Student Satisfaction Inventory (SSI) 2023

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 assessment[1]
- Items/Questions form twelve comprehensive scales[2] 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 2023

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

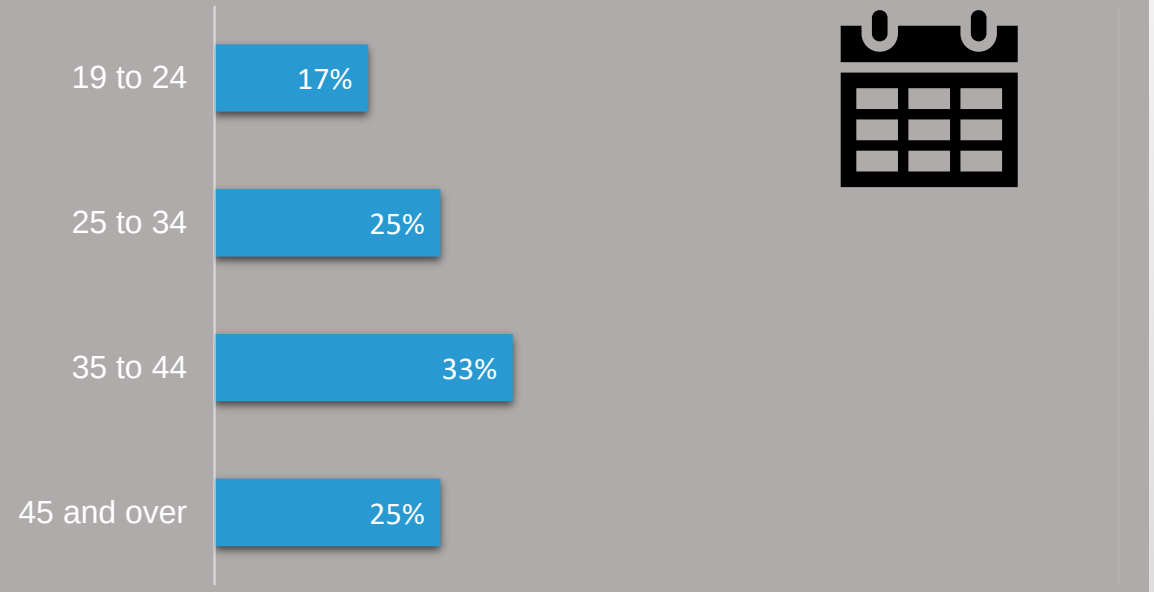
[2] Please note some items may appear on more than one scale

