



Item: AS: I-1

ACADEMIC AND STUDENT AFFAIRS COMMITTEE
WEDNESDAY, DECEMBER 16, 2009

SUBJECT: STUDENT SATISFACTION SURVEY 2009 RESULTS

PROPOSED COMMITTEE ACTION

No action required. Information item.

BACKGROUND INFORMATION

Every two years currently enrolled students are surveyed about themselves and their experiences at FAU. The survey was administered in spring 2009 during class time to a randomly selected sample of lecture and lab classes. The results from this survey are used to improve programs and services for FAU students.

IMPLEMENTATION PLAN/DATE

N/A.

FISCAL IMPLICATIONS

N/A.

Supporting Documentation:

Student Satisfaction Survey 2009 Results

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Phone: 561-297-2665



Student Satisfaction Survey 2009 Results

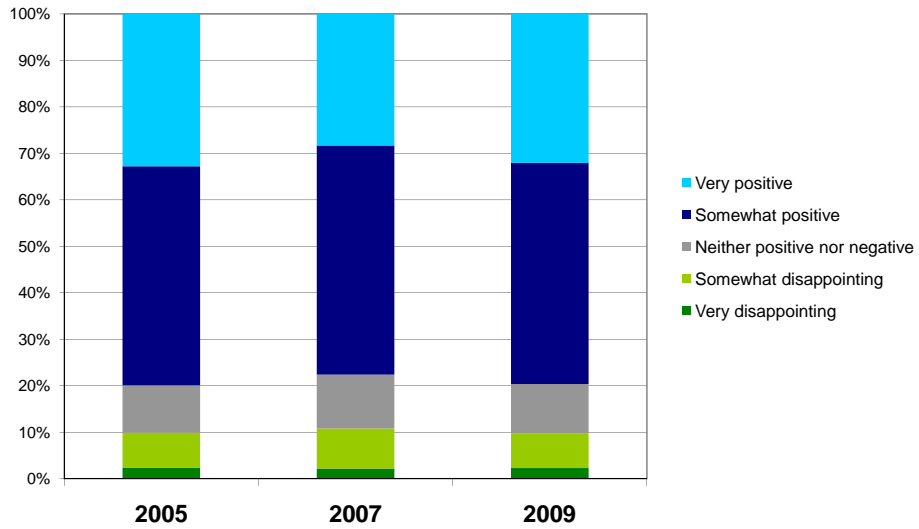


- Administered to 222 randomly selected lecture & lab courses
- Included courses from all campuses and all levels
- Response rate was 91%
- A total of 3,779 surveys were completed

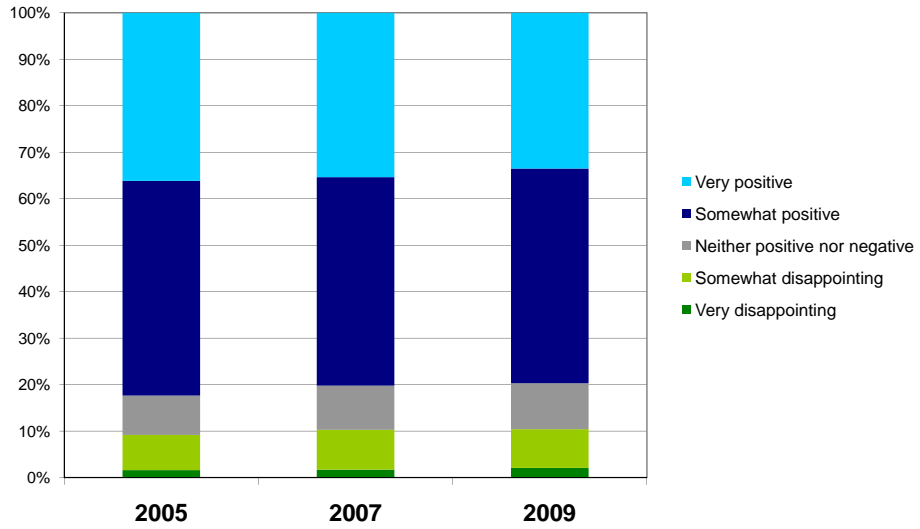
Respondents by college

College	Undergraduate	Graduate
Arts & Letters	418	25
Business	740	180
Education	448	302
Engineering	205	32
Honors	155	0
Nursing	79	90
Science	446	52
CAUPA	306	113
Biomedical Science	0	11

