

DELTA STATE UNIVERSITY
Student Satisfaction Inventory
Responses from all Colleges
Fall 2011

1. Student Satisfaction Inventory By agreeing to the following statement you consent to participate in the Student Satisfaction Inventory Survey. You will be asked a series of questions regarding your experiences as a graduate student at Delta State University. I understand that: My participation in this survey is completely voluntary Some yes or no questions are required to skip to each section I have the option of not answering any question within each section for any reason I have the right to withdraw from participation at any time All data collected will have confidentiality Do you agree to participate in this survey?

Yes	114	99%
No	1	1%
Total	115	100%

2. Where do you attend graduate classes? Please mark all that apply.

On the main campus (Cleveland)	56	49%
Greenville Higher Ed. Center (GHEC)	0	0%
Coahoma County Higher Ed. Center (CCHCC)	0	0%
Online	80	70%

3. Please indicate your level of agreement with the following statements:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Financial aid counselors are helpful	27 24%	31 27%	24 21%	4 4%	4 4%	23 20%
Class change (drop/add) policies are reasonable	26 23%	47 41%	17 15%	3 3%	0 0%	21 18%
The registration process is understandable and efficient	45 39%	47 41%	10 9%	9 8%	2 2%	1 1%
Admissions staff are knowledgeable and helpful	37 32%	45 39%	13 11%	7 6%	2 2%	10 9%
Admissions counselors respond to prospective students' unique needs and requests	33 29%	40 35%	13 11%	4 4%	3 3%	21 18%
I seldom get the "run-around" when seeking information on this campus	27 24%	43 38%	18 16%	15 13%	6 5%	4 4%
Library resources and services are adequate	35 31%	41 36%	9 8%	6 5%	3 3%	19 17%
Academic support services adequately meets the needs of students	33 29%	36 32%	21 19%	4 4%	1 1%	18 16%
I am able to experience intellectual growth here	45 39%	53 46%	11 10%	4 4%	1 1%	0 0%
The institution has a good reputation within the community	48 42%	47 41%	7 6%	4 4%	0 0%	8 7%
Channels for expressing student concerns are clearly stated	29 25%	39 34%	22 19%	12 11%	5 4%	7 6%

4. Please indicate your level of agreement with the following statements:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
There is a commitment to academic excellence on this campus	47 41%	41 36%	12 11%	4 4%	2 2%	8 7%
Faculty provide timely feedback about students progress in a course	37 33%	49 43%	17 15%	8 7%	2 2%	0 0%
Faculty take into consideration student diversity as they teach a course	44 39%	38 33%	17 15%	9 8%	2 2%	4 4%
I receive quality teaching in my course from faculty	42 37%	50 44%	12 11%	6 5%	2 2%	1 1%
My instructors demonstrate the knowledge and ability to teach graduate courses	52 46%	42 37%	10 9%	8 7%	1 1%	0 0%
My academic advisor is concerned about my success as an individual	53 47%	29 26%	11 10%	5 4%	6 5%	8 7%
My academic advisor is knowledgeable about requirements in my major	61 54%	37 32%	4 4%	2 2%	3 3%	7 6%
The content of the courses within my major is valuable	47 42%	44 39%	13 12%	4 4%	2 2%	3 3%
The classes within my program meet the needs of my schedule	55 48%	41 36%	9 8%	3 3%	4 4%	2 2%

5. Do you take graduate classes only online?

Yes	67	59%
No	47	41%
Total	114	100%

6. Please indicate your level of agreement to the following statements:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Computer labs are adequate and accessible	13 28%	18 38%	5 11%	1 2%	0 0%	10 21%
There is adequate and convenient food service available	11 23%	13 28%	6 13%	1 2%	1 2%	15 32%
Bookstore hours are convenient	9 19%	16 34%	6 13%	4 9%	2 4%	10 21%
The Student Business Services office is open during hours which are convenient for most students	8 17%	20 43%	10 21%	1 2%	1 2%	7 15%
The campus is safe and secure for all students	14 30%	25 53%	4 9%	0 0%	0 0%	4 9%
It is an enjoyable experience to be a student on this campus	14 30%	22 48%	6 13%	2 4%	0 0%	2 4%
There is a strong commitment to diversity on this campus	15 33%	13 28%	10 22%	3 7%	1 2%	4 9%
The quality of instruction I receive in most of my classes is excellent	20 43%	23 50%	0 0%	2 4%	1 2%	0 0%
Faculty are usually available after class and during office hours	20 43%	20 43%	4 9%	1 2%	1 2%	0 0%
Faculty are fair and unbiased in their treatment of individual students	18 39%	18 39%	6 13%	0 0%	3 7%	1 2%
Graduate assistants are fairly compensated on this campus	7 15%	9 20%	3 7%	5 11%	2 4%	20 43%
Graduate assistantships provide an opportunity to gain useful experiences for future employment	8 17%	15 32%	5 11%	2 4%	1 2%	16 34%