Results

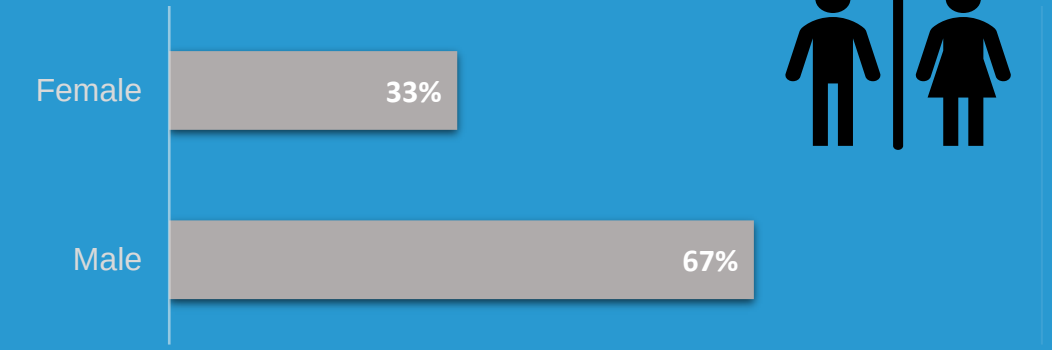
DEMOGRAPHICS

Demographics

AGE

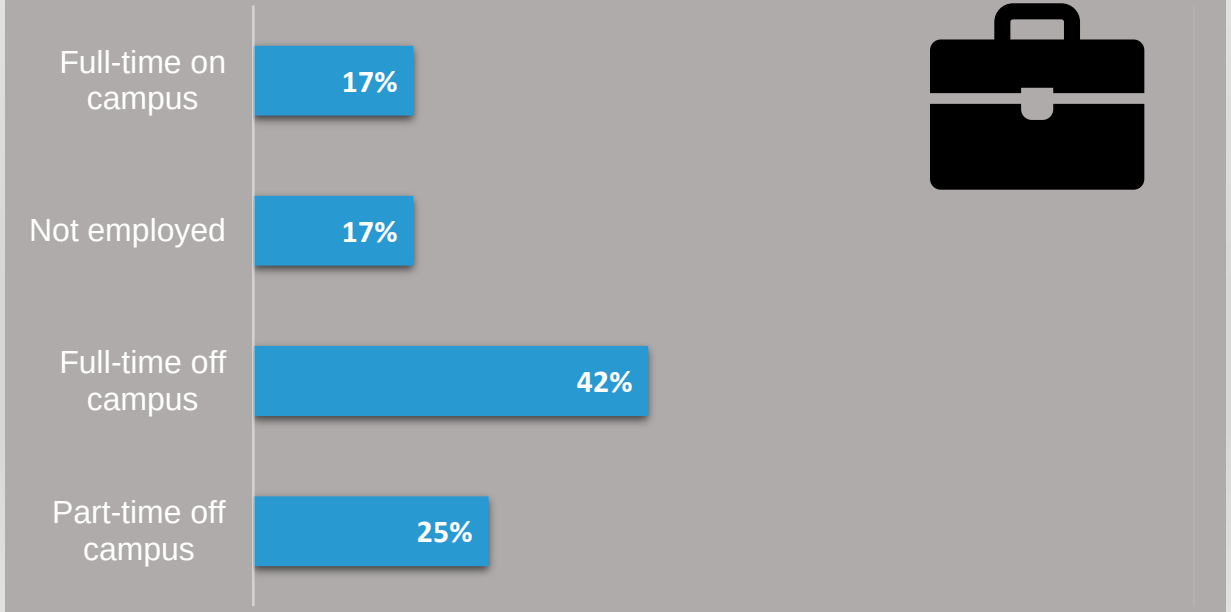


GENDER



DISABILITY

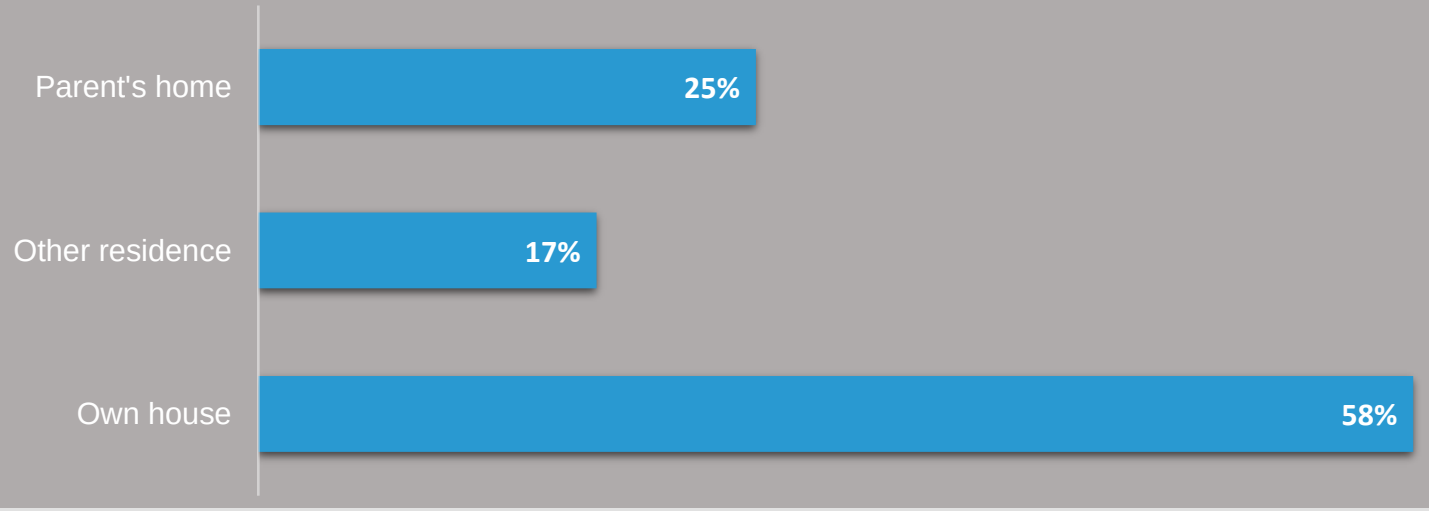
EMPLOYMENT



Demographics (cont.)

