

2020 Graduating Students Survey Report

Dallas Theological Seminary

Office of Institutional Research and Effectiveness

July 2020

Executive Summary

Overall, findings of the GSS continue to be positive. Of the 481 graduates invited to participate in the survey, 258 responded for **a response rate of 54%**. Upon reflection of their overall experience during their graduate program by respondents, **96% were satisfied with their academic experience** and **89% agreed that if they could do it all over again, they would still come to DTS**.

Three recommendations for improvement based on the data are:

- 1) *Continue efforts to improve satisfaction of the Housing Services and Relocation Services.*
Relocation Services continues efforts to improve over the historical averages. However, its 43% satisfaction is sixteen percentage points lower than last year and five percentage points lower than its previous 5-year average. Relocation services dissatisfaction is at 16%, up from 6% in 2019. Housing Services satisfaction was 62%, down from 64% in 2019 while dissatisfaction remained at 16%. The Seminary should continue investigating the reasons for continued low satisfaction rates and seek to make improvements.
- 2) *Improve the satisfaction with Single Student Apartments at Dallas (Washington Hall).*
Satisfaction with the Single Student Apartments decreased to 57%, nineteen percentage points lower than last year and nineteen percentage points lower than its previous 10-year average. Single Student Apartments dissatisfaction is at 11%, up from 6% in 2019. The Seminary should investigate the reasons for lower satisfaction rates in 2020 and seek to make improvements.
- 3) *Improve awareness of DTS departments and Services.* Thirty percent of respondents were unaware of five departments and services, at least 20% respondents were unaware of another fourteen departments and services, and at least 10% respondents were unaware of another eight departments and services. The Seminary should continue to look for ways to improve the overall awareness of departments.

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2020 Graduating Student Survey Report

Introduction

The Graduating Student Survey (GSS) continues to be one of the largest assessments conducted by the Office of Institutional Research and Effectiveness at Dallas Theological Seminary. Since DTS graduates help to fulfill our mission as a professional graduate-level school of building godly servant leaders for the proclamation of the word and the building up of the body of Christ worldwide. We cherish their input and seek to learn from it. Every graduating student is asked to complete this survey. Both student learning outcomes as well as satisfaction with programs, departments, and services are surveyed.

The GSS serves as an indirect measure of DTS's performance in a wide variety of areas. By its very nature, data under-determines and must be interpreted. Furthermore, the GSS data may help reveal an area *where* improvements can be made, but it does not always help shed light on *what* the improvements should be. As such, the GSS is a tool that should be utilized with other data, such as direct measures, focus groups, and other surveys to aid departments and services, improving our fulfillment of the Seminary's mission.

Procedure of Survey

The survey was administered online at the end of the summer 2019, fall 2019, and spring 2020 semesters. Graduates were invited to participate through e-mails with links to the survey. The survey asks the graduating student to evaluate forty Seminary departments and services (from "very dissatisfied" to "very satisfied," and includes the options "unaware of" and "aware of but had no experience with"), to assess the accomplishment of the Seminary's goals in their life ("strongly disagree" to "strongly agree"), and to indicate achievement of both Student Learning Outcomes specific to their degrees. Several open-ended questions ask the student to pinpoint particular high points and areas needing improvement. Other questions gathered general demographic data and the respondents' near and long-term career and education plans.

Of the 481 graduates invited to participate in the survey, 258 responded for a **response rate of 54%**. In this report, survey results focus on agreement or satisfaction percentages rather than offering a full reporting of all data. Additional breakdowns or specific cross referent information is available through the Office of Institutional Research and Effectiveness. A specimen of the

survey instrument is also available through the Office of Institutional Research and Effectiveness.

Demographics

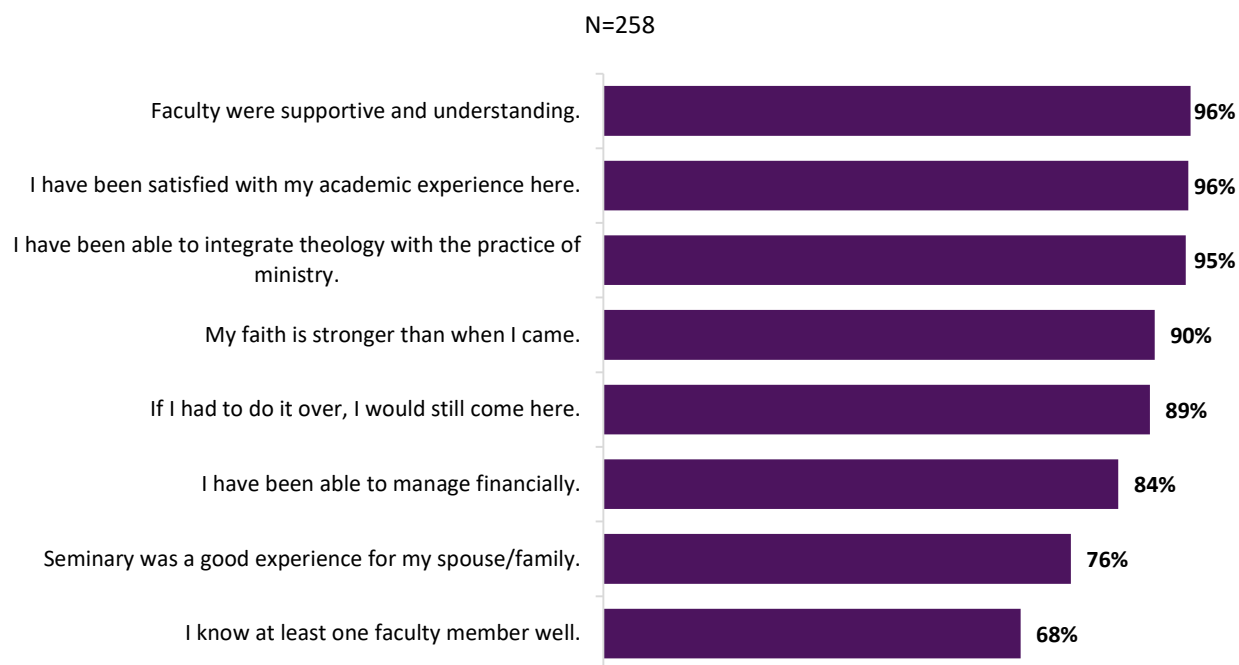
The survey sample (258) reflected the population (481). Differences of five percentage points or more were as follows: The number of respondents receiving an MA degree (44%) was six percentage points lower than the corresponding population (50%). The number of US-born respondents (83%) was five percentage points higher than the corresponding population (78%). The number of respondents with no children (55%) was six percentage points lower than the corresponding population (61%). The full comparison is found on pages 28 and 29.

Survey Results and Analysis

Overall Experience

Graduates were asked to express their level of agreement with statements relating to their overall experience at DTS on a five-point Likert scale from “Strongly agree” to “Strongly disagree.”

Results are shown in the below chart in descending order of percent agreement (“Strongly agree” and “Agree” responses).



