

## Student Evaluations of Drake University Services As Reflected in Drake Student Survey Responses: 1996-2000

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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 1996-2000 are summarized in this report. Services and offices evaluated 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 1999 and 2000, and the distribution of all Drake students on the same characteristics in 2000. Note that the distributions both years are quite close to the actual distribution of these characteristics among Drake students.

**Table 1: Respondent Characteristics**

	1999-2000 Full-time Students	2000 Respondents	1999 Respondents
<b>College</b>			
Arts and Sciences	39%	37%	35%
Business and Public Administration	24%	19%	23%
Education	5%	5%	5%
Journalism & Mass Communications	14%	15%	13%
Pharmacy and Health Sciences	18%	24%	24%
<b>Year in School<sup>1</sup></b>			
First Year	30%	25%	25%
Sophomore	20%	24%	21%
Junior or (DP1)	21%	22%	19%
Senior and Grad (P4, 5 & 6)	27%	26%	28%
Not identified, Unclassified	2%	3%	8%
<b>Gender</b>			
Men	40%	33%	35%
Women	60%	64%	63%
Not identified		3%	2%

<sup>1</sup> 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 1996- 2000 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 2000. Yearly percentages presented are based on the number who did evaluate the item;
- include a "ch 00" 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 from 1999 to 2000.

## 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 1996- to 2000 (Table 2). The only notable change was in satisfaction with services which improved by 9%, returning to the 1997 and 1998 level of satisfaction. 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, 1996-2000**

Overall Satisfaction	ch 00	Percent Satisfied				
		2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Overall Quality of Classes		76%	78%	79%	76%	
Overall Experience with Faculty		77	77	80	75	84
Overall Drake Experience		73	76	75	72	81
Overall Academic Advising		66	66	69	69	
Overall Drake Services	+	56	47	55	56	73
Drake Characterized by Sense of Community		43	39	41	36	45

Overall level of dissatisfaction with aspects of the Drake experience changed little from 1999 to 2000 (Table 3). Twenty -five 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 percentage indicating dissatisfaction with the “Overall Drake Experience” increased from 6% in 1999 to 11% in 2000.

**Table 3: Percentage of Respondents Very Unsatisfied or Unsatisfied when Asked for Overall Assessment of Dimensions of Drake University Life, 1996-2000**

Overall Dissatisfaction	ch 00	Percent Unsatisfied				
		2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Drake Characterized by Sense of Community		25%	27%	29%	36%	30%
Overall Academic Advising		14	11	15	15	
Overall Drake Services		11	11	9	10	3
Overall Drake Experience	+	11	6	11	8	4
Overall Quality of Classes		9	6	7	8	
Overall Experience with Faculty		9	5	9	8	3

### 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 and agreeing that faculty are sensitive to student needs also were high.

**Table 4: Percentage Very Satisfied or Satisfied with Faculty Performance and Classes, 1996-2000**

Faculty and Classes	ch 00	Percent Agreeing				
		2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Professors are knowledgeable		93	95			
Faculty are approachable		91	90	91%	89%	85%
Satisfied with education receiving in major		86	84	85	81	
Satisfied with quality of major		85	83	85	82	84
Professors are enthusiastic		82	84	88	81	
Professors are caring		80	82	82	77	
Satisfied with academic advisor		76	75	77	75	75
Faculty are sensitive to student needs		76	74	78	73	67
Satisfied with faculty gender diversity		64	65	61	62	

Ten percent or fewer of the students expressed dissatisfaction with any item other than gender diversity.