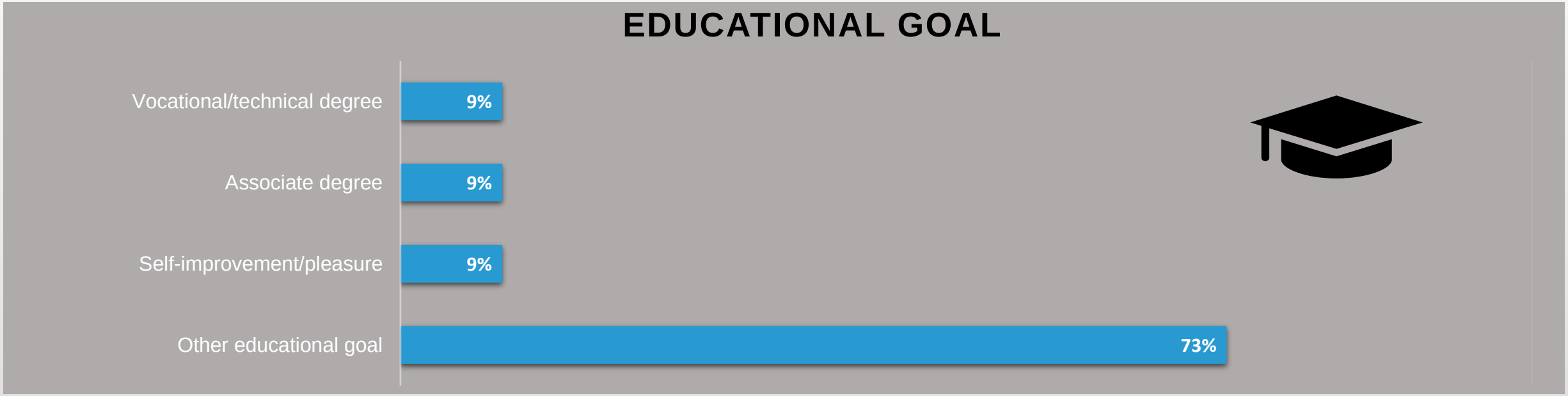
ETHNICITY/RACE

CURRENT RESIDENCE

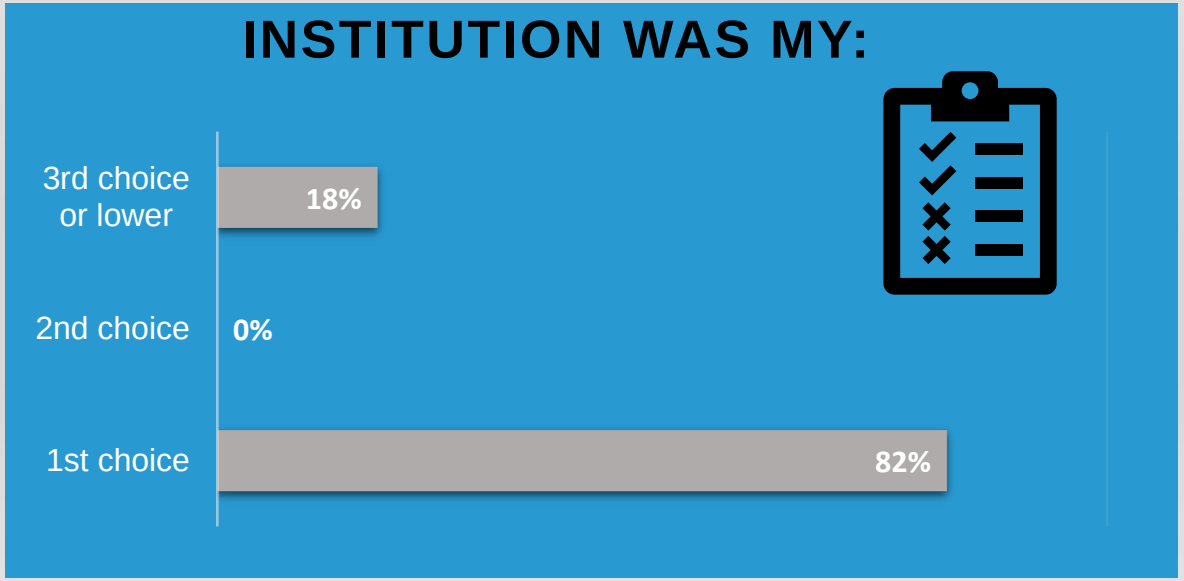


Demographics (cont.)

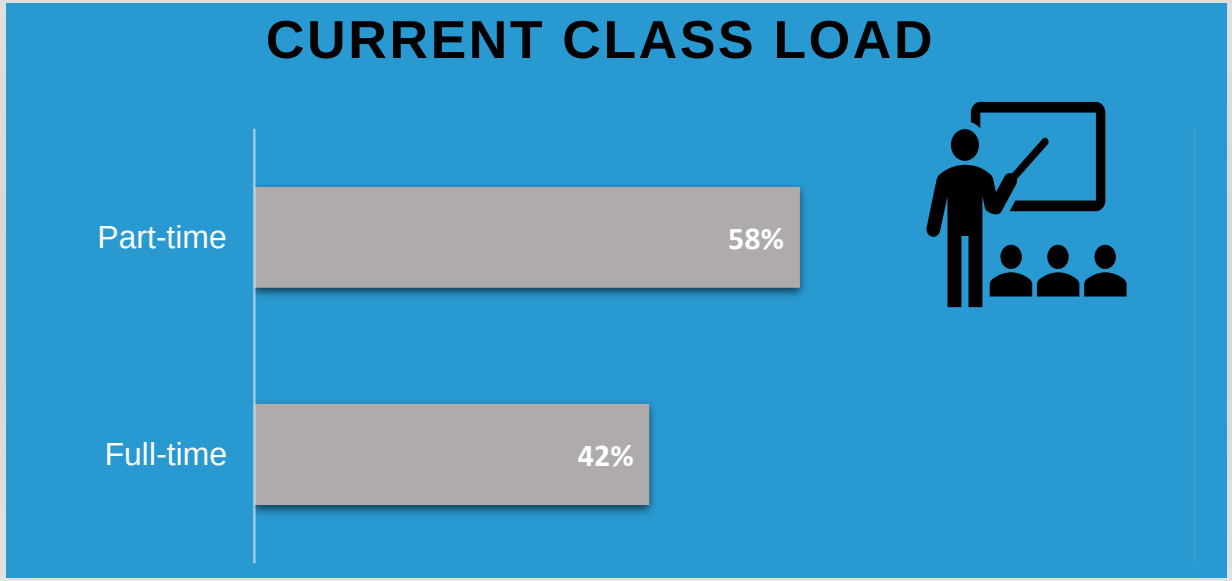
EDUCATIONAL GOAL



INSTITUTION WAS MY:

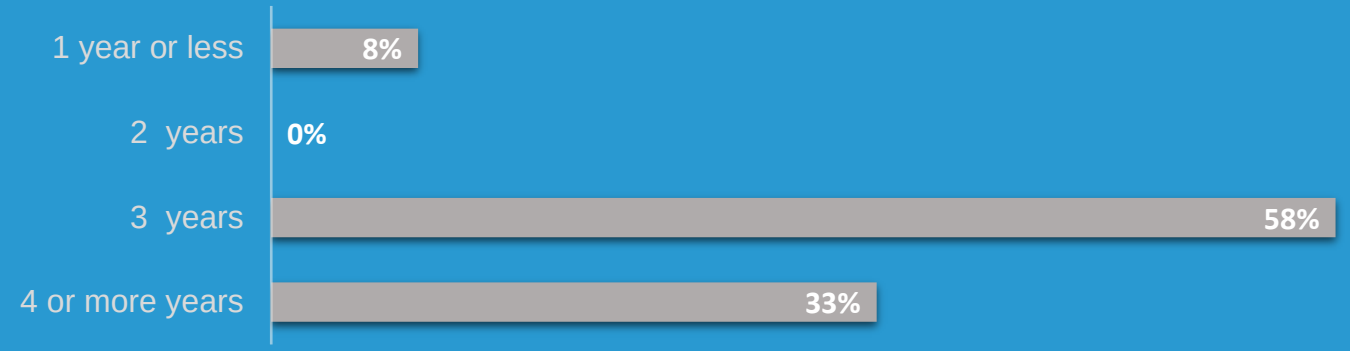


CURRENT CLASS LOAD

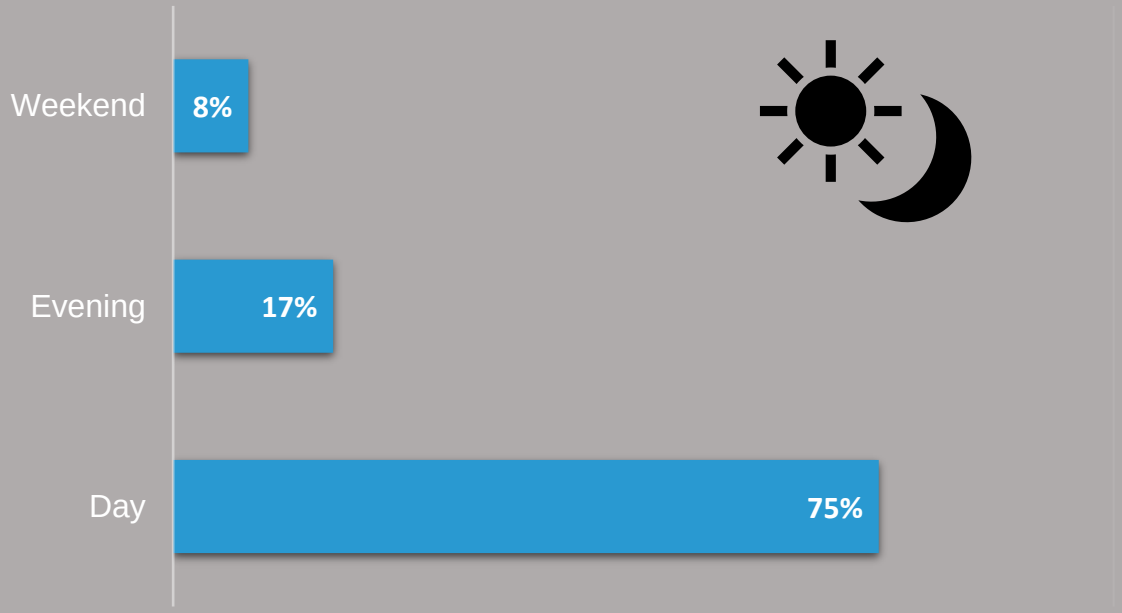


Demographics (cont.)