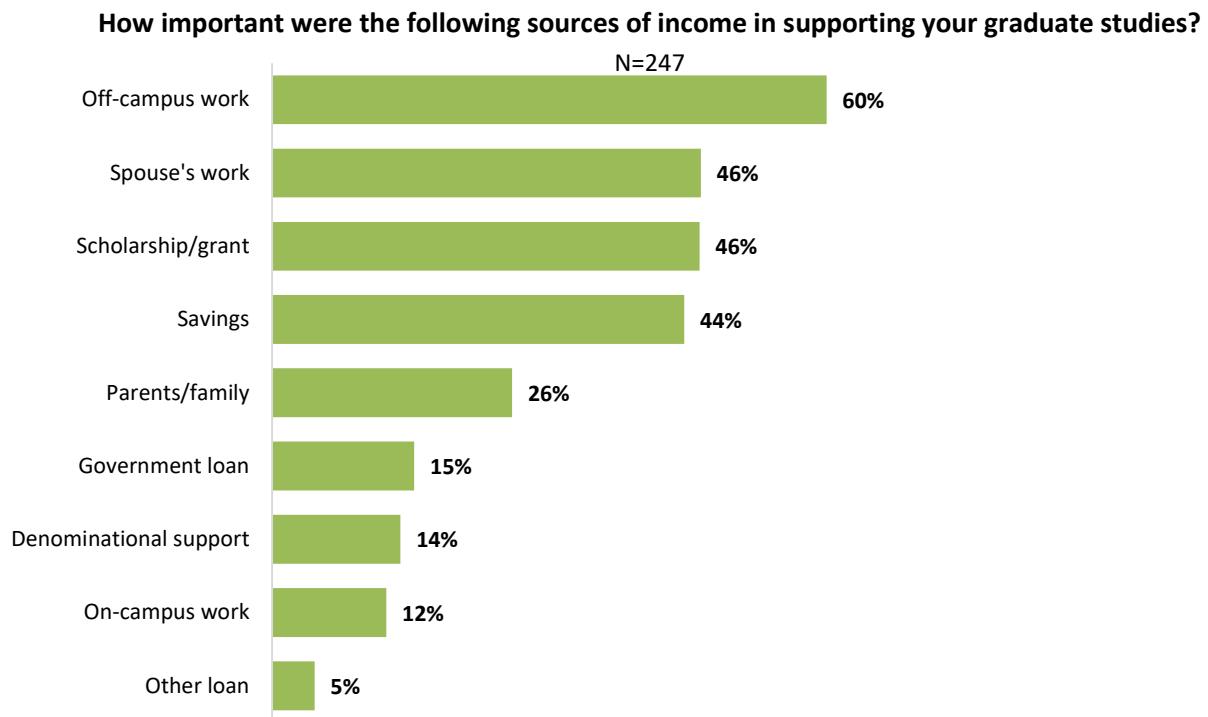
Respondents reported their overall experiences while at DTS as positive. Results were in line with the previous 8-year average with one exception.

For the statement “I know at least one faculty member well” the previous 8-year average agreement percentage was 77%. This year’s result of 68% is a decrease of 9 percentage points. 2018 is the only year in the previous 8 years that the percentage was below 70% (69%). The Seminary should monitor this portion of the student experience for factors that could be contributing to a decline.

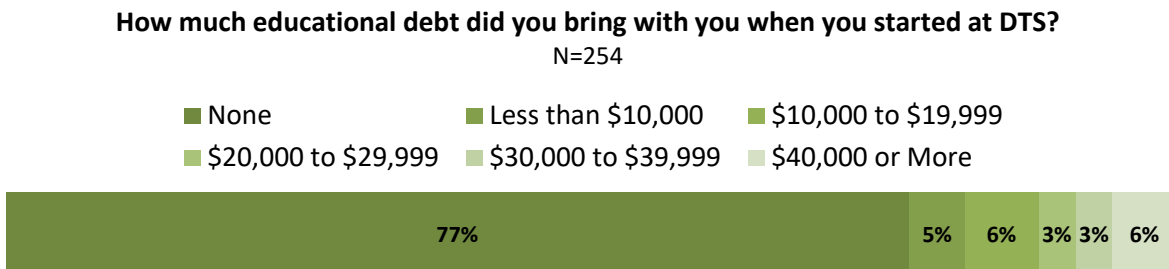
Financial Items

Graduates were asked to respond from “Very important” to “Of no importance” for various sources of income that supported their graduate studies.

Results are shown in the chart below in descending order of affirmed importance for income sources.



The GSS asked graduates concerning their educational debt. Graduates are asked the amount brought with them to DTS, the amount incurred at DTS, and what their monthly educational debt payments will be.



How much educational debt did you incur at DTS?

N=253

- None
- Less than \$10,000
- \$10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 or More



How much will your monthly educational debt payments be after graduation?

N=254

- None
- Less than \$200
- \$200 to \$349
- \$350 to \$499
- \$500 to \$1,000
- More than \$1,000

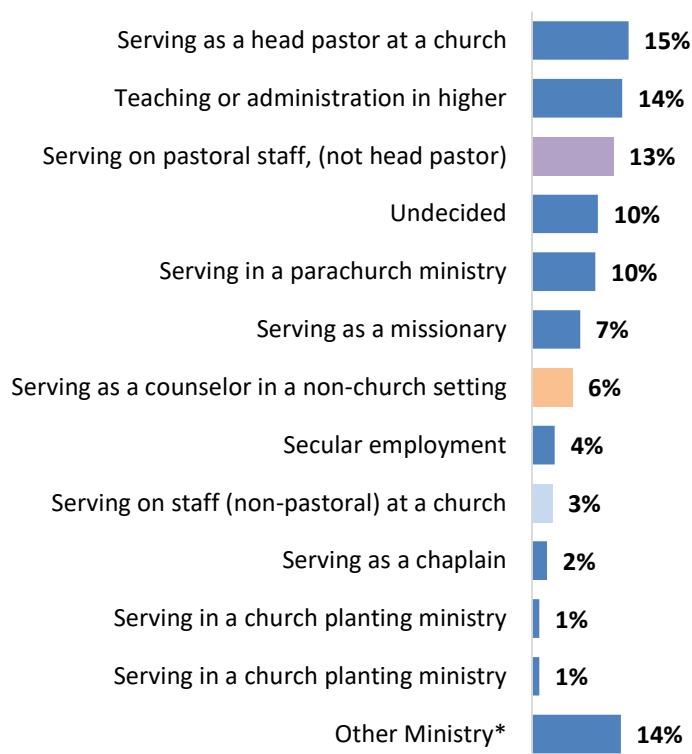


Post-Graduation Plans

Graduates were asked concerning both their 2-year and 10-year post-graduation plans. Follow-up questions asked for specifics concerning plans to serve on pastoral staff as a non-head pastor, plans to serve on church staff (non-pastoral), settings in which they planned to serve as a counselor, as well as specifics concerning further educational plans. The following graphs show their responses by percentages. *Note that variance in color corresponds to the additional graphs which follow showing the responses to follow up questions to their response.* Following the graphs is a table with the breakdown by degrees.

What do you hope you will be doing 10 years from now?

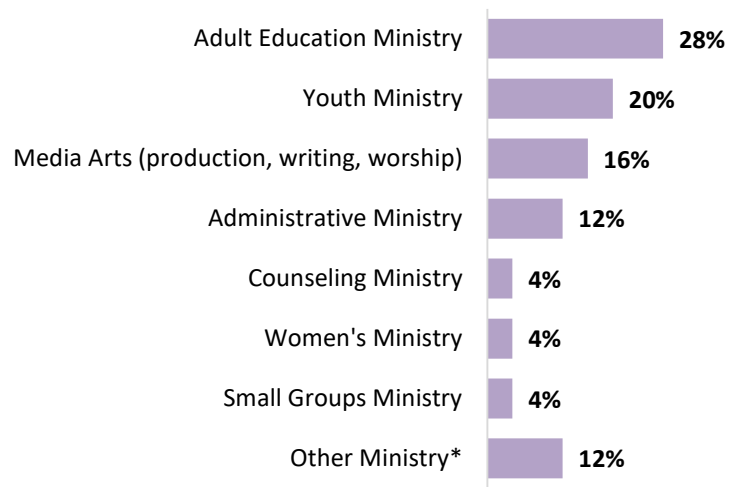
N=254



*See page 30 for "Other Ministry" write-in responses.

