Assessing Student Climate 2019

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Overview of the 2019 Student Satisfaction Survey

- Background of Student Satisfaction Survey (SSI)

- Introduction to the SSI

- Results of 2019 SSI

- Comparison: 2015, 2016, 2018, and 2019 SSI Results

Why a Student Climate Survey?

- Assessment of Institutional Effectiveness
  - Student's perspective
  - Ability to compare to other student assessments
    - National Survey of Student Engagement (NSSE); Alumni Surveys
  - Ability to compare to peer institutions

- GU OIR had never led a student climate survey before spring, 2015

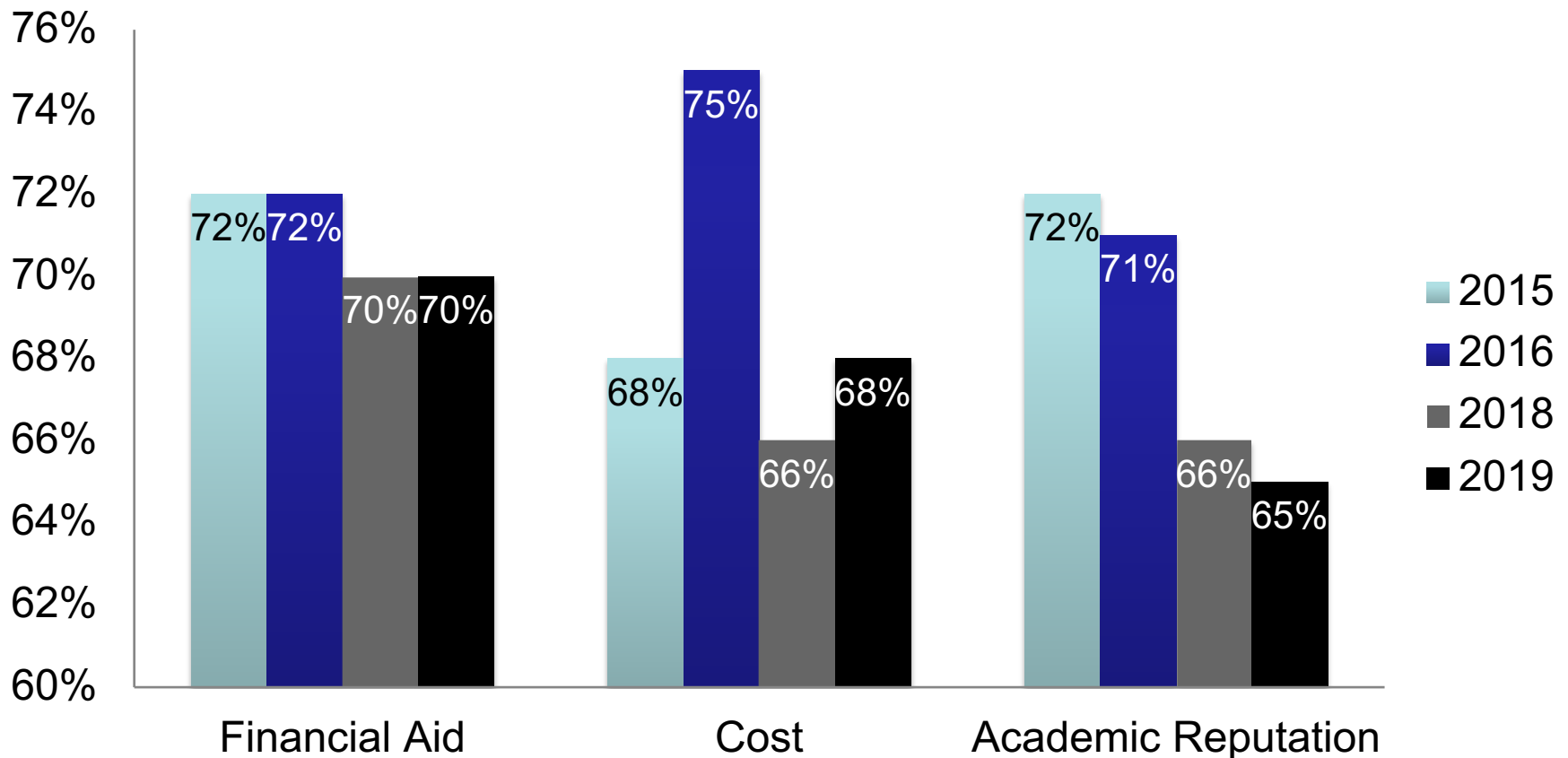CONNECT. DISCOVER. INFLUENCE.

