

Student Evaluations of Drake University Services As Reflected in Drake Student Survey Responses: 1995-1999

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Each year as part of the Drake Student Survey, Drake University students are asked to indicate their level of satisfaction with various Drake University services and offices. Tables included in this summary report show levels of satisfaction with various aspects of the University, its services and offices over a 5 year period. Responses to these questions for 1995-1999 are summarized in this report. Areas students are asked to evaluate have changed over the years in order to include new service areas, exclude some that no longer are part of Drake University and to focus on areas of specific interest.

Table 1 displays some primary respondent characteristics for 1998 and 1999, and the distribution of all Drake students on the same characteristics in 1999. Note that the distributions both years are quite close to the actual distribution of these characteristics among Drake students. The distribution of respondents across colleges in 1999 is slightly more representative than in 1998.

Table 1: Respondent Characteristics

	1999 Full-time Students	1999 Respondents	1998 Respondents
College			
Arts and Sciences	37%	35%	43%
Business and Public Administration	22%	23%	21%
Education	9%	5%	7%
Journalism and Mass Communications	13%	13%	13%
Pharmacy and Health Sciences	19%	24%	16%
Year in School¹			
First Year	28%	25%	26%
Sophomore	22%	21%	23%
Junior or (DP1)	21%	19%	22%
Senior (P4)	21%	22%	28%
Grad (P5, P6) other	5%	6%	
Not identified, Unclassified	2%	8%	
Gender			
Men	40%	35%	34%
Women	60%	63%	65%
Not identified		2%	1%

¹ The labels reflect the new designations for Pharmacy students effective with the 1998-99 academic year.

The tables in this report:

- present evaluations of faculty, class, service and offices on the 1995 - 1999 Drake Student Surveys;
- present data for "Overall Satisfaction," "Academic Offices and Services," "Faculty and Classes," "Social and Residential Life" "Business Services," and "Student Activities";
- present separate the satisfied and unsatisfied responses, with items receiving the highest percentage respectively at the top of each table;
- where relevant include a column indicating the percent for whom the item was not applicable or who did not answer in 1999. Yearly percentages presented are based on the number who did evaluate the item;
- include a "ch 99" column that indicates areas in which there was a 5% or greater increase (+) or a 5% or greater decrease (-) in the percentage expressing satisfaction or dissatisfaction.

Overall Satisfaction with Dimensions of Drake Life

Several questions on the Drake Student Survey ask students for “overall” assessment of various aspects of the Drake experience. In addition they are asked their level of agreement or disagreement with the statement that “Drake University is characterized by a sense of community.” These percentages show a relatively stable evaluation of the Drake Experience from 1998- to 1999 (Table 2). The only notable change was in satisfaction with services which dropped by 8%. Agreement that Drake is characterized by a sense of community continued to be low.

Table 2: Percentage of Respondents Very Satisfied or Satisfied when Asked for Overall Assessment of Dimensions of Drake University Life, 1995-1999

Overall Satisfaction	ch 99	Percent Satisfied				
		1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Overall Quality of Classes		78%	79%	76%		
Overall Experience with Faculty		77	80	75	84	79
Overall Drake Experience		76	75	72	81	76
Overall Academic Advising		66	69	69		
Overall Drake Services	-	47	55	56	73	
Drake Characterized by Sense of Community		39	41	36	45	28

Level of dissatisfaction with overall aspects of the Drake experience changed little from 1998 to 1999 (Table 3). Twenty-seven percent of the students disagreed with the statement that Drake is characterized by a sense of community, continuing the decrease in the percentage providing a negative response to this statement. The most dissatisfaction was expressed in relation to academic advising and Drake Services. The percentage indicating dissatisfaction with the “Overall Drake Experience” declined from 11% in 1998 to 6% in 1999.

Table 3: Percentage of Respondents Very Unsatisfied or Unsatisfied when Asked for Overall Assessment of Dimensions of Drake University Life, 1995-1999

Overall Dissatisfaction	ch 99	Percent Unsatisfied				
		1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Drake Characterized by Sense of Community		27%	29%	36%	30%	38%
Overall Academic Advising		11	15	15		
Overall Drake Services		11	9	10	3	
Overall Drake Experience	-	6	11	8	4	5
Overall Quality of Classes		6	7	8		
Overall Experience with Faculty		5	9	8	3	4

Satisfaction with Faculty and Classes

As noted in Tables 2 and 3, “Quality of Classes” and “Experience with Faculty” receive the highest levels of satisfaction and lowest levels of dissatisfaction. Consistent with this, respondent satisfaction with specific aspects of their experience with faculty and classes generally was high.

