



STUDENT SATISFACTION INVENTORY (SSI)

Office of Institutional Research

Purpose and Background

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- 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 B 2018
 - ▣ 88 respondents completed the survey out of 827 invited to participate
 - 10.6% response rate

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

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Age

	N	%
18 and under	0	0%
19 to 24	4	5.48%
25 to 34	24	32.88%
35 to 44	14	19.18%
* 45 and over	31	42.47%
Total	73	100%
No Answer	15	

Employment

	N	%
* Full-time off campus	52	64.20%
Part-time off campus	9	11.11%
Full-time on campus	4	4.94%
Part-time on campus	1	1.23%
Not employed	15	18.52%
Total	81	100%
No Answer	7	

Gender

	N	%
* Female	47	61.84%
Male	29	38.16%
Total	76	100%
No Answer	12	

Disabilities

	N	%
Yes - Disability	5	6.49%
* No - Disability	72	93.51%
Total	77	100%
No Answer	11	

Residence Classification

	N	%
* In-state	78	98.73%
Out-of-state	0	0%
International (not U.S. citizen)	1	1.27%
Total	79	100%
No Answer	9	

Ethnicity/Race

	N	%
African-American	11	13.41%
American Indian or Alaskan Native	0	0%
Asian or Pacific Islander	3	3.66%
* Caucasian/White	48	58.54%
Hispanic	10	12.20%
Other race	3	3.66%
Race - Prefer not to respond	7	8.54%
Total	82	100%
No Answer	6	

Current Residence

	N	%
Residence hall	0	0%
* Own house	51	60.71%
Rent room or apt off campus	18	21.43%
Parent's home	10	11.90%
Other residence	5	5.95%
Total	84	100%
No Answer	4	

* Indicates the response option that was selected by the majority of survey participants.

Demographics

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▼ Current Enrollment Status

		N	%
*	Day	47	65.28%
	Evening	23	31.94%
	Weekend	2	2.78%
	Total	72	100%
	No Answer	16	

▼ Current Class Load

		N	%
	Full-time	34	44.74%
*	Part-time	42	55.26%
	Total	76	100%
	No Answer	12	

▼ Current GPA

		N	%
	No credits earned	0	0%
	1.99 or below	0	0%
	2.0 - 2.49	3	3.70%
	2.5 - 2.99	7	8.64%
	3.0 - 3.49	34	41.98%
*	3.5 or above	37	45.68%
	Total	81	100%
	No Answer	7	

▼ Class Level

		N	%
	1 year or less	0	0%
	2 years	7	8.64%
*	3 years	37	45.68%
*	4 or more years	37	45.68%
	Total	81	100%
	No Answer	7	

* Indicates the response option that was selected by the majority of survey participants.

Demographics

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▼ Institution Was My

		N	%
*	1st choice	58	70.73%
	2nd choice	20	24.39%
	3rd choice or lower	4	4.88%
	Total	82	100%
	No Answer	6	

▼ Educational Goal

		N	%
	Associate degree	8	9.30%
	Vocational/technical program	4	4.65%
	Transfer to another institution	8	9.30%
	Certification (initial / renewal)	1	1.16%
	Self-improvement/pleasure	0	0%
	Job-related training	2	2.33%
*	Other educational goal	63	73.26%
	Total	86	100%
	No Answer	2	

▼ Group Code

		N	%
*	6000: Bachelor of Applied Science - Supervision and Management	42	50.00%
	6331: Bachelor of Science - Engineering Technology	9	10.71%
	6333: Bachelor of Science - Electrical Engineering Concentration	2	2.38%
	6334: Bachelor of Science - Information Technology	11	13.10%
	6441: Bachelor of Science - Nursing	20	23.81%
	Total	84	100%
	No Answer	4	

* Indicates the response option that was selected by the majority of survey participants.

Demographics


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▼ How do you access your online course(s)?

		N	%
*	Personal desktop or laptop computer	81	96.43%
	Personal tablet or mobile device	3	3.57%
	Daytona State College computer lab	0	0%
	Local county library or other public facility	0	0%
	Other	0	0%
	Total	84	100%
	No Answer	4	

▼ When taking an online course, how do you prefer receiving content?