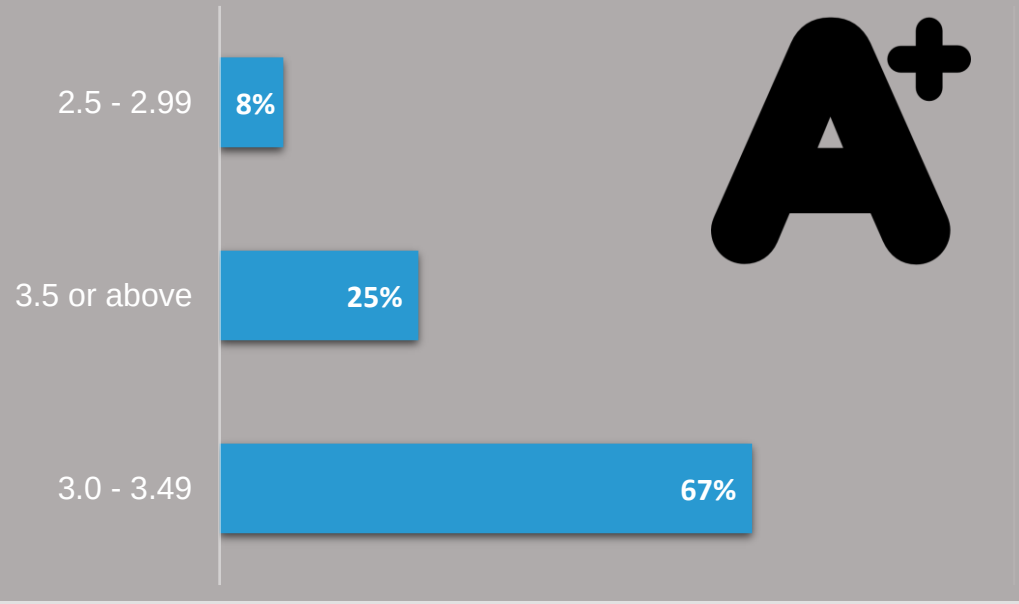
CLASS LEVEL



CURRENT ENROLLMENT STATUS

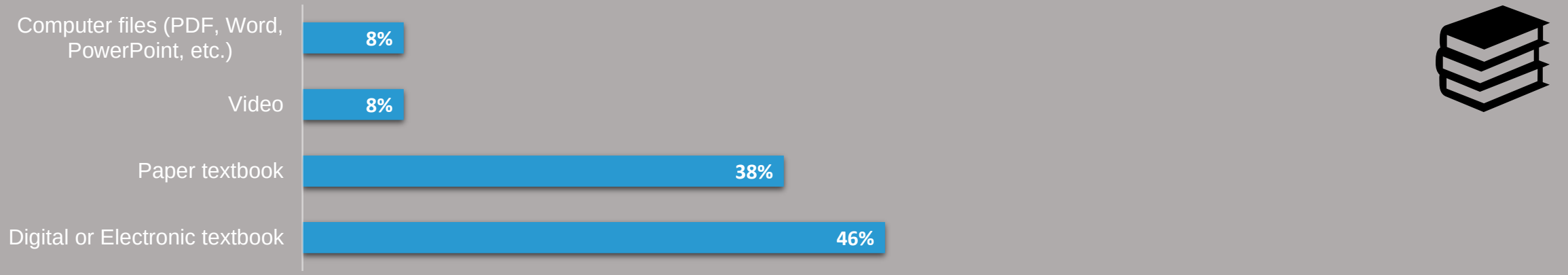


CURRENT GPA

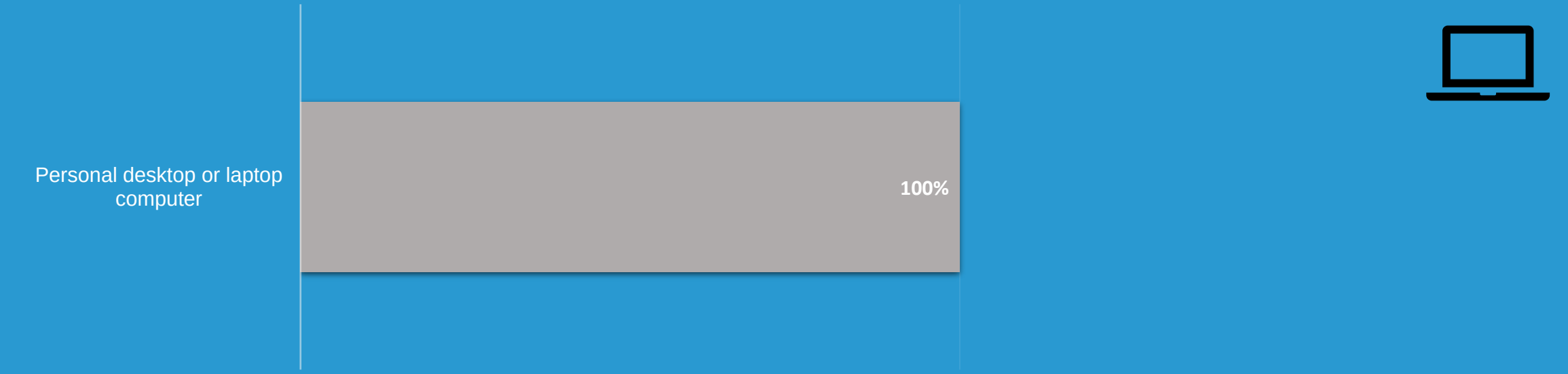


Demographics (cont.)

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



HOW DO YOU ACCESS YOUR ONLINE COURSE(S)



