

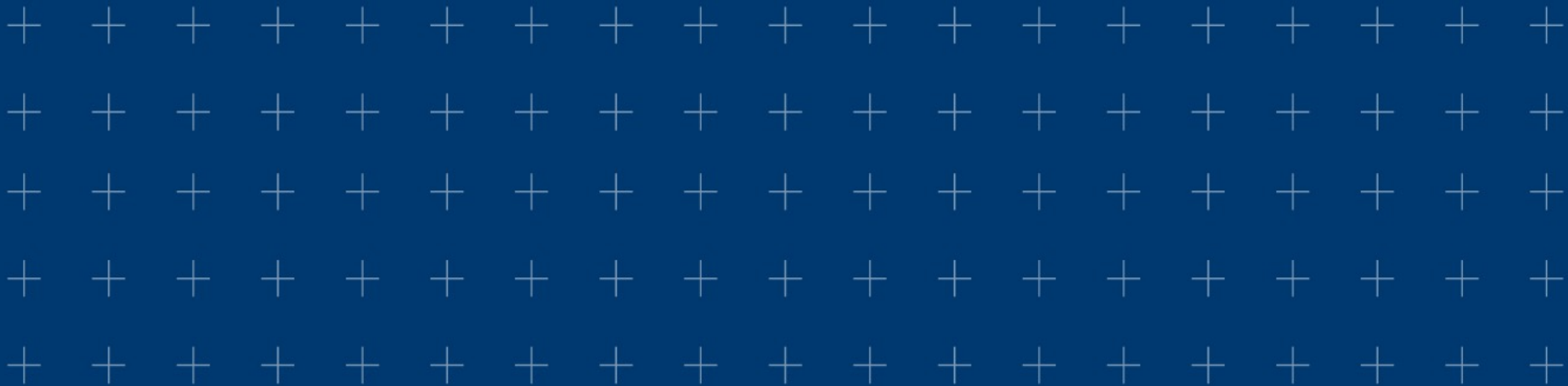


DOMINICAN UNIVERSITY

AY2021 Graduating Student Survey Trends

Data Dialogue – February 10, 2022

Office of Institutional Effectiveness





OVERVIEW OF PROJECT

- The Graduating Student Survey (GSS) is an exit survey for graduating students given 2-4 weeks prior to August, January, and May graduation dates.
- Focused on student satisfaction with DU programs and services, employment status and future plans.
- There were slight changes made to items concerning satisfaction with services for additional clarification.



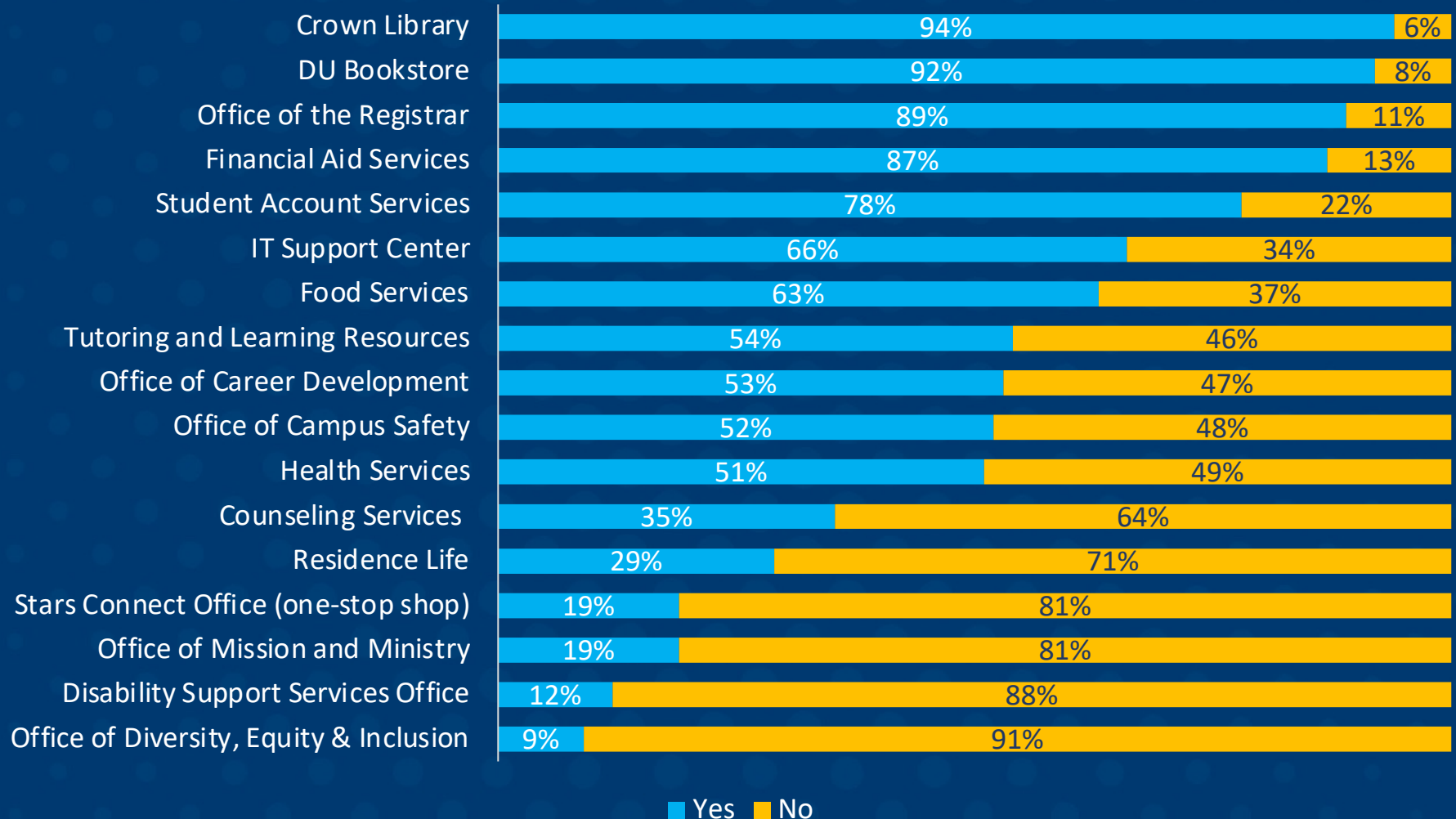
Response Rates

Graduating Student Survey - Class of 2020-2021

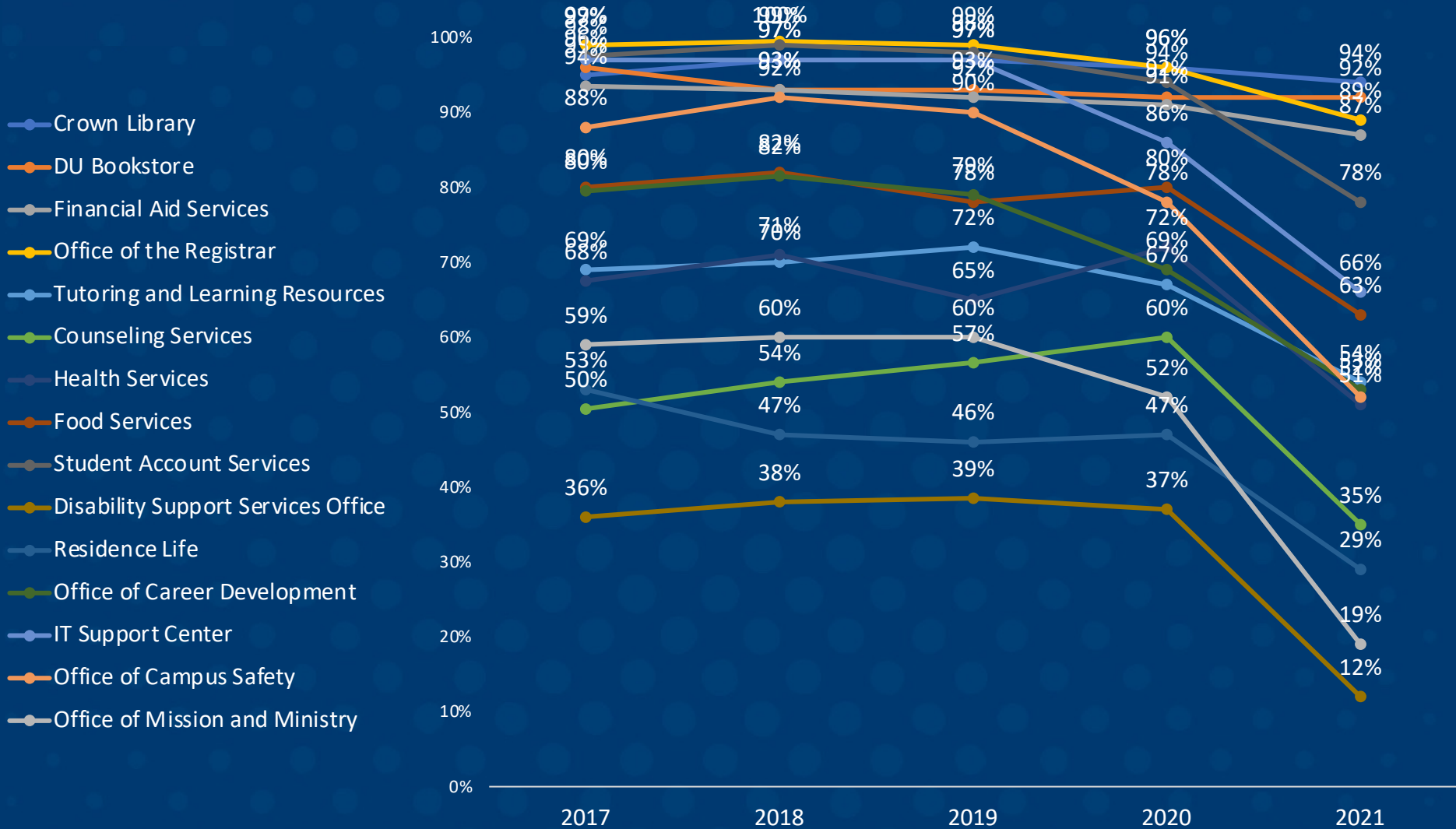
Level	Population	Respondents	Response Rate AY2021	Response Rate AY1920
Undergraduate	493	263	53%	69%
BCHS	88	50	57%	58%
BSB	104	55	53%	75%
CASS	11	9	82%	46%
RCAS	258	130	50%	69%
SOE	23	13	57%	85%
SOIS	9	6	67%	100%
Graduate	324	198	61%	67%
BCHS	49	24	49%	61%
BSB	49	27	55%	63%
CASS	10	6	60%	71%
RCAS	2	2	100%	49%
SOE	68	35	51%	49%
SOIS	73	50	68%	76%
SSW	73	54	74%	77%
Total	817	461	56%	68%

Undergraduate Results

AY21 GSS UG - Did you use this service/go into this office?



Trends in % of UG students who indicated that they used/gone into the offices of the following services



Trends in % of students who indicated that they used/gone into the offices of the following services

Service	2017	2018	2019	2020	2021	Change
Crown Library	95%	97%	97%	96%	94%	-1%
DU Bookstore	96%	93%	93%	92%	92%	-4%
Office of Financial Aid	94%	93%	92%	91%	87%	-7%
Office of the Registrar	99%	100%	99%	96%	89%	-10%
Tutoring and Learning Resources	69%	70%	72%	67%	54%	-15%
Counseling Services	50%	54%	57%	60%	35%	-15%
Health Services	68%	71%	65%	72%	51%	-17%
Food Services	80%	82%	78%	80%	63%	-17%
Student Account Services	98%	99%	98%	94%	78%	-20%
Disability Support Services Office	36%	38%	39%	37%	12%	-24%
Residence Life	53%	47%	46%	47%	29%	-24%
Office of Career Development	80%	82%	79%	69%	53%	-27%
IT Support Center	97%	97%	97%	86%	66%	-31%
Office of Campus Safety	88%	92%	90%	78%	52%	-36%
Office of Mission and Ministry	59%	60%	60%	52%	19%	-40%

