.

17. Adequate financial aid is available for most students.



29. It is an enjoyable experience to be a student on this campus.

- 47. Faculty provide timely feedback about student progress in a course.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 5. Financial aid counselors are helpful.
- 11. Billing policies are reasonable.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.

2013

Strengths

- 6. My academic advisor is approachable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 2. The campus staff are caring and helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 7. The campus is safe and secure for all students.
- 83. Campus item: I am able to utilize WebAdvisor to access critical student information.
- 65. Faculty are usually available after class and during office hours.
- 80. Campus item: Computing and networking services provided are adequate to support my class work.
- 81. Campus item: Staff monitoring the technology support desk and repair center provided knowledgeable assistance.
- 72. On the whole, the campus is well-maintained.
- 3. Faculty care about me as an individual.
- 27. The personnel involved in registration are helpful.



82. Campus item: My questions on how to use D2L were answered in a timely manner by the DSU staff.

51. This institution has a good reputation within the community.

Challenges

8. The content of the courses within my major is valuable.

16. The instruction in my major field is excellent.

34. I am able to register for classes I need with few conflicts.

58. The quality of instruction I receive in most of my classes is excellent.

66. Tuition paid is a worthwhile investment.

29. It is an enjoyable experience to be a student on this campus.

55. Major requirements are clear and reasonable.

47. Faculty provide timely feedback about student progress in a course.

17. Adequate financial aid is available for most students.

25. Faculty are fair and unbiased in their treatment of individual students.

12. Financial aid awards are announced to students in time to be helpful in college planning.

49. There are adequate services to help me decide upon a career.

23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

11. Billing policies are reasonable.

53. Faculty take into consideration student differences as they teach a course

2011

Strengths

6. My academic advisor is approachable.



- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 7. The campus is safe and secure for all students.
- 80. Campus item: Computing and networking services provided are adequate to support my class work.
- 39. I am able to experience intellectual growth here.
- 83. Campus item: I am able to utilize WebAdvisor to access critical student information.
- 2. The campus staff are caring and helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 65. Faculty are usually available after class and during office hours.
- 81. Campus item: Staff monitoring the technology support desk and repair center provided knowledgeable assistance.
- 41. There is a commitment to academic excellence on this campus.
- 72. On the whole, the campus is well-maintained.
- 27. The personnel involved in registration are helpful.
- 51. This institution has a good reputation within the community.
- 67. Freedom of expression is protected on campus.

Challenges

- 8. The content of the courses within my major is valuable.
- 34. I am able to register for classes I need with few conflicts.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 29. It is an enjoyable experience to be a student on this campus.
- 75. Campus item: Instructors respond to emails within 24 hours.
- 25. Faculty are fair and unbiased in their treatment of individual students.



47. Faculty provide timely feedback about student progress in a course.

78. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.

69. There is a good variety of courses provided on this campus.

17. Adequate financial aid is available for most students.

76. Campus item: Instructors communicate with the students about how long it takes to return graded assignments, tests a

12. Financial aid awards are announced to students in time to be helpful in college planning.

11. Billing policies are reasonable.

53. Faculty take into consideration student differences as they teach a course.