		N	%
*	Paper textbook	34	40.00%
	Digital or Electronic textbook	22	25.88%
	Computer files (PDF, Word, PowerPoint, etc.)	22	25.88%
	Video	7	8.24%
	Audio	0	0%
	Total	85	100%
	No Answer	3	



 Indicates the response option that was selected by the majority of survey participants.

Results

Scales/Categories

Scales by Performance Gap

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Scale / Item	Daytona State College - SSI		
	Importance	Satisfaction / SD	Gap  
▶ Campus Support Services	6.28	5.59 / 1.55	0.69
▶ Admissions and Financial Aid	6.42	5.74 / 1.36	0.68
▶ Academic Advising/Counseling	6.44	5.84 / 1.44	0.60
▶ Service Excellence	6.38	5.79 / 1.22	0.59
▶ Instructional Effectiveness	6.46	5.92 / 1.23	0.54
▶ Registration Effectiveness	6.44	5.91 / 1.13	0.53
▶ Safety and Security	6.29	5.79 / 1.45	0.50
▶ Concern for the Individual	6.29	5.81 / 1.35	0.48
▶ Campus Climate	6.30	5.83 / 1.25	0.47
▶ Student Centeredness	6.25	5.89 / 1.32	0.36
▶ Academic Services	6.39	6.04 / 1.27	0.35

Top 5 Performance Gaps by Scale

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Strengths and Challenges by Scale

Scale	Item	Importance %	Satisfaction %	Gap	Indicator
Campus Support Services	17. Personnel in the Veterans' Services program are helpful.	84%	72%	12%	■ Challenge ■ Strength
	47. There are adequate services to help me decide upon a career.	90%	68%	22%	
Admissions and Financial Aid	7. Adequate financial aid is available for most students.	84%	61%	23%	■ Challenge ■ Strength
	49. Admissions counselors respond to prospective students' unique needs and requests.	91%	72%	19%	
Academic Advising/Counseling	6. My academic advisor is approachable.	89%	76%	13%	■ Challenge ■ Strength
	32. My academic advisor is knowledgeable about my program requirements.	90%	74%	16%	
	48. Counseling staff care about students as individuals.	89%	73%	16%	
Service Excellence	57. Administrators are approachable to students.	94%	72%	22%	■ Challenge ■ Strength
	63. I seldom get the "run-around" when seeking information on this campus.	91%	62%	29%	
Instructional Effectiveness	46. Faculty provide timely feedback about student progress in a course.	94%	72%	22%	■ Challenge ■ Strength
	58. Nearly all of the faculty are knowledgeable in their fields.	94%	79%	15%	
	61. Faculty are usually available after class and during office hours.	90%	78%	12%	
	64. Nearly all classes deal with practical experiences and applications.	90%	68%	22%	
	66. Program requirements are clear and reasonable.	95%	71%	24%	
	69. There is a good variety of courses provided on this campus.	91%	82%	9%	
	70. I am able to experience intellectual growth here.	91%	83%	8%	

Importance %, Satisfaction % and Gap broken down by Scale and Item. Color shows details about Indicator.

Strength - High importance and high satisfaction. Challenge - High importance and low satisfaction and/or large performance gap

