

2005 Student Satisfaction Survey

Executive Summary

During Spring 2005, 389 DSU students completed the web-based Student Satisfaction Inventory (SSI) produced by Noel-Levitz, Inc. The SSI 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. DSU's ratings are compared to over 100,000 students from four-year public universities around the country.

DSU students gave very high satisfaction ratings to their computer abilities and to the campus. The top ranked items based on average satisfaction are: The campus is safe and secure, I am able to utilize WebAdvisor to access critical student information, Computer usage in my courses reinforces and/or expands my computer skills, On the whole, the campus is well-maintained, and This institution has a good reputation within the community. DSU students' average satisfaction ratings were significantly higher than the national user norms on 52 of the 73 items rated.

Students also rated the importance of various factors in their decision to enroll at DSU. The majority of the students indicated that "Academic reputation" and "Cost" were most important in their decision to enroll at DSU.

The Student Satisfaction Inventory allows students to rate both the importance of specific items and their satisfaction with those items. A performance gap is then calculated by taking the difference in the importance rating and the satisfaction rating. A large performance gap score for an item (e.g., 1.5) indicates that the institution is not meeting students' expectations. A small or zero performance gap score (e.g., ≤ 0.50) indicates that an institution is meeting students' expectations, and a negative gap score indicates that an institution is exceeding students' expectations.

Areas of Strength: High Importance and High Satisfaction (Low performance gaps)

The following areas had an average importance rating of greater than six (on a scale of one to seven). Satisfaction with these areas was also high with an average satisfaction rating of greater than or equal to five and one-half. The performance gap was less than or equal to 0.5.

- The campus is safe and secure for all students. (performance gap: 0.29)
 - Ranked 1st in satisfaction and tied for 19th in importance
- On the whole, the campus is well-maintained. (performance gap: 0.34)
 - Tied for 3rd in satisfaction and tied for 32nd in importance
- Computer usage in my courses reinforces and/or expands my computer skills. (performance gap: 0.38)
 - Tied for 3rd in satisfaction and tied for 28th in importance
- I am able to utilize WebAdvisor to access critical student information. (performance gap: 0.49)
 - Ranked 2nd in satisfaction and 14th in importance

Areas with moderate performance gaps

The following areas had an average importance rating of greater than six (on a scale of one to seven). Satisfaction with these areas was relatively high with an average satisfaction of greater than 5.25. The performance gap was greater than 0.50 and less than or equal to 0.75.

- The campus staff are caring and helpful. (performance gap: 0.71)
 - Tied for 11th in satisfaction and ranked 22nd in importance
- Computing & Networking services provided are adequate to support my class work. (performance gap: 0.74)
 - Ranked 19th in satisfaction and tied for 23rd in importance
- Staff monitoring the technology support desk & repair center provided knowledgeable assistance. (performance gap: 0.73)
 - Tied for 21st in satisfaction and 28th in importance
- Faculty care about me as an individual. (performance gap: 0.70)
 - Tied for 27th in satisfaction and ranked 37th in importance

Areas of Concern: High Importance and Lower Satisfaction (high performance gaps)

The following areas had an average importance rating of greater than or equal to six (on a scale of one to seven). Satisfaction with these areas was relatively high with an average satisfaction of greater than 5.25. The performance gap was greater than 0.75.

- Major requirements are clear and reasonable. (performance gap: 0.76)
 - Ranked 7th in satisfaction and 9th in importance
- Nearly all of the faculty are knowledgeable in their field. (performance gap: 0.83)
 - Ranked 8th in satisfaction and 4th in importance
- Faculty are usually available after class and during office hours. (performance gap: 0.77)
 - Tied for 11th in satisfaction and 15th in importance
- It is an enjoyable experience to be a student on this campus. (performance gap: 0.86)
 - Tied for 21st in satisfaction and 13th in importance
- There is a commitment to academic excellence on this campus. (performance gap: 0.81)
 - Tied for 23rd in satisfaction and 19th in importance
- I am able to experience intellectual growth here. (performance gap: 0.86)
 - Tied for 27th in satisfaction and ranked 18th in importance
- This institution shows concern for students as individuals. (performance gap: 0.85)
 - Tied for 33rd in satisfaction and 19th in importance
- Admissions staff are knowledgeable. (performance gap: 0.78)
 - Tied for 39th in satisfaction and ranked 31st in importance
- The content within my major is valuable. (performance gap: 1.12)
 - Tied for 25th in satisfaction and ranked 1st in importance
- The instruction in my major field is excellent. (performance gap: 1.12)
 - Tied for 39th in satisfaction and ranked 2nd in importance
- The quality of instruction I receive in most of my classes is excellent. (performance gap: 1.01)
 - Tied for 33rd in satisfaction and ranked 7th in importance

- My academic advisor is knowledgeable about requirements in my major. (performance gap: 1.00)
 - Tied for 36th in satisfaction and ranked 8th in importance
- Students are made to feel welcome on this campus. (performance gap: 0.78)
 - Tied for 31st in satisfaction and ranked 27th in importance