Serving on pastoral staff (not head pastor) at a church in:

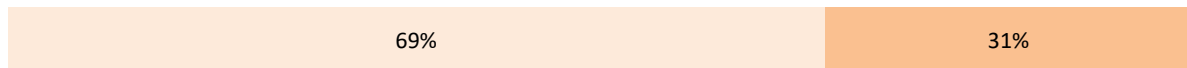
n=25



Serve as a counselor (non-church setting) in:

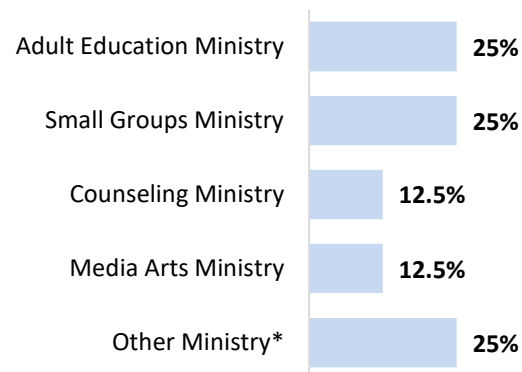
n=16

■ Counseling in a secular setting ■ Counseling in a Christian setting



Serving on staff (non-pastoral) at a church in:

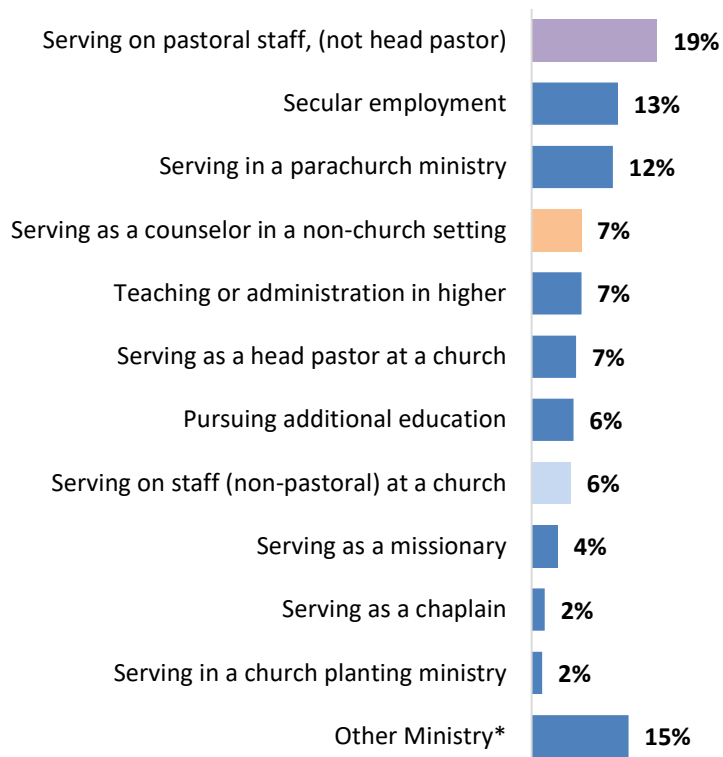
n=8



*See page 31 for "Other Ministry" write-in responses.

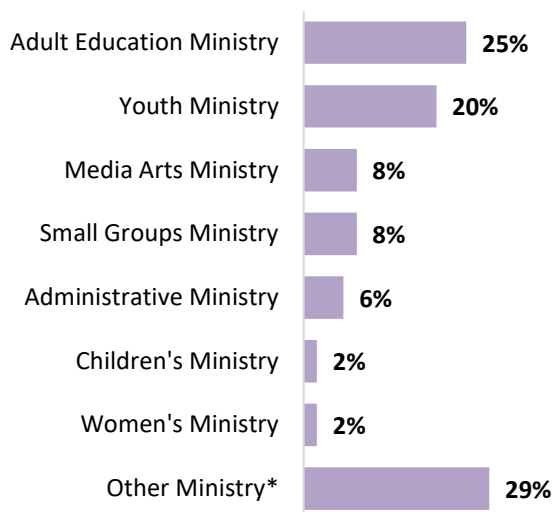
What are you most likely to be doing in the next two years?

N=254



Serving on pastoral staff (not head pastor) at a church in:

n=49



*See pages 31–32 for “Other Ministry” write-in responses.

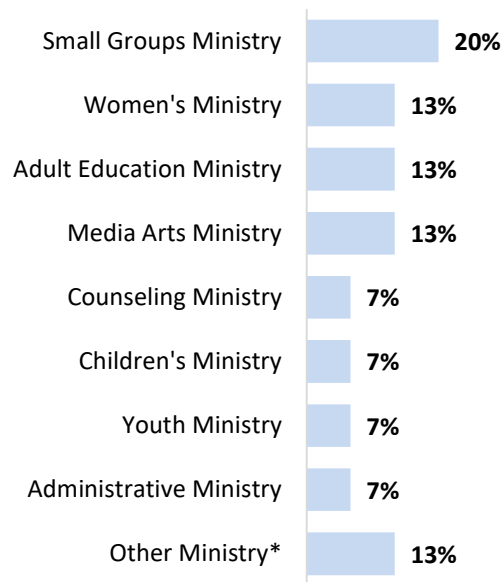
Serve as a counselor (non-church setting) in:

n=19



Serving on staff (non-pastoral) at a church in:

n=15



*See page 32 for "Other Ministry" write-in responses.

In pursuing additional education, where do you plan to enroll?

n=16

■ DTS ■ Elsewhere ■ Undecided



What degree do you plan to pursue?

n=16



* See page 32 for "Other Degree" write-in responses.

Ten-year plans

	ThM	STM	MABC	MA	MABEL	MACE	MACL	MACM	MACS	MAMW	MBTS	CGS	PhD	DMin	DEdMin	All
Serving as a head pastor at a church	13	0	1	0	0	2	9	0	6	0	4	0	0	3	0	38
Serving on pastoral staff, (not head pastor)	7	1	0	0	0	2	7	0	3	2	6	0	0	1	3	32
Serving on staff (non-pastoral) at a church	0	0	1	0	0	0	1	0	1	1	4	0	0	0	0	8
Serving as a counselor in a non-church setting	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	16
Serving as a chaplain	1	0	0	0	0	0	0	0	0	0	5	0	0	0	0	6
Serving in a church planting ministry	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	3
Serving as a missionary	7	0	0	1	0	3	2	0	2	0	3	0	0	0	1	19
Serving in a parachurch ministry	4	0	1	0	0	3	2	0	0	1	11	0	0	3	0	25
Teaching or administration in higher	9	2	1	0	0	5	1	0	4	0	5	0	6	2	2	37
Secular employment	0	0	0	0	0	1	1	0	2	1	4	0	0	0	0	9
Undecided	5	0	1	0	0	2	2	0	1	2	10	3	0	0	0	26
Other	5	0	4	0	1	5	1	0	6	1	7	0	0	2	2	34
Total	52	3	25	1	1	23	26	0	26	8	60	3	6	11	8	253

Two-year plans

	ThM	STM	MABC	MA	MABEL	MACE	MACL	MACM	MACS	MAMW	MBTS	CGS	PhD	DMin	DEdMin	All
Serving as a head pastor at a church	4	0	1	0	0	0	4	0	3	0	2	0	0	3	0	17
Serving on pastoral staff, (not head pastor)	17	1	0	0	0	6	8	0	6	0	5	0	0	3	2	48
Serving on staff (non-pastoral) at a church	1	0	1	0	0	1	3	0	1	2	5	1	0	0	0	15
Serving as a counselor in a non-church setting	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	19
Serving as a chaplain	1	0	0	0	0	1	0	0	1	0	2	0	0	0	0	5
Serving in a church planting ministry	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	4
Serving as a missionary	3	0	0	0	0	2	1	0	1	0	1	0	0	0	2	10
Serving in a parachurch ministry	6	0	1	0	0	3	5	0	0	0	12	1	0	3	0	31
Teaching or administration in higher	0	1	0	0	0	3	1	0	1	0	5	0	5	1	2	19
Pursuing additional education	9	1	1	1	0	0	0	0	2	0	2	0	0	0	0	16
Secular employment	4	0	0	0	0	3	1	0	3	4	16	1	0	0	0	32
Other	6	0	2	0	1	4	1	0	7	2	10	0	1	1	2	37
Total	52	3	25	1	1	23	26	0	26	8	60	3	6	11	8	253

Departments and Services

Graduates were asked to express the level of satisfaction with seminary departments and services on a five-point Likert scale from “Very dissatisfied” to “Very satisfied.” Additionally, they could indicate that they were “Aware of but had no experience with” or “Unaware of.” In calculating Satisfaction and Dissatisfaction percentages respondents that indicated they were unaware of or had no experience with the department or service were omitted.

Few changes were made to departmental evaluations this year Thornhill Catering is no longer operating at DTS and is therefore no longer being measured. Luke’s Closet and Luke’s Pantry were added to the list of services this year.

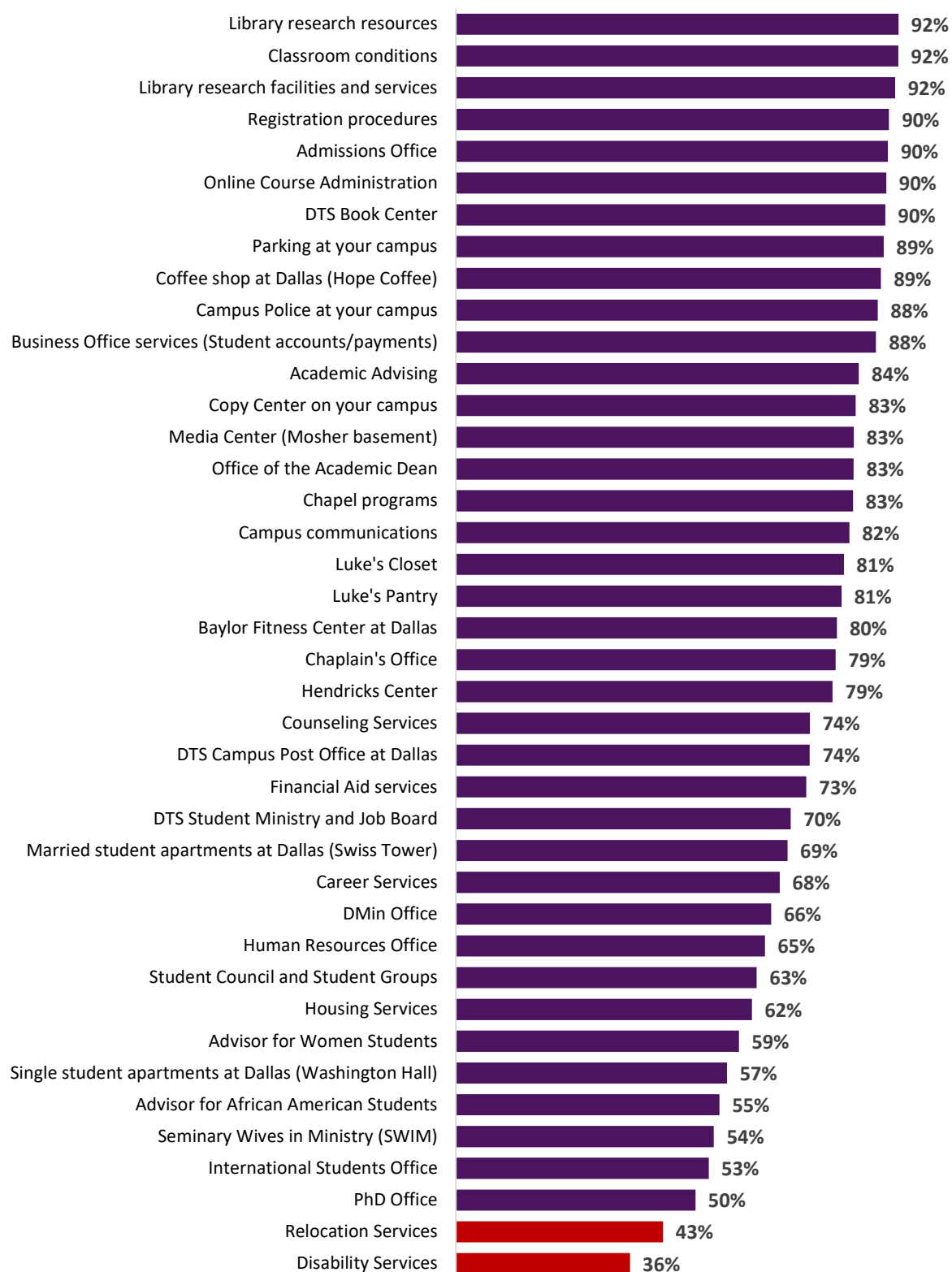
Respondents’ satisfaction ratings were generally positive with 65% (26 of 40) departments and services rated 70% or over in satisfaction and 50% (20 of 40) rated 80% or over. Seven departments received a satisfaction rating of 90% or more: **Library research resources** (92%), **Classroom Conditions** (92%), **Library research facilities and services** (92%), **Registration procedures** (90%), **Admissions office** (90%), **Online course administration** (90%), and **DTS Book Center** (91%).

Conversely, 2 received satisfaction ratings below 50%: **Relocation Services** (43%) and **Disability Services** (36%).

Dissatisfaction ratings were generally positive with only 13% (5 of 40) departments and services rated over 10% dissatisfaction: **Relocation Services** (16%), **Housing Services** (16%), **Career Services** (13%), **Single student apartments at Dallas (Washington Hall)** (11%), and **Financial Aid services** (11%)

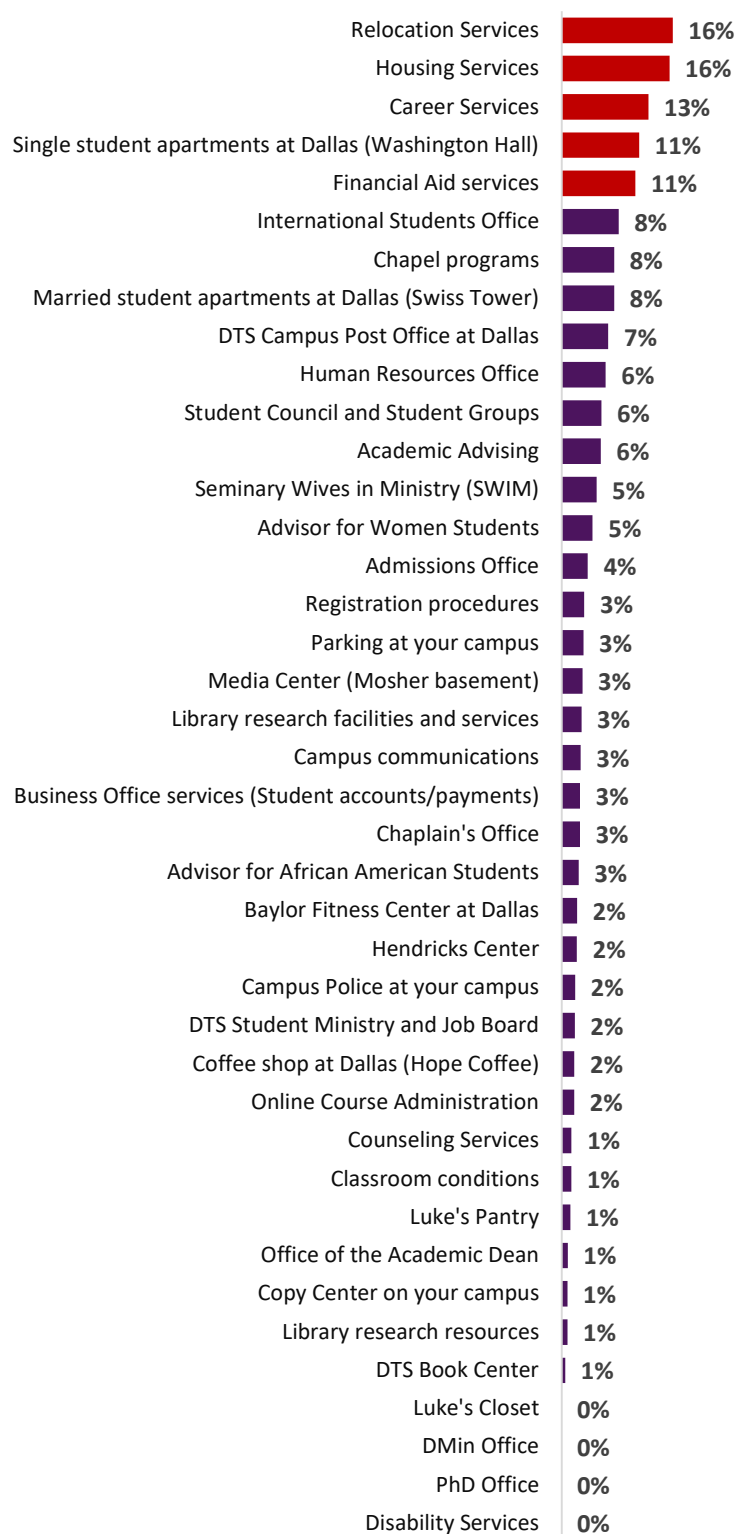
Departments and Services Satisfaction %

N=253



Departments and Services Dissatisfaction %

N=253

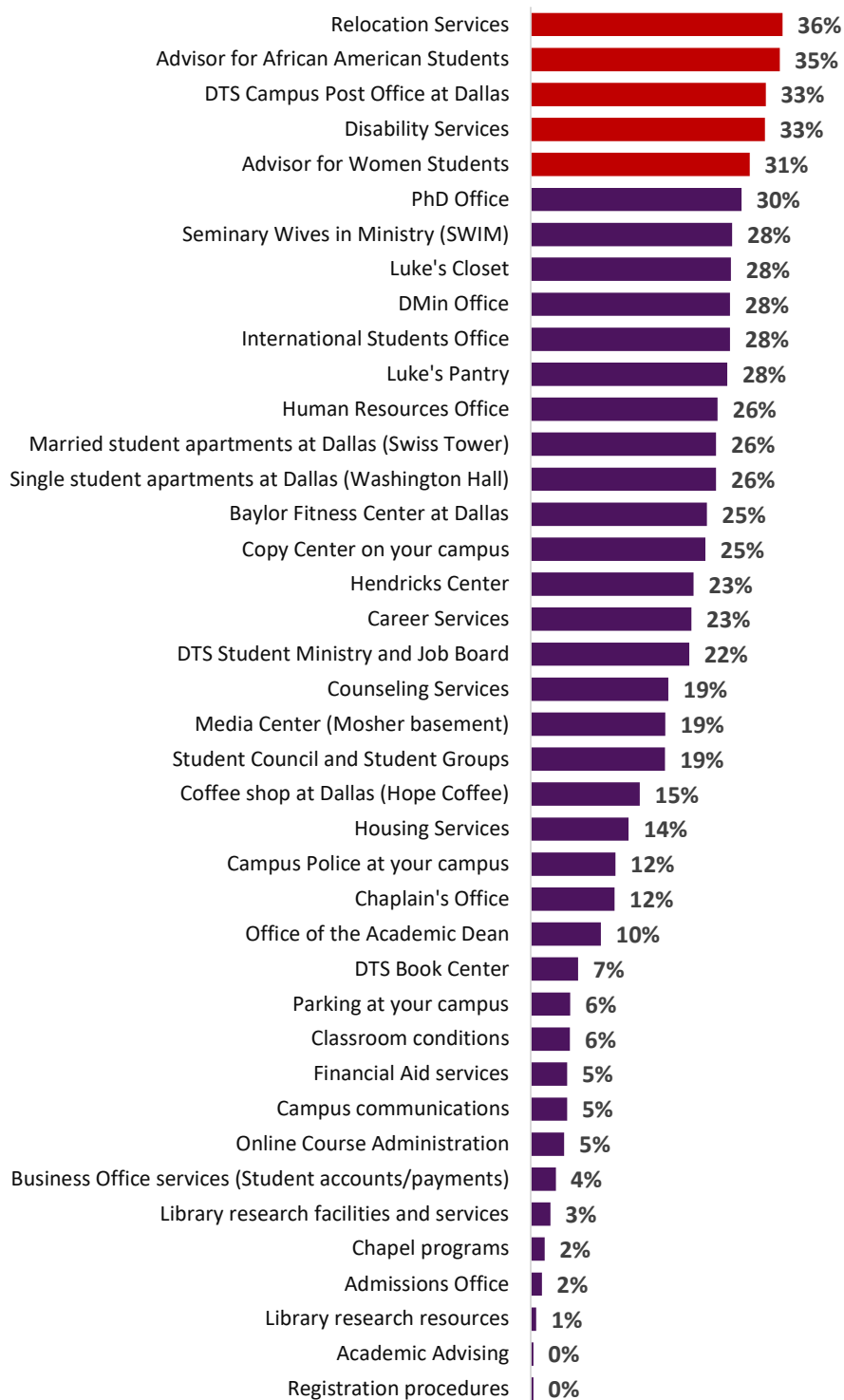


Respondents that had Experience with Departments or Services

	Very Diss.	Diss.	Neither sat. nor diss.	Sat.	Very Sat.	Total	Sat. %	Diss. %
Library research resources	1	1	16	79	140	237	92%	1%
Classroom conditions	0	3	13	90	103	209	92%	1%
Library research facilities and services	2	4	11	74	114	205	92%	3%
Registration procedures	3	5	15	108	109	240	90%	3%
Admissions Office	2	7	14	98	114	235	90%	4%
Online Course Administration	1	3	18	95	100	217	90%	2%
DTS Book Center	0	1	19	72	101	193	90%	1%
Parking at your campus	0	6	14	80	87	187	89%	3%
Coffee shop at Dallas (Hope Coffee)	1	2	15	59	83	160	89%	2%
Campus Police at your campus	1	2	15	56	77	151	88%	2%
Business Office services (Student accounts/payments)	1	5	21	100	93	220	88%	3%
Academic Advising	3	10	23	77	114	227	84%	6%
Copy Center on your campus	0	1	18	55	41	115	83%	1%
Media Center (Mosher basement)	0	4	18	42	66	130	83%	3%
Office of the Academic Dean	0	1	18	40	53	112	83%	1%
Chapel programs	4	14	22	89	105	234	83%	8%
Campus communications	2	4	32	103	72	213	82%	3%
Luke's Closet	0	0	15	20	44	79	81%	0%
Luke's Pantry	1	0	14	21	41	77	81%	1%
Baylor Fitness Center at Dallas	0	2	16	19	51	88	80%	2%
Chaplain's Office	1	2	20	41	47	111	79%	3%
Hendricks Center	0	2	17	28	42	89	79%	2%
Counseling Services	0	1	17	23	28	69	74%	1%
DTS Campus Post Office at Dallas	3	3	17	30	35	88	74%	7%
Financial Aid services	5	11	24	57	52	149	73%	11%
DTS Student Ministry and Job Board	1	1	29	49	23	103	70%	2%
Married student apartments at Dallas (Swiss Tower)	1	3	12	15	21	52	69%	8%
Career Services	2	7	14	26	22	71	68%	13%
DMin Office	0	0	13	5	20	38	66%	0%
Human Resources Office	3	1	18	23	17	62	65%	6%
Student Council and Student Groups	1	4	27	32	22	86	63%	6%
Housing Services	7	7	20	28	27	89	62%	16%
Advisor for Women Students	1	2	24	20	19	66	59%	5%
Single student apartments at Dallas (Washington Hall)	3	3	17	21	9	53	57%	11%
Advisor for African American Students	0	1	17	9	13	40	55%	3%
Seminary Wives in Ministry (SWIM)	0	2	16	14	7	39	54%	5%
International Students Office	1	2	14	13	6	36	53%	8%
PhD Office	0	0	14	6	8	28	50%	0%
Relocation Services	3	3	15	10	6	37	43%	16%
Disability Services	0	0	14	5	3	22	36%	0%

Unawareness of Departments and Services %

N=253



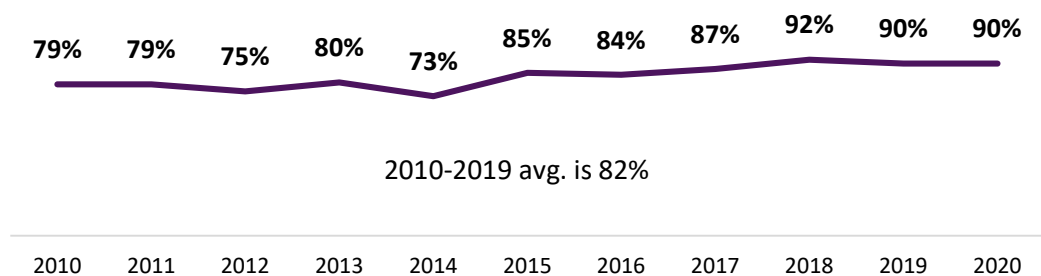
While DTS remains concerned with all student experiences for every department, some departments are designed to serve a specific segment of the overall population. Examining the satisfaction results of the specific portion of the overall population may be seen below.¹

	Total	Total w/ Experience	Unaware %	Sat %	Diss %
Advisor to African American Students	32	16	16%	75%	6%
Advisor to Women Students	98	53	16%	62%	6%
DMin Office	19	19	0%	100%	0%
International Student Office	23	19	17%	84%	16%
PhD Office	6	6	0%	100%	0%

Commendable areas

Online Course Administration

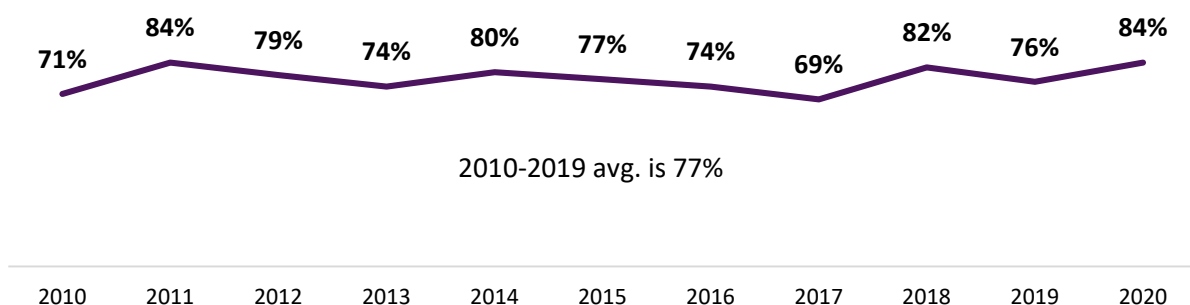
This year's satisfaction rating for Online Course Administration remains steady at 90% and is 8 percentage points higher than the previous 10-year average.



¹ Specific populations are as follows: Advisor to African American Students: Only respondents whose IPEDS race is Black. Advisor to Women Students: Only female respondents. DMin Office: Only DMin and DEdMin respondents. International Student Office: Only respondents with citizenship status of visa. PhD Office: Only PhD respondents.

International Student Services

International Student Services has continued to receive improved results compared to the 10-year average. This year's 84% satisfaction is eight percentage points higher than last year and is 7 percentage points higher than the previous 10-year average.



Four other seminary departments and services had 2020 satisfaction performance indicators that increased 5 percentage points when compared to the previous 10-year average, the **Academic Dean's Office, Business Office Services, Chapel Programs, and Student Council and Student Groups**. Graduates also expressed a 7% increase in satisfaction with **Parking at Your Campus** over the previous 10-year average.

Areas to Improve

Five departments or services received over 10% dissatisfaction. They are **Relocation Services (16%), Housing Services (16%), Career Services (13%), Single student apartments at Dallas (Washington Hall) (11%), and Financial Aid services (11%)**

Over 30% of respondents reported being unaware of 5 departments or services. They are **Relocation Services (36%), Advisor for African American Students (35%), DTS Campus Post Office at Dallas (33%), Disability Services (33%), and Advisor for Women Students (31%)**.

Recommendations

- 1) *Continue efforts to improve satisfaction of the Housing Services and Relocation Services.*
Relocation Services continues efforts to improve over the historical averages. However, its 43% satisfaction is sixteen percentage points lower than last year and five percentage points lower than its previous 5-year average. Relocation services dissatisfaction is at 16%, up from 6% in 2019. Housing Services satisfaction was 62%, down from 64% in 2019 while dissatisfaction remained at 16%. The Seminary should continue investigating the reasons for continued low satisfaction rates and seek to make improvements.

- 2) *Improve the satisfaction with Single Student Apartments at Dallas (Washington Hall).*
Satisfaction with the Single Student Apartments decreased to 57%, nineteen percentage points lower than last year and nineteen percentage points lower than its previous 10-year average. Single Student Apartments dissatisfaction is at 11%, up from 6% in 2019. The Seminary should investigate the reasons for lower satisfaction rates in 2020 and seek to make improvements.

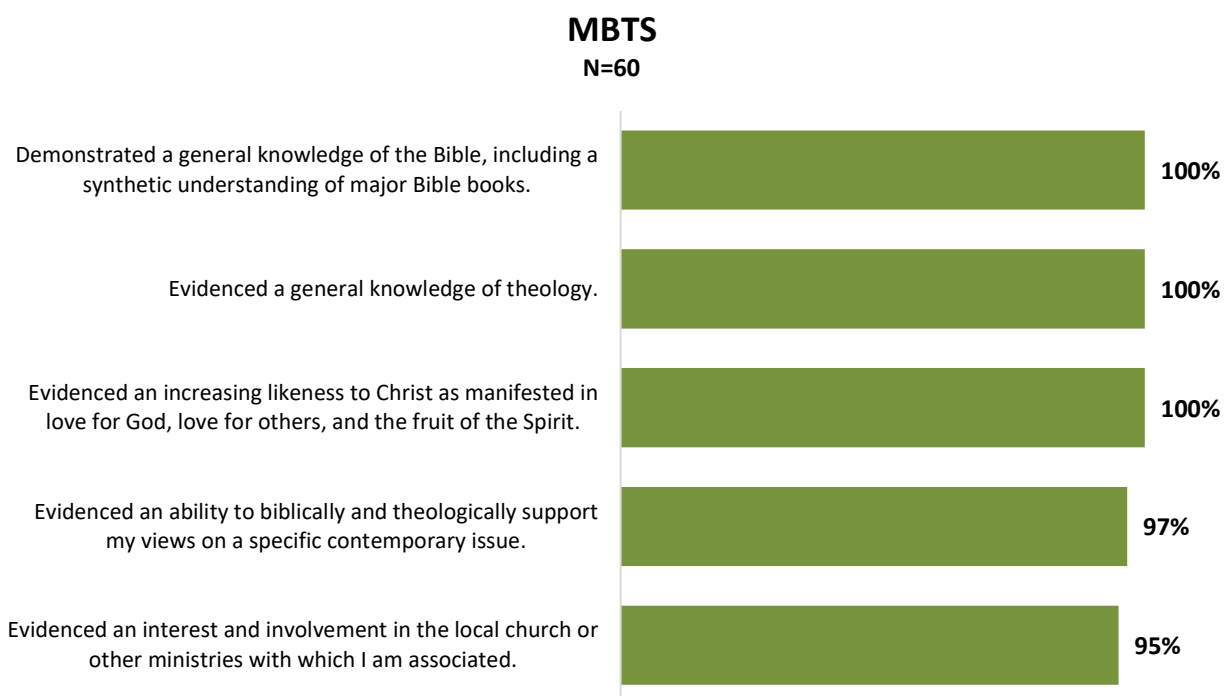
- 3) *Improve awareness of DTS departments and Services.* Thirty percent of respondents were unaware of five departments and services, at least 20% respondents were unaware of another fourteen departments and services, and at least 10% respondents were unaware of another eight departments and services. The Seminary should continue to look for ways to improve the overall awareness of departments.

Academic Programs

Graduating students were asked to assess their attainment of student learning outcomes (SLO) specific to their stated degree program on a five-point Likert scale from “Strongly agree” to “Strongly disagree.” Graduates were then given a chance to give suggestions for improving their specific degrees which can be found on pages 36-39.

Results are again shown in descending order of percent agreement (“Strongly agree” and “Agree” responses).

The CGS (N=3), MABEL (N=1), MACM (N=1), MA (N=1), and STM (N=3) are not included in this report due to low numbers of respondents.



MABS/CS

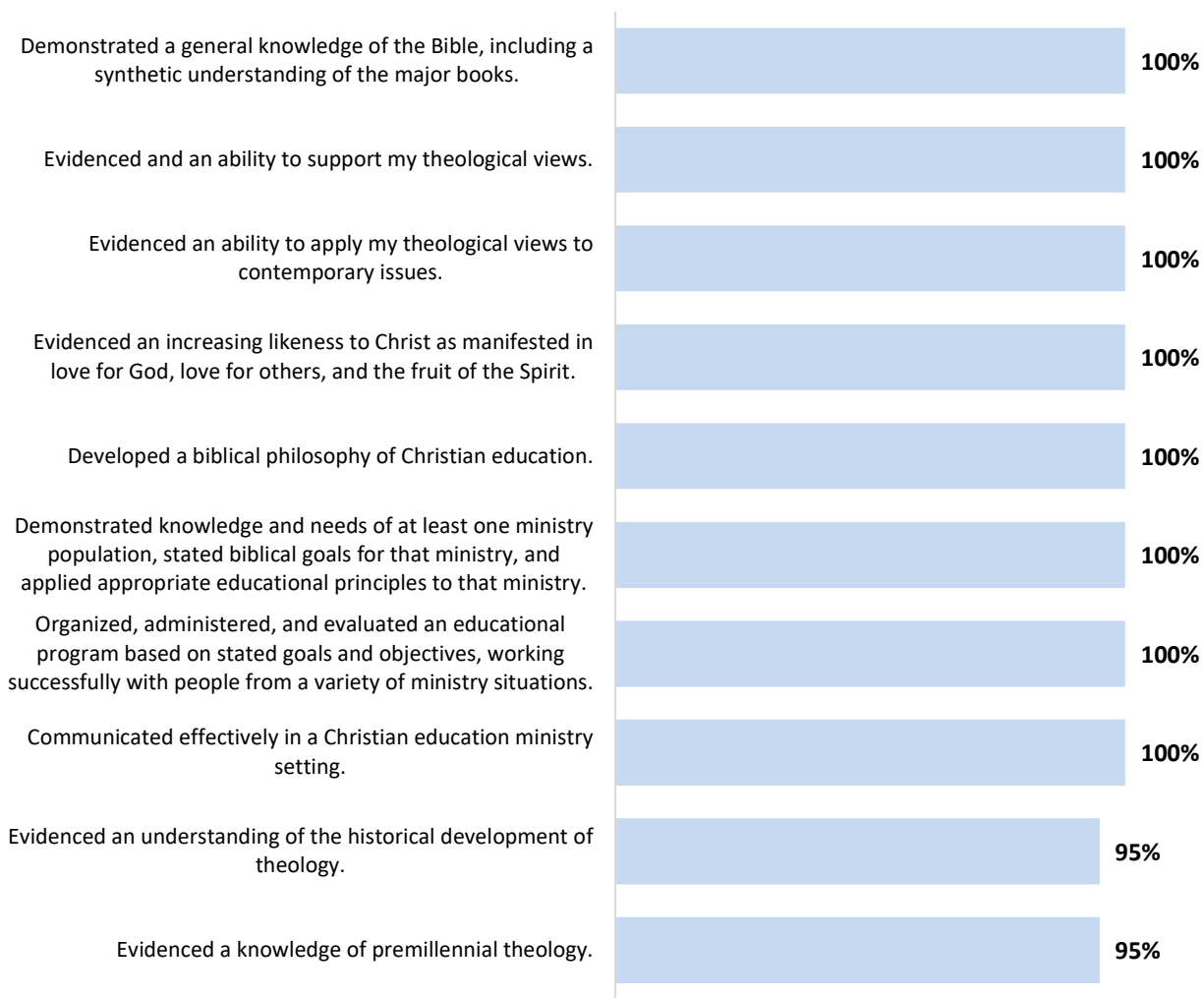
N=28

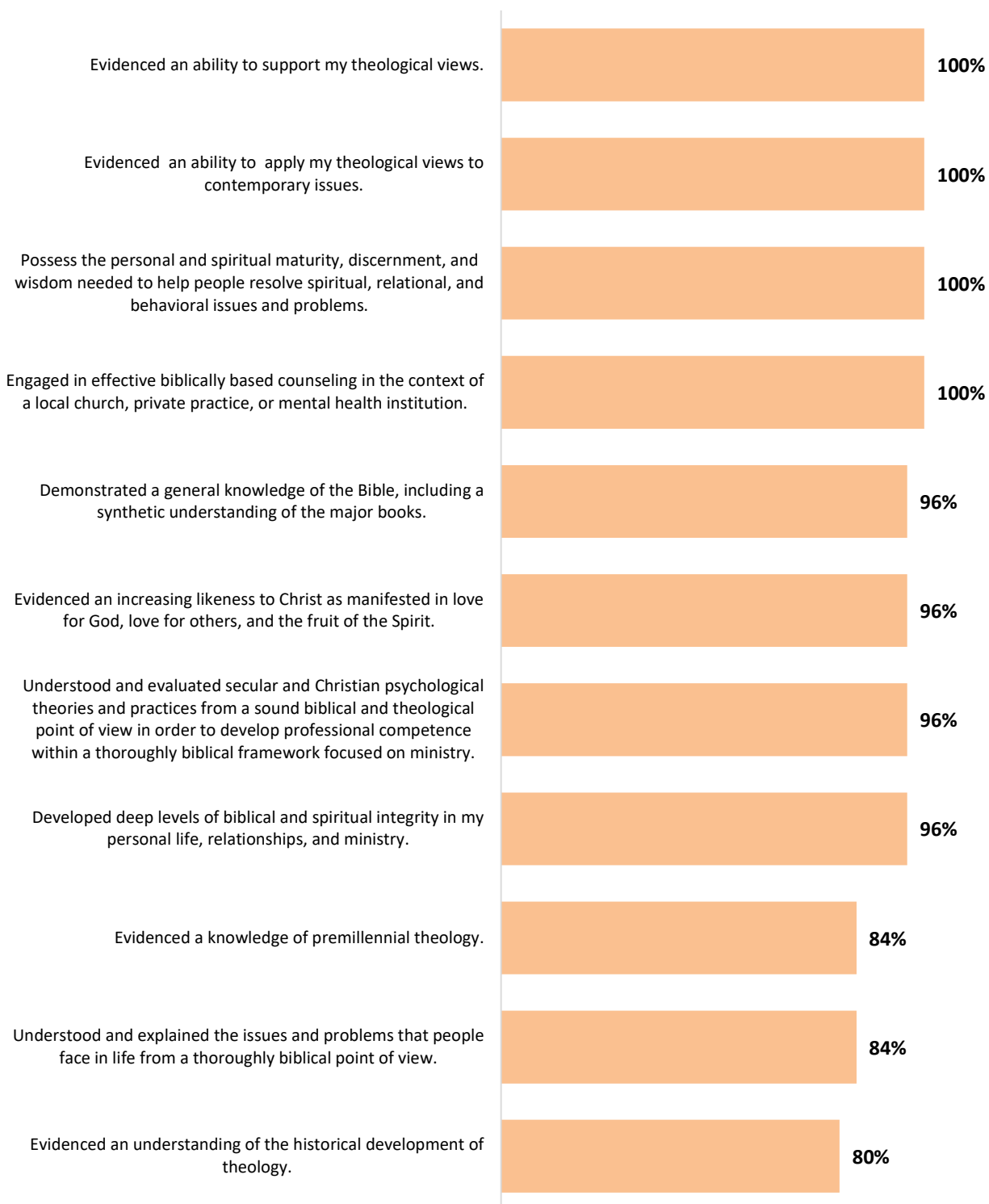
**MACL**

N=27

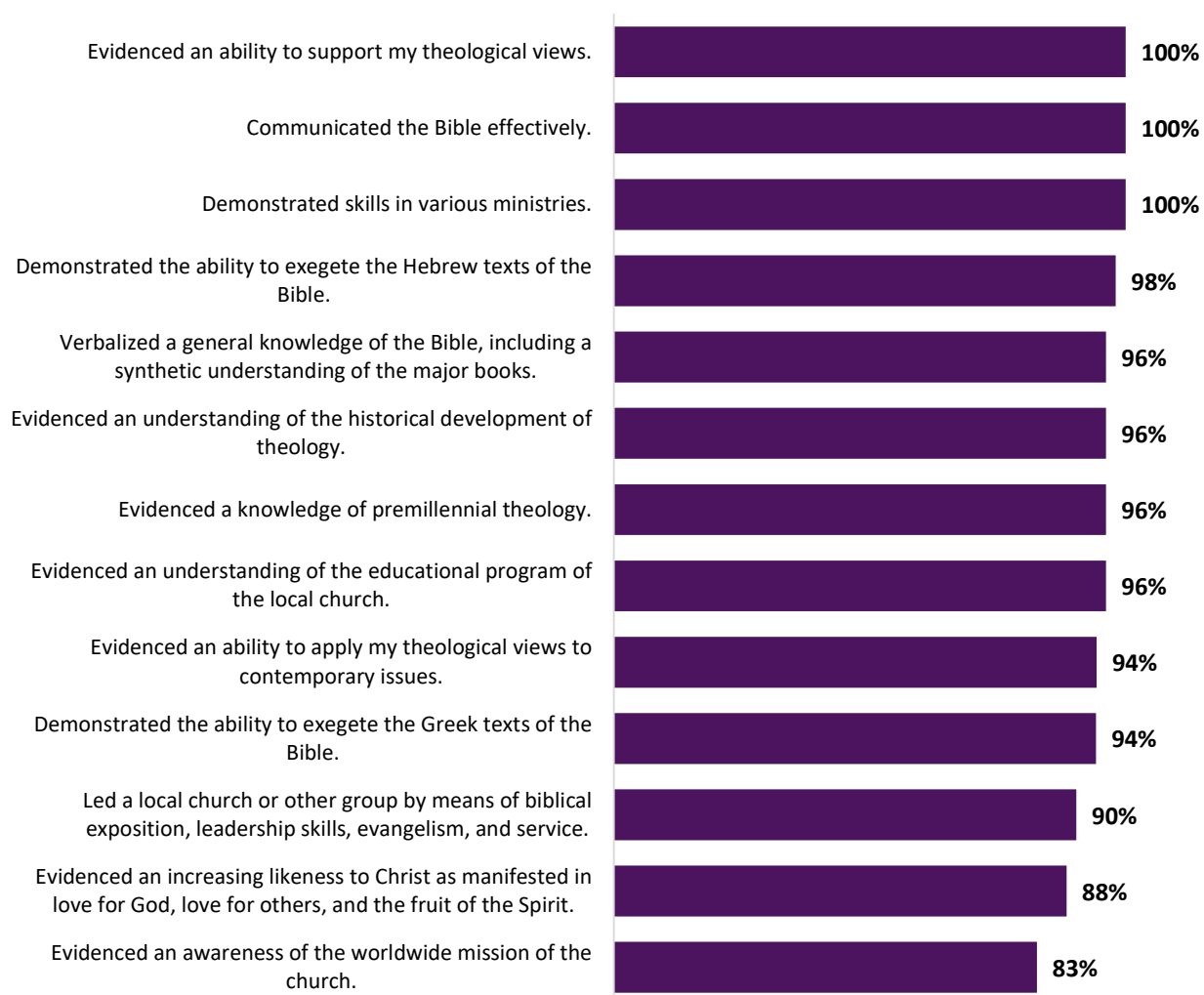


MAMW**N=8**

MACE
N=22

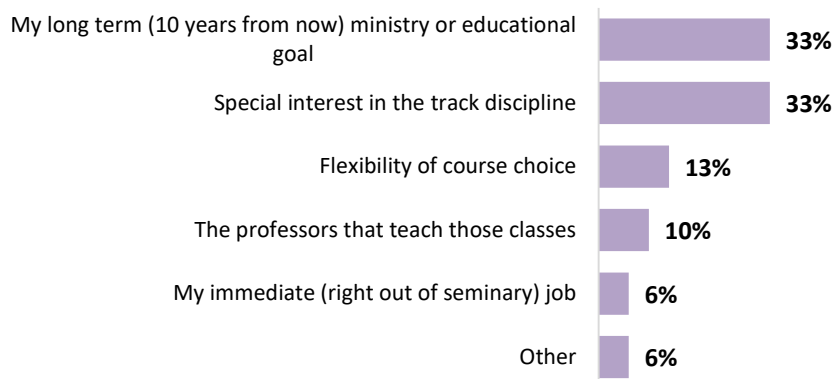
MABC
N=25

ThM N=52



What is the main reason why you chose your ministry emphasis?

N=52



DMin**N=11****DEdMin****N=8**

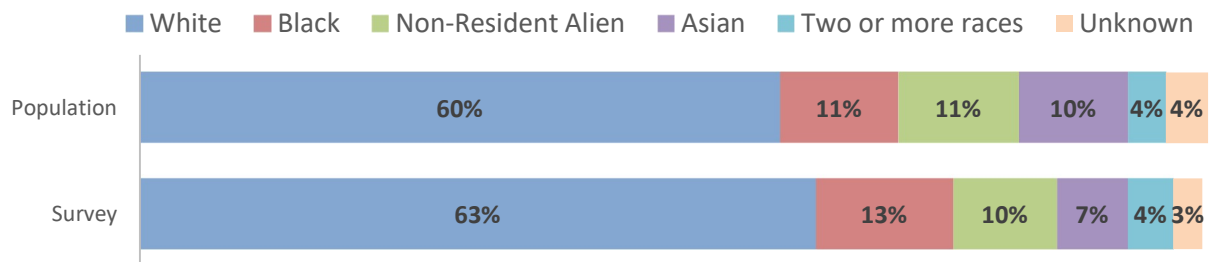
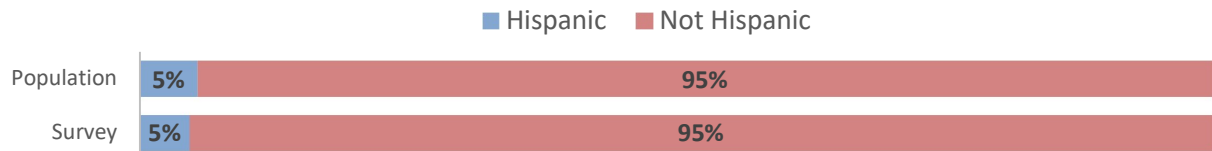
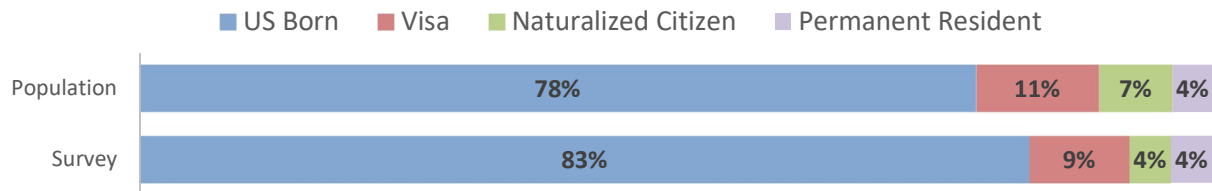
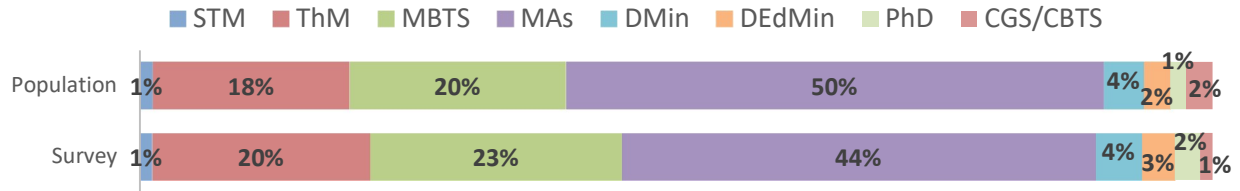
PhD

N=6



Survey Sample Resembles Population

Sample N=258
Population N=481



Please note that above reporting of “race” and “ethnicity” follows current US government classification.

