

Student Satisfaction Inventory (SSI) 2022



Office of Institutional Research

Purpose and Background

- ❑ The SSI is a survey instrument designed by Ruffalo Noel Levitz as a tool to strengthen the quality of student experience through precise, comprehensive assessment¹
- ❑ Items/Questions form twelve comprehensive scales² in addition to identifying performance gaps between student satisfaction and importance scores
 - Strengths – high importance and high satisfaction
 - Challenges – high importance and low satisfaction and/or large performance gap
- ❑ Administered to students enrolled in Online Bachelor's programs during Spring 2022

¹ Source: <https://www.ruffalonl.com/complete-enrollment-management/student-success/student-satisfaction-assessment/student-satisfaction-inventory>

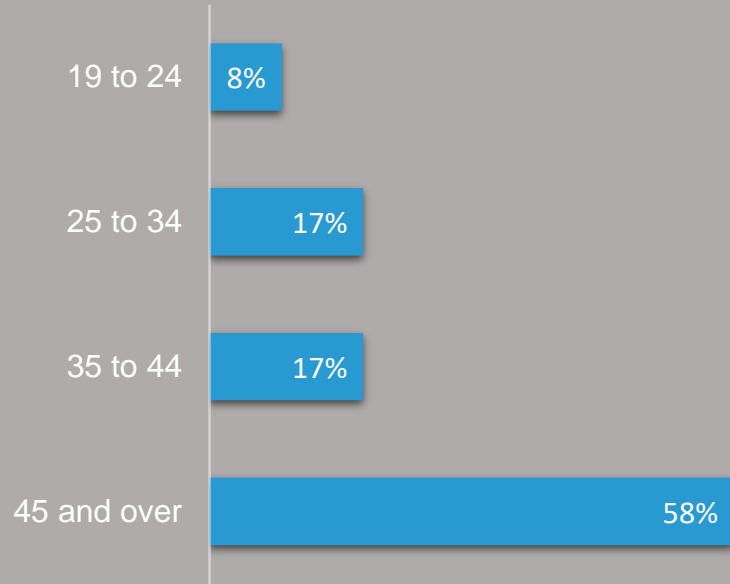
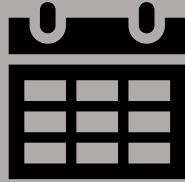
² Please note some items may appear on more than one scale

