

# **Student Satisfaction Inventory (SSI) 2021**



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<sup>1</sup>
- ❑ Items/Questions form twelve comprehensive scales<sup>2</sup> 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 2021

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

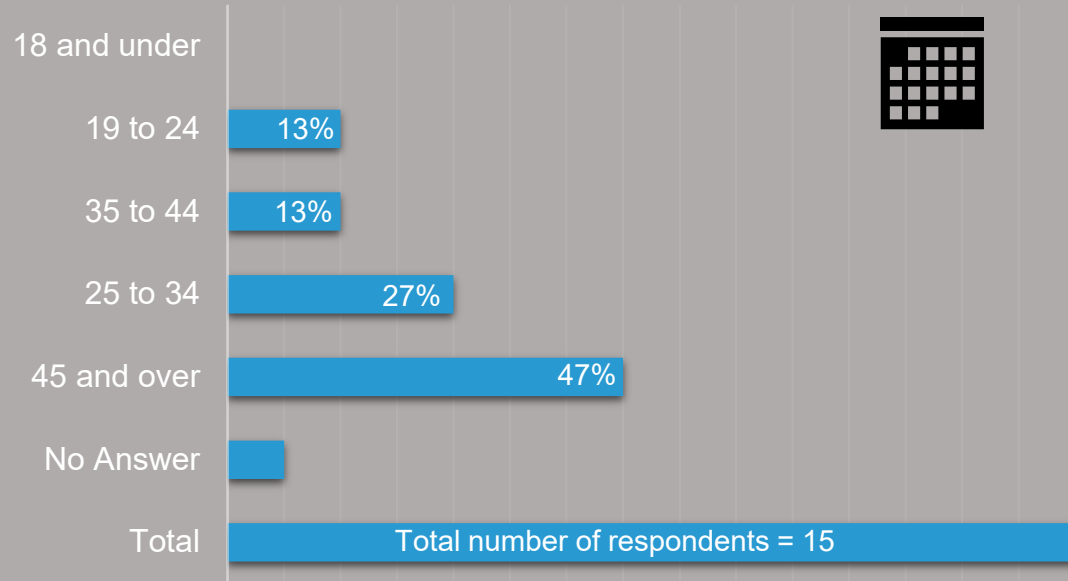
<sup>2</sup> Please note some items may appear on more than one scale