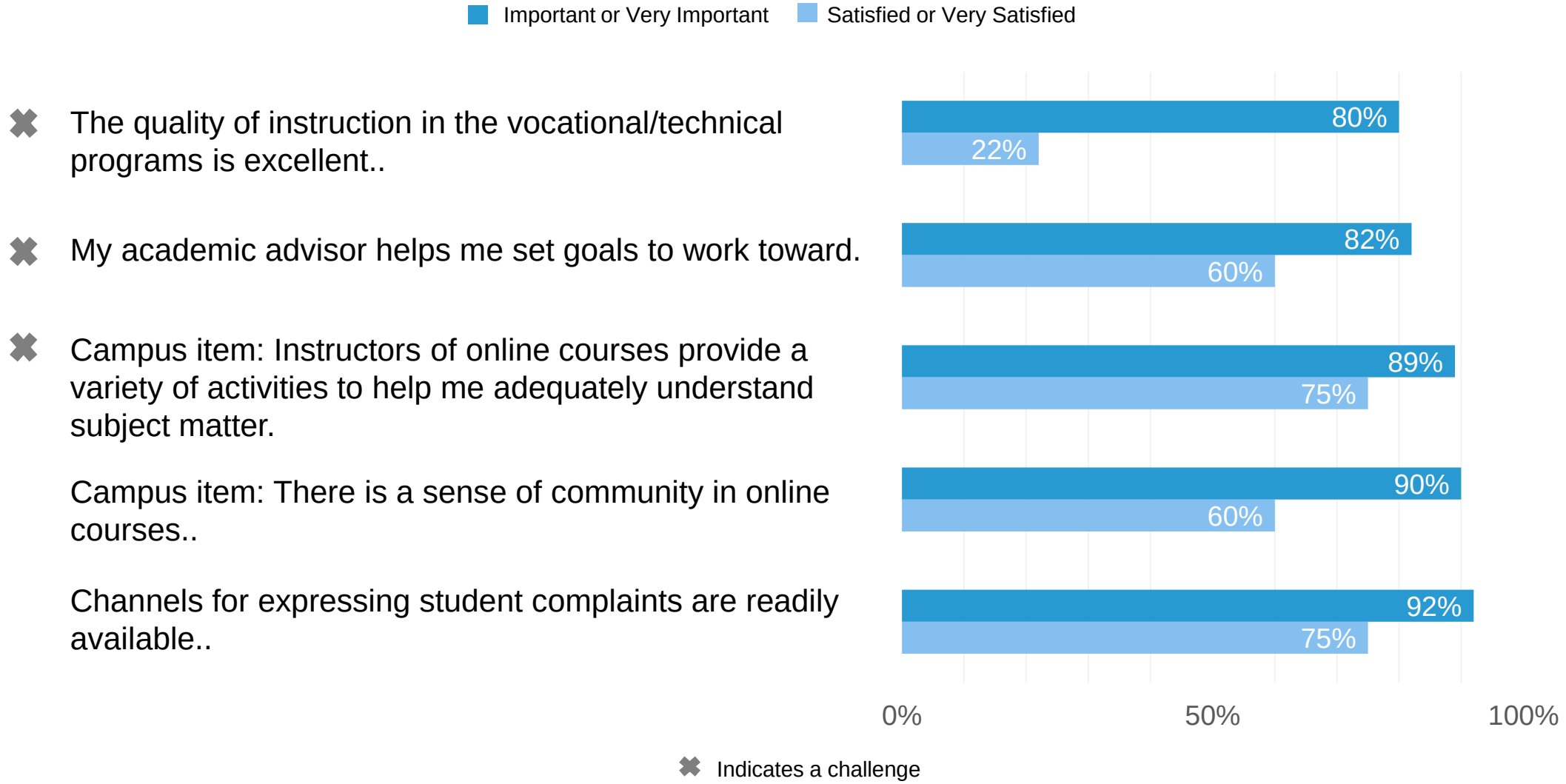
Results

SCALES

Scales by Performance Gap

Scale	Importance	Satisfaction	SD	Gap
Academic Advising/Counseling	5.65	4.19	2.24	1.46
Concern for the Individual	5.61	4.43	1.76	1.18
Instructional Effectiveness	5.57	4.4	1.89	1.17
Campus Support Services	5.12	4	2.3	1.12
Campus Climate	5.36	4.47	1.63	0.89
Admissions and Financial Aid	5.69	4.85	1.79	0.84
Student Centeredness	5.24	4.4	1.68	0.84
Registration Effectiveness	5.68	5.03	1.51	0.65
Academic Services	5.24	4.8	1.62	0.44
Service Excellence	5.31	4.97	1.93	0.34
Safety and Security	5.36	5.06	1.32	0.30

Top 5 Performance Gaps



✖ The quality of instruction in the vocational/technical programs is excellent..

✖ My academic advisor helps me set goals to work toward.

✖ Campus item: Instructors of online courses provide a variety of activities to help me adequately understand subject matter.

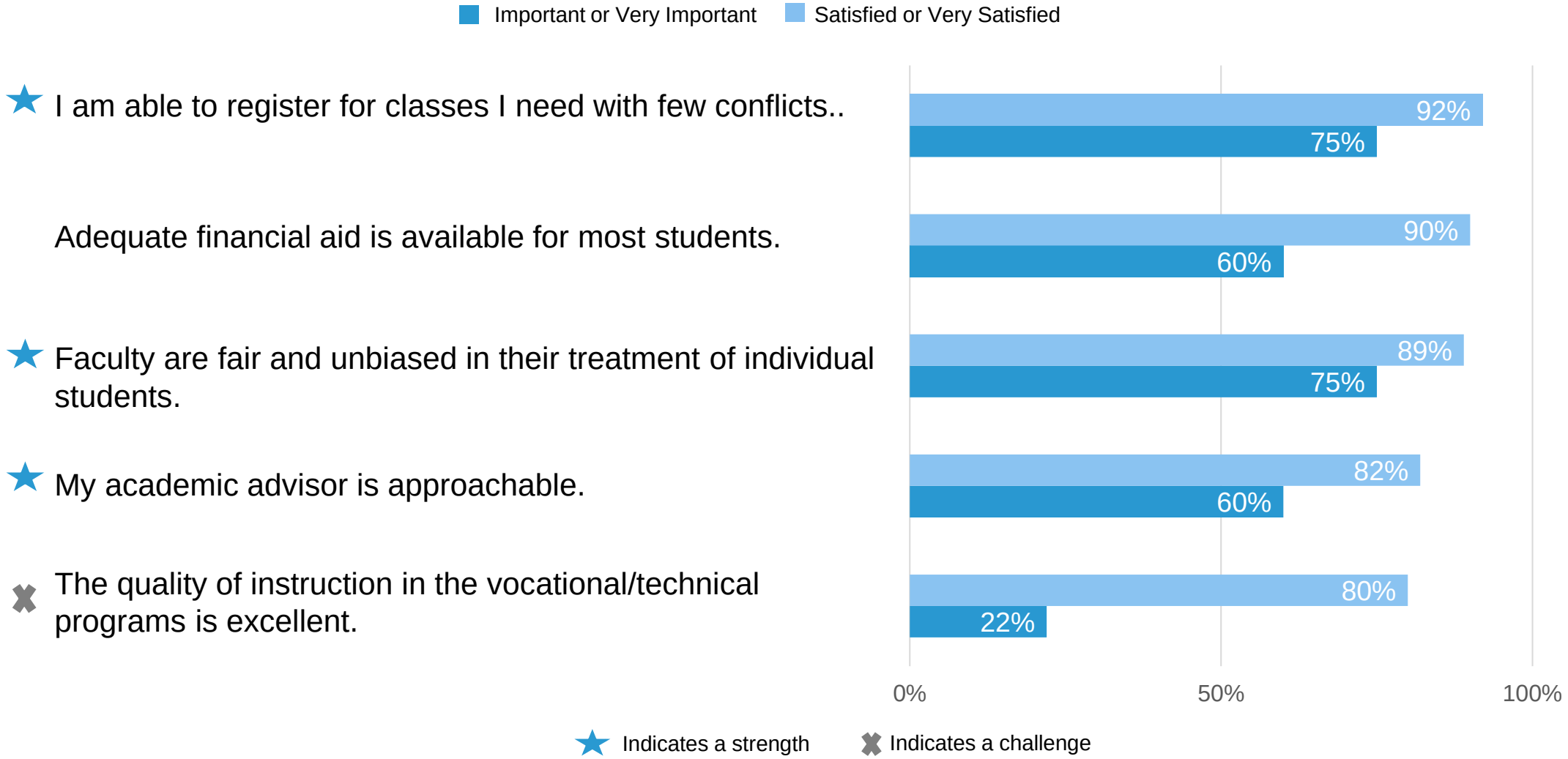
Campus item: There is a sense of community in online courses..