Results

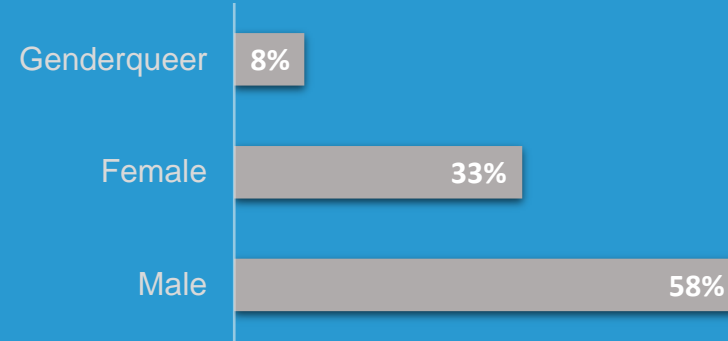
DEMOGRAPHICS

Demographics

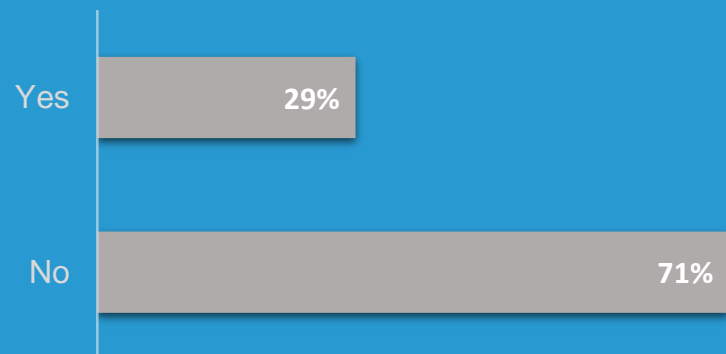
AGE



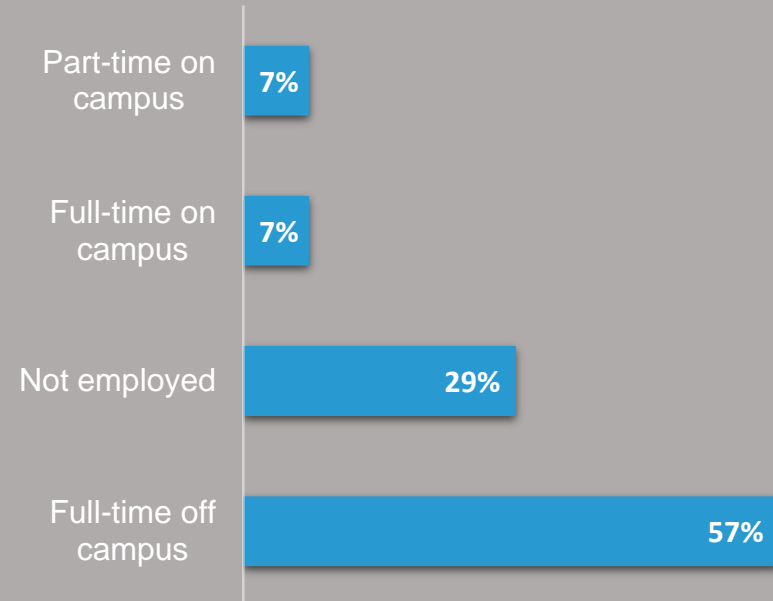