- Spring 2015: OIR's first student climate survey
- Chose Ruffalo Noel-Levitz SSI
  - Nationally normed survey
  - Comprehensive definitions of climate
  - Both graduate and undergraduate students
  - Multiple kinds of analyses
  - Comparison to peers
- Administered: 2015, 2016, 2018, and 2019

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- 98 campus climate items; ratings 1→7
  - 10 items Gallaudet-specific
  - "Importance to me"
  - "…My level of satisfaction"
- 12 scales (categories)
- Responses grouped into composite scores
  - Very important + Very satisfied = **Strengths**
  - Very important + Not very satisfied = **Challenges**

- 293 students (20% response rate)
- Of those responses
  - Class Level
    - 27% Fr/Soph; 47% Jr/Sr; 23% Graduate
  - G.P.A.
    - 75% 3.0 or above
  - Race/Ethnicity
    - 41.5% Students of Color
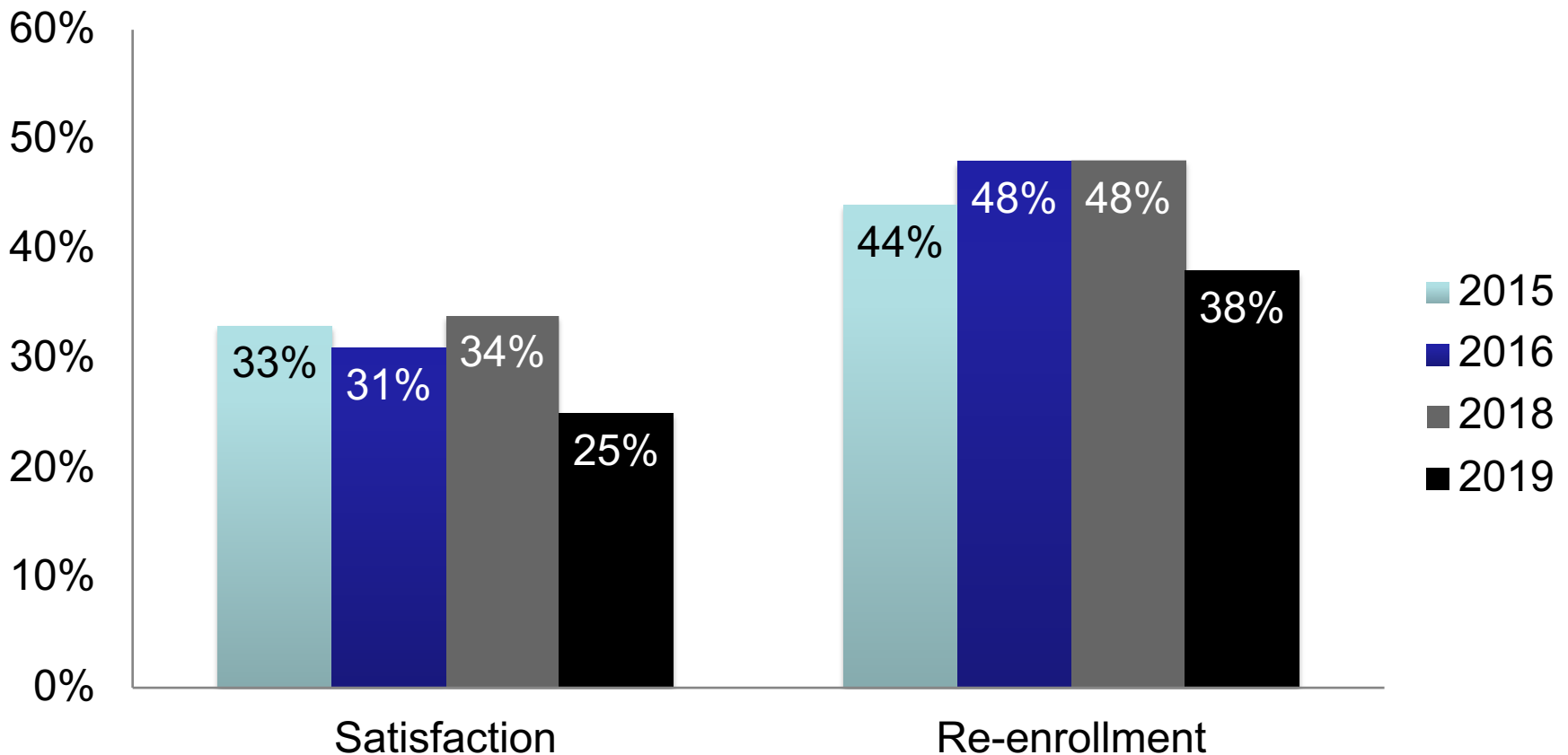   - 54% Non-SOC
    - 4.5% Unknown

- Institutional Choice - Why Gallaudet?
  - Top Three Factors Influencing Enrollment
    - Financial aid (70%)
    - Cost (68%)
    - Academic reputation (65%)

2019 SSI Results

Institutional Choice – Why Gallaudet?
Top Three Factors Influencing Enrollment

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- General Satisfaction with Gallaudet
  - Overall Satisfaction: 25%
  - Re-enrollment: 38%