# Results

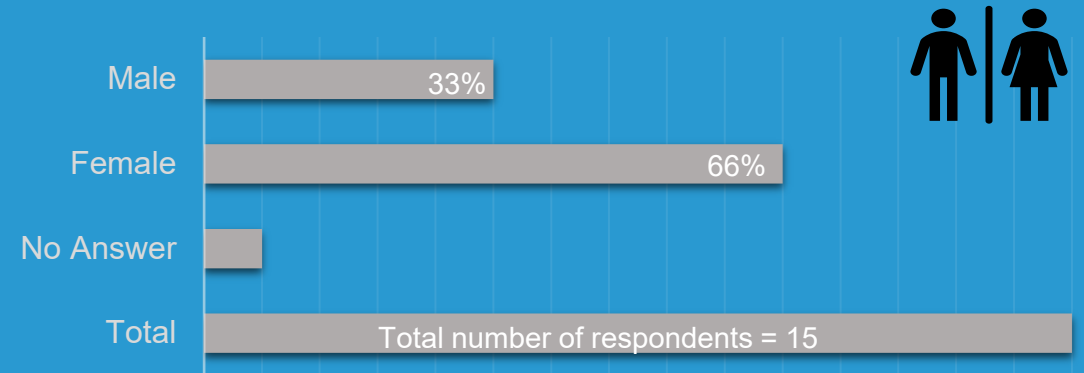
## **DEMOGRAPHICS**

# Demographics

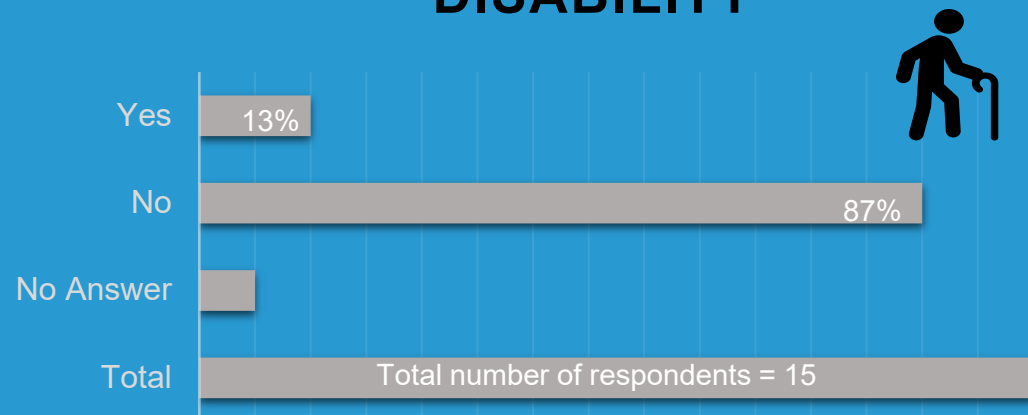
## AGE



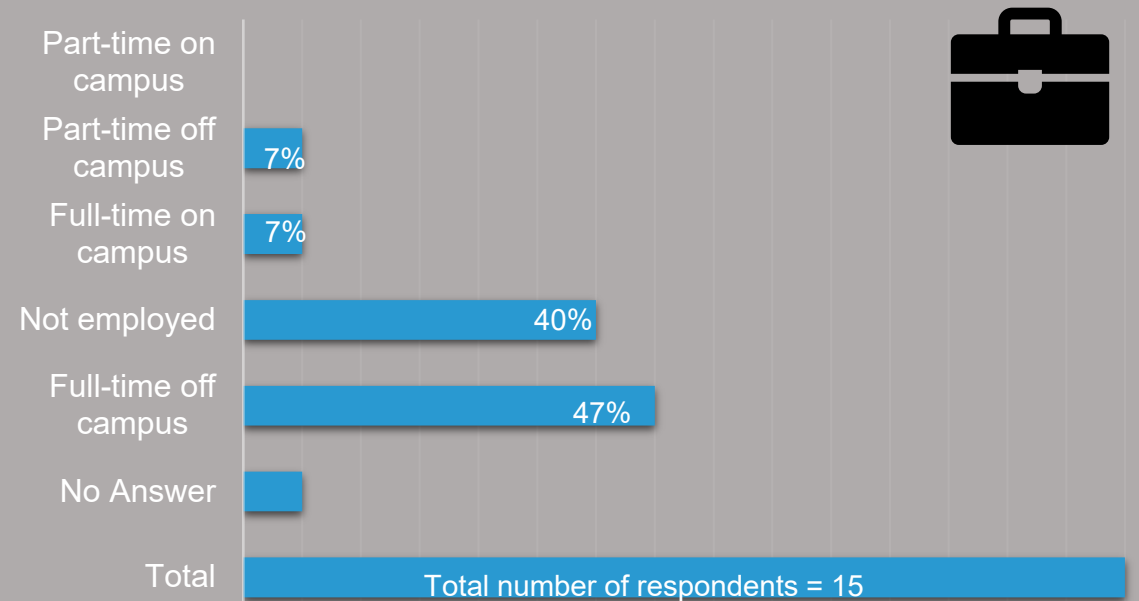
## GENDER



## DISABILITY

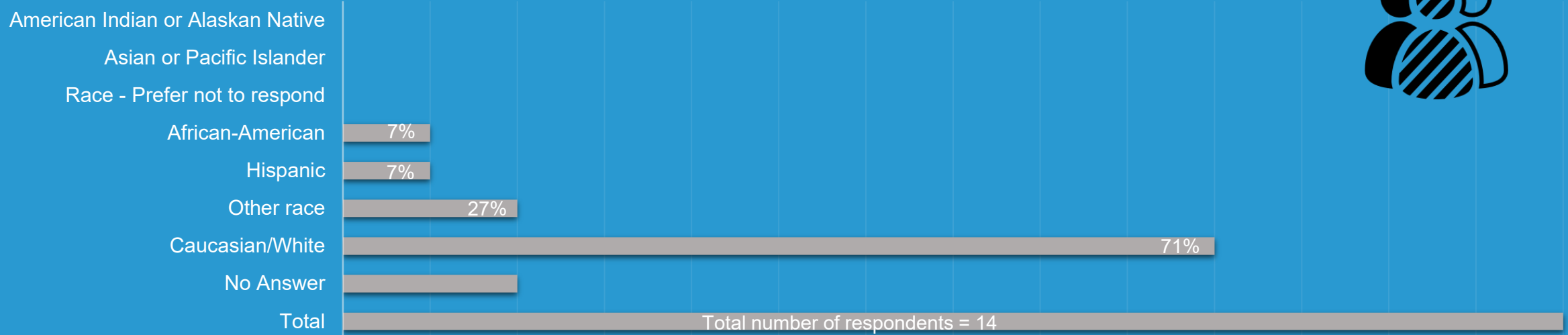