Channels for expressing student complaints are readily available..

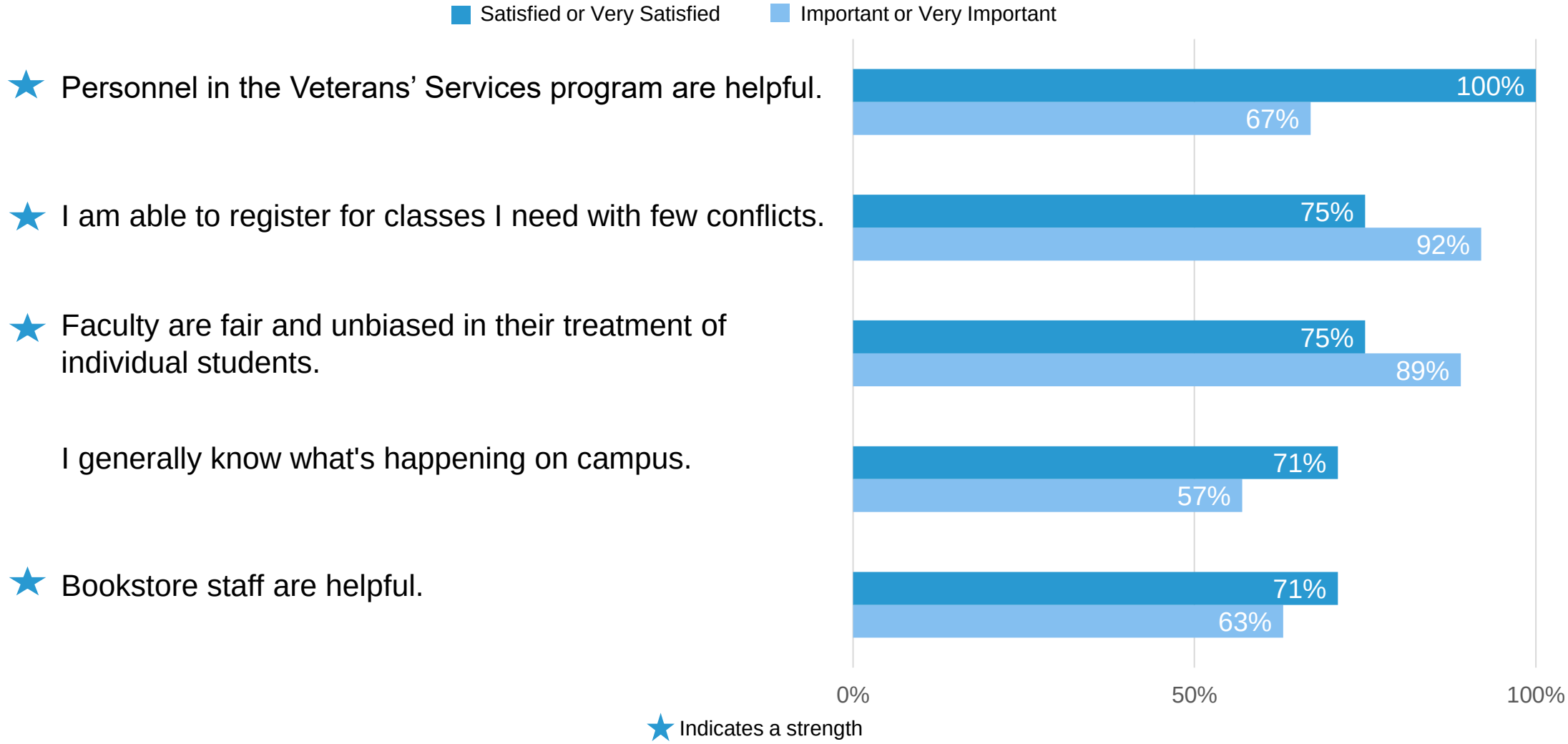
Results

ITEM PERCENTAGES

Top 5: Importance



