Student Satisfaction Surveys

Student Satisfaction Surveys in ACCTG Technology
Data Collection, Tracking and Reporting

A student satisfaction survey was developed with input from faculty in the Accounting (ACCTG) Technology program. The survey itself includes 22 items: 2 items that are summary items (used for determining level of satisfaction for purposes of outcome assessment) and 20 items that collect more specific information (useful if revisions are necessary).

Note: The survey and resulting reports reflect the “state” of the discussion within the ACCTG program at the time this model was created. The final form of products may change.

Like all other NTID technical programs, the Accounting (ACCTG) Technology program has included an outcome related to student satisfaction. The ACCTG Technology faculty decided to collect information at the program level and at the individual course level.

A database was created to capture satisfaction data for each student. The screen designed for the ACCTG Technology program accepts scores for all 22 survey items.

Three reports are generated for student satisfaction. One detailed report shows how each individual student responded to the 22 item survey. These data are available to the ACCTG Technology program only.
A second report shows an item summary for all students who have taken the satisfaction survey in a given year. Like the detailed report, these data are reported to the ACCTG Technology program only.

A third report shows the number and percentage of students who expressed satisfaction — year-to-year and cumulatively over a three year period. Where students reflect some lack of satisfaction, a description of some action to be taken is expected. All 22 items on the survey should be helpful in this regard. This form is to be shared with those inside and outside the program.