## EMPLOYMENT

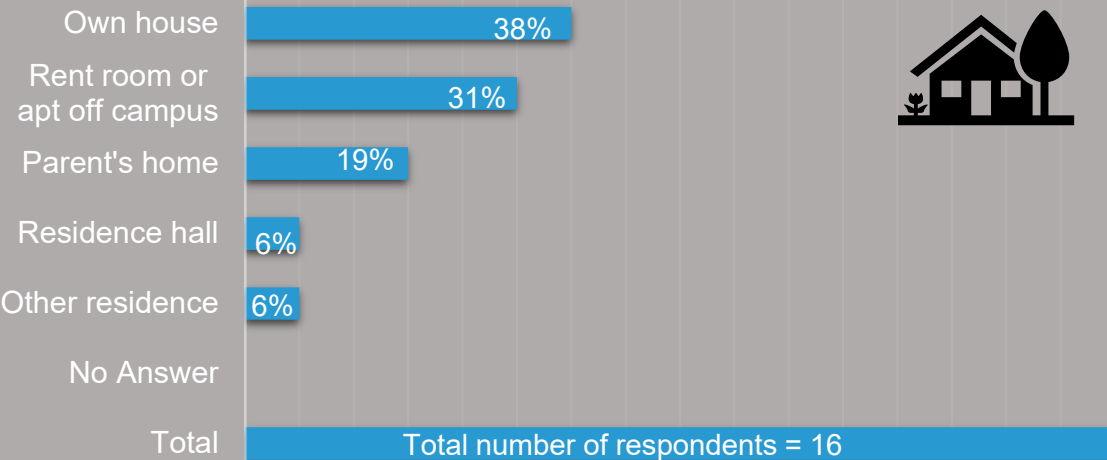


# Demographics (cont.)

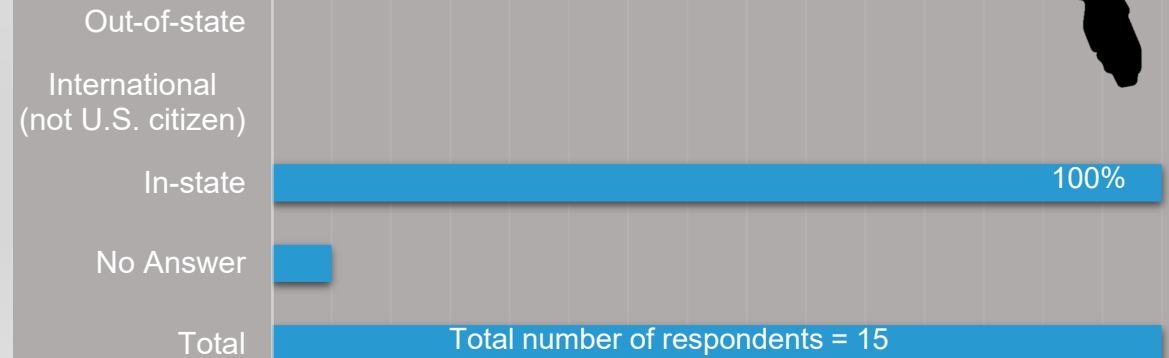
## ETHNICITY/RACE



## CURRENT RESIDENCE

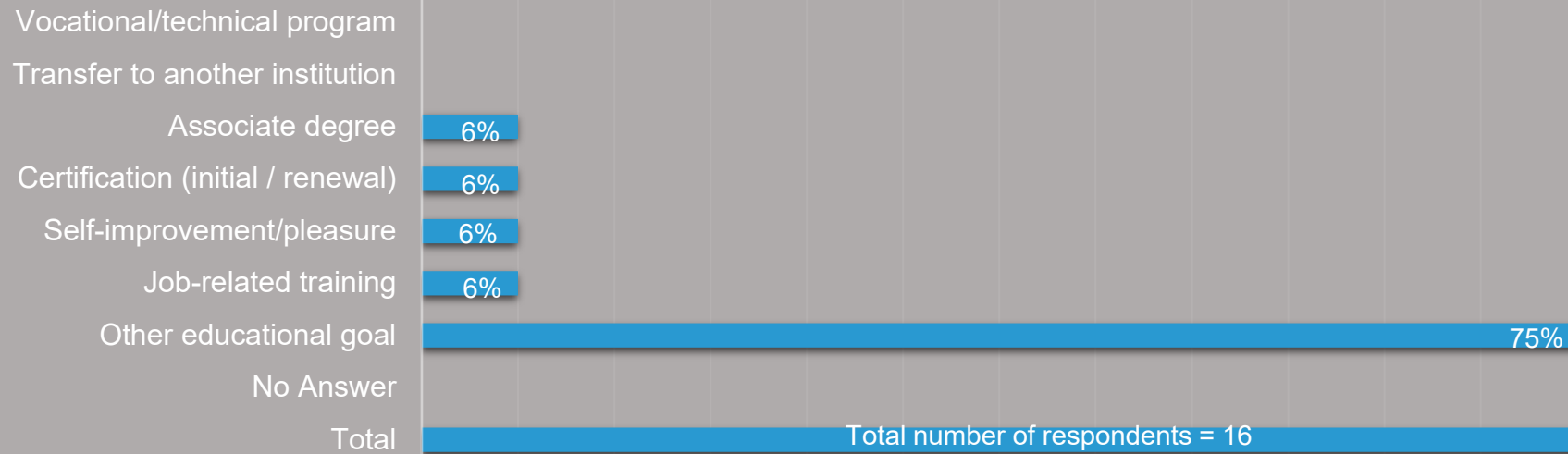


## RESIDENCE CLASSIFICATION



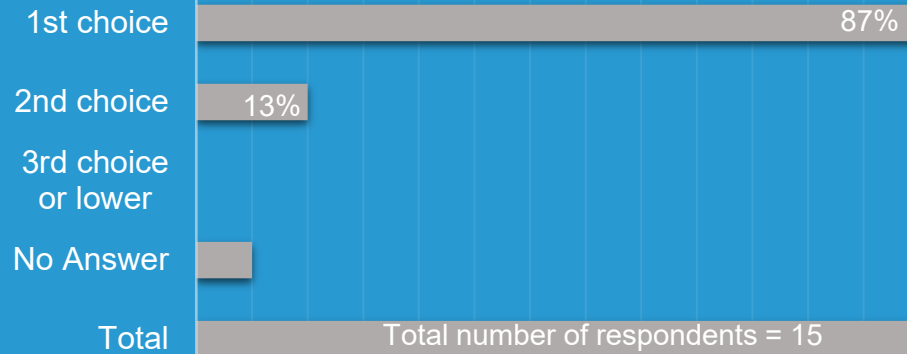
# Demographics (cont.)

