STUDENT SATISFACTION INVENTORY (SSI)
Survey Highlights - 2019

In spring 2019, we administered the Student Satisfaction Inventory (SSI) which asks students about their satisfaction with their academic, co-curricular, and student services experiences. The SSI serves as both an assessment of institutional effectiveness and an evaluation component for UD’s Quality Enhancement Project Discern, Experience, Achieve.

- Response rate = 29%
  o 406 completed of 1,405 invited undergraduates

Participant characteristics:
- 88% traditional college age of 19-24 yrs. & 98% are enrolled full-time
- 60% female (over-represented compared to our official 53% enrollment)
- 18% Hispanic (under-represented in the survey as compared to our official 24% enrollment)
- 65% white/Caucasian (over-represented in the survey compared to our official 59% enrollment)
- 51% in-state, 3% International
- 80% reported a GPA of 3.0 or above and 5% reported a GPA below 2.5
- 80% were in Constantin College, 9% in the College of Business, 1% in the School of Ministry, and for reasons that are unclear, 2% marked Braniff.
- 92% started at UD, with 4% planning to transfer to another school.
- 4% selected an associate degree as their educational goal. Otherwise, 68% aim for a bachelor, 11% for a Master’s and 17% for a doctoral goal.
- 52% reported belonging to 1-2 campus organizations and 5% reported they belong to 5 or more organizations. Organizations include athletic memberships.
- UD was their first (62%) or second (20%) choice when deciding where to attend college.
- 23% freshmen, 26% sophomore, 27% Junior, 23% senior
- Biology (13%), English (12%), Business (11%) most frequently selected majors
- Source of tuition - 48% reported scholarships, 23% financial aid, 30% other (family or self-support)
- Employment - 33% PT on campus, 27% PT off-campus, 34% no employment
- 52% live in residence hall, 24% off campus, 13% with parents, 9% other

Participation was voluntary with several incentives offered through a random drawing. The SSI consists of 63 Likert scale items with 10 added UD campus specific items. Students rate on a scale of 1-7 both the importance of an item and their level of satisfaction of that item related to their experiences on campus. We receive mean figures for our comparison group of other four-year private peers completing the inventory. The national private peer comparison group used in these analyses, includes three academic years of data for students who completed the same survey version and/or are at the same type of institution.

Summary Highlights
Our students rated us slightly higher when compared to the national four-year peer group on the broad questions about their UD experience:

1. Students reported being satisfied or very satisfied with their experience- 69% UD vs. 57% Peers
2. UD did quite a bit or much better than expected at meeting expectations-37% UD vs. 28% Peers
3. Students would probably or definitely enroll again - 73% UD vs. 59% Peers

For more information contact Vicky Dueer, Assistant Provost, Institutional Effectiveness at vmorrisdueer@udallas.edu or (972) 265-5744
Strategic Planning Overview

Top Five *Strengths* (high importance/high satisfaction)

1) The content of my courses within my major is valuable
2) The campus is safe and secure for all students
3) The quality of instruction I receive in most of my classes is excellent
4) My academic advisor is knowledgeable about requirements for my major
5) Financial aid awards are announced in time to be helpful in college planning

Top Five *Challenges* (high importance with low satisfaction or a large gap)

1) Tuition paid is a worthwhile investment
2) I am able to register for classes I need with few conflicts
3) Students are free to express their ideas on this campus
4) Faculty provide timely feedback about my academic programs
5) Registration processes and procedures are convenient.

**Scale ratings**- items belonging to a scale are compiled to arrive at a scale score.

Top three ranking by *importance*:

1) Registration effectiveness
2) Academic advising effectiveness
3) Instructional effectiveness

Top three ranking by *satisfaction*:

1) Instructional effectiveness
2) Academic advising effectiveness
3) Safety and security

**Campus items**- Ten campus items were added that are only our students complete therefore national peer group comparison data is not available.

Top three *strengths*:

1) Classroom instruction at UD is active and engaging
2) Study areas are available across campus
3) Students are encouraged to think imaginatively and creatively at UD.

Top three challenges:

1) Career services provide ample assistance for career and/or graduate school preparation.
2) The health services available on campus met my needs.
3) The campus food service met my expectations for available, nutritional, and tasty meals.

**Student Comments** - Participants provided a little over 200 written comments on the survey. Matthew Guertin collated comments into topical areas and those were distributed to the leader of that area. Matthew also shared his written summary of his perceptions of the survey and comments at the Strategic Survey Planning committee’s July meeting.