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2019 SSI Results

**Gallaudet University
Satisfaction and Re-enrollment**

SCALE	STRENGTHS	CHALLENGES
Academic Advising	• **My academic advisor is approachable.** • My academic advisor is knowledgeable about requirements in my major. (2015, 2016, 2019) • **Major requirements are clear and reasonable.** • **My academic advisor is concerned about my success as an individual.*** • **My academic advisor helps me set goals to work toward.**	• None

bold: 2015, 2016, 2018 2019
* repeated in other scales

SCALE	STRENGTHS	CHALLENGES
Instructional Effectiveness	• I am able to experience intellectual growth here. (2015, 2016, 2019) • **The instruction in my major field is excellent.** • The quality of instruction I receive in most of my classes is excellent. (2015, 2019) • The content of the courses within my major is valuable. (2015, 2018, 2019) • **Nearly all of the faculty are knowledgeable in their field.** • **Faculty are usually available after class and during office hours.** • Adjunct faculty are competent as classroom instructors. (2019)	• Faculty provide timely feedback about student progress in a course. (2015, 2018, 2019) • Faculty are fair and unbiased in their treatment of individual students. (2015, 2016, 2019)

bold: 2015, 2016, 2018 2019
* repeated in other scales

SSI Results by Scales & In Order of Importance

SCALE	STRENGTHS	CHALLENGES
Campus Support Services	• **Computer labs are adequate and accessible.** • Bookstore staff are helpful. (2019)	• None
Concern for the Individual	• **My academic advisor is concerned about my success as an individual.***	• **This institution shows concern for students as individuals.*** • Faculty are fair and unbiased in their treatment of individual students. (2015, 2016, 2019)
Student Centeredness	• None	• **Students are made to feel welcome.*** • **This institution shows concern for students as individuals.***

bold: 2015, 2016, 2018 2019
* repeated in other scales

SCALE	STRENGTHS	CHALLENGES
Campus Climate	• None	• **Students are made to feel welcome on this campus.*** • **This institution shows concern for students as individuals.*** • The campus is safe and secure for all students.* (2018, 2019) • There is a strong commitment to racial harmony on this campus. (2016, 2018, 2019)
Safety and Security	• None	• The campus is safe and secure for all students.* (2018, 2019) **bold: 2015, 2016, 2018 2019** * repeated in other scales

SCALE	STRENGTHS	CHALLENGES
Recruitment and Financial Aid	• None	• Adequate financial aid is available for most students. (2015, 2016, 2019)
Campus Life	• Males and females have equal opportunities to participate in intercollegiate athletics. (2018, 2019)	• Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) (2015, 2016, 2019)

bold: 2015, 2016, 2018 2019
* repeated in other scales

SSI Results by Scales & In Order of Importance

SCALE	STRENGTHS	CHALLENGES
Gallaudet Specific Items	• There are adequate programs or resources in place to strengthen my use of ASL. (2018, 2019) • **The university provides sufficient resources that help me effectively use technology for my academic needs.**	• There is visible leadership to foster diversity/inclusion on campus. (2016, 2019) • There is transparent and informed communication throughout the university community. (2019)
Other items (not part of a scale)	• The assessment and course placement procedures are reasonable. (2019)	• On the whole, the campus is well maintained. (2019)

bold: 2015, 2016, 2018 2019
* repeated in other scales

- Many areas of strengths and challenge continue
- New areas of strength
  - Adjunct faculty are competent as classroom instructors
  - Bookstore staff are helpful
- Removed from list of challenges (compared to 2018)
  - Most students feel a sense of belonging here.
  - Financial aid counselors are helpful.
  - Financial aid awards are announced to students in time.
  - Security staff respond quickly in emergencies.

- New areas of challenge:
  - On the whole, the campus is well maintained.
  - There is transparent and informed communication throughout the university community.

- Removed from list of strengths (compared to 2018)
  - Library resources and services are adequate.
  - The personnel in registration are helpful.

Climate Reports: Student Satisfaction Inventory

- Available at the OIR website: Surveys and Reports with Appendices
  - http://www.gallaudet.edu/office-of-academic-quality/institutional-research/gu-campus-climate-survey.html

Increase response rate and representation in responses

Campus members discuss Strengths and Challenges
- – Ask yourselves:
  - ✓ What does this mean for me/us?
  - ✓ What are we doing well?
  - ✓ What's my role in improving Satisfaction?
- – Make changes in how we do things based on the challenges

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Questions and Discussion

- ## 12 Scales in the SSI

1. Academic Advising
2. Campus Climate
3. Campus Life
4. Campus Support Services
5. Concern for the Individual
6. Instructional Effectiveness
7. Recruitment and Financial Aid
8. Registration Effectiveness
9. Responsiveness to Diverse Populations*
10. Safety and Security
11. Service Excellence
12. Student Centeredness

*Not part of the areas of strengths and areas of challenges, due to no importance ratings on these items for ethical reasons.

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Appendix

Gallaudet Specific Questions

1. There are adequate programs or resources in place to strengthen my use of ASL.
2. There are adequate programs or resources in place to strengthen my use of English.
3. I am treated with respect for cultural/personal differences in at Gallaudet University.
4. This institution has a sense of inclusion that provides opportunities to express diverse perspectives.
5. There is visible leadership to foster diversity/inclusion on campus.
6. The university provides sufficient resources that help me effectively use technology for my academic needs.
7. The use of Blackboard has had a positive impact on my academics.
8. (NEW) There is transparent and informed communication throughout the university community.
9. (NEW) The career center has adequate services to help me prepare for finding a job.
10. (NEW) The career center is knowledgeable about expectations for jobs in my field.

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