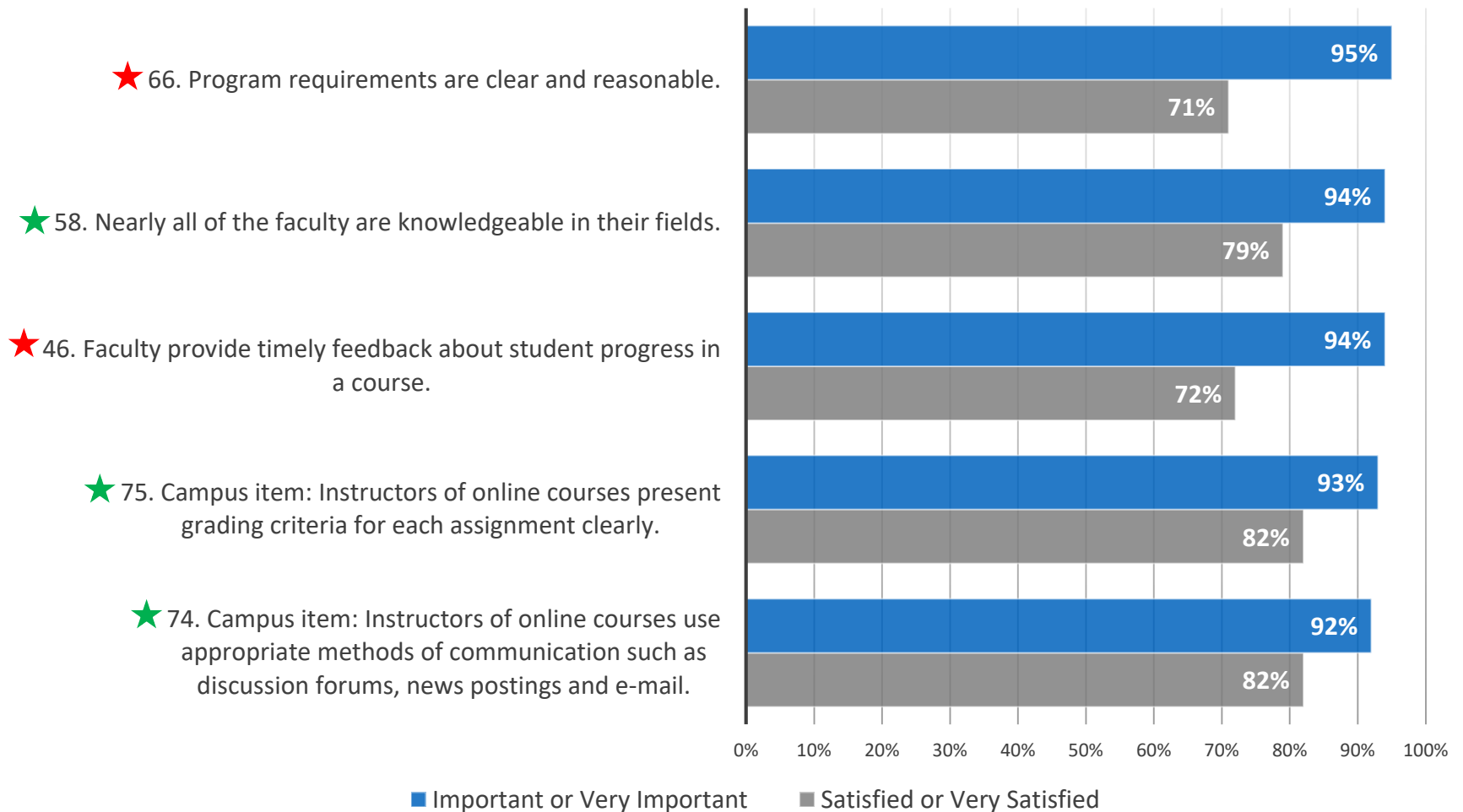
Results

Item Percentages

Top 5: Importance

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Items Reported Most Important