Students were asked about a number of different characteristics of faculty and classes. No notable changes occurred in the percentage who are satisfied or dissatisfied with these dimensions of the Drake experience. Eighty percent or more reported that their professors are knowledgeable, approachable, enthusiastic and caring and indicated satisfaction with the education they are receiving in their major and the quality of their major. The percentage indicating satisfaction with their academic advisor agreeing that faculty are sensitive to student needs also were high. The lowest level of satisfaction was related to adequacy of racial and ethnic diversity of faculty, with only 45% of the respondents indicating satisfaction.

Table 4: Percentage Very Satisfied or Satisfied with Faculty Performance and Classes, 1995-1999

Faculty and Classes	ch 99	Percent Agreeing				
		1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Professors are knowledgeable		95				
Faculty are approachable		90	91%	89%	85%	81%
Satisfied with education receiving in major		84	85	81		
Professors are enthusiastic		84	88	81		
Satisfied with quality of major		83	85	82	84	82
Professors are caring		82	82	77		
Satisfied with academic advisor		75	77	75	75	73
Faculty are sensitive to student needs		74	78	73	67	65
Satisfied with faculty gender diversity		65	61	62		
Sufficient race/ethnic diversity of faculty		45	47	42	47	38

The greatest dissatisfaction was expressed in relation to racial, ethnic and gender diversity of faculty (Table 5). Less than 10% of the students expressed dissatisfaction with any other item.

Table 5: Percentage Very Unsatisfied or Unsatisfied with Faculty Performance and Classes, 1995-1999

Faculty and Classes	ch 99	Percent Unsatisfied or Disagreeing				
		1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Sufficient race/ethnic diversity of faculty		24%	26%	27%	13%	23%
Faculty gender diversity		15	16	17		
Satisfied with academic advisor		8	11	12	9	11
Faculty are sensitive to student needs		5	5	7	8	9
Satisfied with quality of major		5	5	5	3	6
Satisfied with education in major		3	4	5		
Professors are caring		3	3	5		
Faculty are approachable		1	4	3	4	5
Professors are enthusiastic		1	2	3		
Professors are knowledgeable		1				

Academic Offices and Services

Students also were asked to indicate their level of satisfaction with a variety of academic offices and services. Most notable in this table is the steadily declining satisfaction with access to computers. Until 1999 computer access drew the highest level of satisfaction of any of the service areas. In 1998 a question about the Computer Help Desk was added to the survey and in 1999 questions about satisfaction with labs and repair services were added. These three areas garnered the lowest level of satisfaction of any services. Satisfaction dropped 5 or more percentage points in relation to the Study Abroad Program, Registrar's Office, Career Center and Computer Help Desk.

Table 6: Percentage of Respondents Very Satisfied or Satisfied with Identified Academic Offices and Services, 1995-1999

Academic Offices and Services	Percent Satisfied						
	% not apl	ch 99	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Library Staff Services	13		65%	67%	62%	68%	57%
Access to Computers	7	-	64	77	81	92	85
Dean's Office (Your College)	23		64	68	56	72	70
Admissions Office	18		63	62	62	75	67
Registrar's Office	18		60	62	59	67	58
Registration Process	7		58	64	59	60	57
Study Abroad Program	68	-	58	65			
Career Center	34	-	48	53	52	69	55
Office of Academic Assistance (Student Develop. & Learning Center till 99)	59		48	45	44	56	
Computer Help Desk (MAC Hotline till 99)	25	-	41	50			
Computer labs	19		38				
Computer repair services	37		34				

Table 7: Percentage of Respondents Very Unsatisfied or Unsatisfied with Identified Academic Offices and Services, 1995-1999

Academic Offices and Services	Percent Unsatisfied						
	% not apl	ch 99	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Computer repair services	37		34%				
Computer Labs	19		33				
Computer Help Desk (MAC Hotline till 99)	25	+	28	22			
Access to Computers	7	+	16	10	8	3	5
Registration Process	7		14	10	12	12	15
Career Center	34		12	14	15	5	13
Dean's Office (Your College)	23		8	6	8	6	7
Registrar's Office	18		7	5	5	3	6
Study Abroad Program	68		7	4			
Office of Academic Assistance (Student Develop. & Learning Center till 99)	59		6	7	7	6	
Admissions Office	18		6	5	5	3	6
Library Staff Services	13		5	5	4	6	7

Computer services also accrued the highest percentage of dissatisfied responses in 1999 (Table 7). Dissatisfaction increased perceptibly in response to the help desk and access to computers, but remained relatively stable in response to other Academic Offices and services.

Satisfaction with Social and Residential Aspects of the Drake Experience

Social and residential experiences at Drake ranged from a high of 80% satisfied with the Bell Center to a low of 33% satisfied with Hubbell Dining Hall. Satisfaction with over half of these items dropped 5% or more from 1998 to 1999. Since 1998 represented a one-year increase in satisfaction levels for many of these areas, comparing 1999 to 1997 figures reveals more constancy in evaluations.