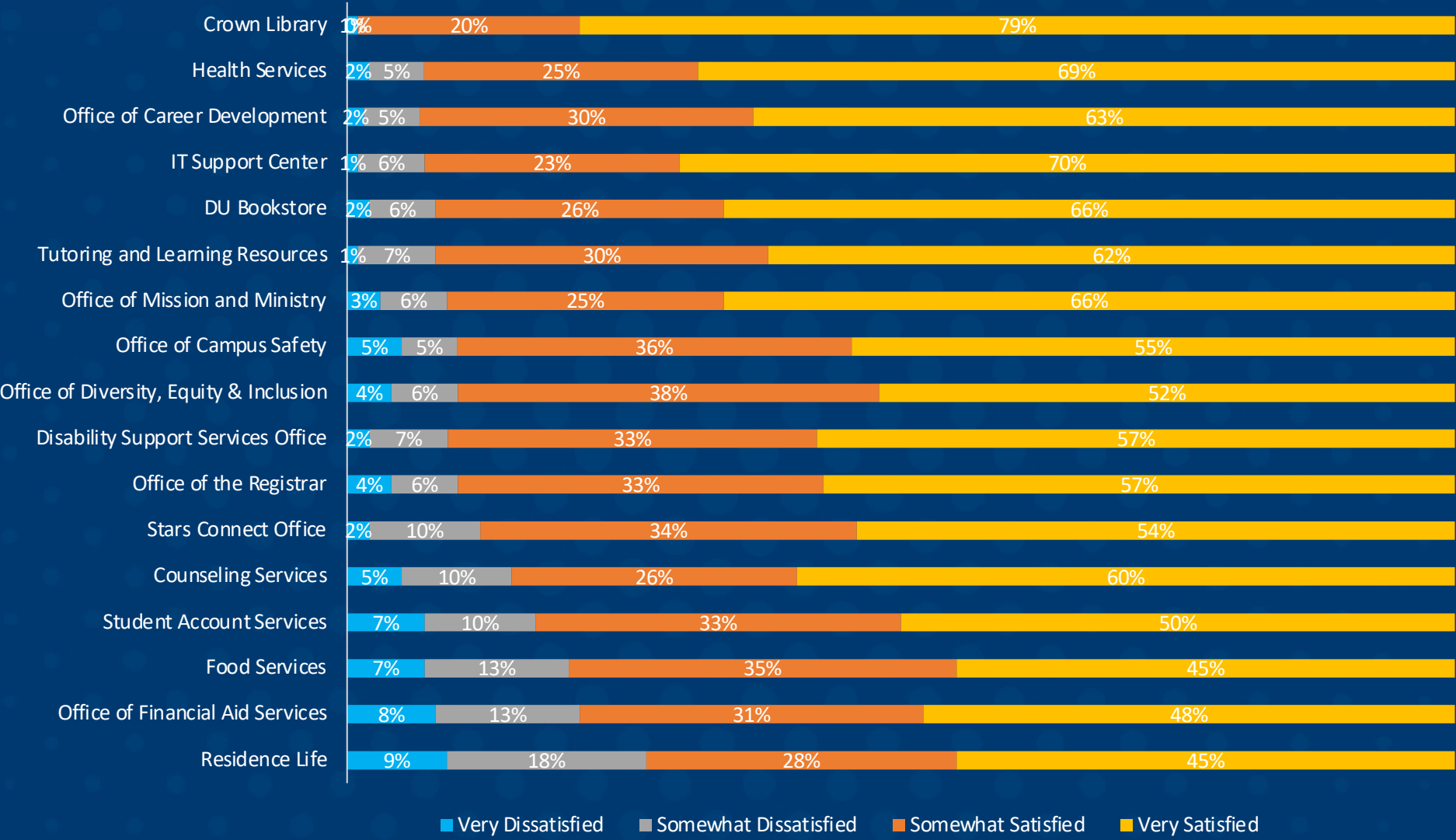


AY21 Satisfaction with Services

Undergraduate

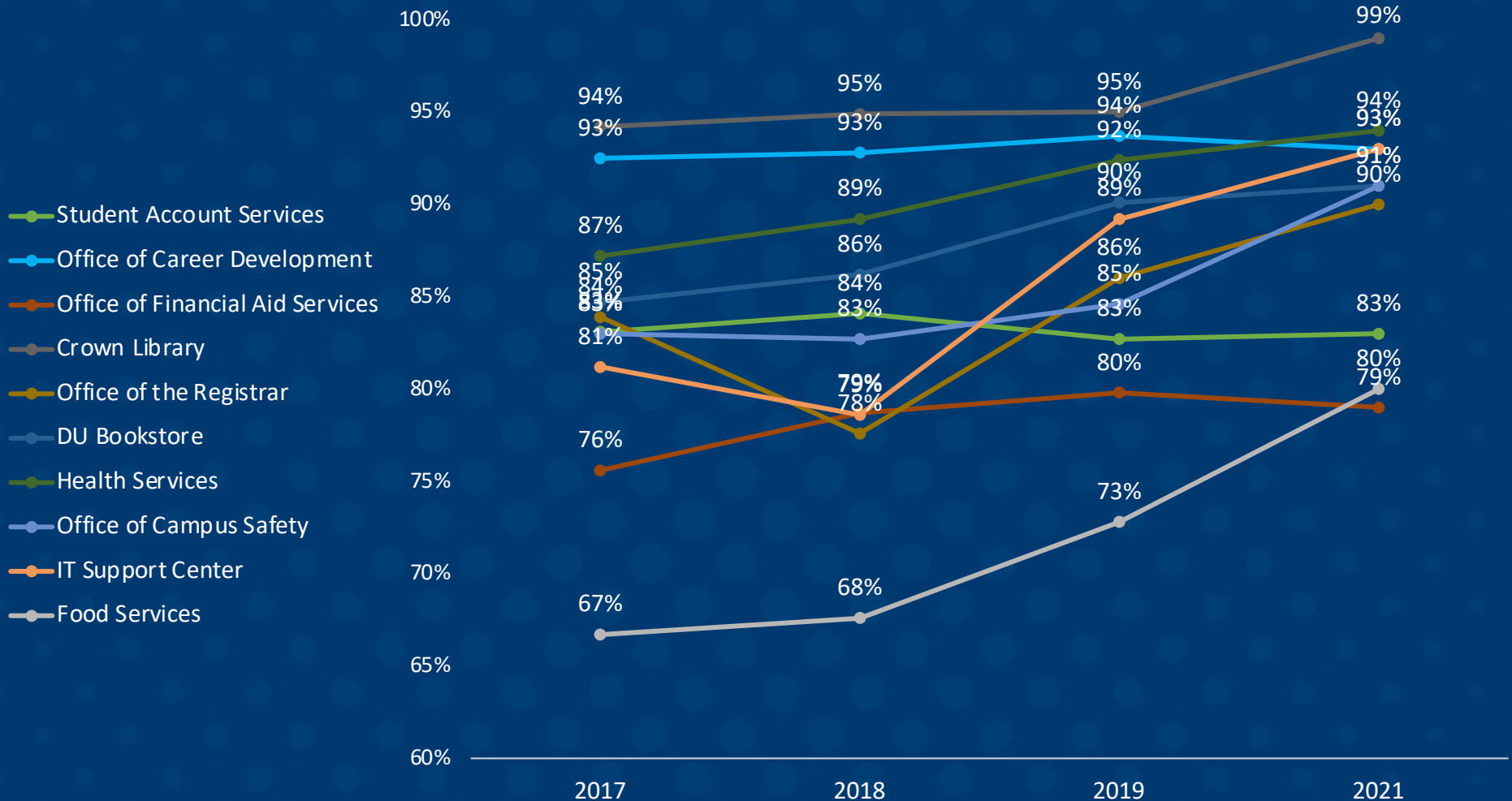
- 91% of undergraduates were very/somewhat satisfied with the overall quality of services at Dominican
 - The quality of service was rated highest for the following offices:
 - Crown Library
 - Health Services
 - Career Development
 - IT Support Center
 - The quality of service was rated lowest for the following offices:
 - Residence Life
 - Financial Aid Services
 - Food Services
 - Student Account Services

AY21 Satisfaction with the Quality of Service - Undergraduates



UG Satisfaction with the Quality of Service Trends – Increase or No Change

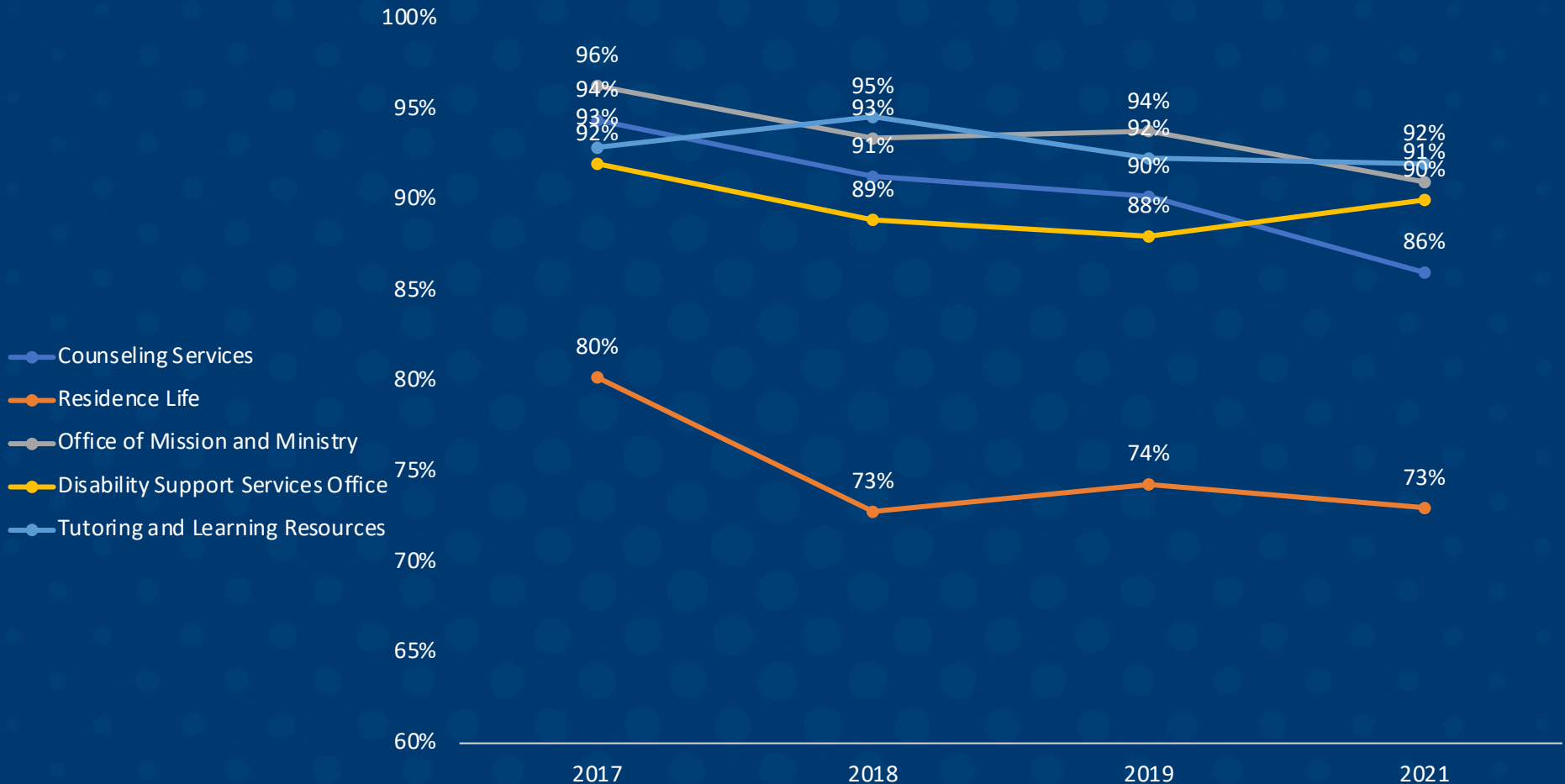
Percent Somewhat /Strongly Satisfied



* Note: Question changed in AY2020 and was changed back in AY2021, therefore those results are excluded here.

UG Satisfaction with the Quality of Service Trends – Decrease

Percent Somewhat /Strongly Satisfied



* Note: Question changed in AY2020 and was changed back in AY2021, therefore those results are excluded here.

UG Satisfaction with the Quality of Service Trends

Percent Somewhat /Strongly Satisfied

Service	2017	2018	2019	2021	Change
Food Services	67%	68%	73%	80%	13%
IT Support Center	81%	79%	89%	93%	12%
Office of Campus Safety	83%	83%	85%	91%	8%
Health Services	87%	89%	92%	94%	7%
DU Bookstore	85%	86%	90%	91%	6%
Office of the Registrar	84%	78%	86%	90%	6%
Crown Library	94%	95%	95%	99%	5%
Office of Financial Aid Services	76%	79%	80%	79%	3%
Office of Career Development	93%	93%	94%	93%	0%
Student Account Services	83%	84%	83%	83%	0%
Tutoring and Learning Resources	93%	95%	92%	92%	-1%
Disability Support Services Office	92%	89%	88%	90%	-2%
Office of Mission and Ministry	96%	93%	94%	91%	-5%
Residence Life	80%	73%	74%	73%	-7%
Counseling Services	94%	91%	90%	86%	-8%

* Note: Question changed in AY2020 and was changed back in AY2021, therefore those results are excluded here.



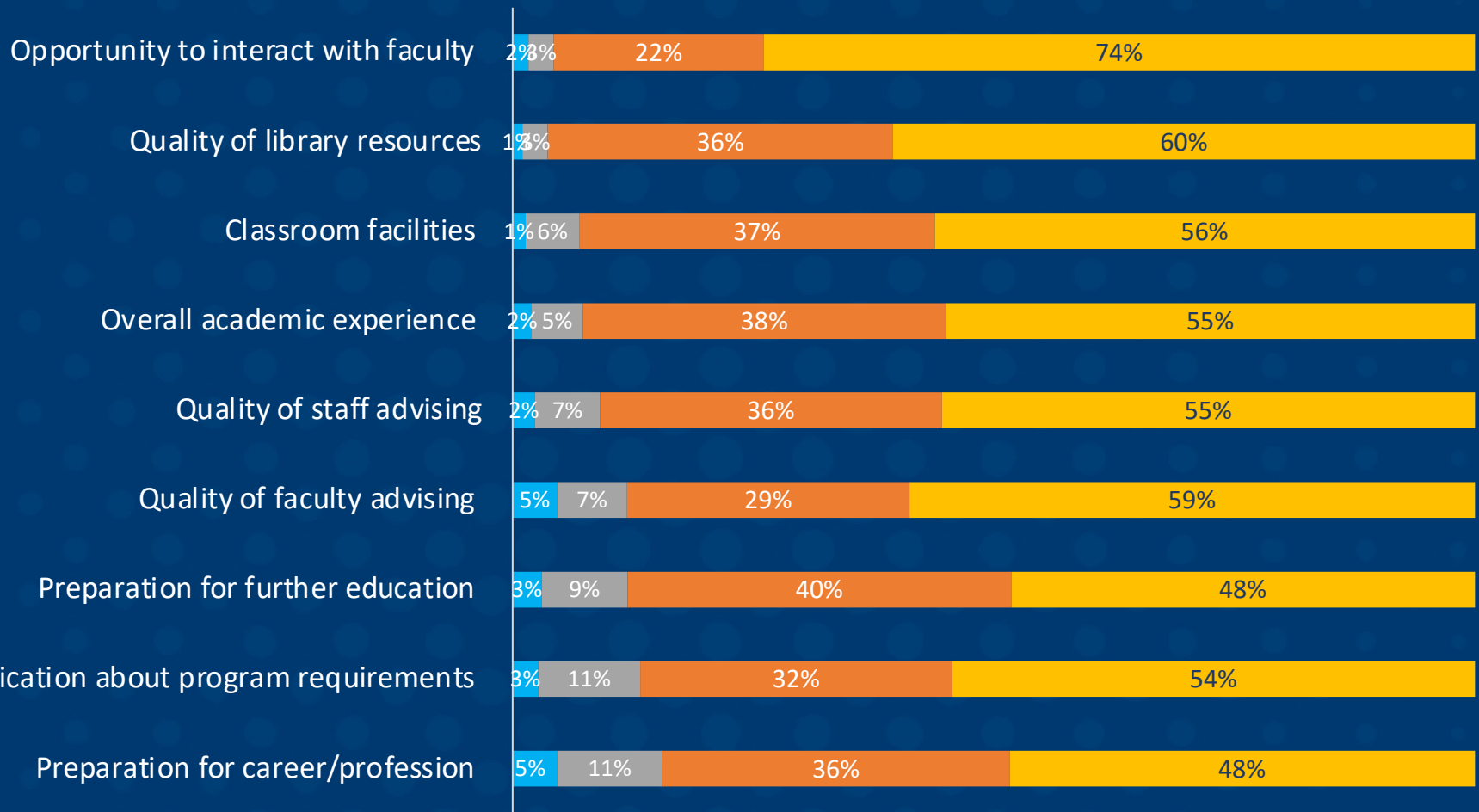
Discussion Questions

What might be some of the issues or causes impacting these results concerning student use and satisfaction of services?