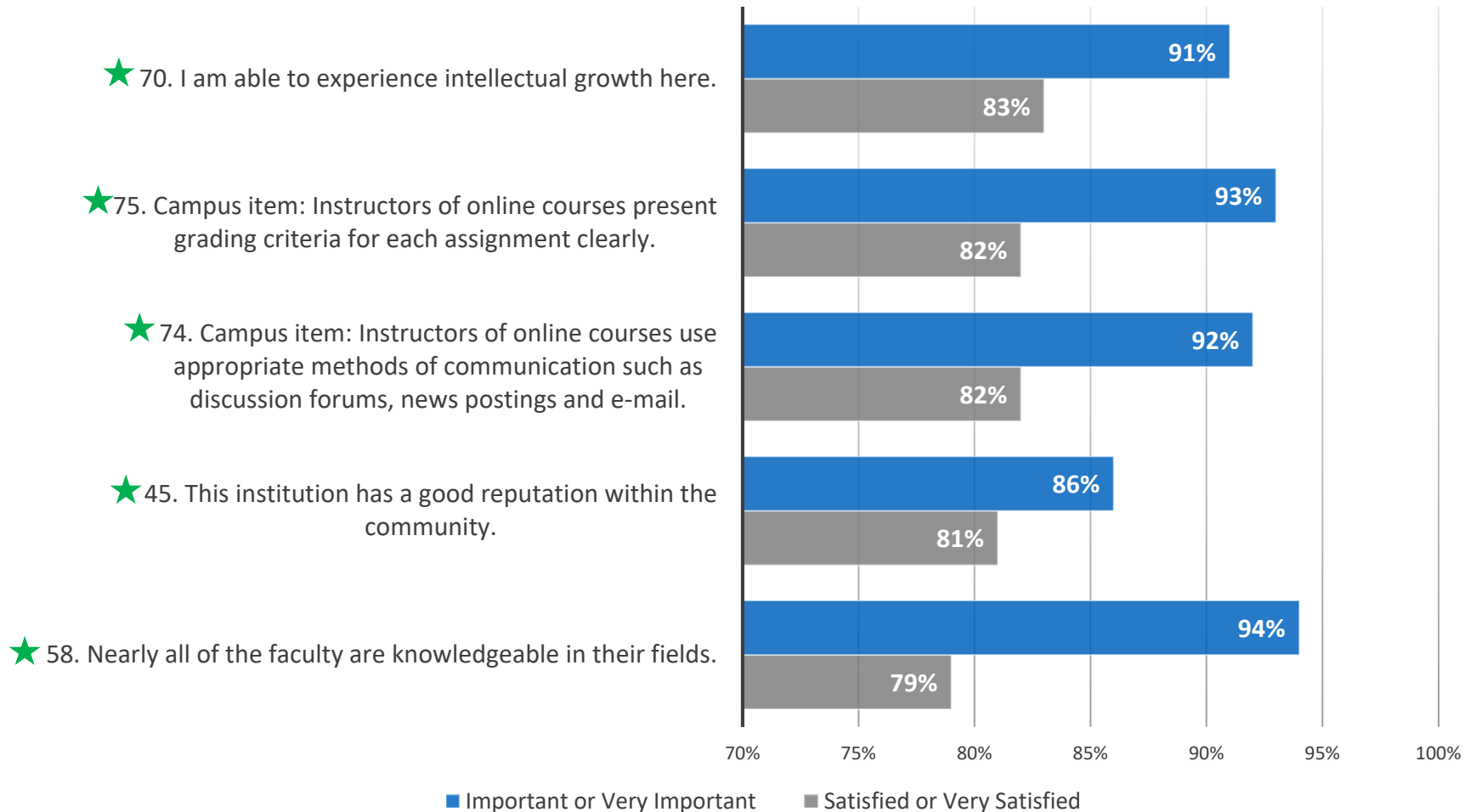


- ★ Strength - High importance and high satisfaction
- ★ Challenge - High importance and low satisfaction and/or large performance gap

Top 5: Satisfaction

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Items Reported Most Satisfactory