## EDUCATIONAL GOAL

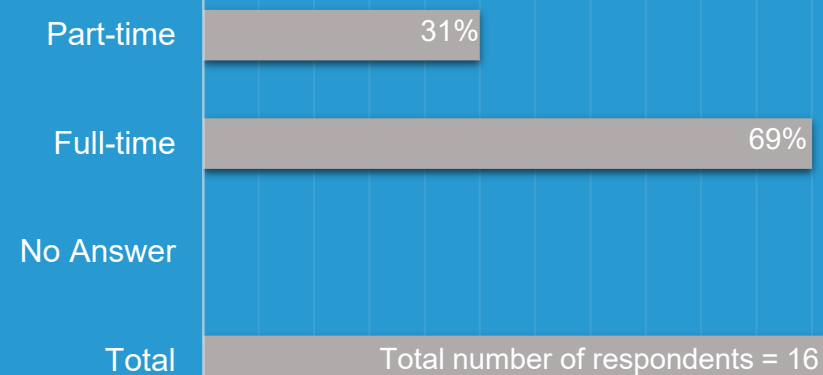


## INSTITUTION WAS MY:

1

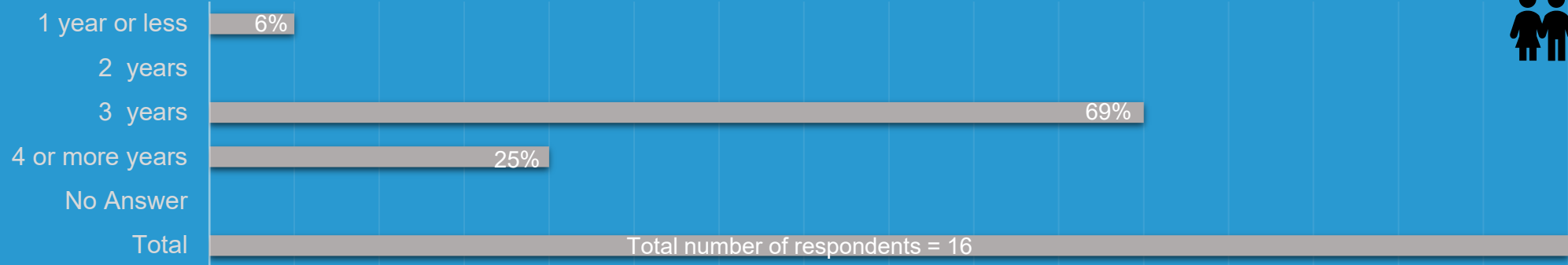


## CURRENT CLASS LOAD

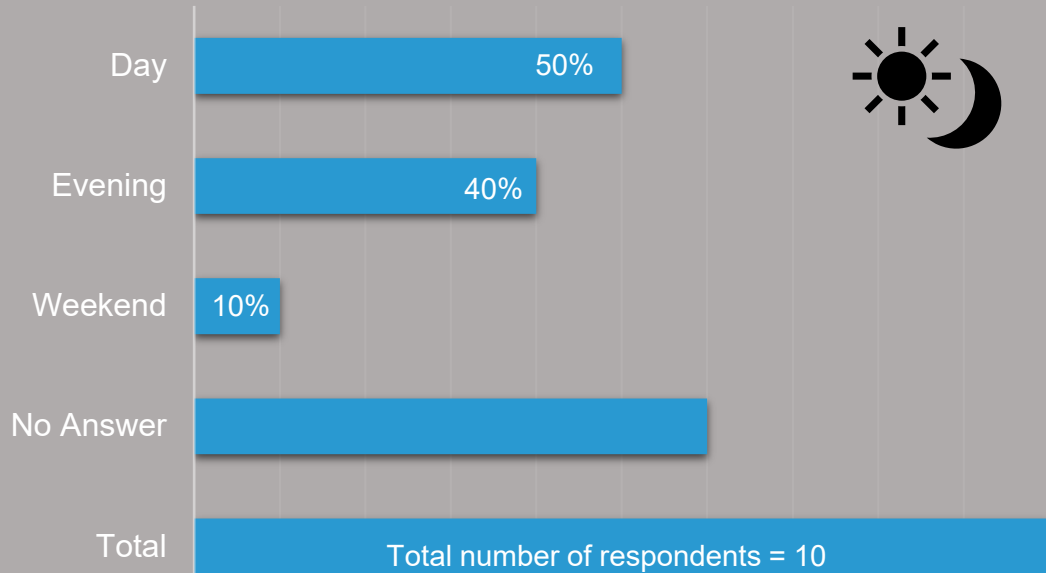


# Demographics (cont.)

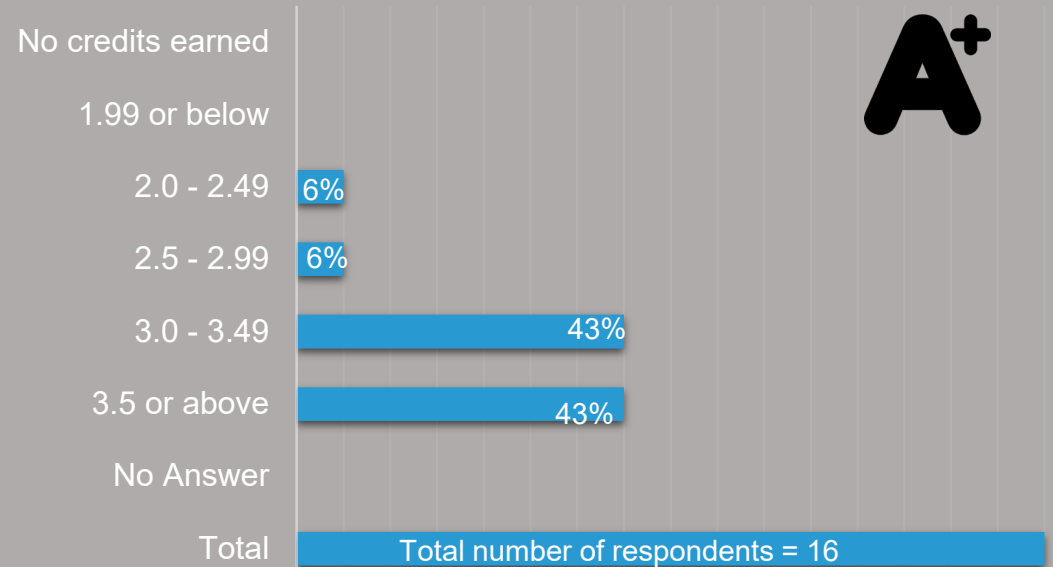
## CLASS LEVEL



## CURRENT ENROLLMENT STATUS

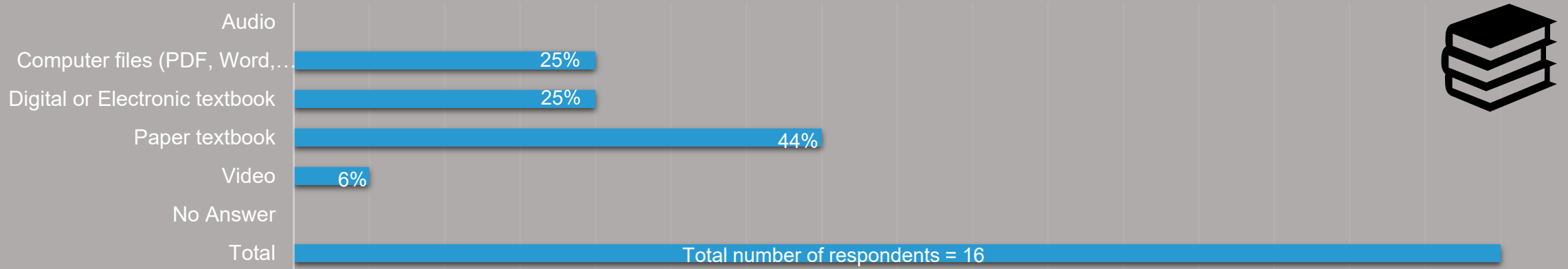


## CURRENT GPA

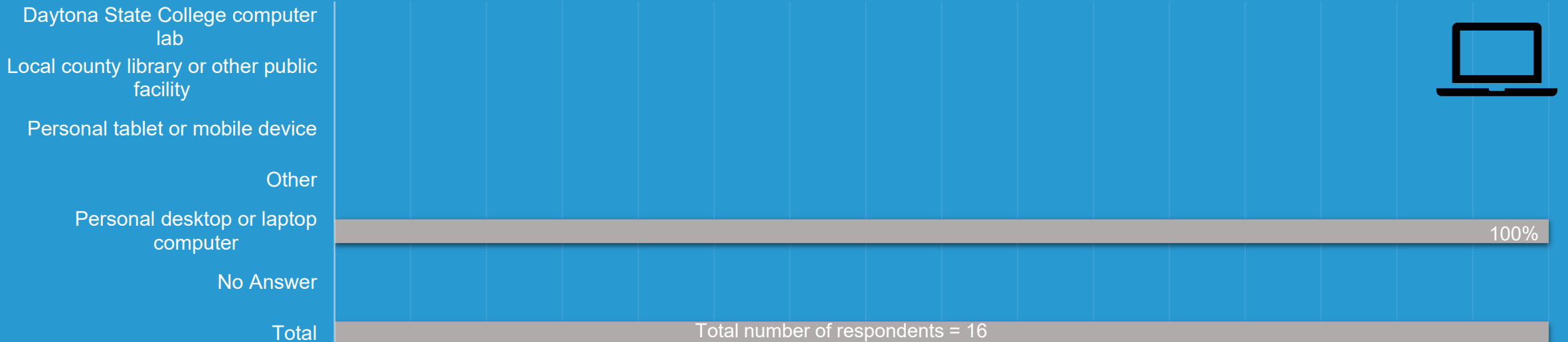