GENDER



DISABILITY

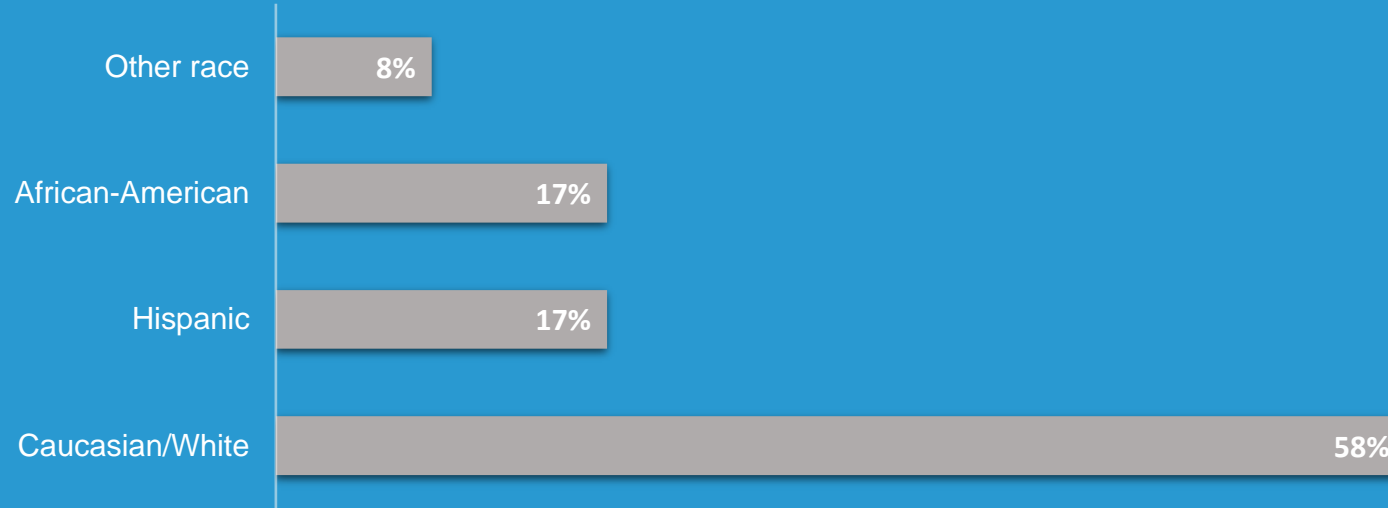


EMPLOYMENT

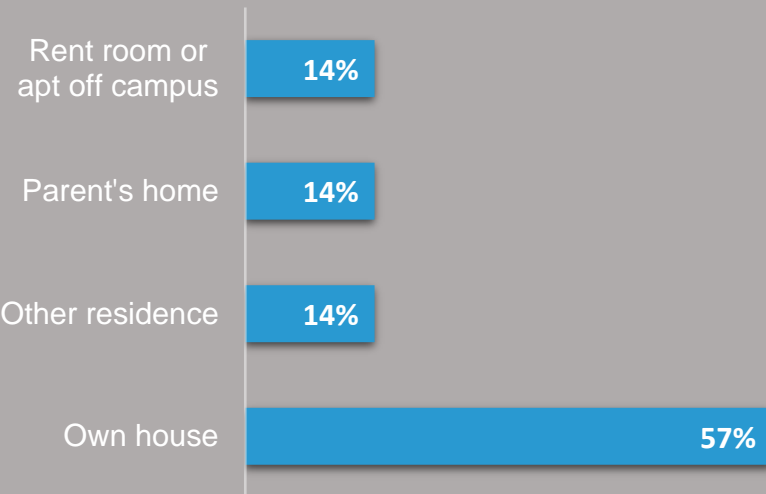


Demographics (cont.)