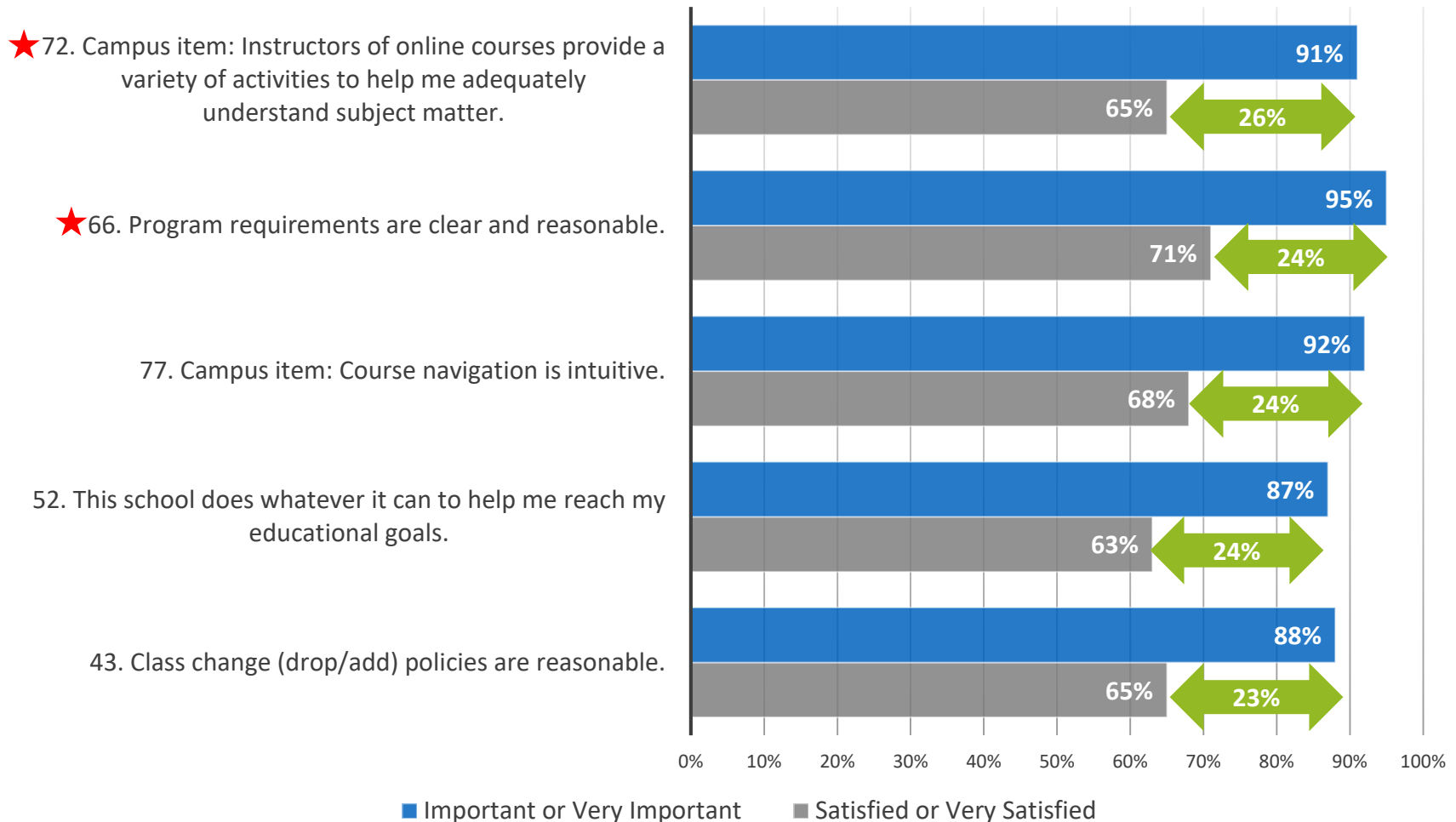


- ★ Strength - High importance and high satisfaction
- ★ Challenge - High importance and low satisfaction and/or large performance gap

Top 5: Performance Gaps

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Largest Performance Gaps Between Importance and Satisfaction