# Demographics (cont.)

## 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
Admissions and Financial Aid	6.57	5.14	1.58	1.43
Service Excellence	6.51	5.6	1.14	0.91
Academic Advising/Counseling	6.74	5.85	1.45	0.89
Campus Climate	6.51	5.63	1.13	0.88
Concern for the Individual	6.54	5.74	1.32	0.80
Instructional Effectiveness	6.63	5.83	1.16	0.80
Registration Effectiveness	6.56	5.76	0.93	0.80
Student Centeredness	6.42	5.71	1.37	0.71
Campus Support Services	6.3	5.67	1.1	0.63
Safety and Security	6.63	6	0.88	0.63
Academic Services	6.53	6.1	0.49	0.43

# Top 5 Performance Gaps

■ Important or Very Important   ■ Satisfied or Very Satisfied

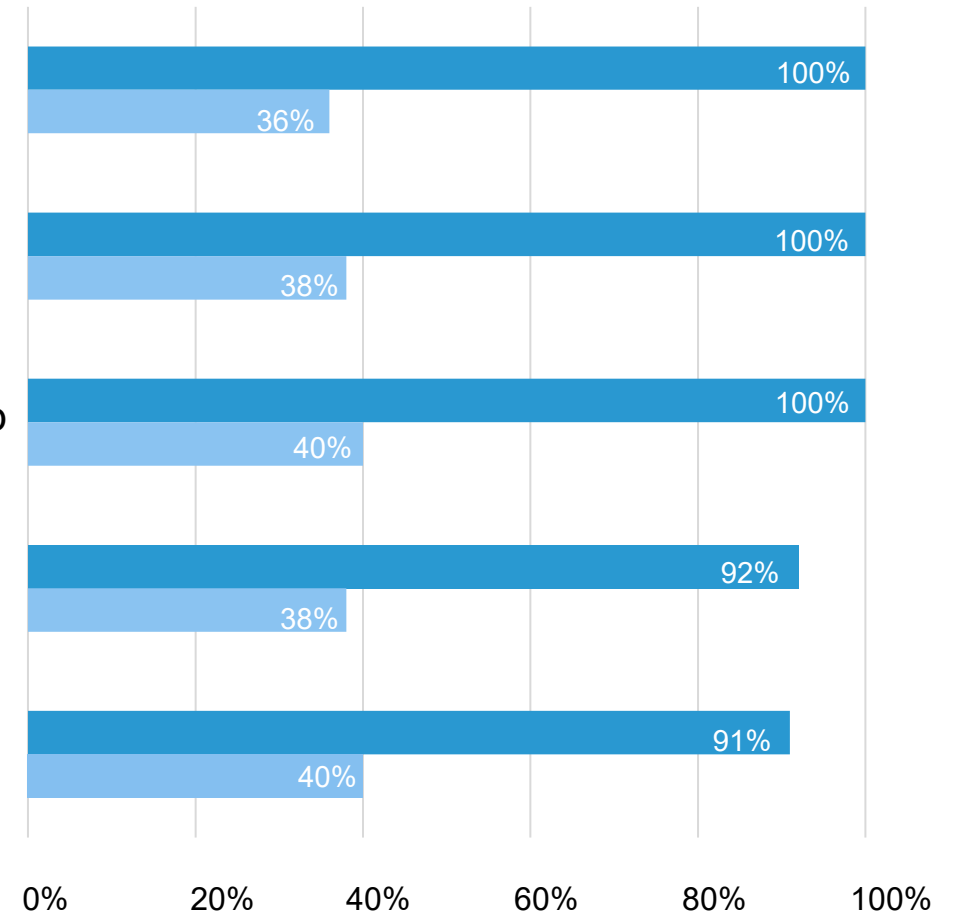
67. Channels for expressing student complaints are readily available.

★ 53. The assessment and course placement procedures are reasonable.

★ 30. The career services office provides students with the help they need to get a job.

★ 49. Admissions counselors respond to perspective students' unique needs and requests.