**Table 5: Percentage Very Unsatisfied or Unsatisfied with Faculty Performance and Classes, 1996-2000**

Faculty and Classes	ch 00	Percent Unsatisfied or Disagreeing				
		2000 (n=1037)	1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Faculty gender diversity		15%	15%	16%	17%	
Satisfied with academic advisor		10	8	11	12	9
Faculty are sensitive to student needs		6	5	5	7	8
Satisfied with quality of major		5	5	5	5	3
Satisfied with education in major		4	3	4	5	
Professors are caring		3	3	3	5	
Faculty are approachable		3	1	4	3	4
Professors are enthusiastic		3	1	2	3	
Professors are knowledgeable		2	1			
Satisfied with personal interaction with faculty		4				

### 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 steady decline in satisfaction with access to computers. Until 1998 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 a question about satisfaction with labs was added. These two areas garnered the lowest level of satisfaction of any services. Satisfaction increased 5 or more percentage points in relation to the Dean's offices, Registration Process, Registrar's Office, Career Center, Office of Academic Assistance and Computer Help Desk.

**Table 6: Percentage of Respondents Very Satisfied or Satisfied with Identified Academic Offices and Services, 1996-2000**

Academic Offices and Services	Percent Satisfied						
	% not apl	ch 00	2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Dean's Office (Your College)	24	+	72%	64%	68%	56%	72%
Library Staff Services	10		69	65%	67%	62%	68%
Registration Process	6	+	67	58	64	59	60
Registrar's Office	18	+	66	60	62	59	67
Admissions Office	18		63	63	62	62	75
Study Abroad Program	67		60	58	65		
Career Center	35	+	59	48	53	52	69
Access to Computers	7	-	57	64	77	81	92
Office of Academic Assistance (Student Develop. & Learning Center till 99)	53	+	56	48	45	44	56
Computer Help Desk (MAC Hotline till 99)	24	+	47	41	50		
Computer labs	17		40	38			

**Table 7: Percentage of Respondents Very Unsatisfied or Unsatisfied with Identified Academic Offices and Services, 1996-2000**

Academic Offices and Services	Percent Unsatisfied						
	% not apl 00	ch 00	2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Computer Labs	17		34	33			
Computer Help Desk (MAC Hotline till 99)	24		24	28	22		
Access to Computers	7	+	21	16	10	8	3
Registration Process	6		10	14	10	12	12
Career Center	35		11	12	14	15	5
Dean's Office (Your College)	24		6	8	6	8	6
Registrar's Office	18		6	7	5	5	3
Study Abroad Program	67		6	7	4		
Office of Academic Assistance (Student Develop. & Learning Center till 99)	53		5	6	7	7	6
Admissions Office	18		7	6	5	5	3
Library Staff Services	10		4	5	5	4	6

Computer services also accrued the highest percentage of dissatisfied responses in 2000 (Table 7). Dissatisfaction increased perceptibly in response to 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**

Satisfaction with social and residential experiences at Drake generally was higher in 2000 than in 1999 (Table 8). Most remarkable was satisfaction with Hubbell Dining Hall, which increased from 33% to 64%. Students also were much more likely to indicate satisfaction with the Student Life Center, the Dean of Students Office, Health Services and the Disability Resource Center.

**Table 8: Percentage of Respondents Very Satisfied or Satisfied with Social and Residential Aspects of the Drake Experience, 1996-2000**

Social and Residential Experiences	% Not applic. 00	ch 00	Percent Satisfied or Agreeing				
			2000 (n=1037)	1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Bell Center	15		78%	80%	77%	77%	
Hubbell Dining Hall	17	++	64	33	40	31	39
Campus Security	15		60	56	59	43	65
Student Life Center	28	+	58	50	61	57	64
Dean of Students Office	49	+	56	48			
International Center	67		55	55	63	52	
Health Services	25	+	54	41	47	27	38
Peer Mentor Program	46		54	50			
Disability Resource Center	71	+	49	39	42	42	
Residence Halls	18		49	47	55	52	54
Counseling Center	62		44	43	47	47	57
Olmsted Food Service	15		42	42	48	45	52

**Table 9: Percentage of Respondents Very Unsatisfied or Unsatisfied with Social and Residential Services and Offices, 1996-2000**