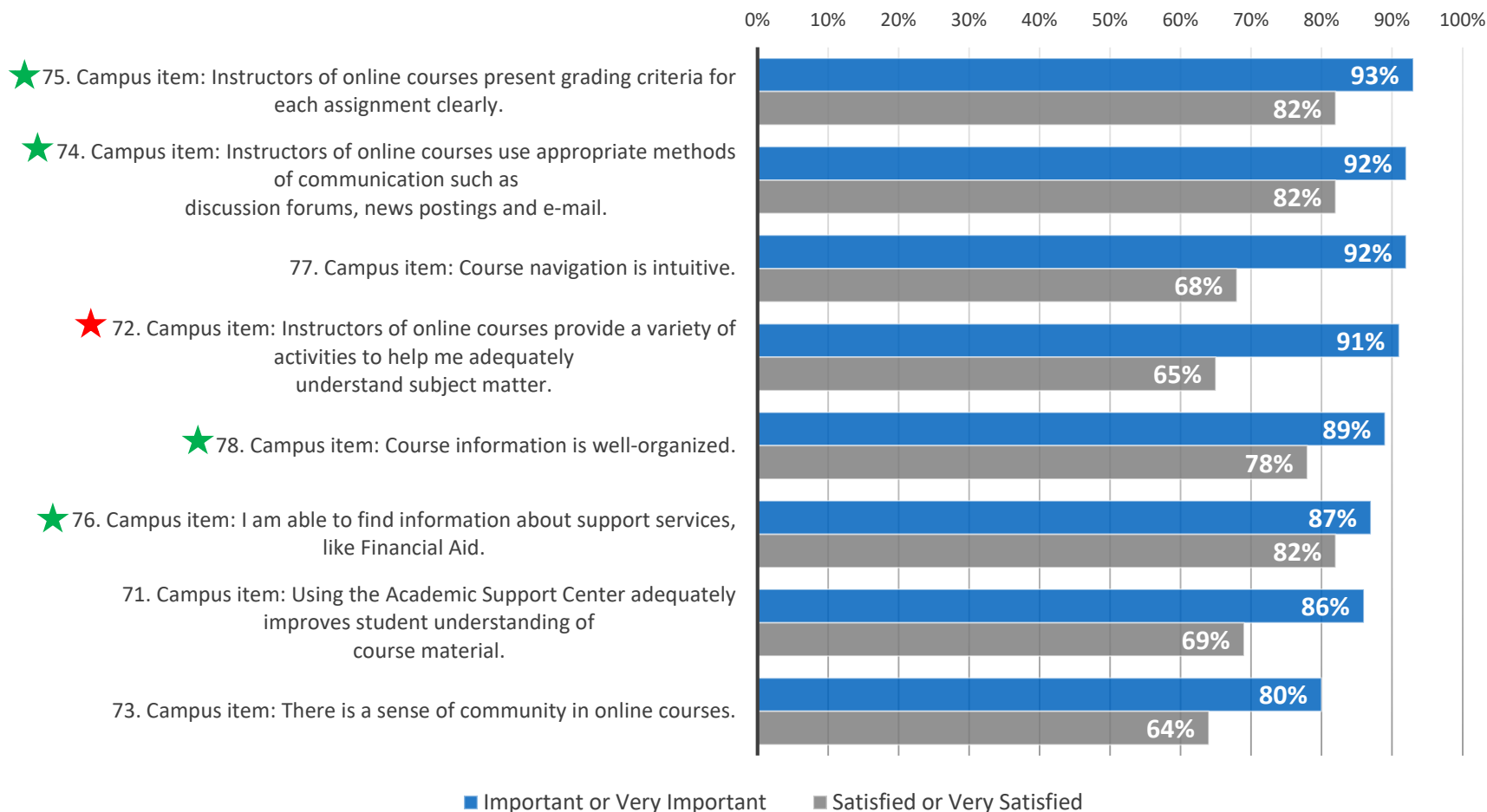


- ★ Strength - High importance and high satisfaction
- ★ Challenge - High importance and low satisfaction and/or large performance gap

Custom Items by Importance

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Custom Items by Importance



■ Important or Very Important ■ Satisfied or Very Satisfied

- ★ Strength - High importance and high satisfaction
- ★ Challenge - High importance and low satisfaction and/or large performance gap