Top 5: Satisfaction

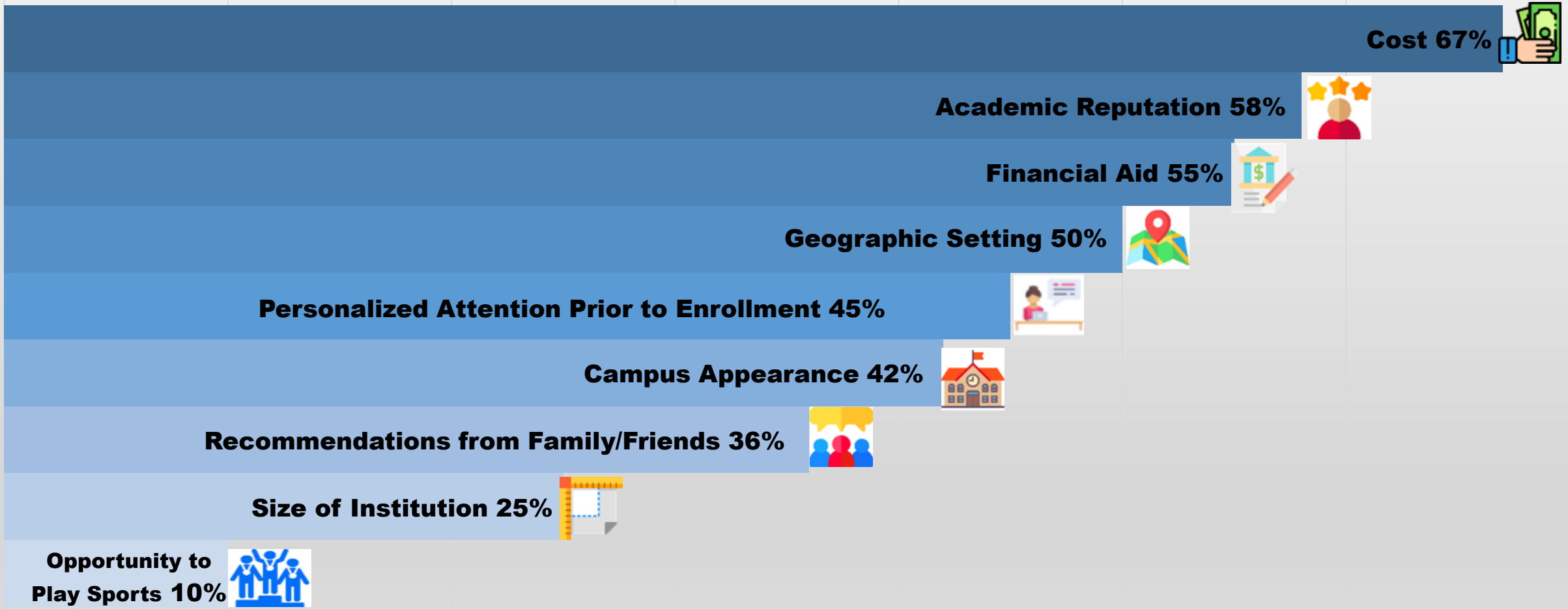


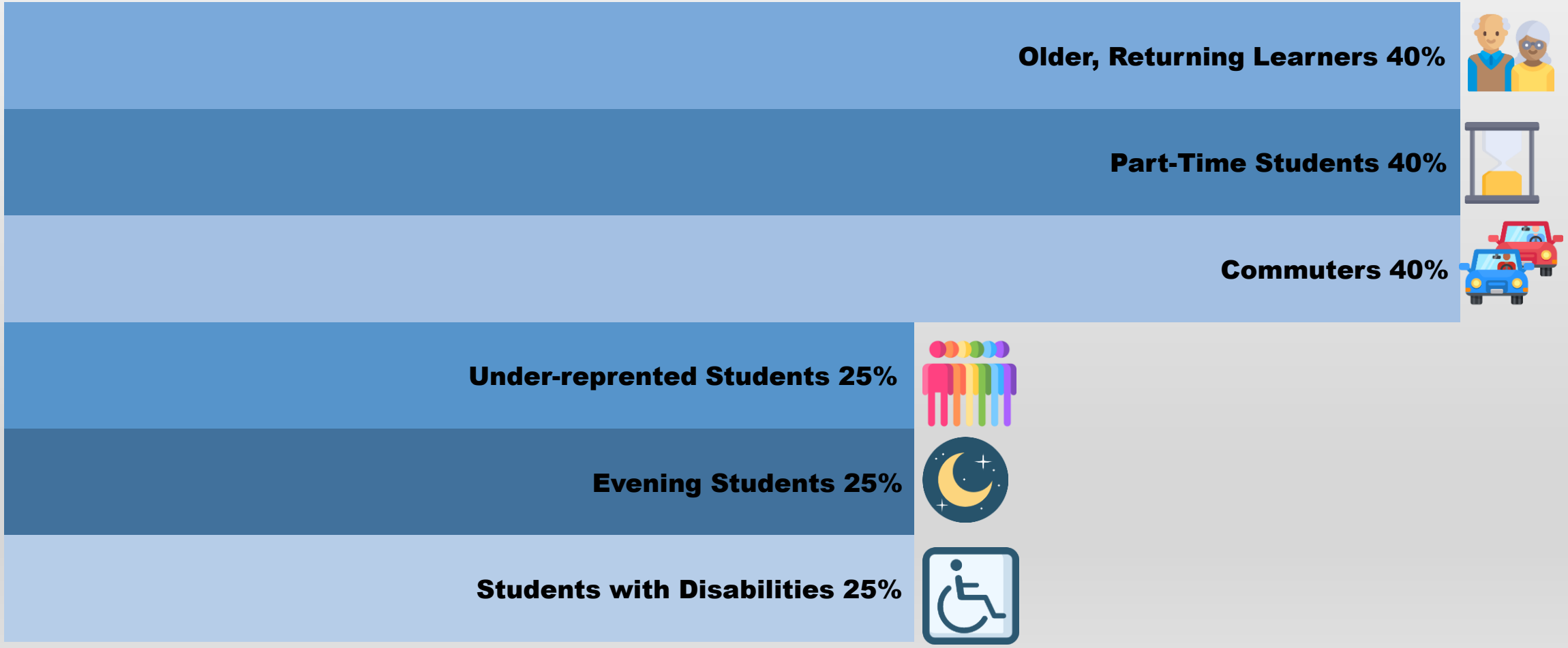
Results

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: