

## Student Evaluations of Drake University Services As Reflected in Drake Student Survey Responses: 1994-1998

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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. The specific areas students have been asked to evaluate have changed over the years in order to include new service areas and to focus on specific aspects of some areas. Responses to these questions are summarized in this preliminary report. Subsequent reports will include a more extensive evaluation of student responses.

The tables that follow report levels of satisfaction over a 5 year period, 1994-1998, with various aspects of the University, its services and offices. For each aspect of the Drake University experience, the percentage indicating satisfaction and the percentage indicating lack of satisfaction are presented and discussed. Items receiving the highest percentage of "satisfied" responses are at the top of each table. The "ch 98" column indicates areas in which there was a 5% or greater increase (+) or a 5% or greater decrease (-) in the percentage expressing satisfaction or dissatisfaction. The tables and pages on which they appear are:

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Table 1 provides information about some characteristics of respondents in 1997 and 1998. In 1998 responses were received from 807 students. While this is the lowest absolute number of respondents, it represents a higher proportion of undergraduates than in some previous years.

The distributions of respondents in both 1997 and 1998 are quite close to the actual distribution of these characteristics among Drake students. The distribution of respondents across colleges/schools in 1998 slightly over represents Arts and Sciences and slightly underrepresents Pharmacy and Health Sciences students (this mainly is due to lack of representation of nursing students).

**Table 1: Respondent Characteristics - 1997 and 1998**

	Percent of 1998 Respondents	Percent of 1997 Respondents
<b>College/School</b>		
Arts and Sciences	43%	38%
Business and Public Administration	21%	22%
Education	7%	7%
Journalism and Mass Communications	13%	13%
Pharmacy and Health Sciences	16%	20%
<b>Year in School</b>		
First Year or P1	26%	23%
Sophomore or P2	23%	26%
Junior or P3	22%	21%
Senior, P4 or P5	26%	28%
Other	2%	2%
<b>Gender</b>		
Men	34%	33%
Women	65%	65%
Not identified	1%	2%

### Overall Satisfaction with Dimensions of Drake Life

Students were asked to indicate their "overall" satisfaction with five aspects of the University. As can be seen in Table 2, these percentages show a relatively stable evaluation of the Drake Experience. Slightly higher percentages of students reported satisfaction with faculty, quality of classes and the Drake experience in 1998 than in 1997. Because it also is in some sense an "overall" measure, and because it has been an issue of campus focus for some time, the percentage agreeing with the statement that "Drake University is characterized by a sense of community also is included in this table. The percentage agreeing with the statement in 1998 is up over 1997, and up markedly since the 1994 and 1995 responses.

Level of dissatisfaction with overall aspects of the Drake experience changed little from 1997 to 1998 (Table 3). The highest level of dissatisfaction came in disagreement responses to the statement that Drake is characterized by a sense of community. The percentage disagreeing is down significantly from 1997. Of the "overall" items, the most dissatisfaction was expressed in relation to academic advising.

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**Table 2: Percentage of Respondents Very Satisfied or Satisfied when Asked for Overall Assessment of Dimensions of Drake University Life, 1998-1994**

Overall Items	ch 98	Percent Satisfied				
		1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Overall Experience with Faculty	+	80%	75%	84%	79%	78%
Overall Quality of Classes		79	76			
Overall Drake Experience		75	72	81	76	68
Overall Academic Advising		69	69			
Overall Drake Services		55	56	73		
Drake is characterized by a sense of community (% agree)	+	41	36	45	28	28

**Table 3: Percentage of Respondents Very Unsatisfied or Unsatisfied when Asked for Overall Assessment of Dimensions of Drake University Life, 1998-1994**

Overall Satisfaction	ch 98	Percent Unsatisfied				
		1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Drake characterized by sense of community (% disagree)	-	29%	36%	30	38	39
Overall Academic Advising		15	15			
Overall Drake Experience		11	8	4	5	9
Overall Drake Services		9	10	3		
Overall Experience with Faculty		9	8	3	4	4
Overall Quality of Classes		7	8			

### Academic Offices and Services

Students were asked to indicate their level of satisfaction with a variety of academic offices and services. While down in comparison with previous years, the highest level of satisfaction continued to be with computer access. Satisfaction with their college Dean's Offices showed a marked improvement from 1997. Satisfaction with Library Staff Services and the Registration Process both improved over the previous year. Respondents were most dissatisfied with the MAC Hotline and other computer services, followed by availability of books and periodicals in the library.

A large percentage of the respondents indicated that they had no experience with the Provost's and President's offices and the Student Development and Learning Center, and a relatively small percentage of those who did evaluate these areas indicated satisfaction. While a relatively small proportion of the students with experience indicated satisfaction, a relatively small proportion were unsatisfied as well.

