

Survey Data 2006

Student Satisfaction Inventory &
Adult Student Priority Survey
(SSI and ASPS)

The Instrument

- Lichert Scale – 1 (low) through 7 (high)
- Importance: Mean averages range 5-6
- Satisfaction: Mean Averages range 4-5
- Mean Difference: Compares satisfaction means between Dominican and the comparison group means
- Comparison Group = 4-year private institutions in the US

METHOD:

Importance vs. Satisfaction level

Difference = Gap

Dominican Gap vs. National norms

Survey Participants

SSI: 313, or 28.6% of total Day student population

Art/E-Art	1.95%
Biology	13.68%
Communication	4.23%
English/Writing	4.24%
History	0.98%
Health Science	5.86%
Humanities	1.63%
Music	1.30%
Nursing	28.01%
Psychology	7.17%
Religion	0.98%
Women Study	0.33%
Business	12.70%
International Studies	0.98%
Liberal Studies	9.45%
Politics	4.89%
Undeclared	1.63%

ASPS: 197, or 26.3% of total Pathways and Graduate programs student population

Business/Strategic Management	16.2%
English/Writing	2.1%
History	0.5%
Human Resource	1.6%
Humanities	15.7%
Nursing	3.7%
Politics	1.1%
Psychology	10.0%
Undeclared	1.1%
Master-Counseling Psychology	7.9%
Master – Education	9.4%
Master – MBA	10.0%
Master – Humanities	2.6%
Master - Nursing	2.6%
Master – Occupational Therapy	4.7%
Credential – San Rafael	7.9%
Credential – Solano and Ukiah	2.6%

3 Primary Areas of Concern

- Largest gaps between Dominican and National norms:
 - Safety & Security
 - Admissions & Financial Aid
 - Instructional Effectiveness
- All 3 areas were common to SSI & ASPS

“Runners Up”

- SSI:
 - Campus life
- ASPS:
 - Registration Effectiveness
 - Excellence of Service

Registration Effectiveness & Service Excellence

- Includes Registrar *and* Business Services
- ASPS – Has an adult student focus
- Includes feedback about:
 - *Scheduling of classes and office hours*
 - *Business processes*
 - *Efficiency & convenience*
 - *Communication & responsiveness*
 - *Customer service*