7. How satisfied are you that this campus demonstrates a commitment to meeting the needs of:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Neutral	Not Very Satisfied	Not at all Satisfied	N/A
Part-time students	28 25%	42 37%	18 16%	2 2%	2 2%	21 19%
Evening students	25 23%	39 35%	11 10%	5 5%	3 3%	28 25%
Non-traditional students	33 29%	40 36%	14 12%	5 4%	3 3%	17 15%
Minorities	23 21%	40 36%	14 12%	3 3%	2 2%	30 27%
Commuters	24 21%	42 38%	11 10%	5 4%	0 0%	30 27%
Students with disabilities	19 17%	29 26%	15 13%	2 2%	0 0%	47 42%
Online students	43 39%	42 38%	11 10%	6 5%	5 5%	4 4%
DSU branch campus students	21 19%	25 23%	13 12%	0 0%	0 0%	52 47%

8. How important were these factors in your decision to continue your studies in graduate school?

	Very Important	Important	Neutral	Not Very Important	Not at all Important	N/A
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.						
Poor economy	35 31%	33 29%	18 16%	12 11%	10 9%	5 4%
Competition in the job market	51 45%	36 32%	12 11%	7 6%	4 4%	3 3%
Did not want to leave home	32 28%	23 20%	11 10%	11 10%	25 22%	11 10%
No job offer at the present time	14 12%	14 12%	15 13%	5 4%	27 24%	37 33%
Available on-campus housing	8 7%	10 9%	10 9%	4 4%	34 30%	47 42%
Other factors that were not listed	24 21%	19 17%	15 13%	1 1%	11 10%	42 38%

9. How important were each of the following factors in your decision to enroll in a graduate program at Delta State?

	Very Important	Important	Neutral	Not Very Important	Not at all Important	N/A
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.						
Cost	51 46%	47 42%	7 6%	0 0%	5 4%	2 2%
Financial aid	42 38%	32 29%	14 12%	4 4%	8 7%	12 11%
Academic reputation	43 38%	41 37%	20 18%	4 4%	2 2%	2 2%
Size of institution	28 25%	28 25%	22 20%	19 17%	12 11%	3 3%
Recommendation from family/friends	36 32%	30 27%	17 15%	10 9%	9 8%	10 9%
Geographic setting	36 32%	33 29%	12 11%	12 11%	12 11%	7 6%
Campus appearance	21 19%	24 22%	23 21%	16 14%	12 11%	15 14%
Personalized attention prior to enrollment	30 27%	36 32%	17 15%	10 9%	6 5%	12 11%
Programs offerings	63 56%	41 37%	5 4%	2 2%	0 0%	1 1%

10. How did you hear about the graduate programs at Delta State? Please mark all that apply.

Radio advertisement	0	0%
Magazine/Journal advertisements	0	0%
Newspaper advertisements	3	3%
Representation at conferences	1	1%
Web site	23	21%
Phone call from DSU	2	2%
Personal contact via mail	8	7%
Career fairs	3	3%
Recommendation from faculty	20	18%
Attended as an undergraduate	37	33%
Friends and/or family	50	45%
Other, please specify	21	19%

Other, please specify comments:
from a professor at Tougaloo College
Through work at Baxter
Superintendent of our school district...and bank hours previously provided
Alumni
Learned about prgm through a convo w/faculty member
work
Basketball Staff
grew up in Cleveland, known about dsu my whole life
online
Hired as staff employee
Recommended by the State Dept of Education
Teach For America
Coworkers
through my superintendent
Employer
My neighbor graduated from there and encouraged me to apply
A CPA (name removed) in Ocean Springs, MS
I came to hear a lecture provided by the Madison Center
Information poster placed in teacher lounge

11. Please rate your overall satisfaction with your experience here thus far.

Very Satisfied	43	38%
Satisfied	54	47%
Neutral	12	11%
Dissatisfied	3	3%
Very Dissatisfied	2	2%
Total	114	100%

DEMOGRAPHICS

12. What is your college/school affiliation?

College of Arts and Sciences	22	19%
College of Business	23	20%
College of Education	59	52%
School of Nursing	9	8%
Total	113	100%

13. Please estimate your cumulative undergraduate GPA:

3.5+	51	46%
3.00-3.49	47	42%
2.50-2.99	12	11%
2.00-2.49	2	2%
Total	112	100%

14. How many hours have you completed in your graduate work?

0-9	39	35%
10-30	47	42%
31-60	27	24%
Total	113	100%

15. What type of degree are you working towards?

Master's	86	77%
Specialist	11	10%
Doctoral	14	13%
Total	111	100%

16. What is your gender?

Male	24	21%
Female	88	79%
Total	112	100%

17. What is your age?

19-22	3	3%
23-26	27	24%
27-30	23	21%
31-39	28	25%
40 and over	31	28%
Total	112	100%

18. Do you consider yourself to be Hispanic/Latino?

Yes	1	1%
No	109	99%
Total	110	100%

19. In addition, select one or more of the following racial categories to describe yourself:

American Indian or Alaska Native	1	1%
Asian	2	2%
Black or African American	39	35%
Native American or Pacific Islander	1	1%
White	68	62%

Total Responses: 113

Total Number of Possible Responses: 793

Response Rate: 14%

*This survey was emailed to all graduate students with a valid email address. Teach for America Students were not asked to participate in this survey.

**Partial responses are included in the overall report.