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**Table 4: Percentage of Respondents Very Satisfied or Satisfied with Identified Academic Offices and Services, 1998-1994**

Academic Offices and Services	% Not applic. 98	ch 98	Percent Satisfied				
			1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Access to Computers	1		77%	81%	92%	85%	
Dean's Office (Your College)	13	+	68	56	72	70	69
Library Staff Services	5	+	67	62	68	57	
Study Abroad Program	55		65				
Registration Process	2	+	64	59	60	57	
Admissions Office	9		62	62	75	67	68
Registrar's Office	14		62	59	67	58	50
Periodical Availability in Library	10		55	51	63	49	
Computer Services (until 98 - "Dial Comp. Ctr")	8		53	50	65	57	58
Career Center	23		53	52	69	55	52
Book Availability in Library	5		52	51	67	50	
Provost's Office	46		50	53			
MAC Hotline	21		50				
President's Office	49		47	49			
Student Develop. & Learning Center	55		45	44	56		

**Table 5: Percentage of Respondents Very Unsatisfied or Unsatisfied with Identified Academic Offices and Services, 1998-1994**

Academic Offices and Services	% Not applic. 98	ch 98	Percent Unsatisfied				
			1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
MAC Hotline	21		22%				
Computer Services (until 98 "Dial Comp. Ctr")	8	+	21%	15%	7%	13%	11%
Periodical Availability in Library	10		18	19	13	25	
Book Availability in Library	5		16	19	11	19	
Career Center	23		14	15	5	13	18
Registration Process	2		10	12	12	15	
Access to Computers	1		10	8	3	5	
Provost's Office	46		9	9			
President's Office	49		9	9			
Student Develop. & Learning Center	55		7	7	6		
Dean's Office (Your College)	13		6	8	6	7	9
Admissions Office	15		5	5	3	6	6
Registrar's Office	14		5	5	3	6	9
Library Staff Services	5		5	4	6	7	
Study Abroad Program	55		4				

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### Satisfaction with Faculty and Classes

Approximately 75% of the respondents to the 1998 Drake Student Survey identified Academics as one of the three best part of the Drake Experience (see full 1998 DSS report). Consistent with this, satisfaction with aspects of their experience with faculty and classes generally was higher than with the academic services. Eighty percent or more agreed with statements indicating satisfaction with approachability enthusiasm and caring of faculty the quality of the major and the education they are receiving in the major (Table 6). Satisfaction in several of these areas is up over previous years.

The greatest dissatisfaction was expressed in relation to racial, ethnic and gender diversity of faculty (Table 7). More than 10% of the students expressed dissatisfaction with their academic advisor. Dissatisfaction with other areas was expressed by 5% or less of the respondents.

**Table 6: Percentage Very Satisfied or Satisfied with Faculty Performance and Classes, 1998-1994**

Faculty and Classes	ch 98	Percent Agreeing				
		1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Faculty are approachable		91%	89%	85%	81%	
Satisfied with quality of major		85	82	84	82	77
Satisfied with education receiving in major		85	81			
Professors are enthusiastic	+	88	81			
Professors are caring	+	82	77			
Satisfied with academic advisor		77	75	75	73	
Faculty are sensitive to student needs	+	78	73	67	65	
Satisfied faculty gender diversity		61	62			
Sufficient race/ethnic diversity of faculty	+	47	42	47	38	30

**Table 7: Percentage Very Unsatisfied or Unsatisfied with Faculty Performance and Classes, 1998-1994**

Faculty and Classes	ch 98	Percent Unsatisfied or Disagreeing				
		1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Sufficient race/ethnic diversity of faculty		26%	27%	13%	23%	30%
Sufficient faculty gender diversity		16	17			
Satisfied with academic advisor		11	12	9	11	
Faculty are sensitive to student needs		5	7	8	9	
Satisfied with quality of major		5	5	3	6	7
Satisfied with education in major		4	5			
Professors are caring		3	5			
Faculty are approachable		4	3	4	5	
Professors are enthusiastic		2	3			

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### Satisfaction with Social and Residential Aspects of the Drake Experience

The percentage of students expressing satisfaction with various social and residential experiences at Drake ranged from a high of 77% satisfied with the Bell Center to a low of 40% satisfied with Hubbell Dining Hall. There was a 20% increase in the percentage indicating satisfaction with the Health services. Concomitantly, from being the area accruing the greatest dissatisfaction in 1997 (44%), the percentage dissatisfied with Health Services dropped to 23% of the 1998 respondents.

