



The Department of Institutional Effectiveness Presents: A Data Deep Dive on Student Satisfaction
Treasure Map Theme: EDUCATIONAL SUPPORT SERVICES

Step 1: Gather data

Dashboard URL: www.winthrop.edu/ie/sharepoint-site

Survey	Question	Location in Dashboard	% Positive (most recent year)	Change over time (up, down, stable)	Name of SUBGROUP selected	SUBGROUP % satisfied	SUBGROUP change over time
Graduating Senior Survey	Satisfaction with <i>Your overall educational support services</i>	<u>Support Services</u> , last item					
Alumni Survey	Agreement with the statement: <i>Winthrop provided the support I needed to succeed academically.</i>	<u>Overall Satisfaction</u> , last item					
NSSE First-Year Students	<i>How much does your institution emphasize: Using learning support services (tutoring services, writing center, etc.)</i>	<u>Campus Environment</u> , last item					
NSSE Seniors							

Step 2: Discuss & analyze data

- 1) What patterns do you notice across the three data sources? Are there places where the data differ or align?
- 2) What patterns do you notice when you compare responses from the subgroup you selected to the entire population surveyed?
- 3) Looking at the data, what is a small change your department or unit might implement to positively impact student satisfaction?

Who receives each survey, and when?

Survey Name	Population Surveyed/Timeframe	Survey Administration Frequency
Graduating Senior Survey (GSS)	Graduating seniors / one week prior to Commencement	Every year
Alumni Survey (AS)	Undergraduate and graduate degree completers / one to three years after graduation	Every other year
National Survey of Student Engagement (NSSE)	First-Year and senior students / spring	Every three years