

DELTA STATE UNIVERSITY
Student Satisfaction Inventory
Responses from all Colleges
Fall 2010

1. 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	155	100%
No	0	0%
Total	155	100%

2. 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	Not Applicable
Financial aid counselors are helpful	36 23%	31 20%	20 13%	14 9%	7 5%	46 30%
Class change (drop/add) policies are reasonable	45 30%	49 32%	20 13%	4 3%	6 4%	28 18%
The registration process is understandable and efficient	63 41%	59 38%	10 6%	13 8%	9 6%	0 0%
Admissions staff are knowledgeable and helpful	55 36%	46 30%	21 14%	9 6%	7 5%	16 10%
Admissions counselors respond to prospective students' unique needs and requests	44 29%	32 21%	32 21%	8 5%	7 5%	31 20%
I seldom get the "run-around" when seeking information on this campus	48 31%	30 19%	21 14%	26 17%	20 13%	9 6%
Library resources and services are adequate	51 33%	41 27%	21 14%	13 8%	7 5%	20 13%
Academic support services adequately meet the needs of students	43 28%	39 26%	26 17%	10 7%	6 4%	27 18%
I am able to experience intellectual growth here	65 43%	46 30%	20 13%	8 5%	13 9%	0 0%
The institution has a good reputation within the community	68 44%	50 32%	16 10%	3 2%	9 6%	8 5%
Channels for expressing student concerns are clearly stated	45 29%	40 26%	29 19%	23 15%	13 8%	4 3%

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	Not Applicable
There is a commitment to academic excellence on this campus	57 38%	54 36%	16 11%	10 7%	11 7%	3 2%
Faculty provide timely feedback about students progress in a course	49 32%	60 39%	11 7%	13 9%	19 12%	0 0%
Faculty take into consideration student diversity as they teach a course	50 33%	51 34%	23 15%	14 9%	10 7%	4 3%
I receive quality teaching in my course from faculty	54 36%	57 38%	15 10%	10 7%	15 10%	0 0%
My instructors demonstrate the knowledge and ability to teach graduate courses	64 42%	50 33%	16 11%	6 4%	14 9%	1 1%
My academic advisor is concerned about my success as an individual	60 40%	35 23%	27 18%	9 6%	10 7%	10 7%
My academic advisor is knowledgeable about requirements in my major	67 44%	48 32%	16 11%	6 4%	5 3%	9 6%
The content of the courses within my major is valuable	70 46%	42 28%	19 12%	11 7%	9 6%	1 1%
The classes within my program meet the needs of my schedule	64 42%	61 40%	12 8%	4 3%	11 7%	0 0%

4. Do you take graduate classes only online?

Yes	70	46%
No	82	54%
Total	152	100%

5. 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	Not Applicable
Computer labs are adequate and accessible	15 18%	28 34%	12 15%	9 11%	0 0%	18 22%
There is adequate and convenient food service available	14 17%	23 28%	16 20%	6 7%	1 1%	22 27%
Bookstore hours are convenient	7 9%	25 30%	16 20%	19 23%	1 1%	14 17%
The Student Business Services office is open during hours which are convenient for most students	12 15%	35 43%	14 17%	9 11%	2 2%	10 12%
The campus is safe and secure for all students	21 26%	41 50%	10 12%	2 2%	2 2%	6 7%
It is an enjoyable experience to be a student on this campus	18 22%	33 41%	13 16%	7 9%	2 2%	7 9%
There is a strong commitment to diversity on this campus	23 28%	29 36%	13 16%	9 11%	1 1%	6 7%
The quality of instruction I receive in most of my classes is excellent	32 39%	30 37%	8 10%	8 10%	4 5%	0 0%
Faculty are usually available after class and during office hours	32 39%	31 38%	9 11%	2 2%	3 4%	5 6%
Faculty are fair and unbiased in their treatment of individual students	34 42%	28 35%	11 14%	6 7%	1 1%	1 1%
Graduate assistants are fairly compensated on this campus	11 13%	13 16%	18 22%	2 2%	2 2%	36 44%
Graduate assistantships provide an opportunity to gain useful experiences for future employment	15 18%	18 22%	16 20%	2 2%	0 0%	31 38%