**Table 8: Percentage of Respondents Very Satisfied or Satisfied with Social and Residential Aspects of the Drake Experience, 1998-1994**

Social and Residential Experiences	% Not applic. 98	ch 98	Percent Satisfied or Agreeing				
			1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Bell Center	9		77%	77%			
International Center	53	+	63	52			
Student Life Center	17		61	57	64	46	49
Campus Security	7	+	59	43	65	55	51
Residence Halls	11		55	52	54	49	49
Residential Life Office	25		54	52			
Dean of Students Office	40	-	53	58			
Olmsted Food Service	6		48	45	52		
Counseling Center	56		47	47	57	50	51
Health Services	18	+	47	27	38	37	37
Campus Religious Orgs	33		46	50			
Disability Resource Center	67		42	42			
Hubbell Dining Hall	9	+	40	31	39	35	34

**Table 9: Percentage of Respondents Very Unsatisfied or Unsatisfied with Social and Residential Services and Offices, 1998-1994**

Social and Residential Services	% Not applic. 98	ch 98	Percent Unsatisfied or Disagree				
			1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Hubbell Dining Hall	9	-	24	32	24	27	29
Health Service	17	-	23	44	30	32	36
Olmsted Food Service	6		18	21	14		
Residence Halls	11		16	17	16	19	19
Campus Security	11	-	14	25	9	14	20
Campus Religious Orgs	48		14	11			
Residential Life Office	25		13	11			
Disability Resource Center	67		9	6			
Counseling Center	56	-	8	13	6	10	8
Student Life Center	17		8	9	7	13	13
Dean of Students Office	40		8	4			
Bell Center	9		5	4			
International Center	53		4	6			

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### 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 (also showing an 8% increase) and satisfaction with the computer store was lowest. Not surprisingly, the greatest dissatisfaction was expressed in relation to availability of financial aid. No major changes from 1997 appeared in level of dissatisfaction.

**Table 10: Percentage Very Satisfied or Satisfied with Identified Business Services, 1998-1994**

Business Services	% Not applic. 98	ch	Percent Satisfied				
			1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Cashier's Office	4	+	65%	57%	70%	61%	61%
Financial Aid Staff Service	19		49	49	57		
Availability of Financial Aid	6		47	49	50		
Telecommunications Office	46	+	44	38	54	42	39
Computer Store	48		43	43	62	49	51

**Table 11: Percentage Very Unsatisfied or Unsatisfied with Identified Business Services, 1998-1994**

Business Services	% Not applic. 98	ch	Percent Unsatisfied				
			1998 (n=807)	1997 (n=1223)	1996 (n=909)	1995 (n=1151)	1994 (n=1145)
Availability of Financial Aid	6		25%	25%	23%		
Financial Aid Staff Service	19		18	17	14		
Telecommunications Office	46		11	14	7	10	10
Computer Store	48		11	13	7	10	10
Cashier's Office	4		8	14	9	12	13

### Satisfaction with Student Activities

Students 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%. The highest level of dissatisfaction was expressed in relation to Drake Broadcasting and KDRK radio. It should be noted though that dissatisfaction with the radio station decreased by 9% from 1997 to 1998. The lowest dissatisfaction was with Fine Arts productions.

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**Table 12: Percentage Very Satisfied or Satisfied with Identified Student Activities, 1998-1994**

<b>Student Activities</b>	<b>% Not applic. 98</b>	<b>ch 98</b>	<b>Percent Satisfied</b>				
			<b>1998 (n=807)</b>	<b>1997 (n=1223)</b>	<b>1996 (n=909)</b>	<b>1995 (n=1151)</b>	<b>1994 (n=1145)</b>
Fine Arts Productions	18		77	74	75		
Intramural Program	33	+	71	63			
Intercollegiate Athletics	31		51	52			
Times-Delphic	7	+	51	44	41	35	39
Periphery	40	+	49	41			
Drake Magazine	23		45	45			
DUIN	36		42				
Student Government	23	+	41	35			
KDRK Radio	35	+	40	31			
Drake Broadcasting	25		30	34			

**Table 13: Percentage Very Unsatisfied or Unsatisfied with Identified Student Activities, 1998-1994**

<b>Student Activities</b>	<b>% Not applic. 98</b>	<b>ch 98</b>	<b>Percent Unsatisfied</b>				
			<b>1998 (n=807)</b>	<b>1997 (n=1223)</b>	<b>1996 (n=909)</b>	<b>1995 (n=1151)</b>	<b>1994 (n=1145)</b>
Drake Broadcasting	25		31%	27%			
KDRK Radio	35	-	23	32			
Times-Delphic	7		20	22	27	31	26
Student Government	23		19	22			
Drake Magazine	23		19	15			
DUIN	36		14				
Intercollegiate Athletics	31		13	13			
Intramural Program	33		6	8			
Periphery	40	-	5	12			
Fine Arts Productions	18		2	4	2		

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