

REPORT

Annual Student Satisfaction Survey: Spring Semester 2019

Enrollment Management--Student Affairs / Office of Institutional Effectiveness

August 1, 2019

Method: Paper survey of Student Satisfaction
Distributed through The Nest
Spring Semester, 2019

Responses: N=37

Freshman	21	57%
Sophomore	8	22%
Junior	2	5%
Senior	1	3%
<u>No Response</u>	<u>5</u>	<u>13%</u>
Total	37	100%

Q1: "What do you like most about Simmons?"

Small Classes	29	78%
Food Pantry	17	46%
Care/Support of Staff	17	46%
Interaction w/ Students	13	35%
Interaction / Support of Faculty	11	30%
Transportation Services	11	30%
Academic Offerings	9	24%

Housing Options	7	19%
-----------------	---	-----

Q2: “What do you like least about Simmons?” (open-ended question)

Lack of Activities	8
Transportation	6
Housing	4
Academic options (majors)	3
Food plan	2

Q3: “What two changes would you like to see at Simmons?”

Housing	15	41%
Academic	14	38%
Clubs	9	24%
Athletic	8	22%
Social	4	11%
Foodservice	3	8%
Other	2	5%

Q4: “Would you recommend Simmons to other students?”

Yes	32	87%
No	2	5%
No response	3	8%

Commentary and analysis:

Compare and contrast these findings with those of “Student Assessment Day” for similarities, differences, and triangulation.

A very strong positive response to recommend Simmons to other students is worthy on including in future promotional material.

“Small Classes” is also a feature most frequently cited as a “Simmons Positive.”

That the food pantry is mentioned by almost half of our students as something they like most about Simmons may reflect the experience of our students with food insecurity.

“Care and support of the staff” is a characteristic HBCU “plus” for our students.

ACTION STEPS

The survey suggests that we take a carefully examine the following areas for improvement:

1. Housing options for our students
2. Increasing the range of student activities
3. Increasing the breadth of our academic offerings.

Direct questions and comments regarding this survey to kjobst@simmonscollegeky.edu

A special thanks to Julian Sam and Anna Caldwell for assisting in the data collection and tabulation for this survey.