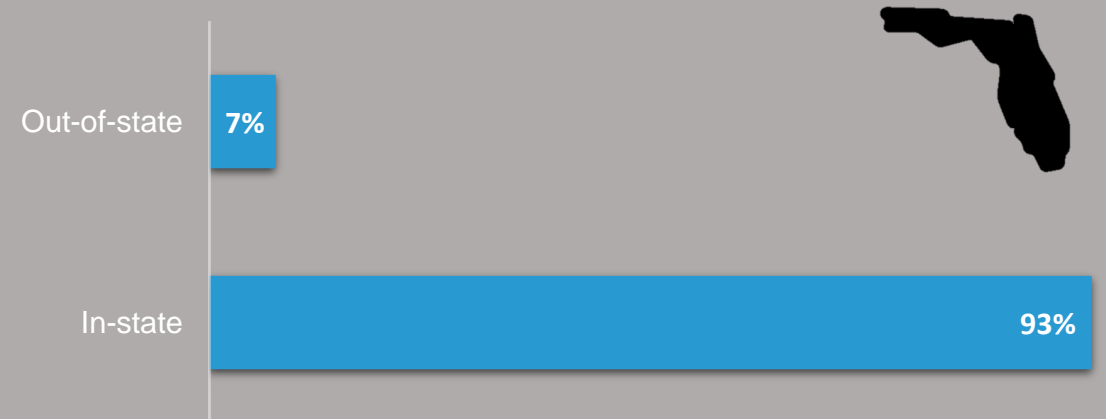
ETHNICITY/RACE



CURRENT RESIDENCE

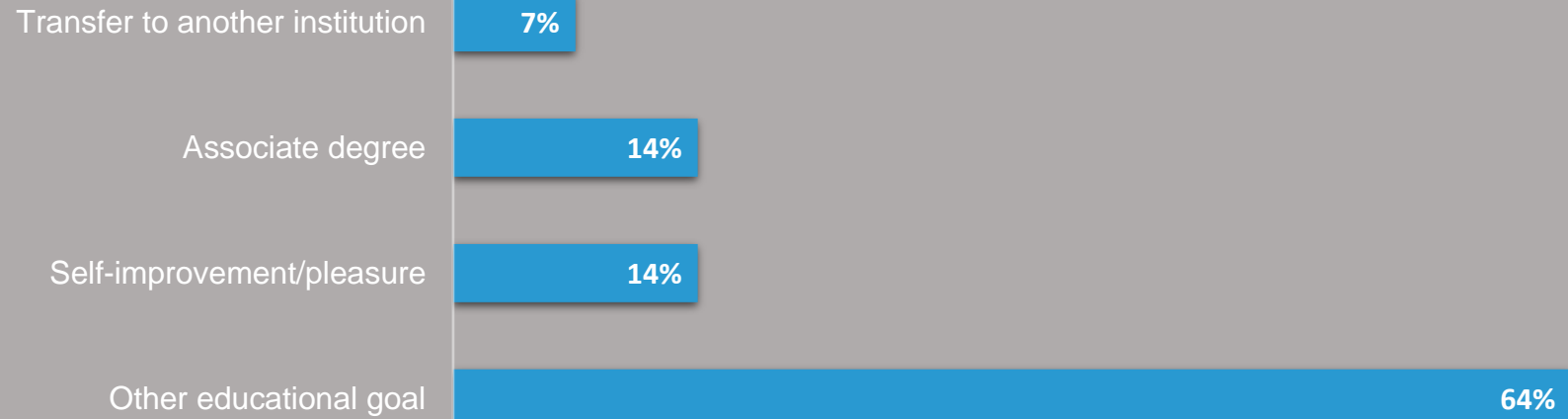


RESIDENCE CLASSIFICATION

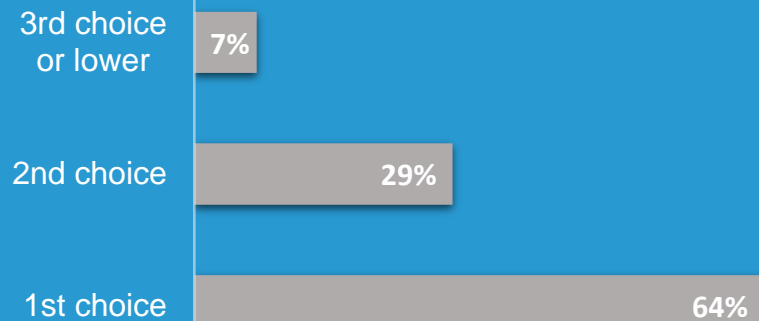


Demographics (cont.)

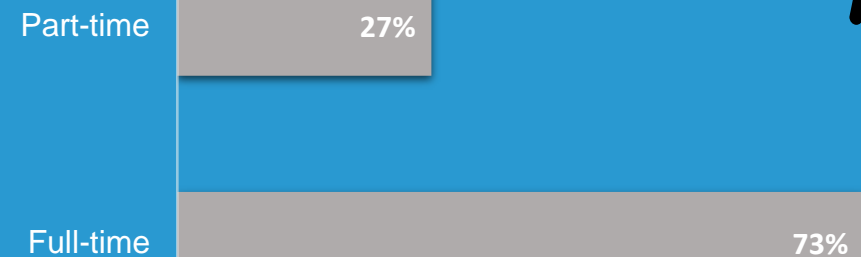
EDUCATIONAL GOAL



INSTITUTION WAS MY:

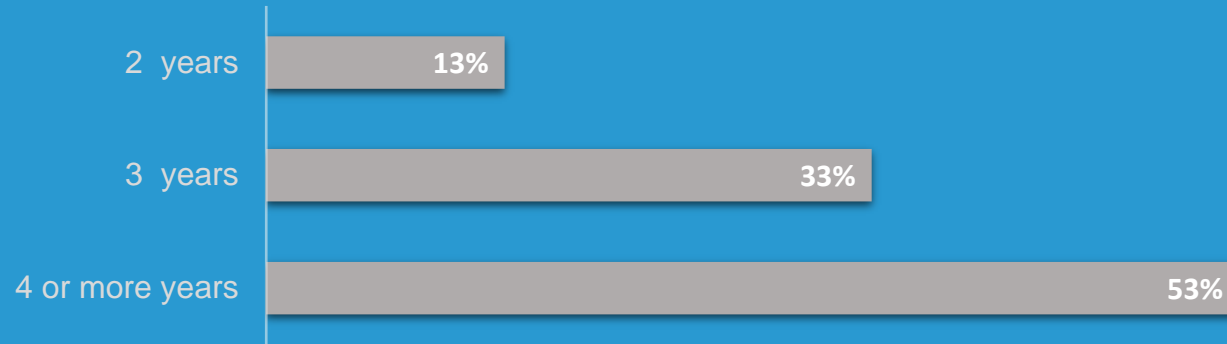


CURRENT CLASS LOAD

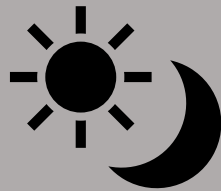
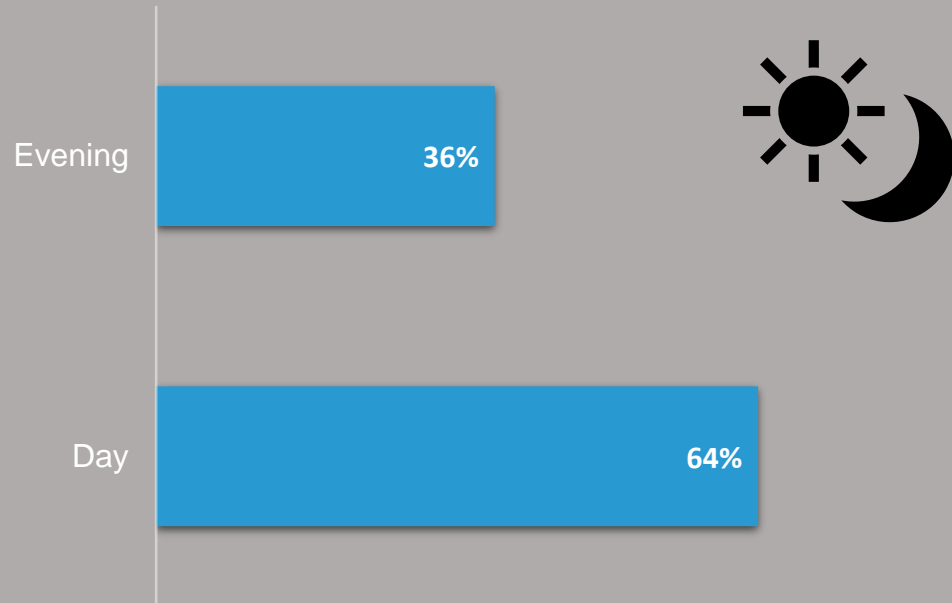


Demographics (cont.)

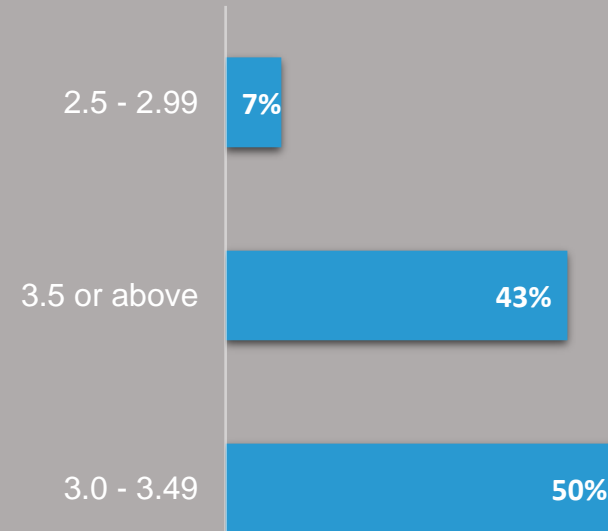
CLASS LEVEL



CURRENT ENROLLMENT STATUS

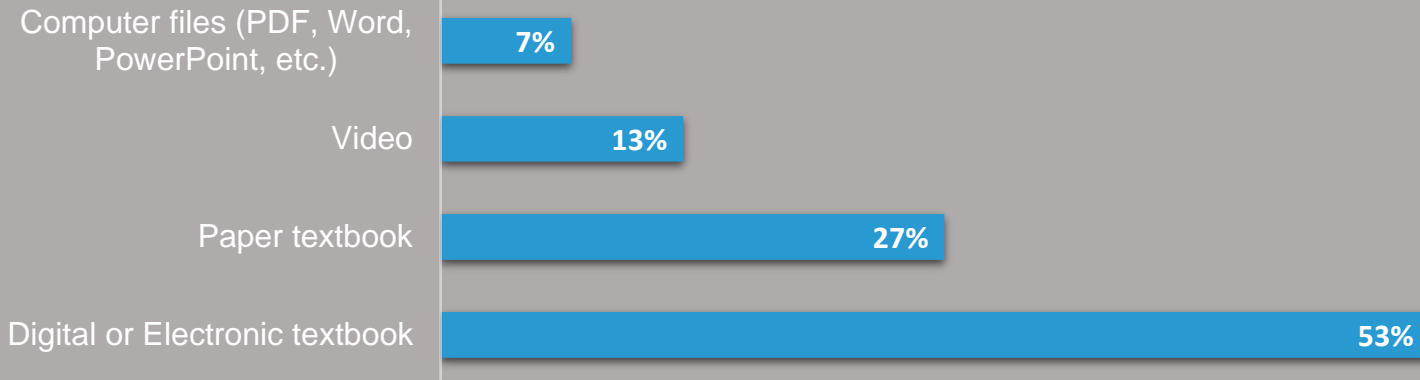


CURRENT GPA



Demographics (cont.)