Table 8: Percentage of Respondents Very Satisfied or Satisfied with Social and Residential Aspects of the Drake Experience, 1995-1999

Social and Residential Experiences	% Not applic. 99	ch 99	Percent Satisfied or Agreeing				
			1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Bell Center	67		80%	77%	77%		
Campus Security	18		56	59	43	65	55
International Center	66	-	55	63	52		
Student Life Center	32	-	50	61	57	64	46
Peer Mentor Program	34		50				
Dean of Students Office	51		48				
Residence Halls	20	-	47	55	52	54	49
Residential Life Office	44	-	45	54	52		
Counseling Center	65		43	47	47	57	50
Olmsted Food Service	15	-	42	48	45	52	
Health Services	30	-	41	47	27	38	37
Disability Resource Center	77		39	42	42		
Hubbell Dining Hall	17	-	33	40	31	39	35

Table 9: Percentage of Respondents Very Unsatisfied or Unsatisfied with Social and Residential Services and Offices, 1995-1999

Social and Residential Services	% Not applic. 99	ch 99	Percent Unsatisfied or Disagree				
			1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Hubbell Dining Hall	17	+	34	24	32	24	27
Health Service	30	+	28	23	44	30	32
Olmsted Food Service	15	+	27	18	21	14	
Residence Halls	20	+	21	16	17	16	19
Residential Life Office	44		17	13	11		
Peer Mentor Program	34		16				
Student Life Center	32	+	14	8	9	7	13
Campus Security	18		11	14	25	9	14
Counseling Center	65		10	8	13	6	10
Disability Resource Center	77		8	9	6		
International Center	66		7	4	6		
Bell Center	67		4	5	4		
Dean of Students Office	51		2				

Concomitantly, the highest level of dissatisfaction was expressed in relation to Hubbell Dining Hall (Table 9). Level of expressed dissatisfaction increased 5 or more percentage points for Hubbell Dining Hall, the Health Service, Olmsted Food Service, the Residence Halls and the Student Life Center.

Satisfaction with Business Services

Student satisfaction with business services remained low compared to other areas of campus life. Satisfaction with the Cashier's office was highest. The lowest satisfaction, and only notable decrease, was in relation to the Telecommunications Office. Not surprisingly, availability of financial aid garnered the highest expression of dissatisfaction.

Table 10: Percentage Very Satisfied or Satisfied with Identified Business Services, 1995-1999

Business Services	% Not applic. 99	ch 99	Percent Satisfied				
			1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Cashier's Office	12		67%	65%	57%	70%	61%
D-Shoppe (Bookstore Service till 99)	11		61	58	55	71	60
Financial Aid Staff Service	32		50	49	49	57	
Availability of Financial Aid	17		46	47	49	50	
Telecommunications Office	56	-	37	44	38	54	42

Table 11: Percentage Very Unsatisfied or Unsatisfied with Identified Business Services, 1995-1999

Business Services	% Not applic. 99	ch 99	Percent Unsatisfied				
			1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Availability of Financial Aid	17		27%	25%	25%	23%	
Financial Aid Staff Service	32		17	18	17	14	
Telecommunications Office	56		11	11	14	7	10
D-Shoppe (Bookstore Service till 99)	11		8	11	12	9	12
Cashier's Office	12		7	8	14	9	12

Satisfaction with Student Activities

When asked about student activities, respondents expressed a high level of satisfaction with the Fine Arts productions and with the intramural program. The percentage satisfied with other student activity areas ranged from 30% to about 50%. Satisfaction with all of these areas decreased from 1998 to 1999, with 6 of the 8 decreasing from 6 to 14 percentage points (Table 12).

The highest level of dissatisfaction was expressed in relation to Drake TV, KDRK radio and Student Government, with expressed dissatisfaction increasing 9 or more percentage points in relation to each of these areas. The lowest dissatisfaction was with Fine Arts productions (Table 13).

Table 12: Percentage Very Satisfied or Satisfied with Identified Student Activities, 1995-1999

Student Activities	Percent Satisfied						
	% Not applic. 99	ch 99	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Fine Arts Productions	34	-	70%	77%	74%	75%	
Intramural Program	45	-	65	71	63		
Times-Delphic	17		49	51	44	41	35
Drake Magazine	42		41	45	45		
DUIN	50	-	36	42			
Student Government	37	-	27	41	35		
KDRK Radio	52	-	26	40	31		
Drake TV	41	-	21	30	34		

Table 13: Percentage Very Unsatisfied or Unsatisfied with Identified Student Activities, 1995-1999

Student Activities	Percent Unsatisfied						
	% Not applic. 99	ch 99	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)
Drake TV	41	+	41	31%	27%		
KDRK Radio	52	+	33	23	32		
Student Government	37	+	28	19	22		
Times-Delphic	17		23	20	22	27	31
Drake Magazine	42		17	19	15		
DUIN	50		17	14			
Intramural Program	45		6	6	8		
Fine Arts Productions	34		5	2	4	2	