57. Administrators are approachable to students.



★ Indicates a challenge

# Results

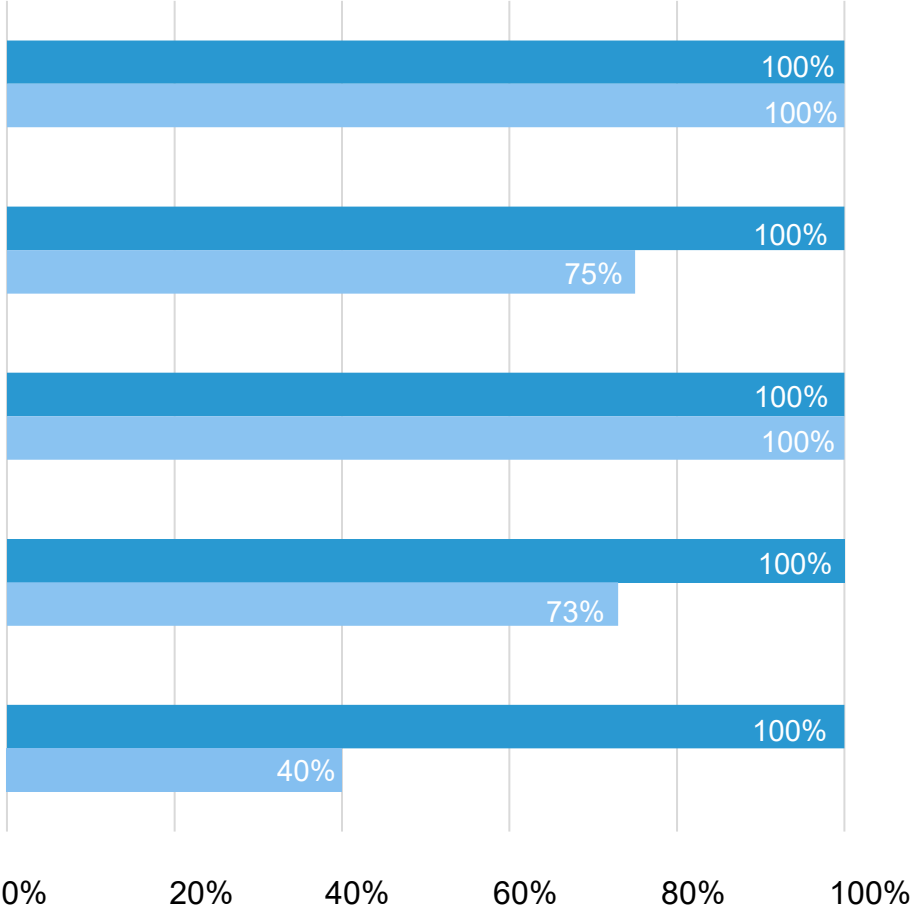
## **ITEM PERCENTAGES**

# Top 5: Importance

■ Important or Very Important   ■ Satisfied or Very Satisfied

- ★ 11. Security staff respond quickly in emergencies.
- ★ 22. People on this campus respect and are supportive of each other.
- ★ 26. Library staff are helpful and approachable.
- ★ 27. The campus staff are caring and helpful.
- ★ 30. The career services offer provides students with the help they need to get a job.

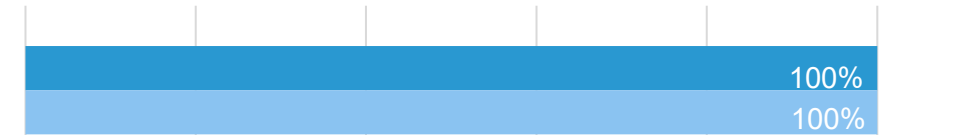
★ Indicates a strength  
★ Indicates a challenge



# Top 5: Satisfaction

■ Important or Very Important   ■ Satisfied or Very Satisfied

★ 11. Security staff respond quickly in emergencies.



★ 26. Library staff are helpful and approachable.



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



★ 58. Nearly all of the faculty are knowledgeable in their fields.



★ 68. On the whole, the campus is well-maintained.