What are the implications of these results for our collective – and individual – work?

Satisfaction with Academic Experience

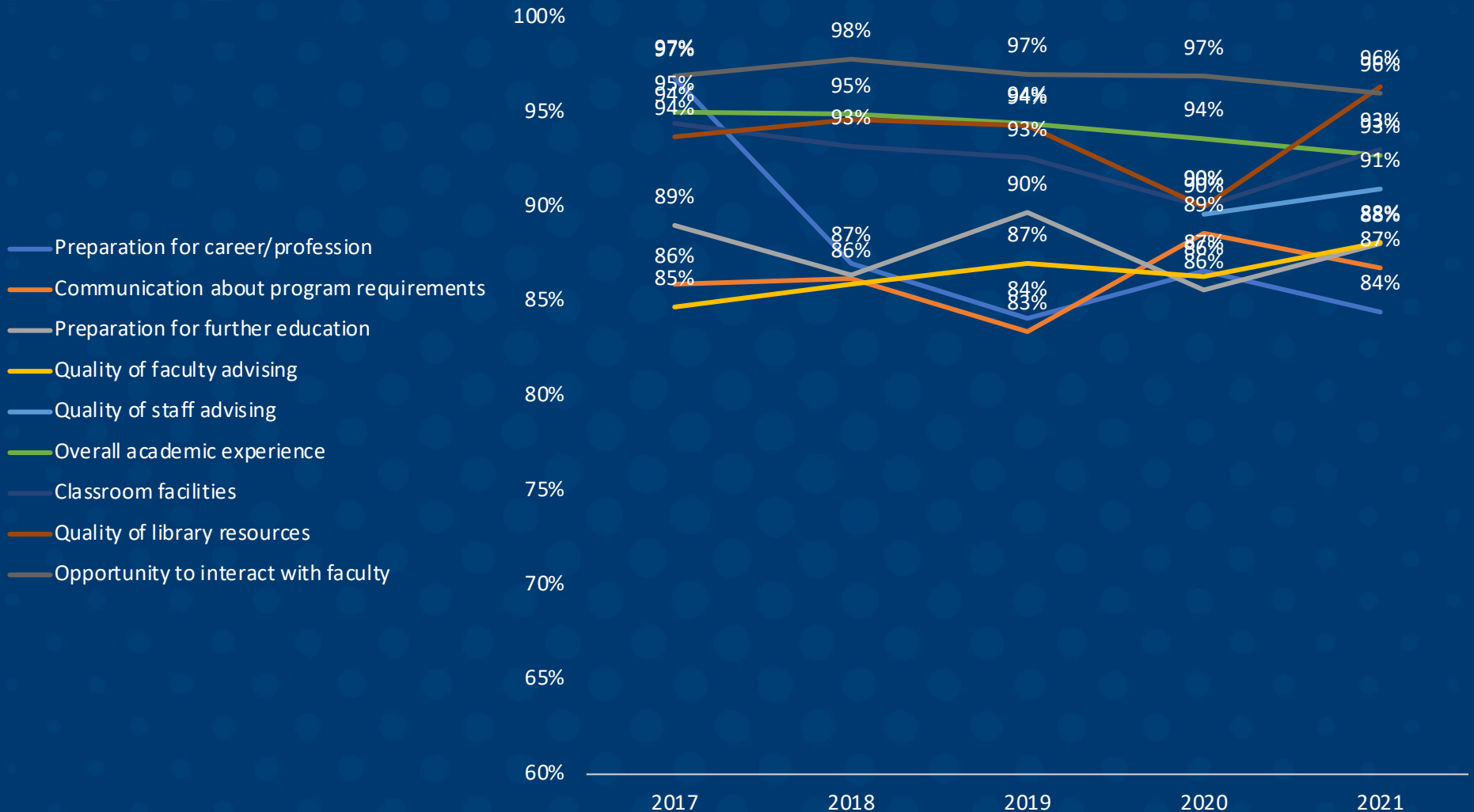
AY21 Satisfaction with Aspects of the Undergraduate Academic Experience



■ Very Dissatisfied ■ Somewhat Dissatisfied ■ Somewhat Satisfied ■ Very Satisfied

Satisfaction with Aspects of the Undergraduate Academic Experience

Percent Somewhat /Strongly Satisfied

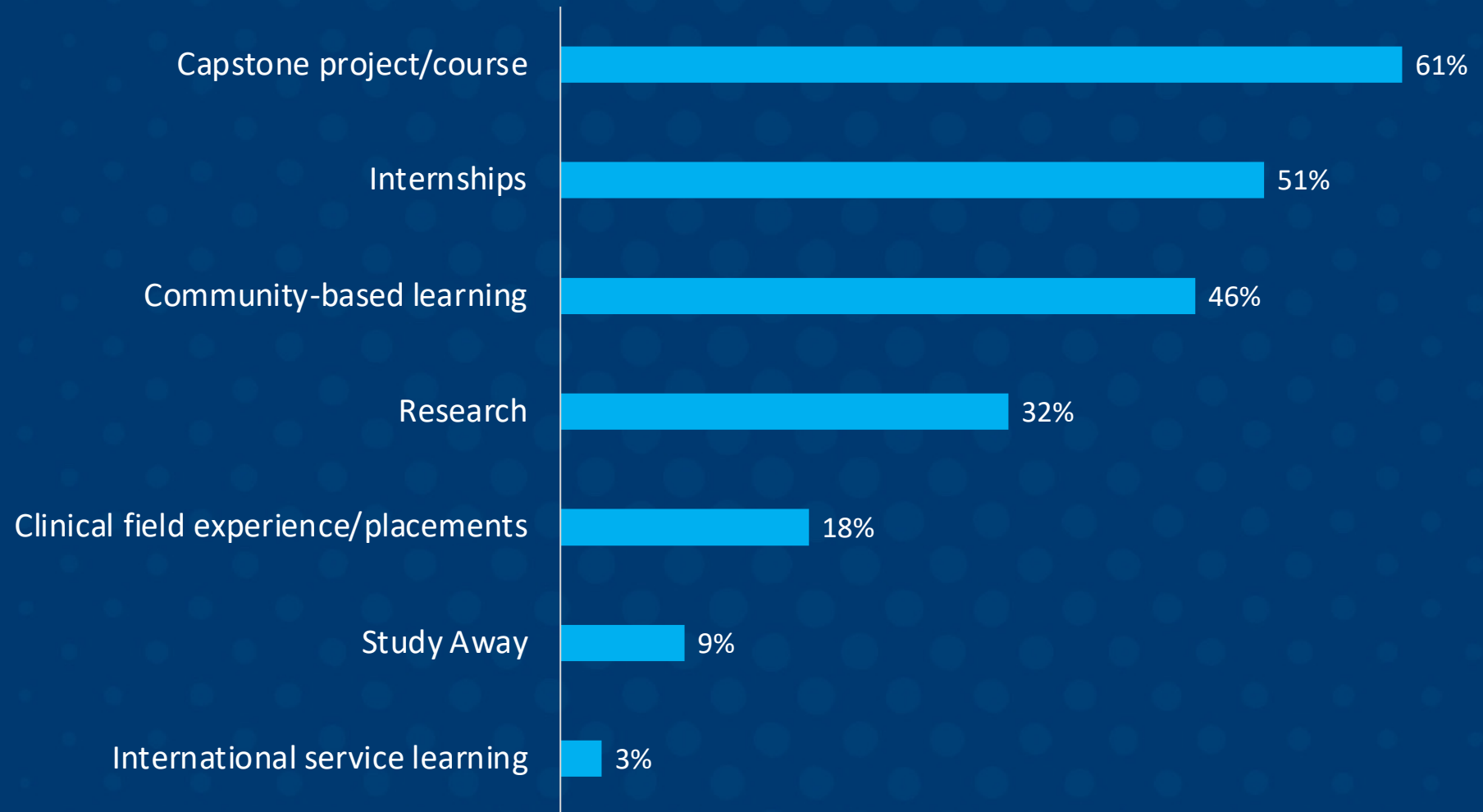


Satisfaction with Aspects of the Undergraduate Academic Experience

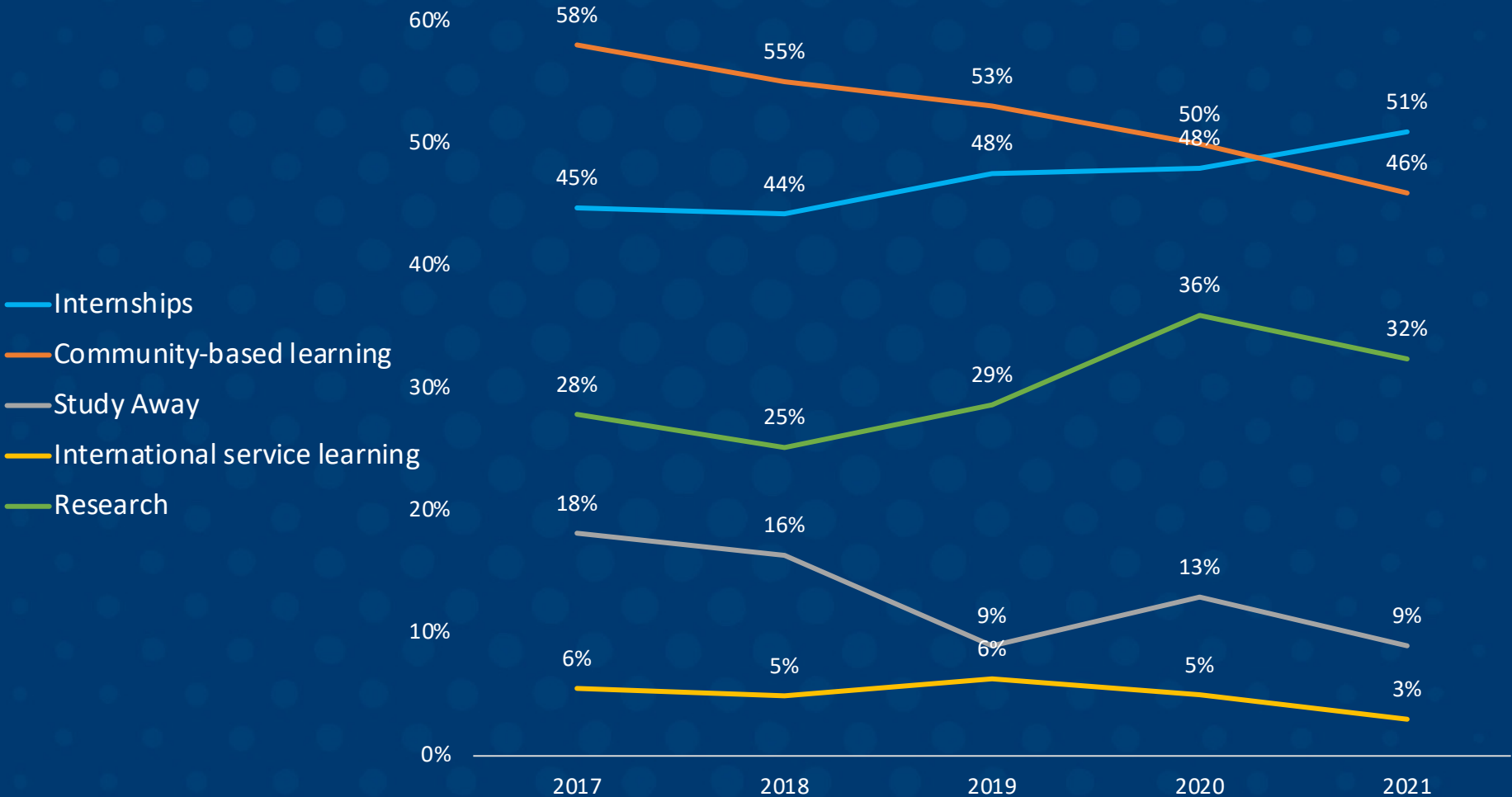
Percent Somewhat /Strongly Satisfied

Survey question	2017	2018	2019	2020	2021	Change
Quality of faculty advising	85%	86%	87%	86%	88%	3%
Quality of library resources	94%	95%	94%	90%	96%	3%
Communication about program requirements	86%	86%	83%	89%	87%	1%
Preparation for further education	89%	86%	90%	86%	88%	-1%
Classroom facilities	94%	93%	93%	90%	93%	-1%
Opportunity to interact with faculty	97%	98%	97%	97%	96%	-1%
Overall academic experience	95%	95%	94%	94%	93%	-2%
Preparation for career/profession	97%	87%	84%	87%	84%	-12%

AY21 UG Participation Rates: High Impact Practices



UG Trends in % Participating in High Impact Practices

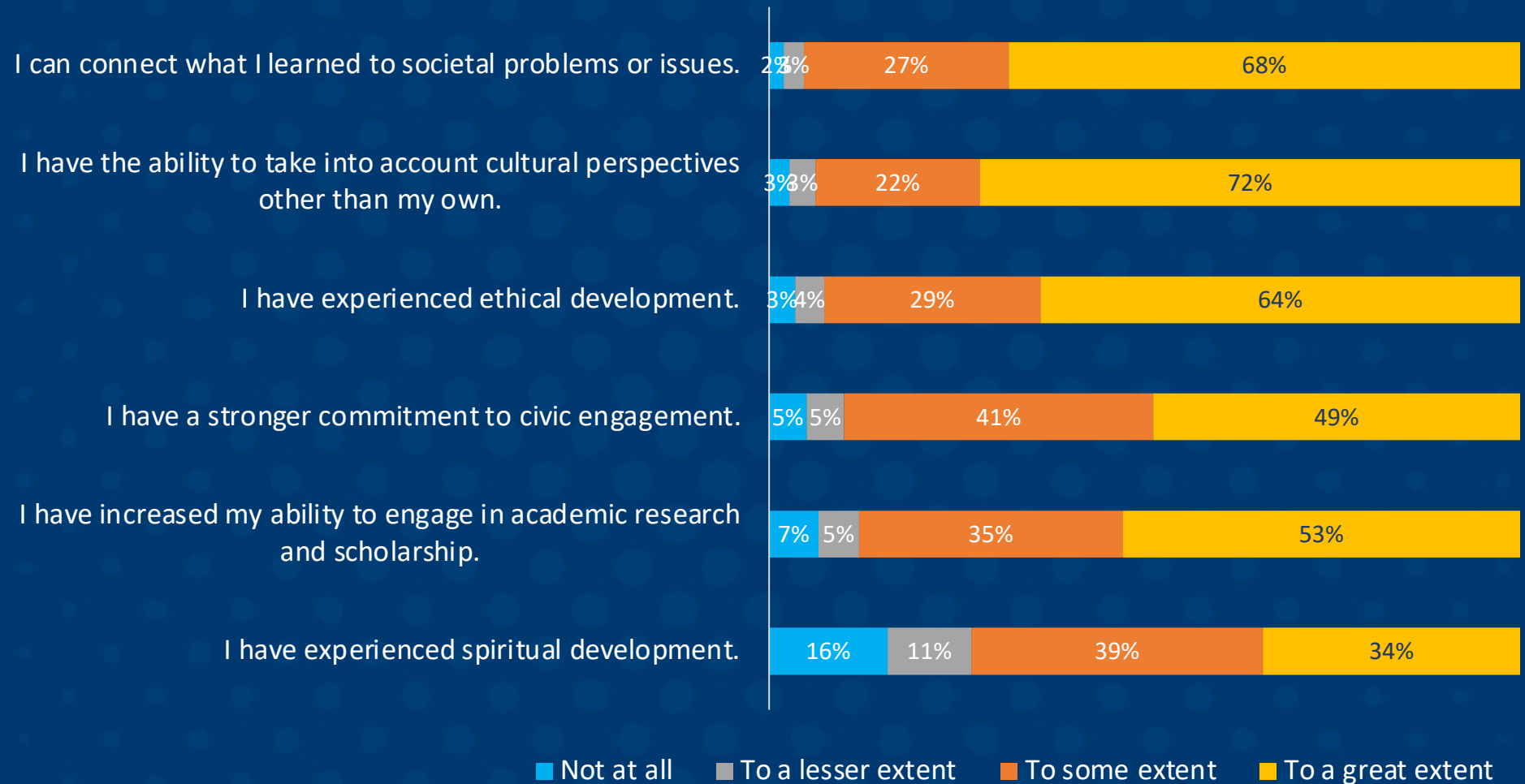


UG Participation Rates Trends: High Impact Practices

Trend in Percent 'Yes'	2017	2018	2019	2020	2021	Change
Internships	45%	44%	48%	48%	51%	6%
Research	28%	25%	29%	36%	32%	5%
International service learning	6%	5%	6%	5%	3%	-3%
Study Away	18%	16%	9%	13%	9%	-9%
Community-based learning	58%	55%	53%	50%	46%	-12%

AY21 Impact of Dominican Undergraduate Experience on Mission-Related Items

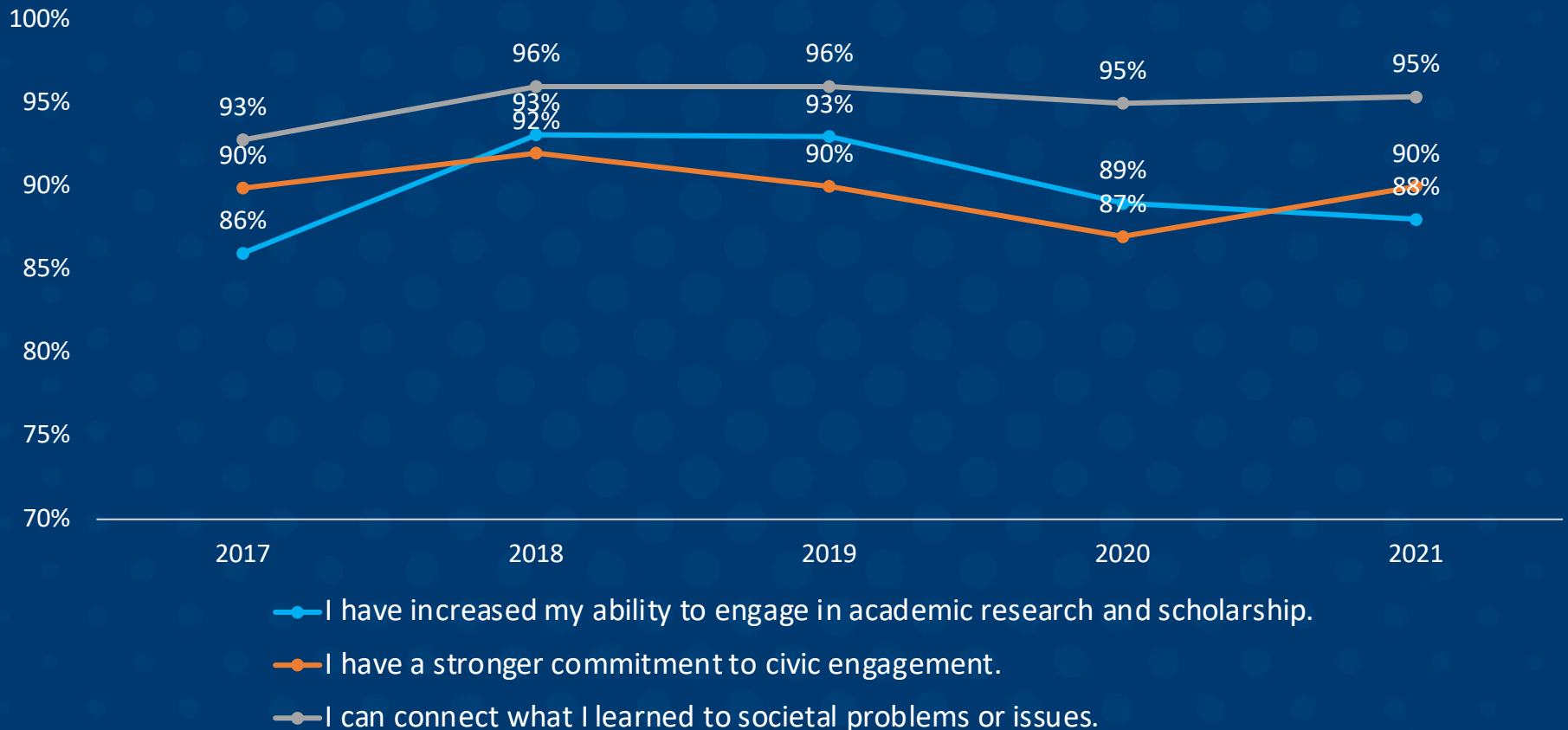
Please rate the following statements concerning your DU experience.
As the result of my experience at Dominican University, I feel that. . .



Impact of Dominican Undergraduate Experience on Mission-Related Items

Please rate the following statements concerning your DU experience.
As the result of my experience at Dominican University, I feel that. . .

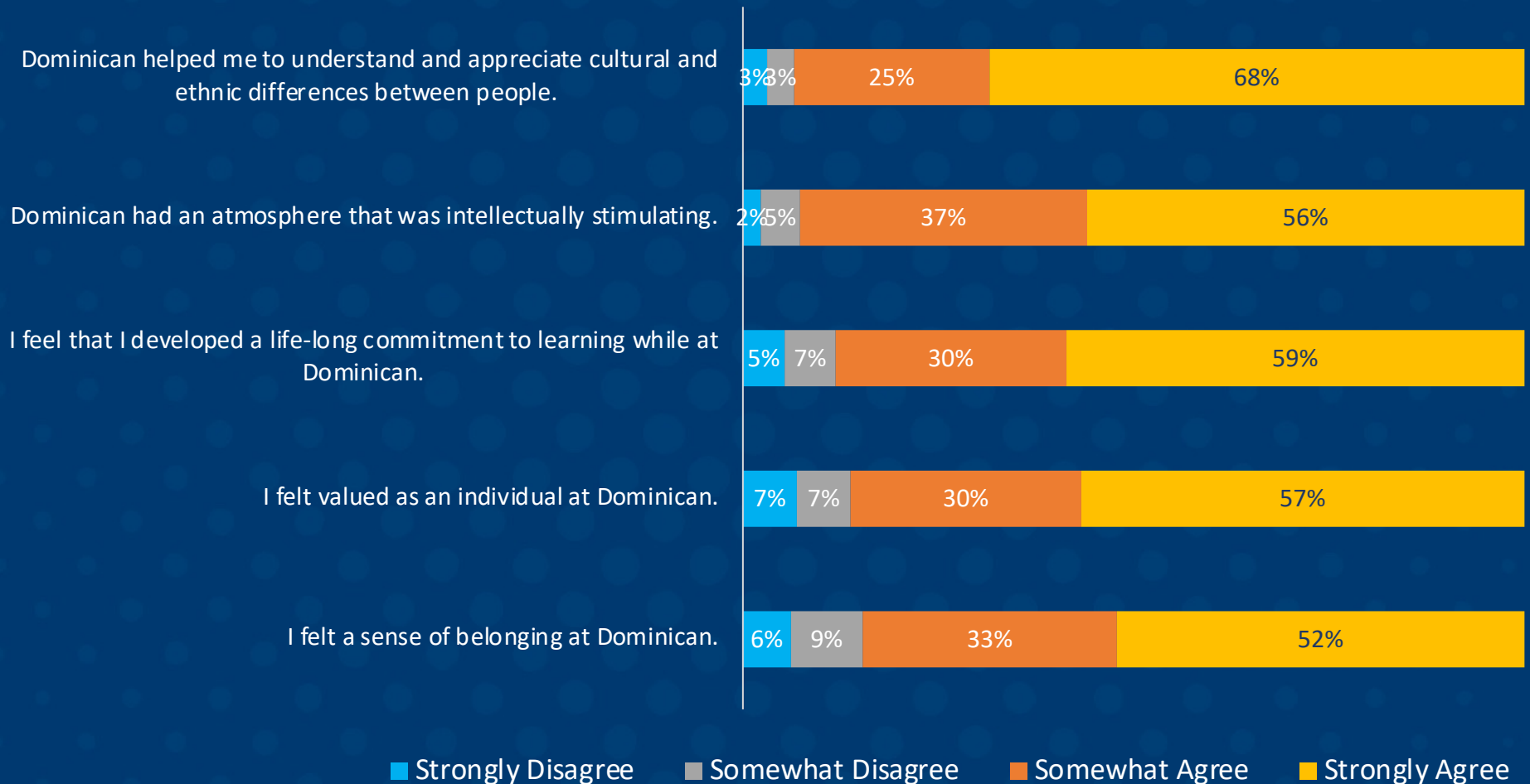
Percent 'To some/A great extent'



AY21 Impact of Dominican Undergraduate Experience

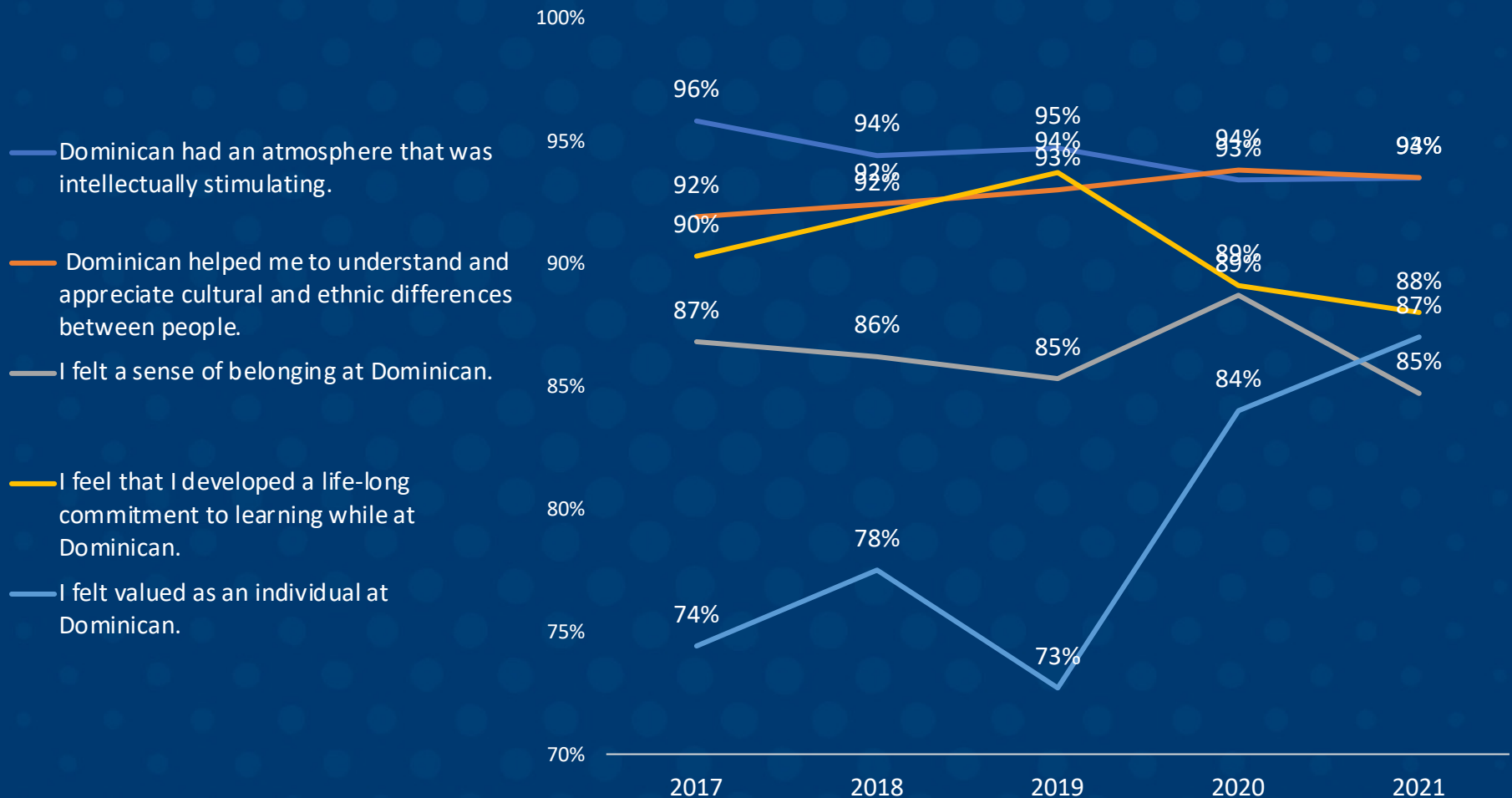
Additional Items

Please rate your level agreement with the following about Dominican:



Impact of Dominican Undergraduate Experience - Additional Items

Percent Somewhat Agree/Strongly Agree



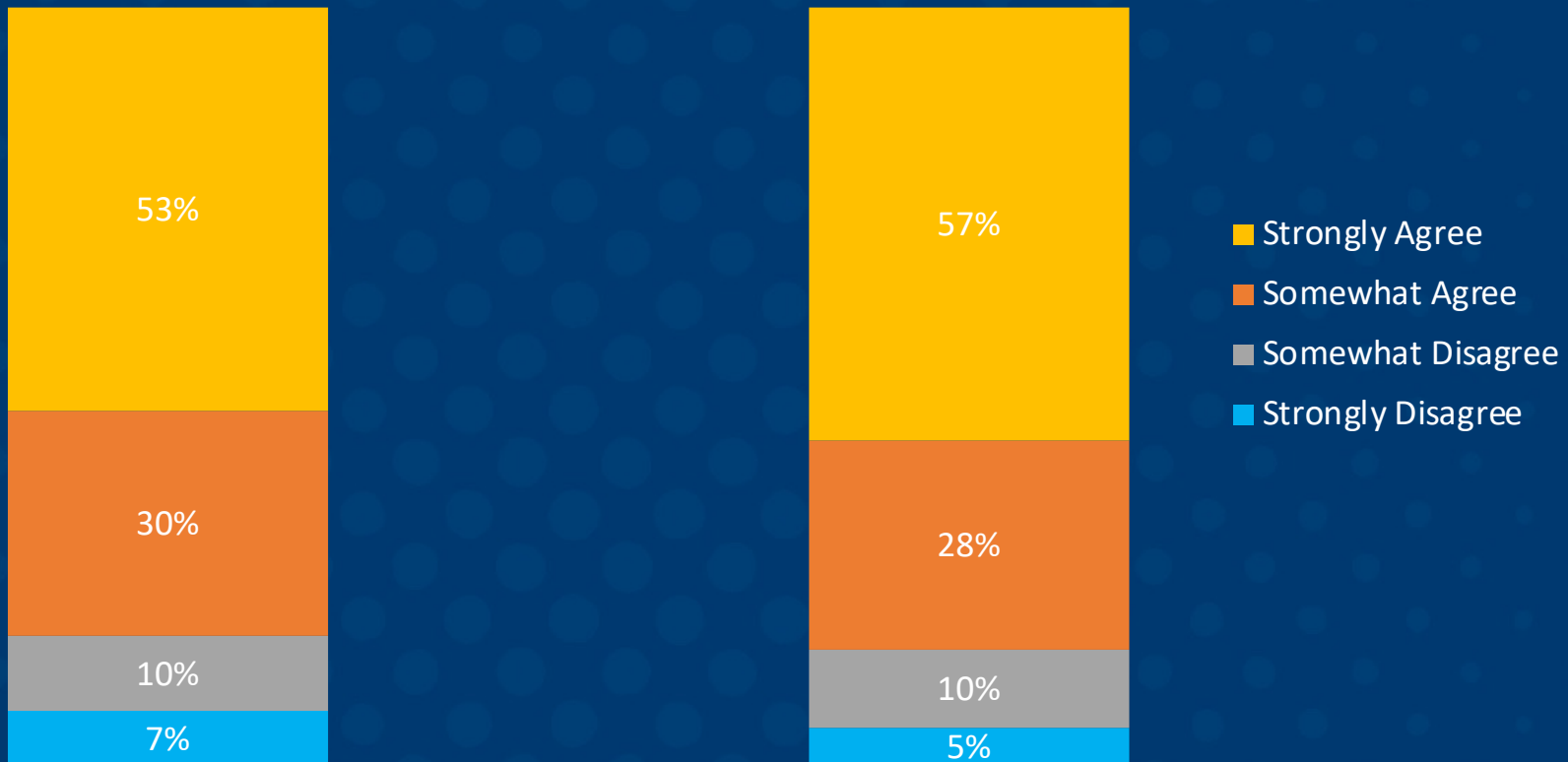
Impact of Dominican Undergraduate Experience - Additional Items

Percent Somewhat Agree/Strongly Agree

Survey item	2017	2018	2019	2020	2021	Change
I felt valued as an individual at Dominican.	74%	78%	73%	84%	87%	13%
Dominican helped me to understand and appreciate cultural and ethnic differences between people.	92%	92%	93%	94%	94%	2%
I felt a sense of belonging at Dominican.	87%	86%	85%	89%	85%	-2%
I feel that I developed a life-long commitment to learning while at Dominican.	90%	92%	94%	89%	88%	-2%
Dominican had an atmosphere that was intellectually stimulating.	96%	94%	95%	93%	93%	-3%



AY21 Net Promoter Items - Undergraduate



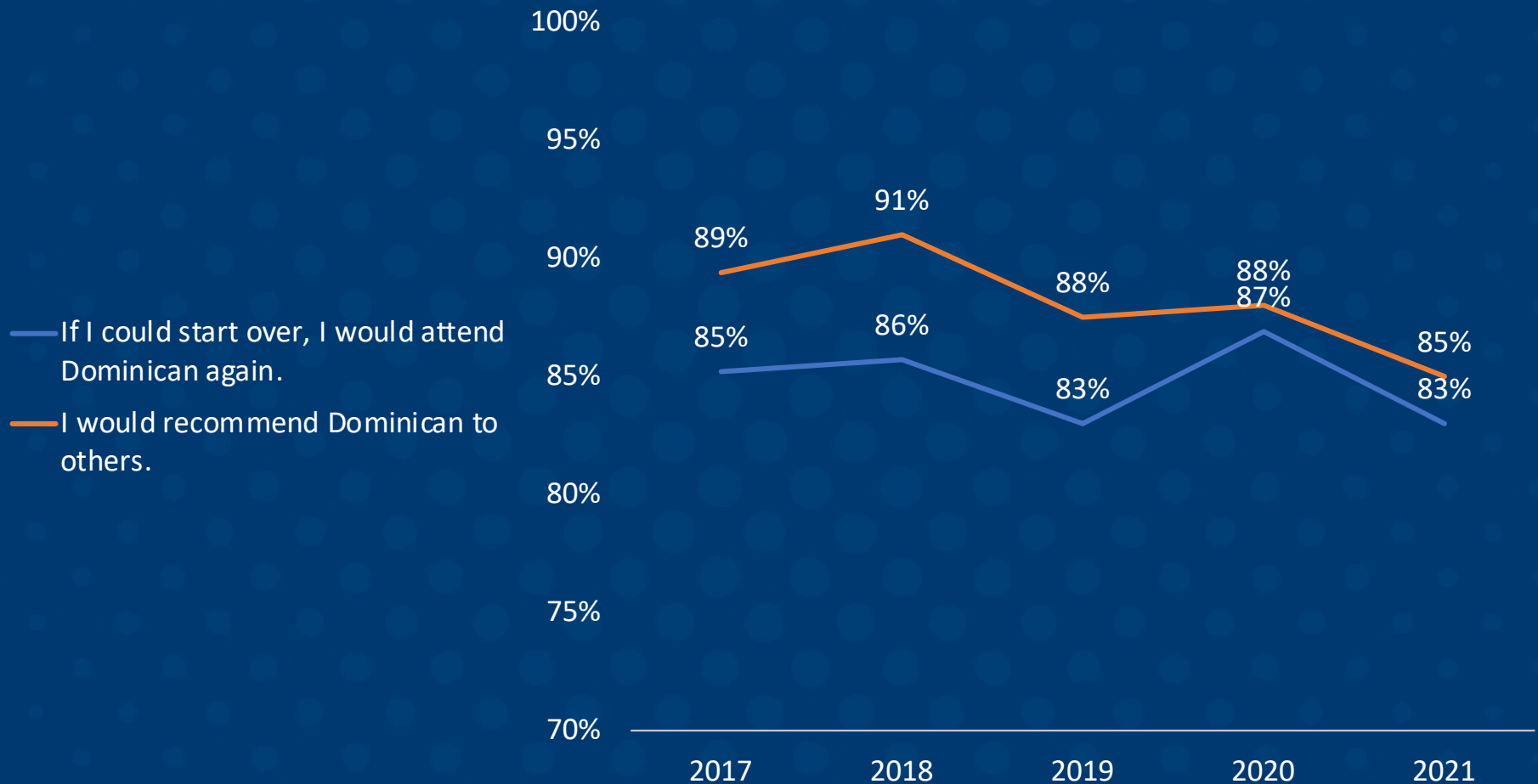
If I could start over, I would attend Dominican University again.

I would recommend Dominican to others.



Net Promoter Items - Undergraduate

Percent Somewhat Agree/Strongly Agree





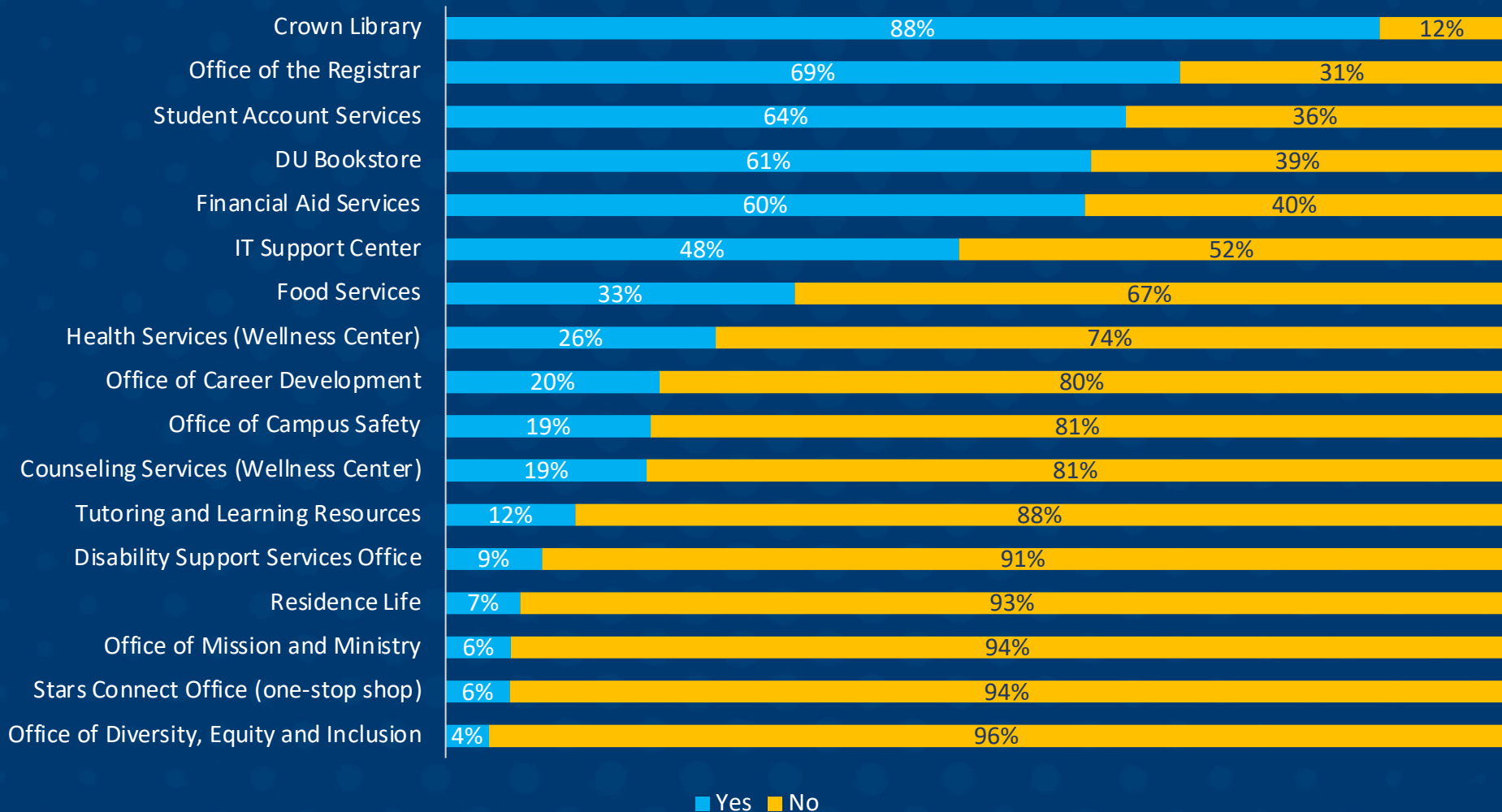
Discussion Questions

What might be some of the issues or causes impacting these results concerning undergraduates' academic and overall Dominican experience?

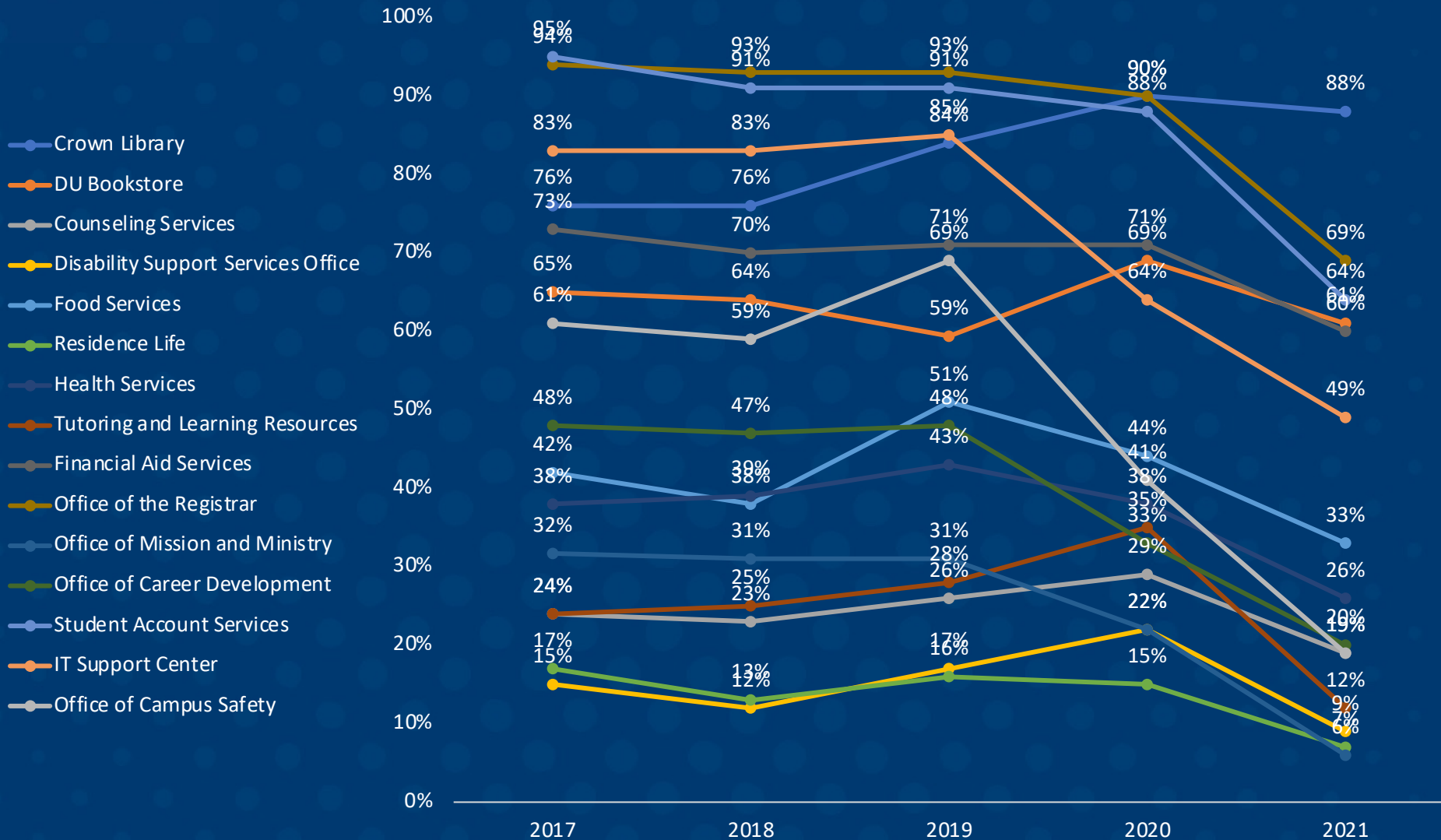
What are the implications of these results for our collective – and individual – work?

Graduate-Level Results

Graduate - Did you use this service/go into this office?



Trends in % of GR students who indicated that they used/gone into the offices of the following services



Trends in % of GR students who indicated that they used/gone into the offices of the following services

	2017	2018	2019	2020	2021	Change
Crown Library	76%	76%	84%	90%	88%	12%
DU Bookstore	65%	64%	59%	69%	61%	-4%
Counseling Services	24%	23%	26%	29%	19%	-5%
Disability Support Services Office	15%	12%	17%	22%	9%	-6%
Food Services	42%	38%	51%	44%	33%	-9%
Residence Life	17%	13%	16%	15%	7%	-10%
Health Services	38%	39%	43%	38%	26%	-12%
Tutoring and Learning Resources	24%	25%	28%	35%	12%	-12%
Financial Aid Services	73%	70%	71%	71%	60%	-13%
Office of the Registrar	94%	93%	93%	90%	69%	-25%
Office of Mission and Ministry	32%	31%	31%	22%	6%	-26%
Office of Career Development	48%	47%	48%	33%	20%	-28%
Student Account Services	95%	91%	91%	88%	64%	-31%
IT Support Center	83%	83%	85%	64%	49%	-34%
Office of Campus Safety	61%	59%	69%	41%	19%	-42%

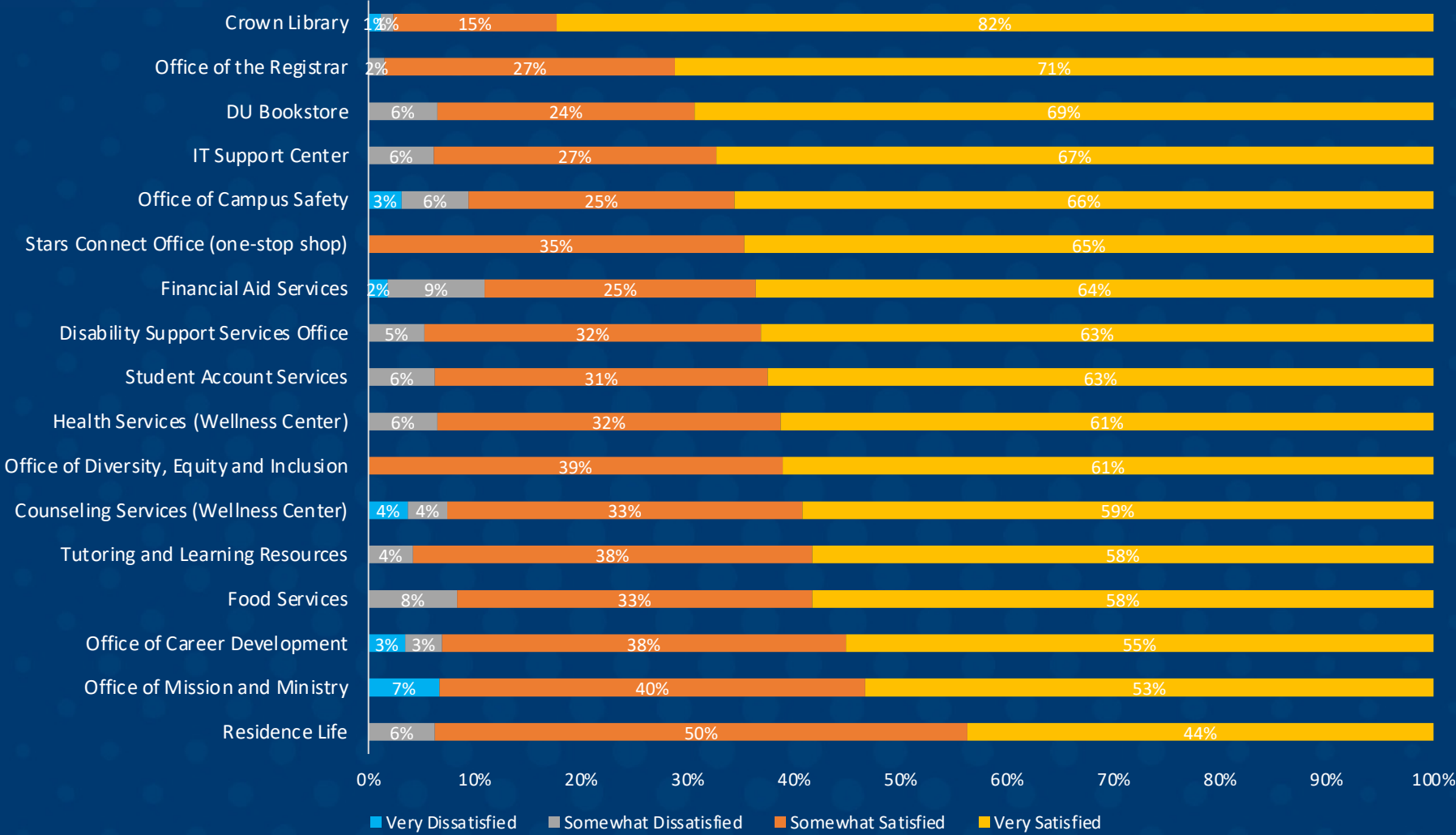


Satisfaction with Services

Graduate Level

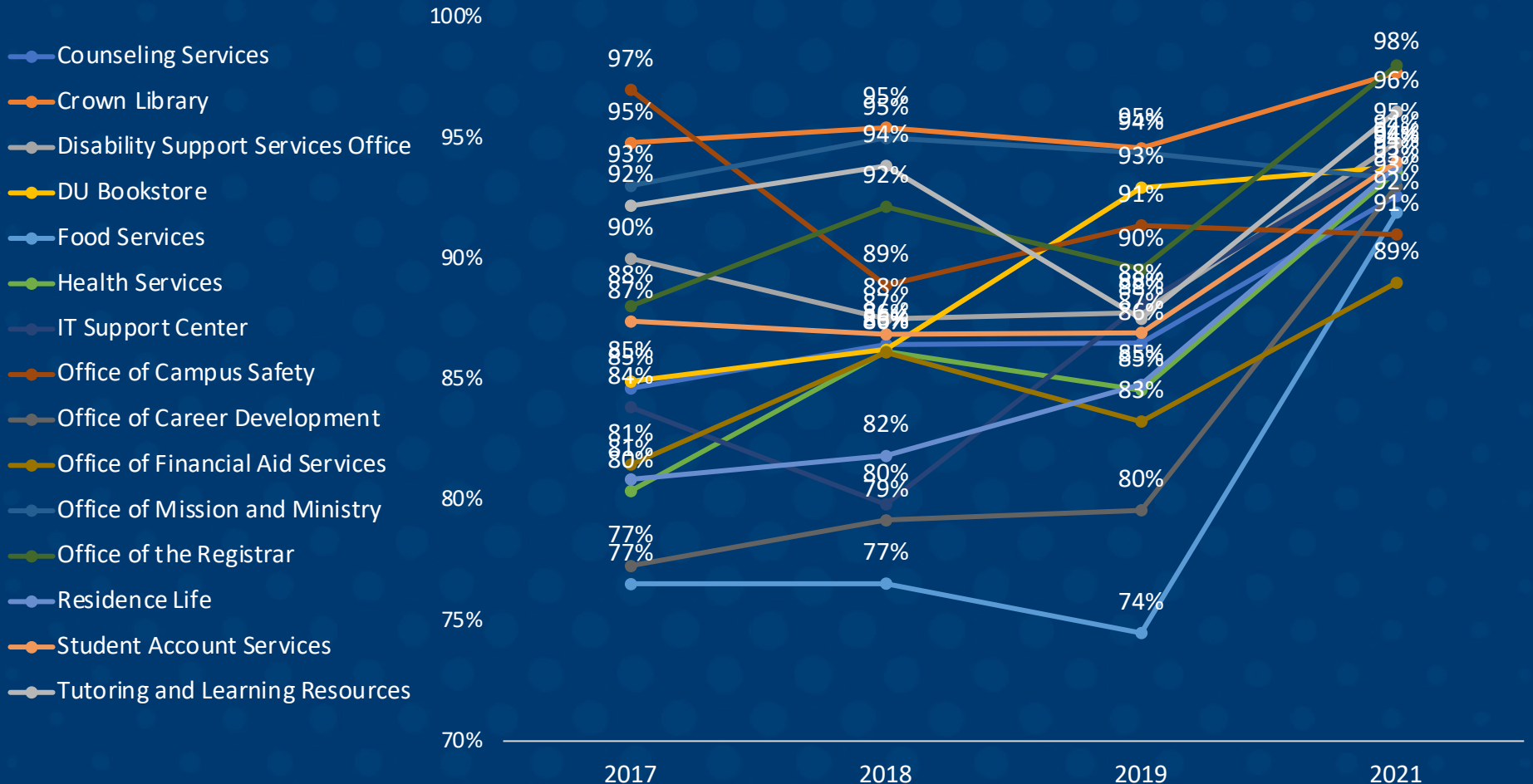
- 96% of graduate-level students were very/somewhat satisfied with the overall quality of student services at Dominican
 - The quality of service was rated highest for the following offices:
 - Crown Library
 - Office of the Registrar
 - DU Bookstore
 - The quality of service was rated lowest for the following offices:
 - Residence Life
 - Office of Mission and Ministry
 - Office of Career Development

AY21 Satisfaction with the Quality of Service - Graduate level



GR Satisfaction with the Quality of Service - Trends

Percent Somewhat /Strongly Satisfied



GR Satisfaction with the Quality of Service - Trends

Percent Somewhat /Strongly Satisfied

Service	2017	2018	2019	2021	Change
Office of Career Development	77%	79%	80%	93%	16%
Food Services	77%	77%	74%	92%	15%
Health Services	80%	86%	85%	94%	13%
Residence Life	81%	82%	85%	94%	13%
IT Support Center	84%	80%	88%	94%	10%
Office of the Registrar	88%	92%	90%	98%	10%
DU Bookstore	85%	86%	93%	94%	9%
Counseling Services	85%	86%	86%	93%	8%
Office of Financial Aid Services	81%	86%	83%	89%	8%
Student Account Services	87%	87%	87%	94%	7%
Disability Support Services Office	90%	88%	88%	95%	5%
Tutoring and Learning Resources	92%	94%	88%	96%	4%
Crown Library	95%	95%	95%	98%	3%
Office of Mission and Ministry	93%	95%	94%	93%	0%
Office of Campus Safety	97%	89%	91%	91%	-6%



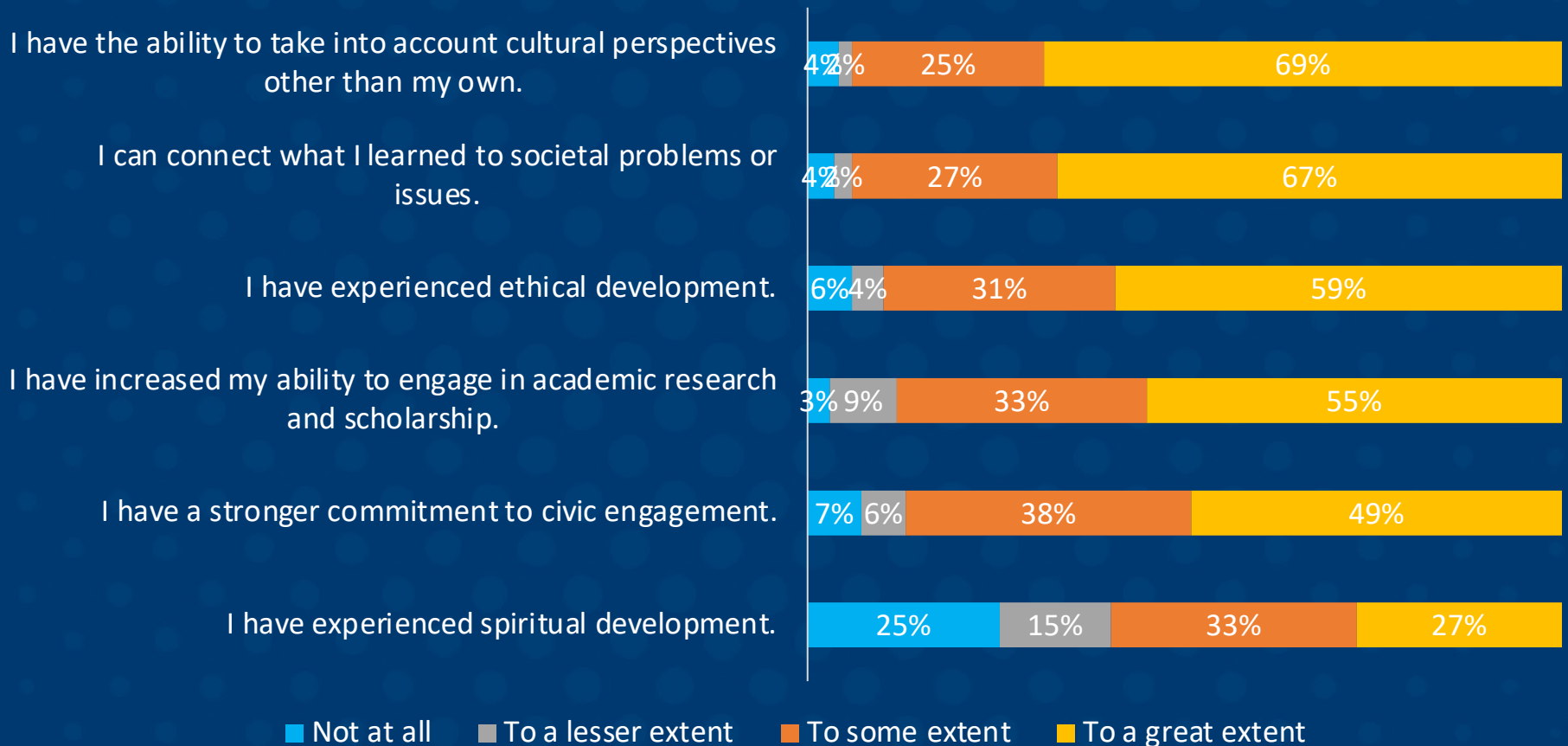
Discussion Questions

What might be some of the issues or causes impacting these results concerning graduate student use and satisfaction of services?

What are the implications of these results for our collective – and individual – work?

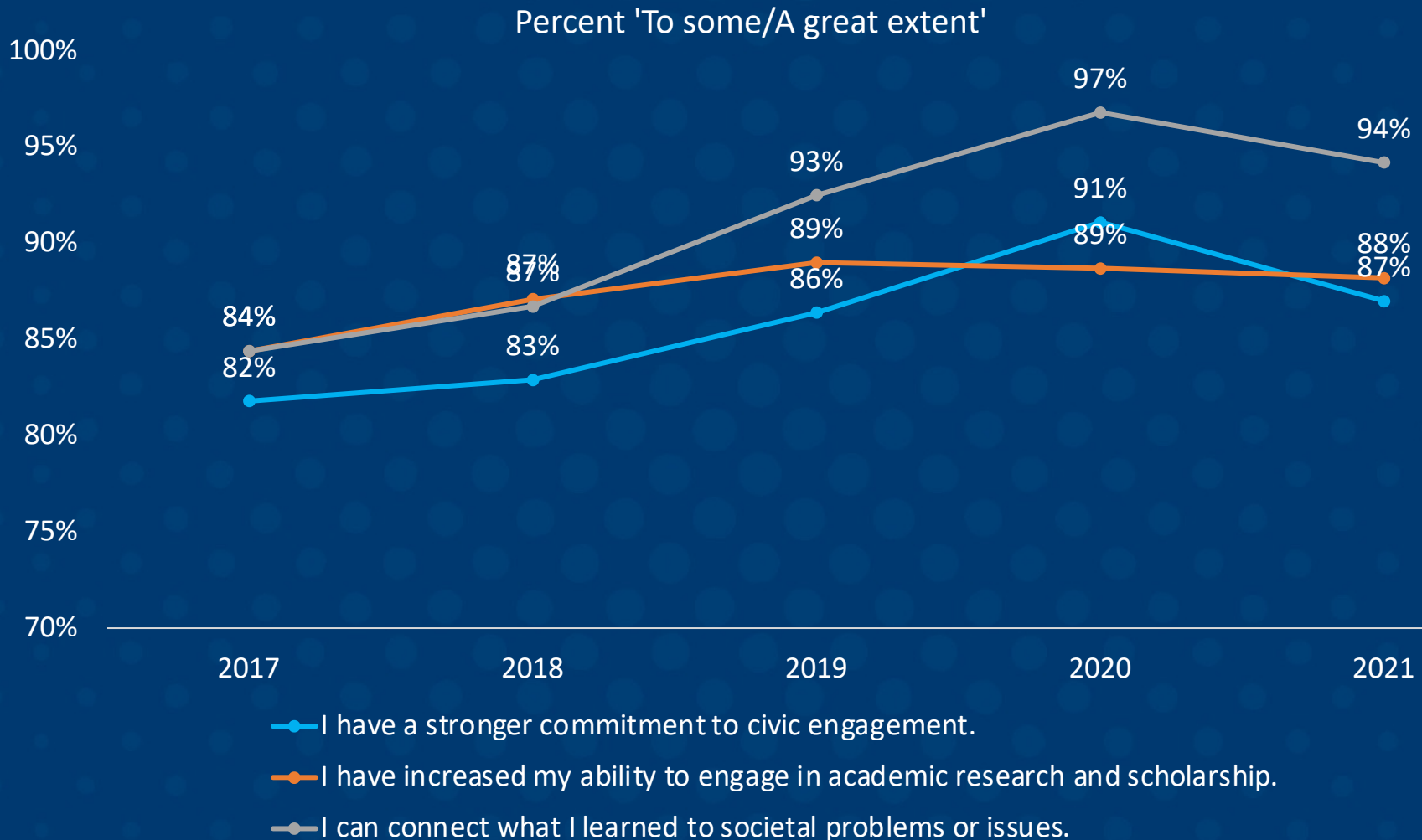
AY21 Impact of Dominican – Graduate level Experience on Mission-Related Items

Please rate the following statements concerning your DU experience.
As the result of my experience at Dominican University, I feel that. . .



GR - Impact of Dominican Experience, Mission-Related Items - Trends

As the result of my experience at Dominican University, I feel that. . .



GR - Impact of Dominican Experience, Mission-Related Items - Trends

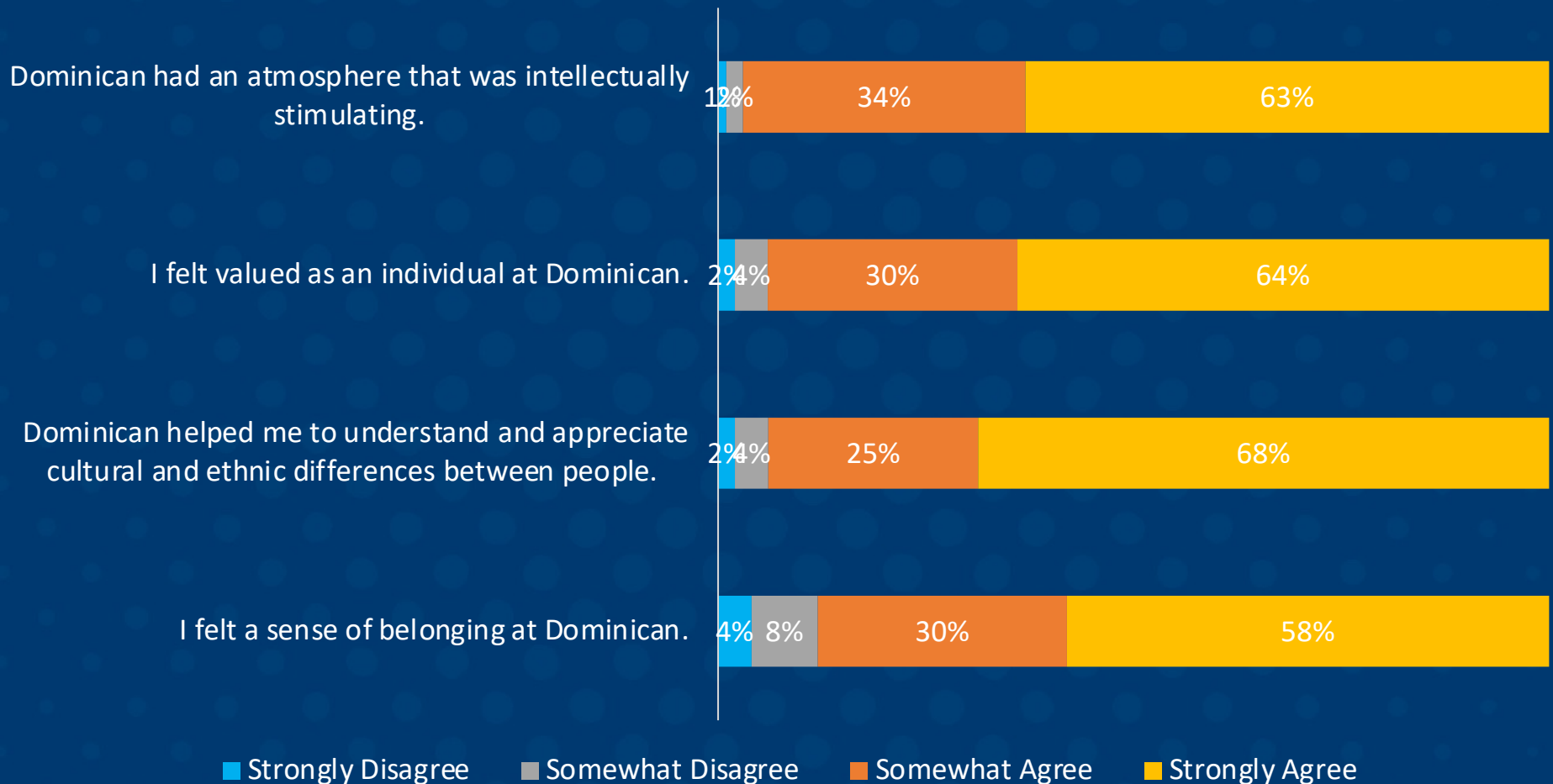
Please rate the following statements concerning your DU experience.
As the result of my experience at Dominican University, I feel that. . .

Percent 'To some/A great extent'

Survey item	2017	2018	2019	2020	2021	Change
I have a stronger commitment to civic engagement.	82%	83%	86%	91%	87%	5%
I have increased my ability to engage in academic research and scholarship.	84%	87%	89%	89%	88%	4%
I can connect what I learned to societal problems or issues.	84%	87%	93%	97%	94%	10%

Impact of Dominican Experience – Graduate level additional Items

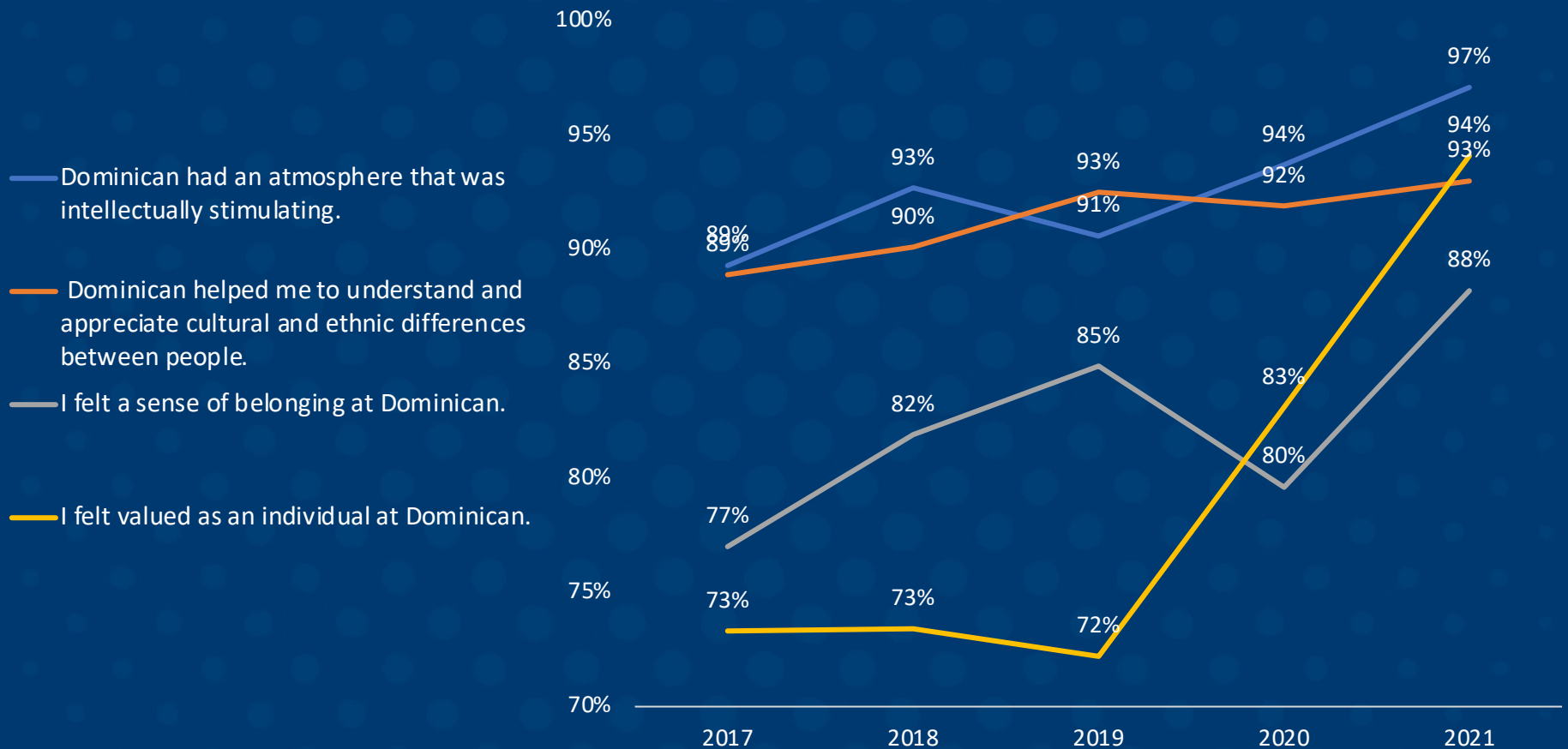
Please rate your level agreement with the following about Dominican:



Impact of Dominican Experience – Graduate level additional Items

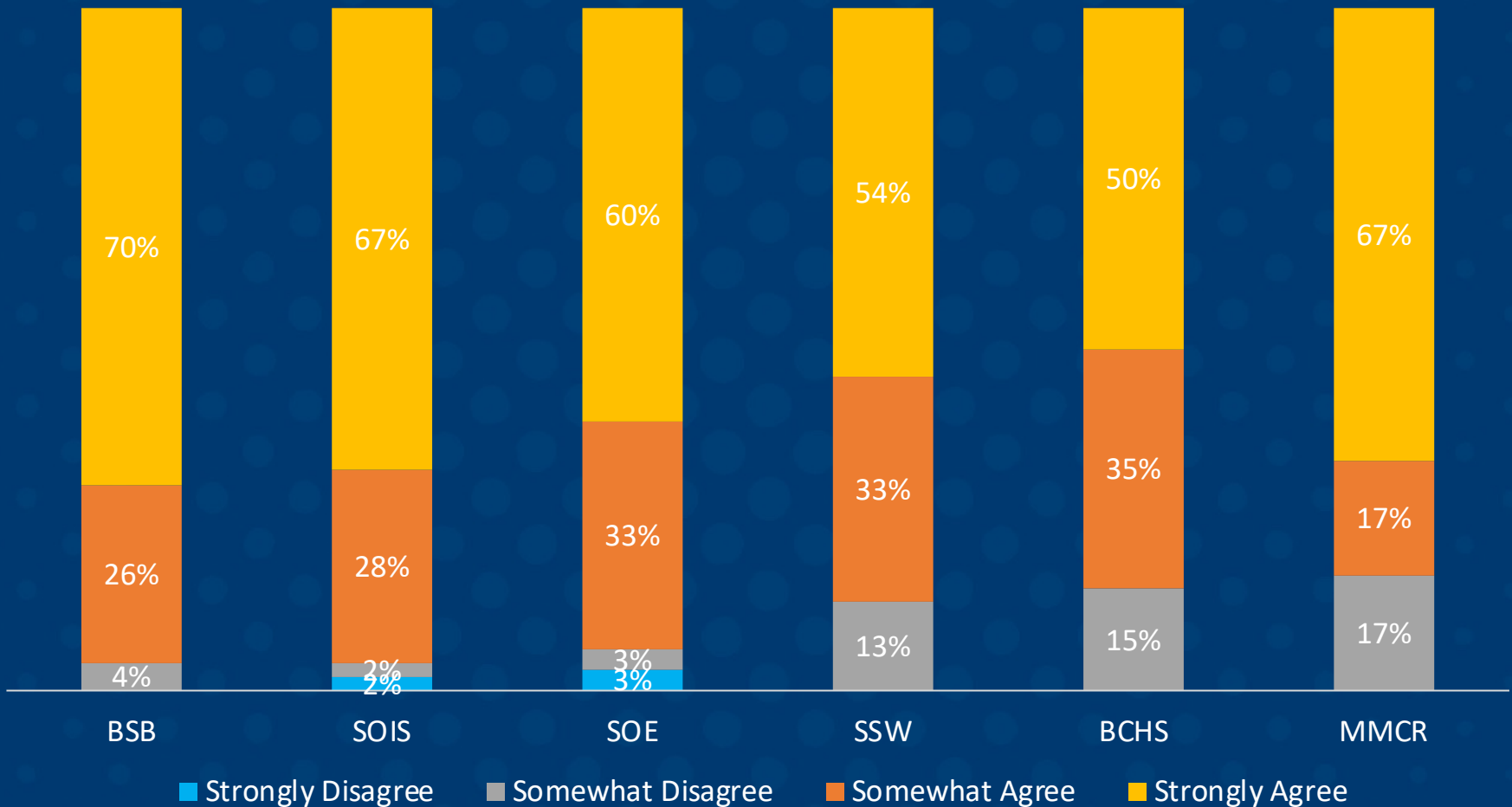
Please rate your level agreement with the following about Dominican:

Percent Somewhat/Strongly Agree





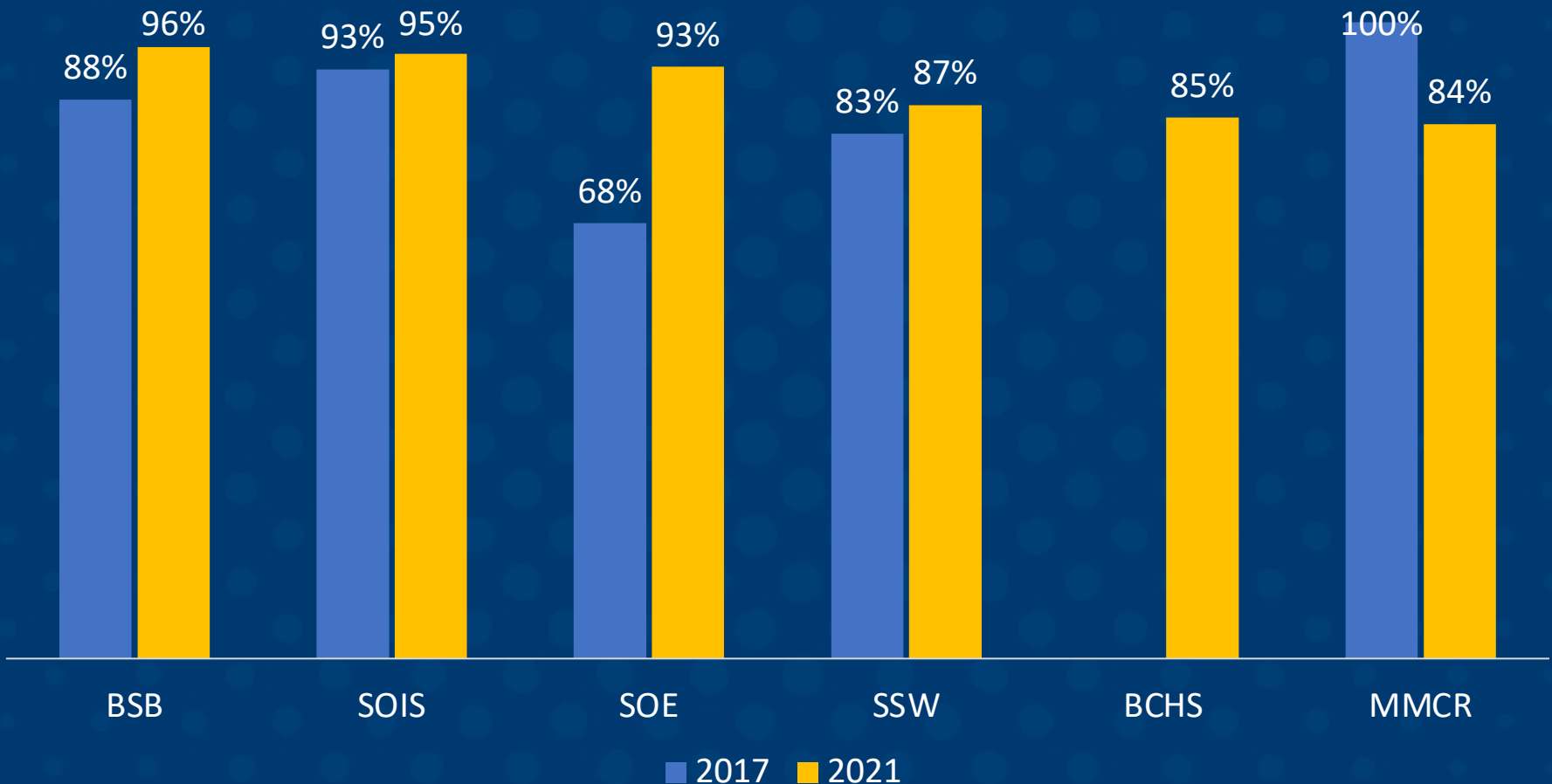
If you could start over, would you attend DU again? Graduate Level by College





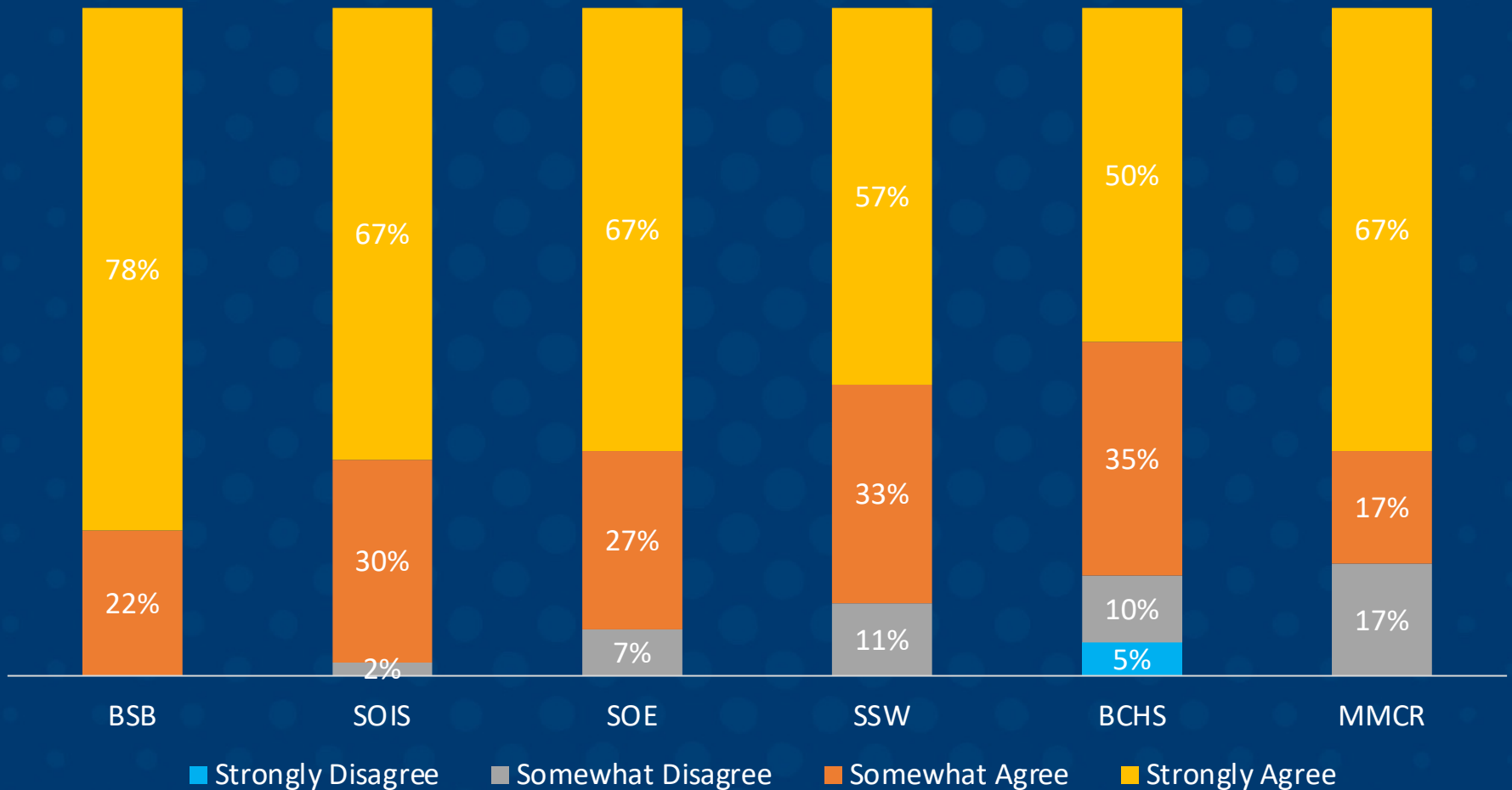
If you could start over, would you attend DU again? Graduate Level by College

Percent Somewhat Agree/Strongly Agree





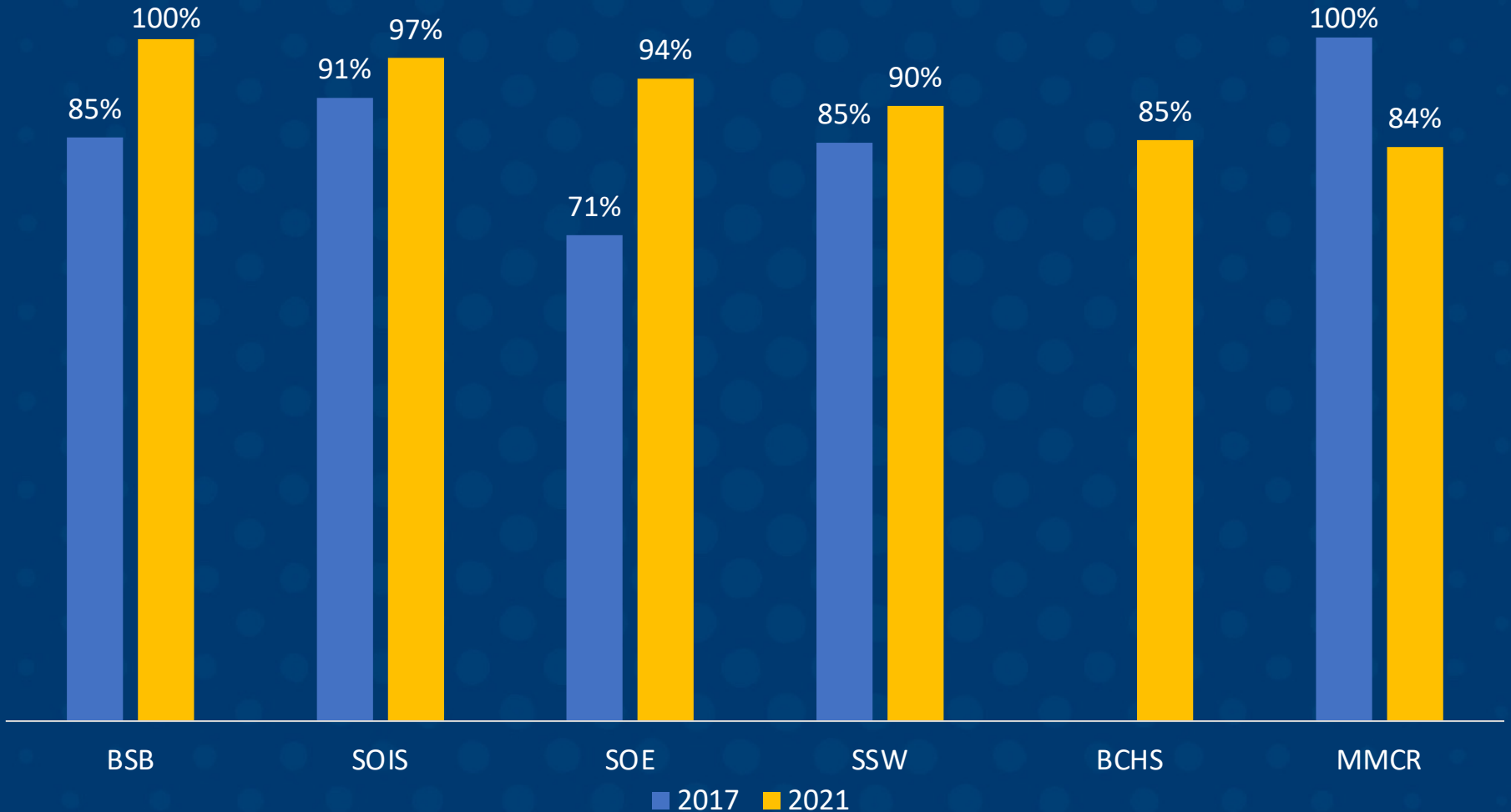
Would you recommend DU to others? Graduate Level by College





Would you recommend DU to others? Graduate Level by College

Percent Somewhat Agree/Strongly Agree





Discussion Questions

What might be some of the issues or causes impacting these results concerning graduate students' academic and overall Dominican experience?

What are the implications of these results for our collective – and individual – work?