Social and Residential Services	% Not applic. 00	ch 00	Percent Unsatisfied or Disagree				
			2000 (n=1037)	1999 (971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Olmsted Food Service	15		28	27	18	21	14
Residence Halls	18		21	21	16	17	16
Health Service	25	-	19	28	23	44	30
Campus Security	15		14	11	14	25	9
Hubbell Dining Hall	17	-	14	34	24	32	24
Counseling Center	62		13	10	8	13	6
Peer Mentor Program	46	-	11	16			
Student Life Center	28	-	9	14	8	9	7
Bell Center	15		6	4	5	4	
Dean of Students Office	49		6	2			
Disability Resource Center	71		6	8	9	6	
International Center	67		5	7	4	6	

The highest level of dissatisfaction was expressed in relation to Olmsted food service (Table 9). Level of expressed dissatisfaction decreased 5 or more percentage points for Hubbell Dining Hall, the Health Service, the Student Life Center, and the Peer Mentor program.

### Satisfaction with Business Services

Among business services, satisfaction with the Cashier's office was highest. The lowest satisfaction was with the Telecommunications office. However, this office experienced a notable increase in satisfaction from 1999 to 2000 as did availability of financial aid.

**Table 10: Percentage Very Satisfied or Satisfied with Identified Business Services, 1996-2000**

<b>Business Services</b>	% Not applic. 00	ch 00	<b>Percent Satisfied</b>				
			2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Cashier's Office	11		70%	67%	65%	57%	70%
D-Shoppe (Bookstore Service till 99)	11		64	61	58	55	71
Financial Aid Staff Service	29		53	50	49	49	57
Availability of Financial Aid	14	+	52	46	47	49	50
Telecommunications Office	55	+	45	37	44	38	54

The greatest dissatisfaction was expressed in relation to the availability of financial aid and the fewest students expressed dissatisfaction with the Telecommunications Office.

**Table 11: Percentage Very Unsatisfied or Unsatisfied with Identified Business Services, 1996-2000**

<b>Business Services</b>	% Not applic. 00	ch 00	<b>Percent Unsatisfied</b>				
			2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Availability of Financial Aid	14		23	27%	25%	25%	23%
Financial Aid Staff Service	29		16	17	18	17	14
D-Shoppe (Bookstore Service till 99)	11		9	8	11	12	9
Cashier's Office	11		8	7	8	14	9
Telecommunications Office	55		8	11	11	14	7

### Satisfaction with Student Activities

When asked about student activities, respondents expressed a high level of satisfaction with the Fine Arts productions. The percentage satisfied with other student activity areas ranged from 30% to about 50%. Satisfaction with all of these areas increased from 1999 to 2000, with 4 of the 6 decreasing from 6 to 9 percentage points (Table 12).

The highest level of dissatisfaction was expressed in relation to Drake TV, KDRK radio and Student Government. However, expressed dissatisfaction decreased 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, 1996-2000**

<b>Student Activities</b>	% Not applic. 00	ch 00	<b>Percent Satisfied</b>				
			2000 (n=1037)	1999 (n=971)	1998 (n=807)	1997 (n=1223)	1996 (n=909)
Fine Arts Productions	30	+	76%	70%	77%	74%	75%
Times-Delphic	17		51	49	51	44	41
Drake Magazine	44		45	41	45	45	
Student Government	18	+	36	27	41	35	
KDRK Radio	53	+	33	26	40	31	
Drake TV	42	+	29	21	30	34	

**Table 13: Percentage Very Unsatisfied or Unsatisfied with Identified Student Activities, 1996-2000**

<b>Student Activities</b>	<b>% Not applic. 00</b>	<b>ch 00</b>	<b>Percent Unsatisfied</b>				
			<b>2000 (n=1037)</b>	<b>1999 (n=971)</b>	<b>1998 (n=807)</b>	<b>1997 (n=1223)</b>	<b>1996 (n=909)</b>
Drake TV	42	-	33	41	31%	27%	
KDRK Radio	53	-	25	33	23	32	
Student Government	18	-	22	28	19	22	
Times-Delphic	17		21	23	20	22	27
Drake Magazine	44		15	17	19	15	
Fine Arts Productions	30		4	5	2	4	2