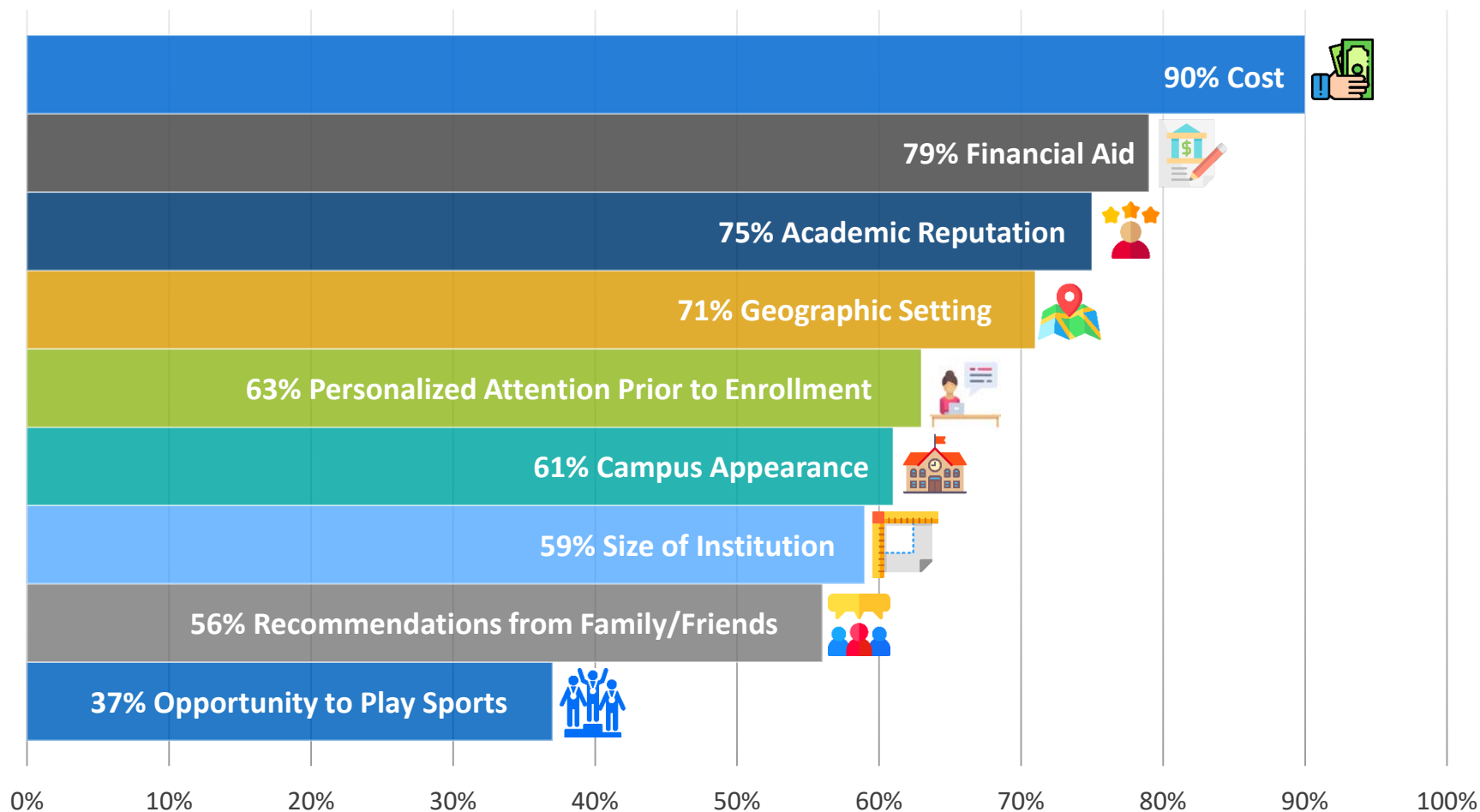
Results

Student Experience Summary

Student Motivational Factors: Pre-Enrollment

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



Student Experience: Diverse Populations

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



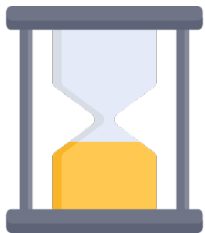
Older, Returning Students
83%, n = 59



Students with Disabilities
83%, n = 40



Evening Students
82%, n = 49



Part-Time Students
79%, n = 53



Commuters
72%, n = 38



Under-Represented Populations
69%, n = 34

Student Experience: Summary

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



42% report their experience at DSC as **quite a bit or much better** than expected

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



73% 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?



82% report they would **probably or definitely** enroll at DSC again

Q: How likely is it that you would recommend DSC to a friend or colleague?



57% report **very likely or extremely likely** to recommend DSC to a friend or colleague