★ Indicates a strength

★ Indicates a challenge

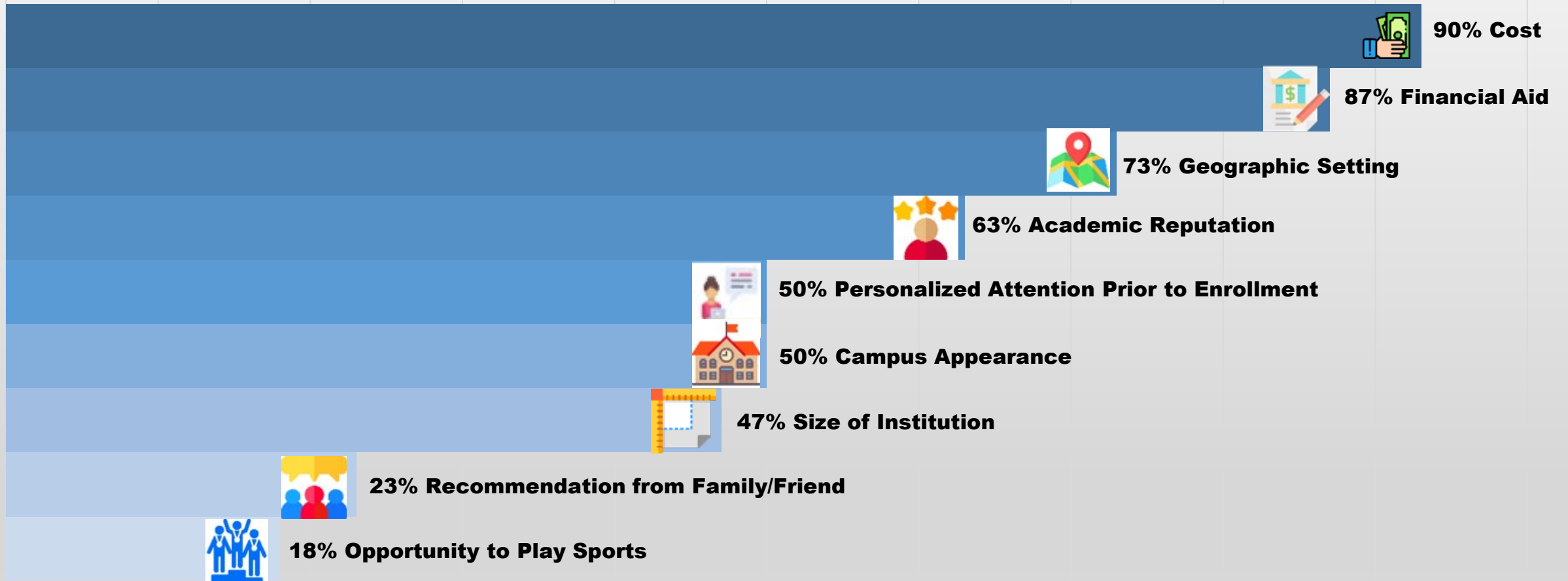
0%   20%   40%   60%   80%   100%

# Results

## **STUDENT EXPERIENCE SUMMARY**

# Student Motivational Factors: Pre-Enrollment

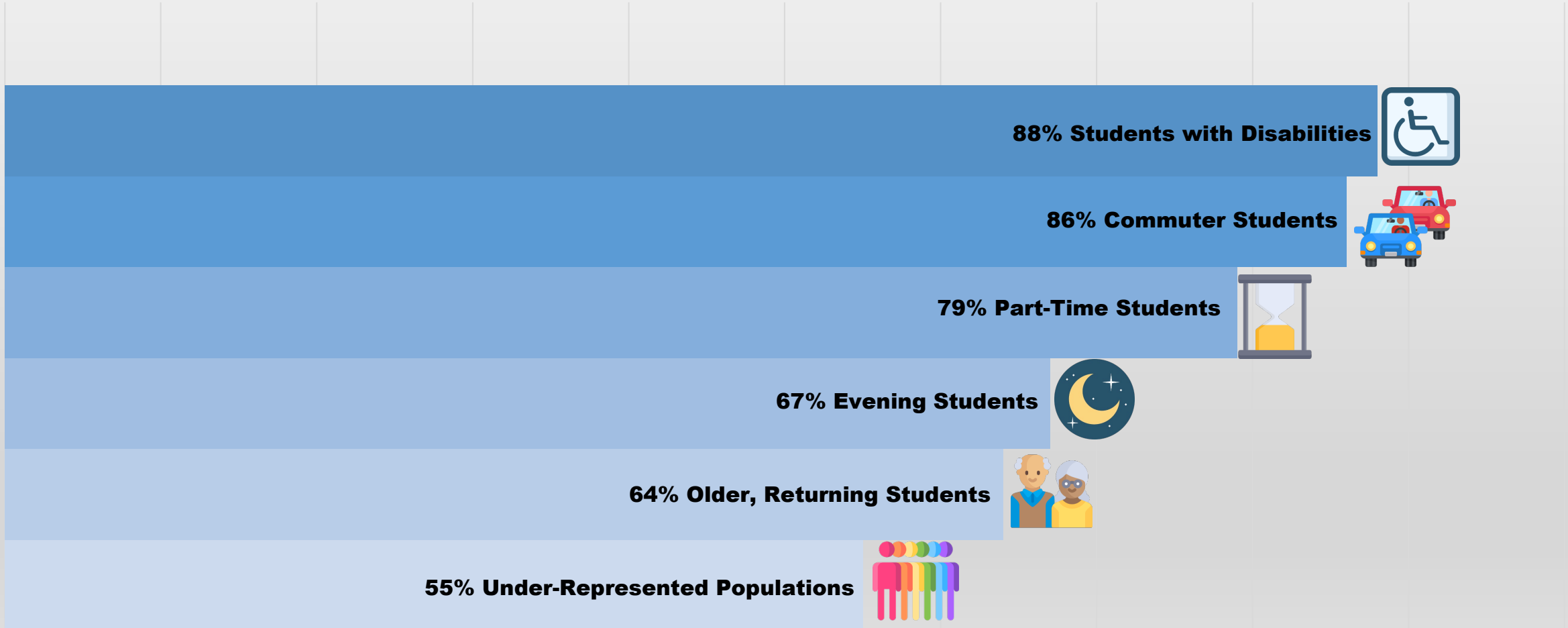
Factors reported as important or very important to the decision to enroll at Daytona State College





# Student Experience: Diverse Populations

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



**88% Students with Disabilities**



**86% Commuter Students**



**79% Part-Time Students**



**67% Evening Students**



**64% Older, Returning Students**



**55% Under-Represented Populations**



# Student Experience: Summary

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



52% report their experience at DSC as **better** than expected or higher.

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



46% 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?



66% report they would **probably** or **definitely** enroll at DSC again