WHEN TAKING AN ONLINE COURSE, HOW DO YOU PREFER RECEIVING CONTENT?



HOW DO YOU ACCESS YOUR ONLINE COURSE(S)





Results

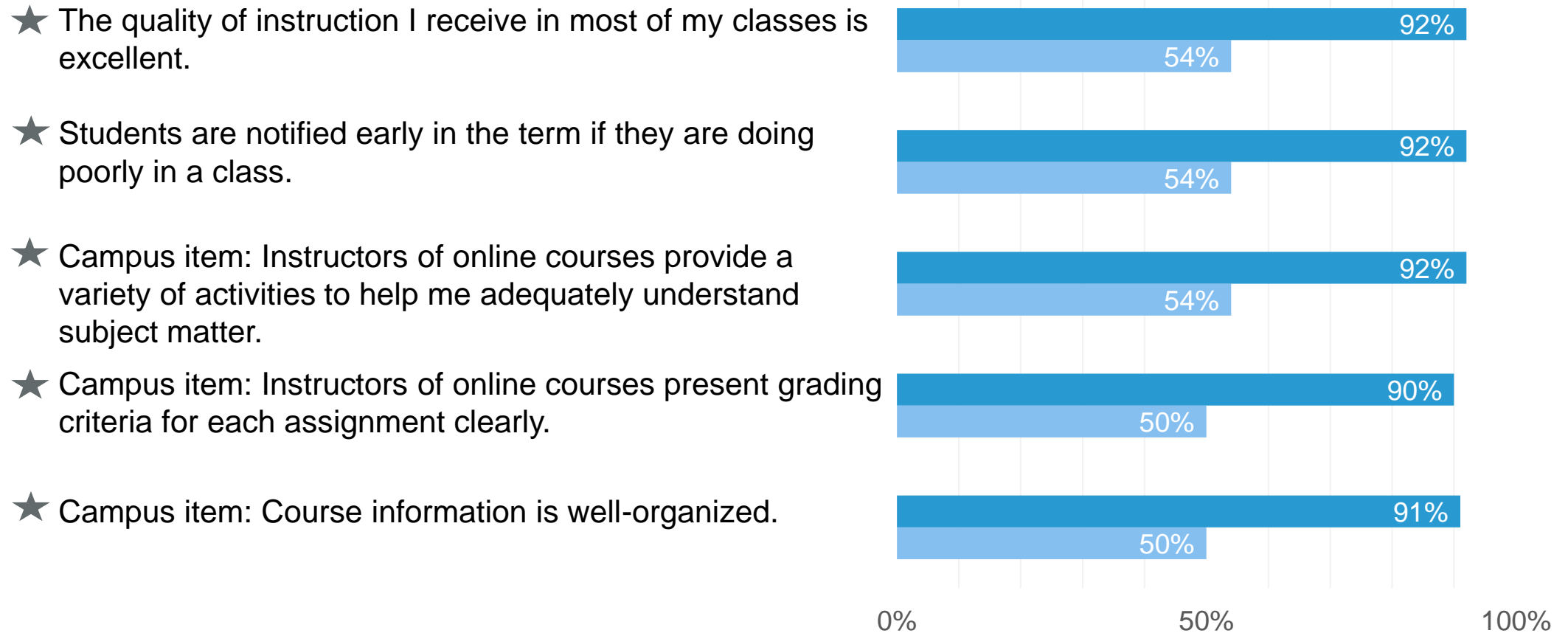
SCALES

Scales by Performance Gap

Scale	Importance	Satisfaction	SD	Gap
Instructional Effectiveness	6.43	5.34	1.88	1.09
Academic Advising/Counseling	6.42	5.51	1.87	0.91
Concern for the Individual	6.15	5.36	1.86	0.79
Admissions and Financial Aid	6.37	5.8	1.27	0.57
Registration Effectiveness	6.41	5.87	1.12	0.54
Campus Climate	6.06	5.66	1.75	0.40
Service Excellence	6.08	5.8	1.85	0.28
Campus Support Services	6.04	5.83	1.23	0.21
Student Centeredness	6.03	5.85	1.71	0.18
Academic Services	6.37	6.22	0.76	0.15
Safety and Security	6.48	6.47	1.14	0.01

Top 5 Performance Gaps

■ Important or Very Important ■ Satisfied or Very Satisfied



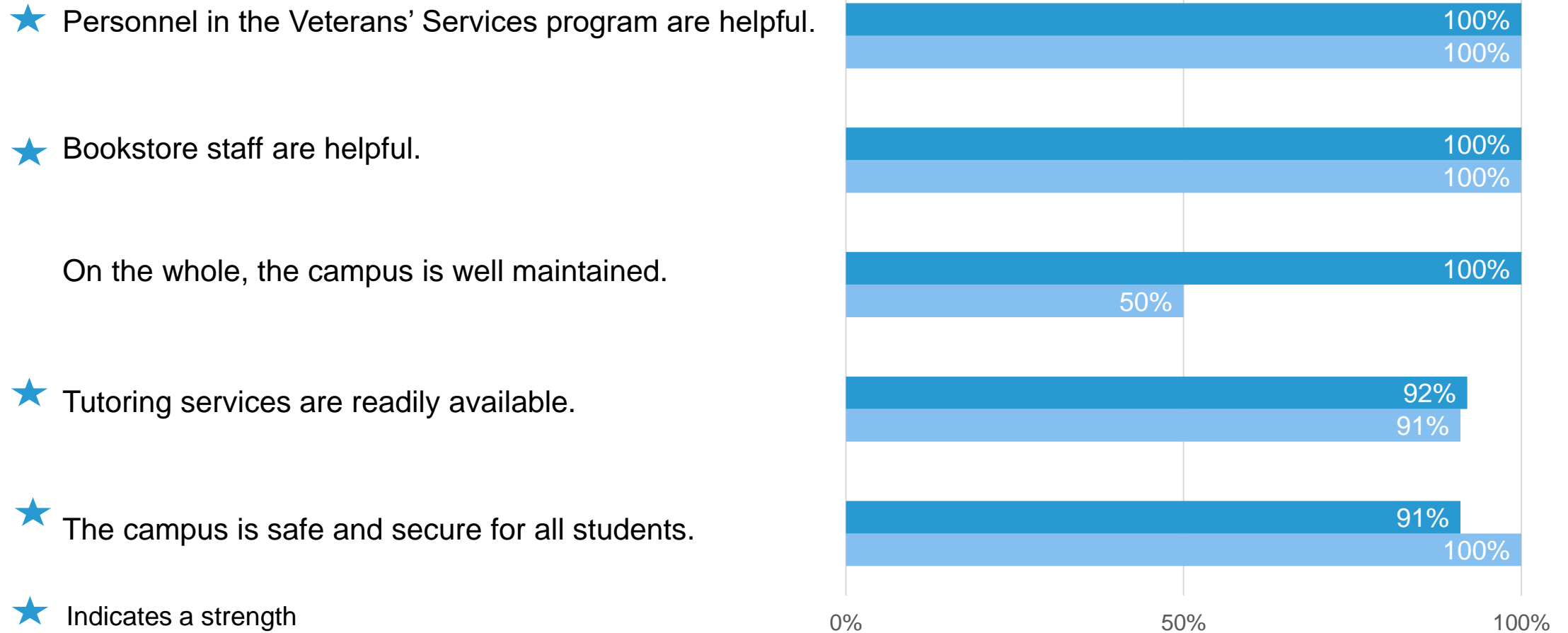
★ Indicates a challenge

Results

ITEM PERCENTAGES

Top 5: Satisfaction

■ Satisfied or Very Satisfied ■ Important or Very Important



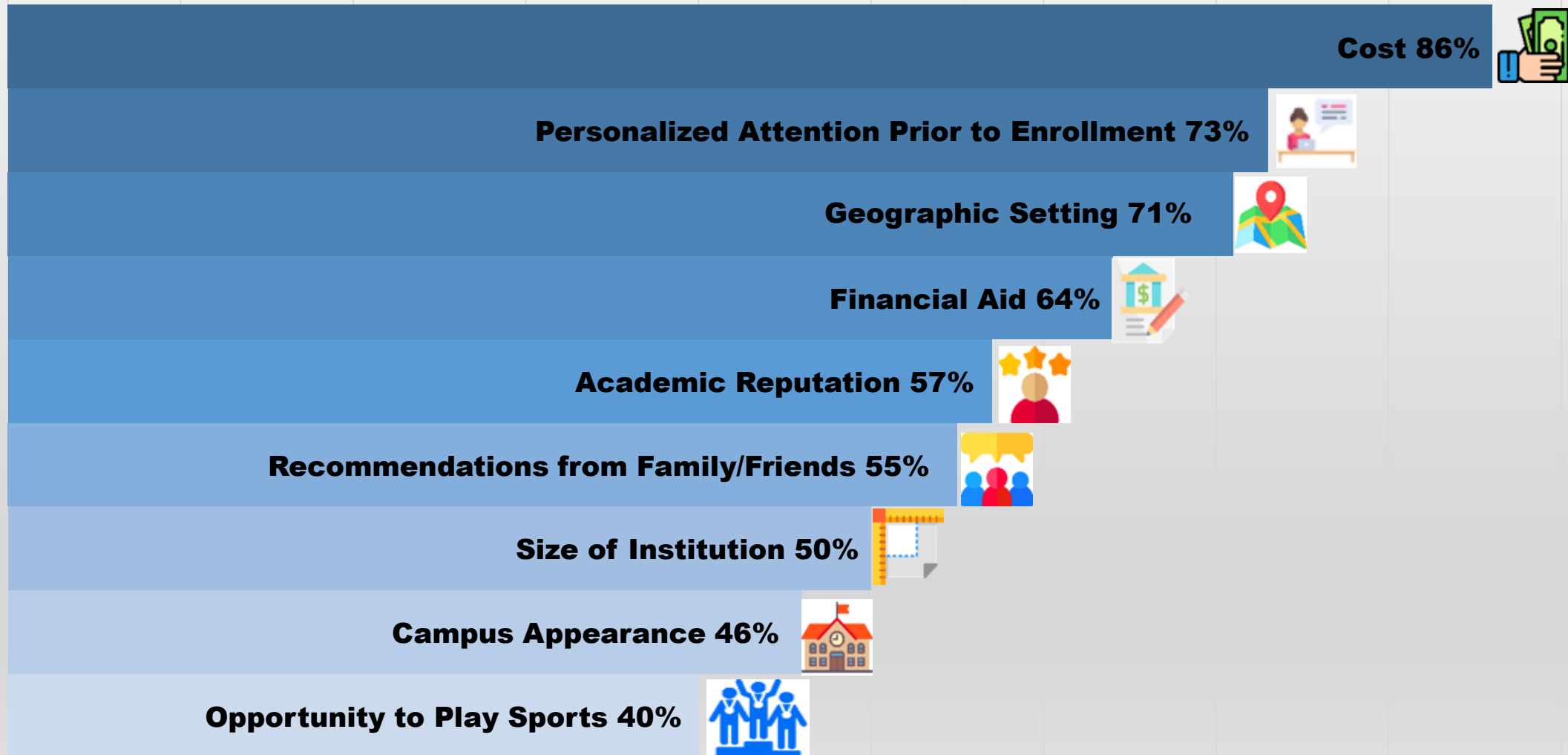
★ Indicates a strength

Results

STUDENT EXPERIENCE SUMMARY

Student Motivational Factors: Pre-Enrollment

Factors reported as important or very important to the decision to enroll at Daytona State College



Student Experience: Diverse Populations

Students reported **satisfied or very satisfied** with the institution's commitment to each of the following diverse populations:

Evening Students 75%



Part-Time Students 75%



Under-represented Students 73%



Older, Returning Learners 71%



Commuters 70%



Students with Disabilities 60%



Student Experience: Summary

Q: So far, how has your college experience met your expectations?



49% report their experience at DSC as **better or much better** than expected or higher.

Q: Rate your overall satisfaction with your experience at DSC thus far.



74% rate their overall satisfaction so far as **satisfied or very satisfied**

Q: All in all, if you had to do it all over, would you enroll at DSC again?



75% report they would **probably or definitely** enroll at DSC again