6. 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
Part-time students	55 37%	56 38%	27 18%	6 4%	4 3%
Evening students	52 35%	50 34%	34 23%	5 3%	7 5%
Non-traditional students	54 36%	49 33%	35 23%	6 4%	5 3%
Minorities	50 34%	50 34%	39 26%	3 2%	6 4%
Commuters	48 33%	48 33%	34 23%	10 7%	7 5%
Students with disabilities	44 31%	35 24%	48 33%	4 3%	13 9%
Online students	55 36%	54 36%	23 15%	11 7%	9 6%
DSU branch campus students	39 27%	43 29%	52 36%	1 1%	11 8%

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Important	Important	Neutral	Not Very Important	Not at all Important
a. Poor economy	51 34%	39 26%	21 14%	17 11%	23 15%
b. Potential for higher income	89 59%	42 28%	10 7%	6 4%	5 3%
c. Competition in the job market	77 51%	47 31%	12 8%	9 6%	7 5%
d. Did not want to leave home	43 29%	22 15%	17 11%	22 15%	46 31%
e. No job offers at the present time	29 19%	14 9%	24 16%	23 15%	59 40%
f. Available on-campus housing	10 7%	7 5%	21 14%	24 16%	85 58%
g. Other factors that were not listed	25 17%	27 18%	39 27%	6 4%	49 34%

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

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Very Important	Important	Neutral	Not Very Important	Not at all Important
a. Cost	72 48%	46 30%	16 11%	8 5%	9 6%
b. Financial aid	68 45%	31 20%	19 12%	9 6%	25 16%
c. Academic reputation	71 47%	46 30%	20 13%	6 4%	8 5%
d. Size of institution	44 29%	33 22%	30 20%	21 14%	23 15%
e. Recommendation from family/friends	40 26%	31 21%	34 23%	19 13%	27 18%
f. Geographic setting	47 31%	33 22%	27 18%	17 11%	28 18%
g. Campus appearance	26 17%	32 21%	38 25%	22 15%	33 22%
h. Personalized attention prior to enrollment	43 28%	39 26%	27 18%	13 9%	29 19%
i. Programs offerings	83 55%	53 35%	8 5%	3 2%	5 3%

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

Radio advertisement	1	1%
Magazine/Journal advertisements	3	2%
Newspaper advertisements	3	2%
Representation at conferences	5	3%
Web site	41	27%
Phone call from DSU	4	3%
Personal contact via mail	12	8%
Career fairs	11	7%
Recommendation from faculty	19	12%
Attended as an undergraduate	40	26%
Friends and/or family	62	41%
Other, please specify	25	16%

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

Very Satisfied	65	43%
Satisfied	61	40%
Neutral	10	7%
Dissatisfied	12	8%
Very Dissatisfied	4	3%
Total	152	100%

DEMOGRAPHICS**11. What is your college/school affiliation?**

College of Arts and Sciences	23	15%
College of Business	30	20%
College of Education	80	53%
School of Nursing	18	12%
Total	151	100%

*** Four students did not mark a college affiliation.

12. Please estimate your cumulative undergraduate GPA:

3.5+	71	47%
3.00-3.49	58	39%
2.50-2.99	21	14%
2.00-2.49	0	0%
Total	150	100%

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

0-9	50	34%
10-30	55	37%
31-60	42	29%
Total	147	100%

14. What type of degree are you working towards?

Master's	111	74%
Specialist's	20	13%
Doctoral	18	12%
Total	149	100%

15. What is your gender?

Male	34	23%
Female	116	77%
Total	150	100%

16. What is your age?

19-22	7	5%
23-26	40	26%
27-30	22	15%
31-39	33	22%
40 and over	49	32%
Total	151	100%

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

Yes	2	1%
No	149	99%
Total	151	100%

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

American Indian or Alaska Native	2	1%
Asian	3	2%
Black or African American	52	35%
Native American or Pacific Islander	1	1%
White	92	63%

Total Responses: 155

Total Number of Possible Responses: 845

Response Rate: 18%

*This survey was emailed to all graduate students with a valid email address.

**Partial responses are included in the overall report.