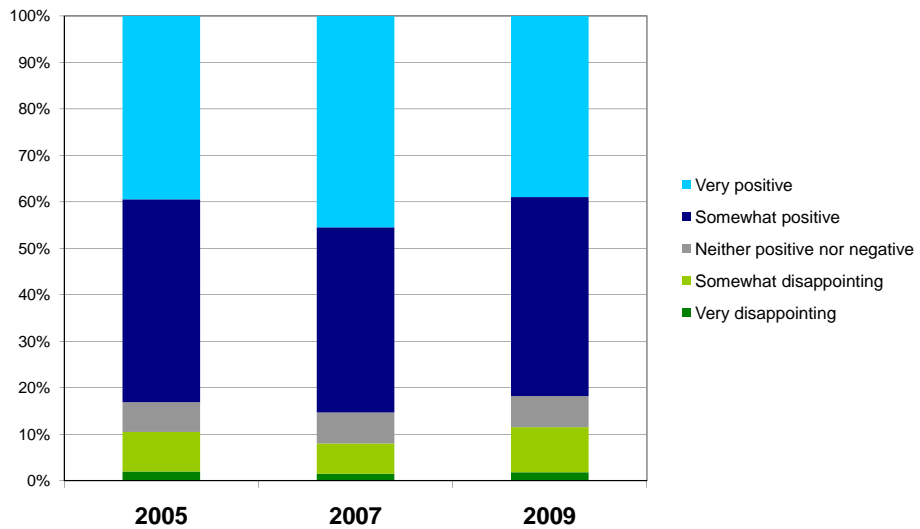
How would you rate your overall experience at FAU? (Lower Division)

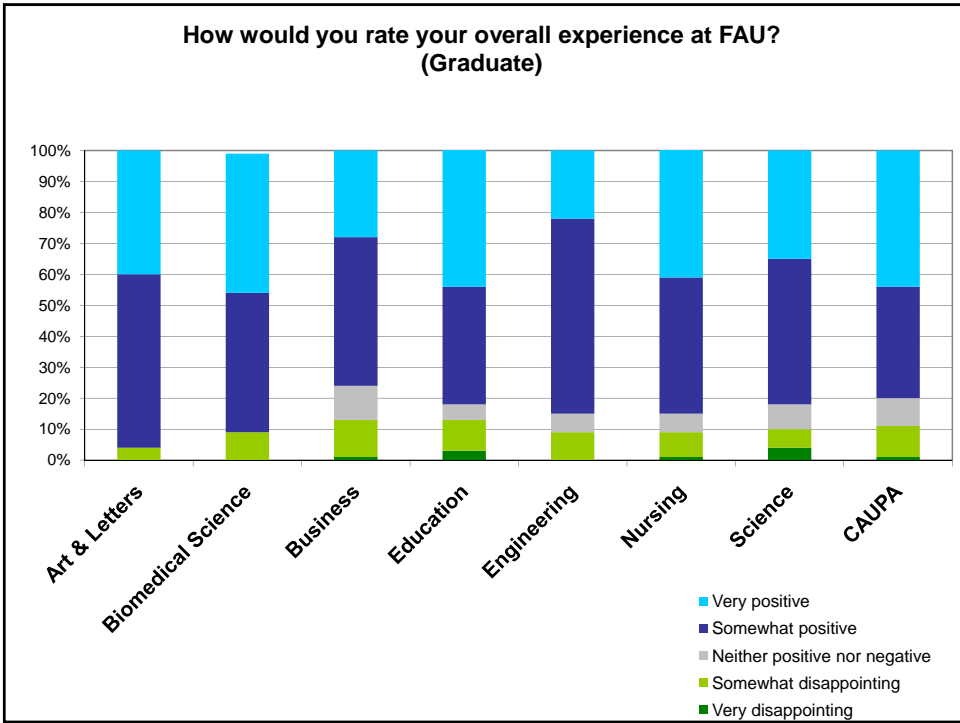
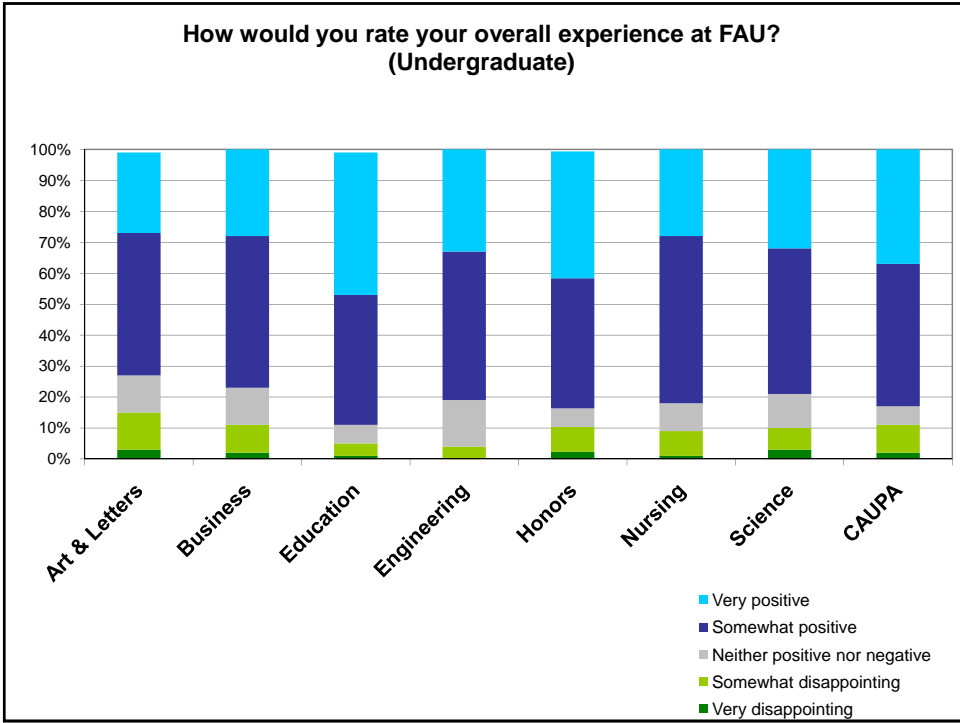


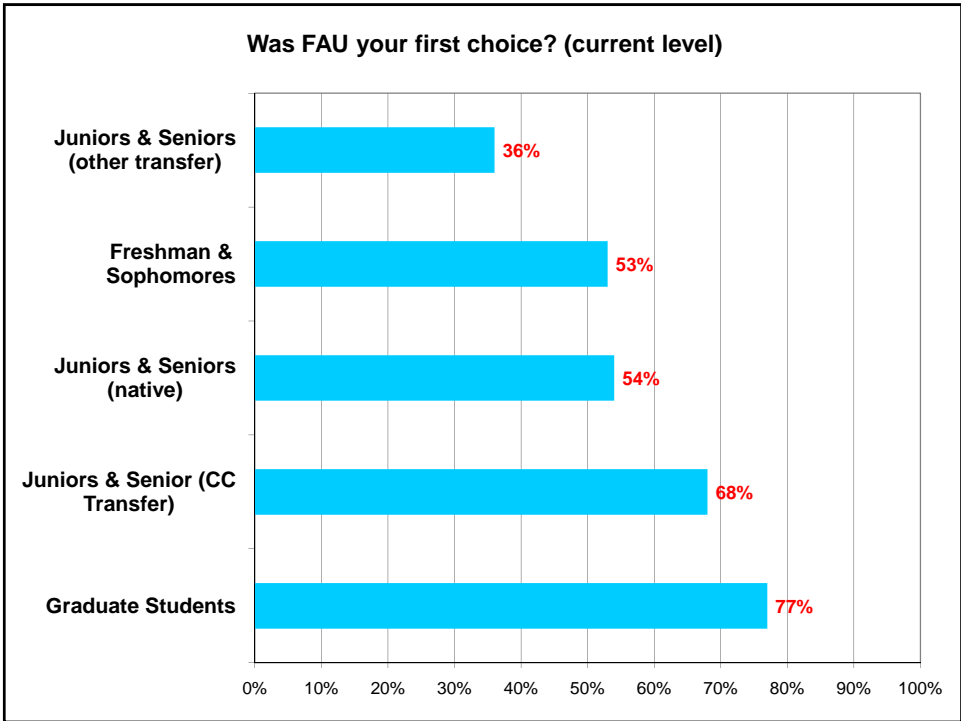
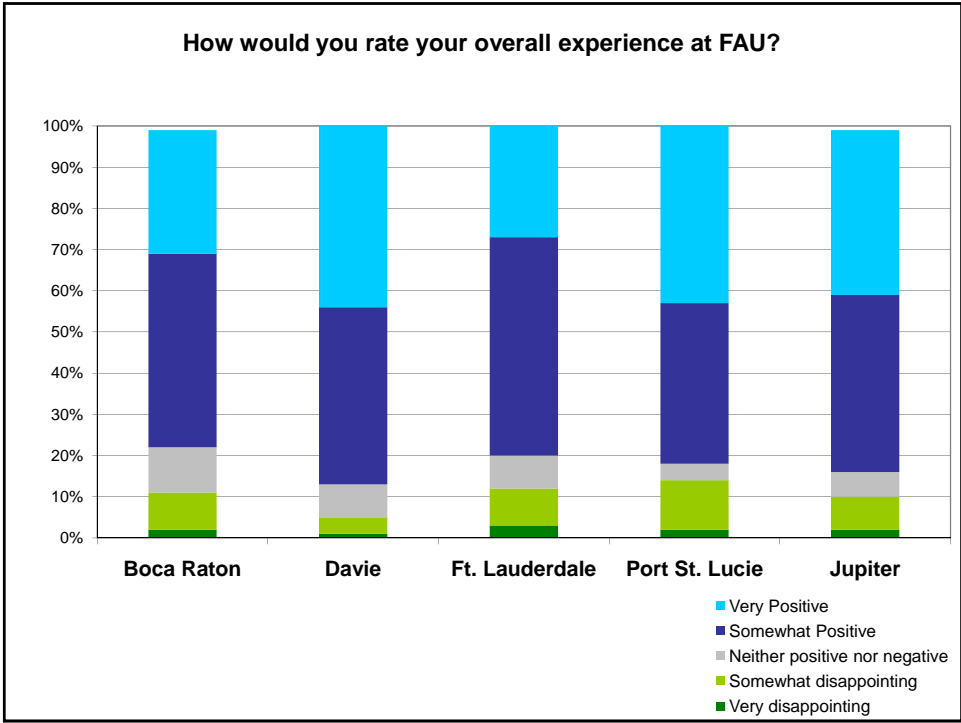
**How would you rate your overall experience at FAU?
(Upper Division)**

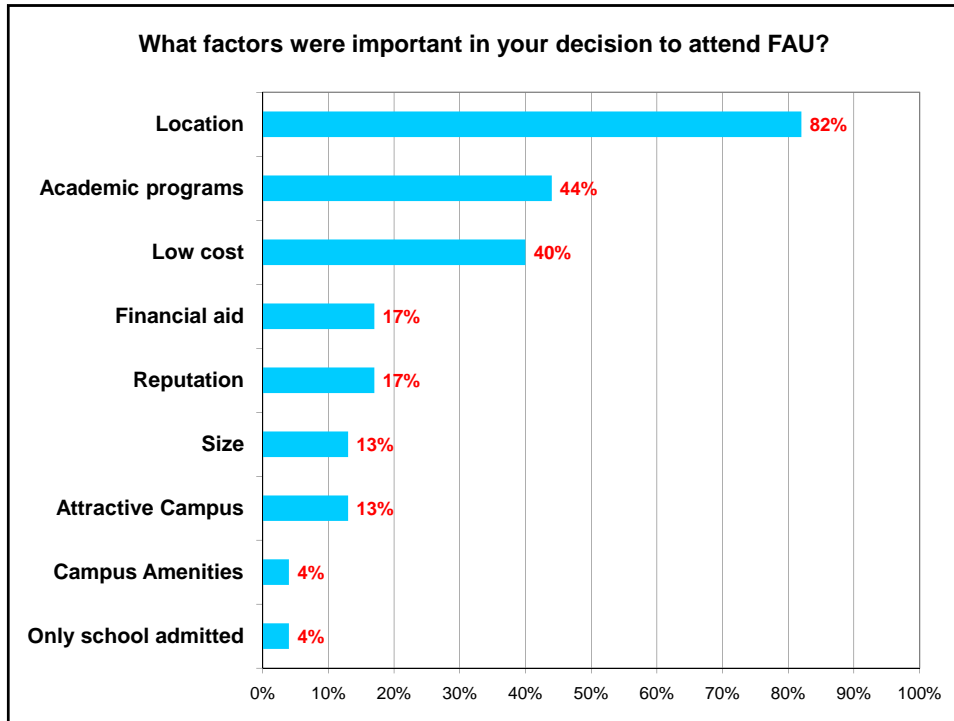


**How would you rate your overall experience at FAU?
(Graduate)**



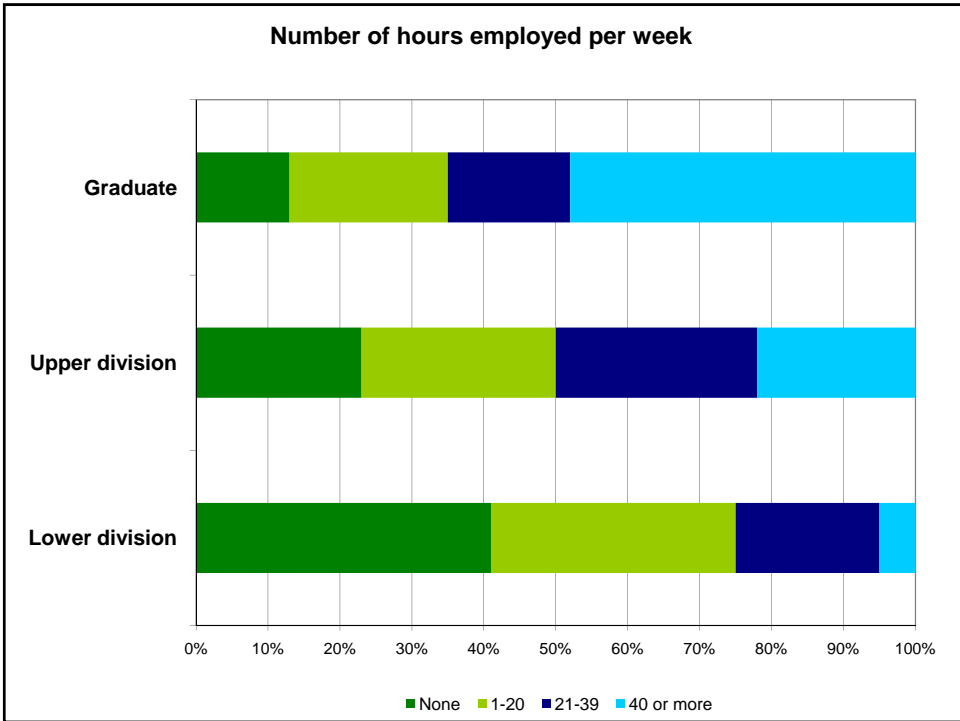
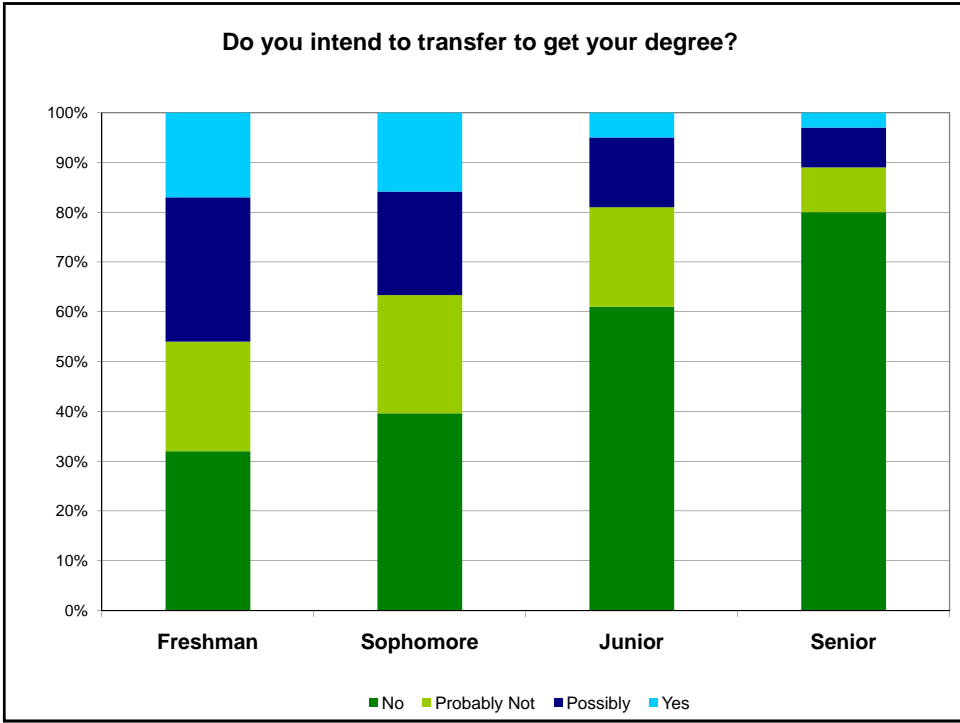


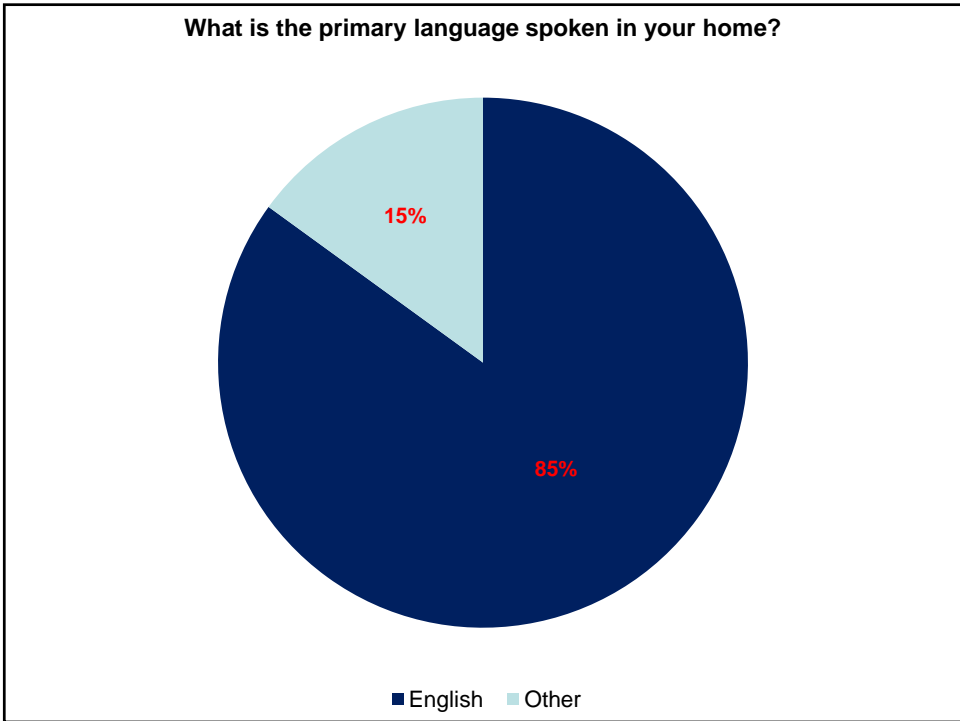
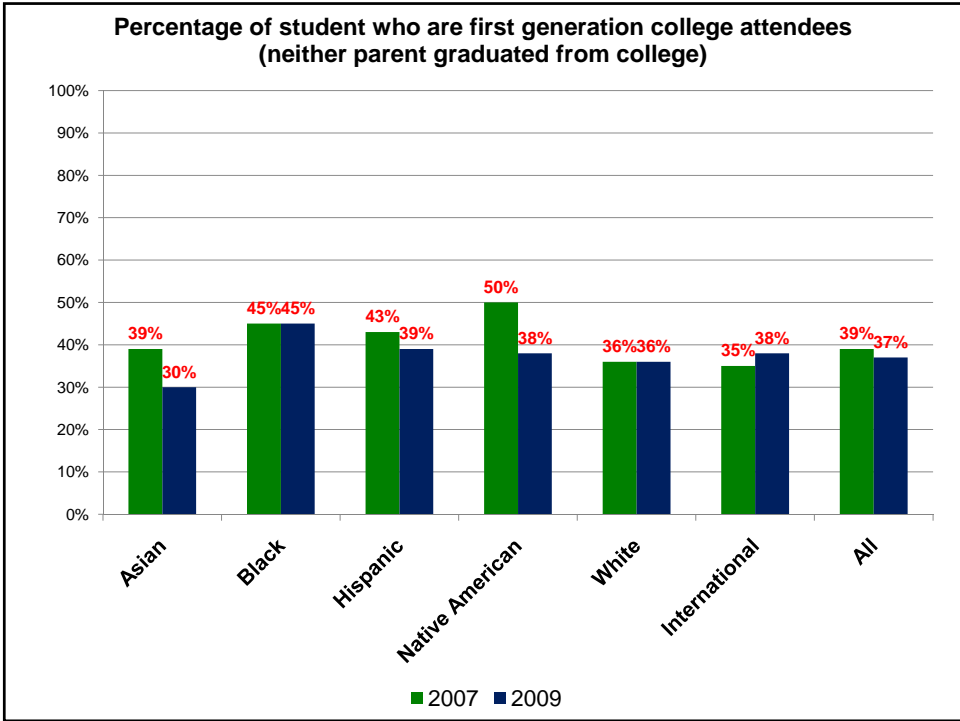


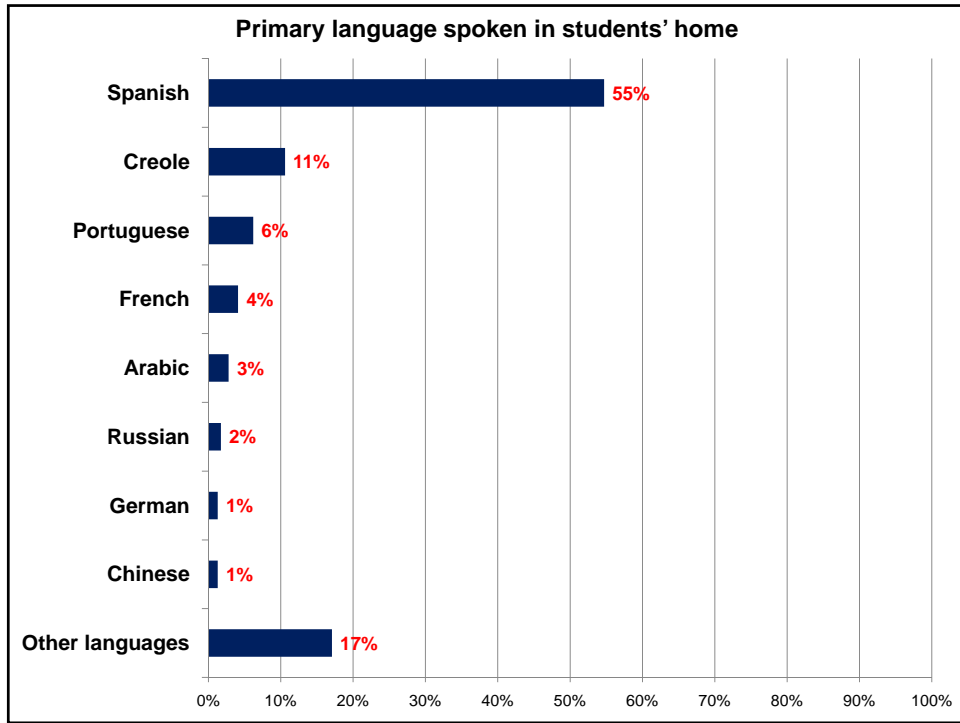


Which students report the most positive FAU experience?

- Those who chose FAU for its reputation for quality, and for academic programs.
- Those for whom FAU was first choice of institution.
- Students in Education
- Those who attend the Davie campus
- Hispanic students



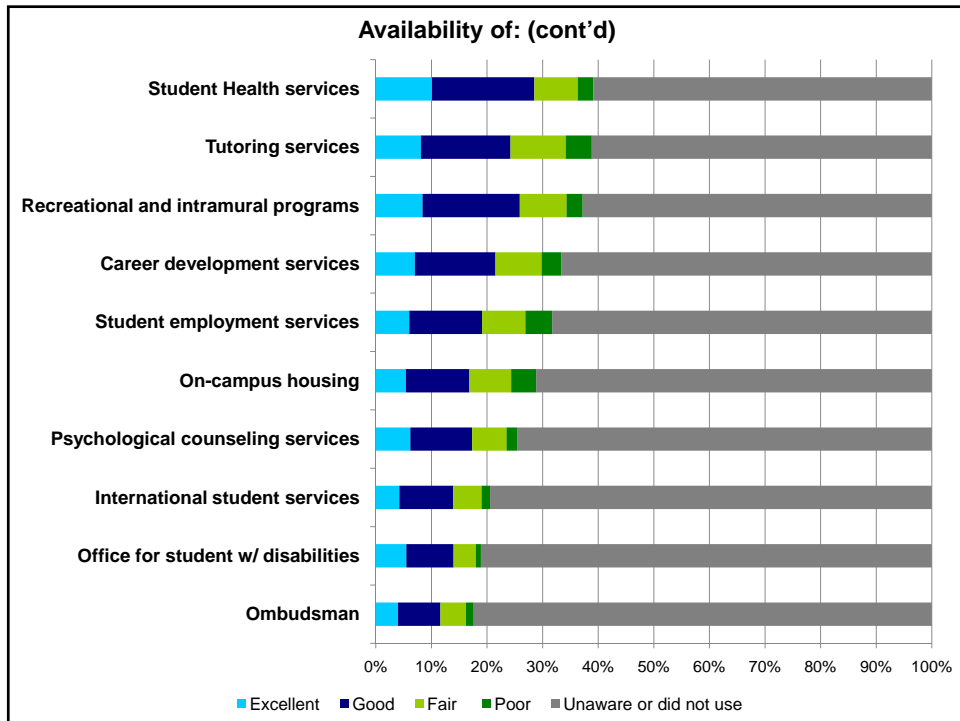
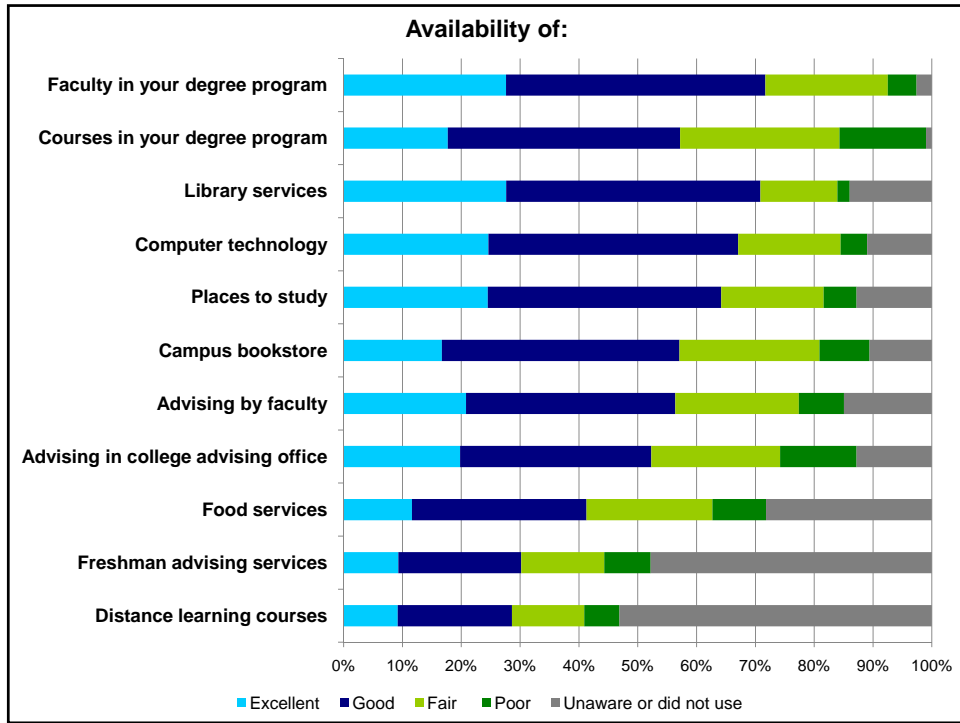


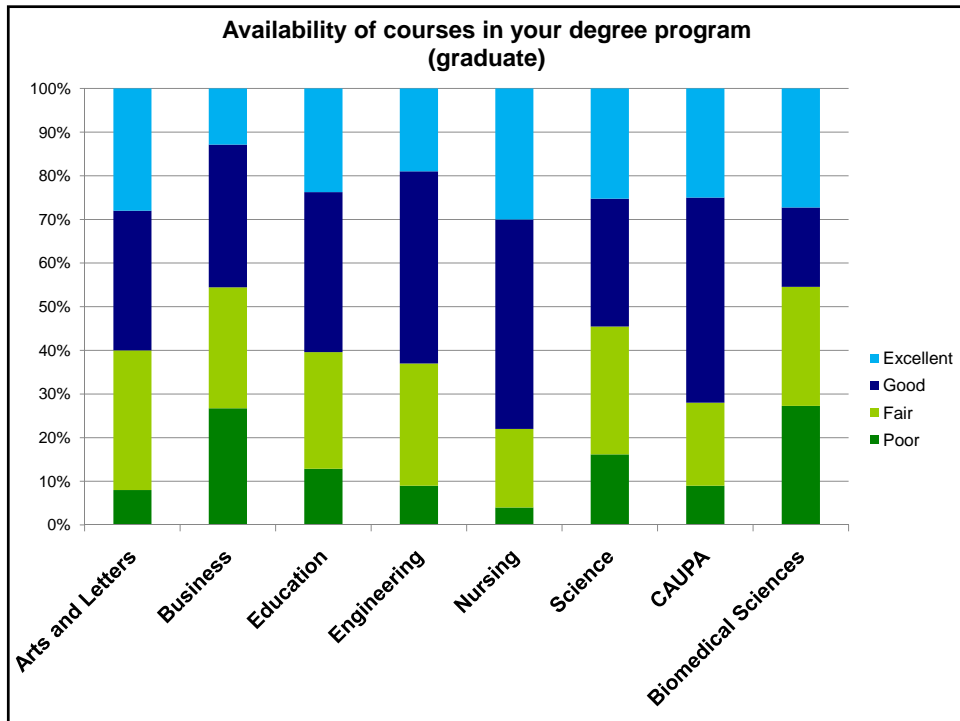
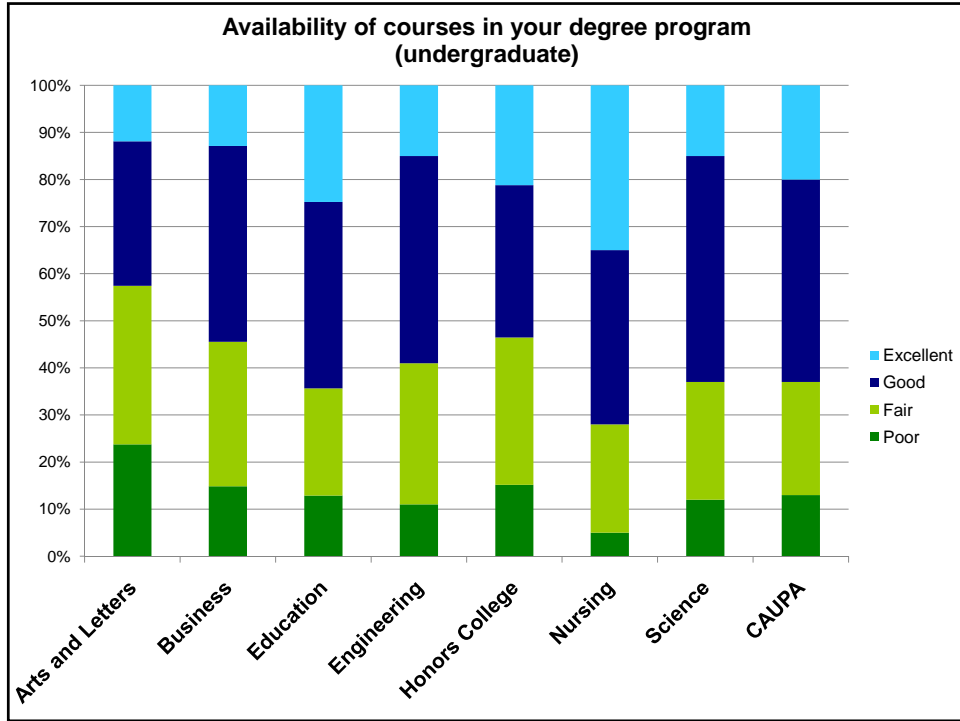


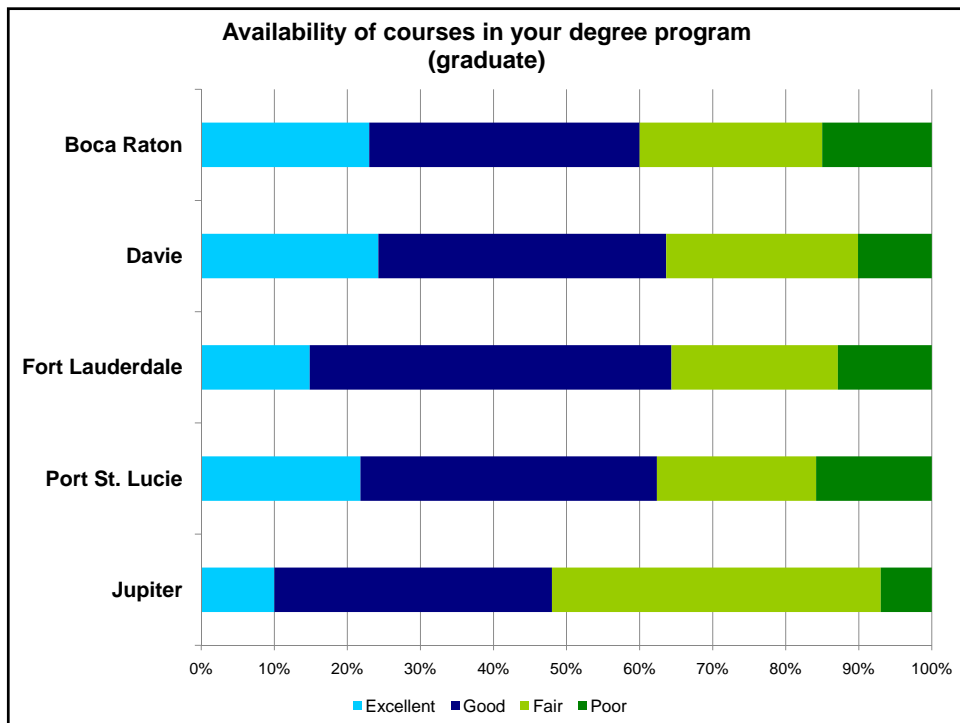
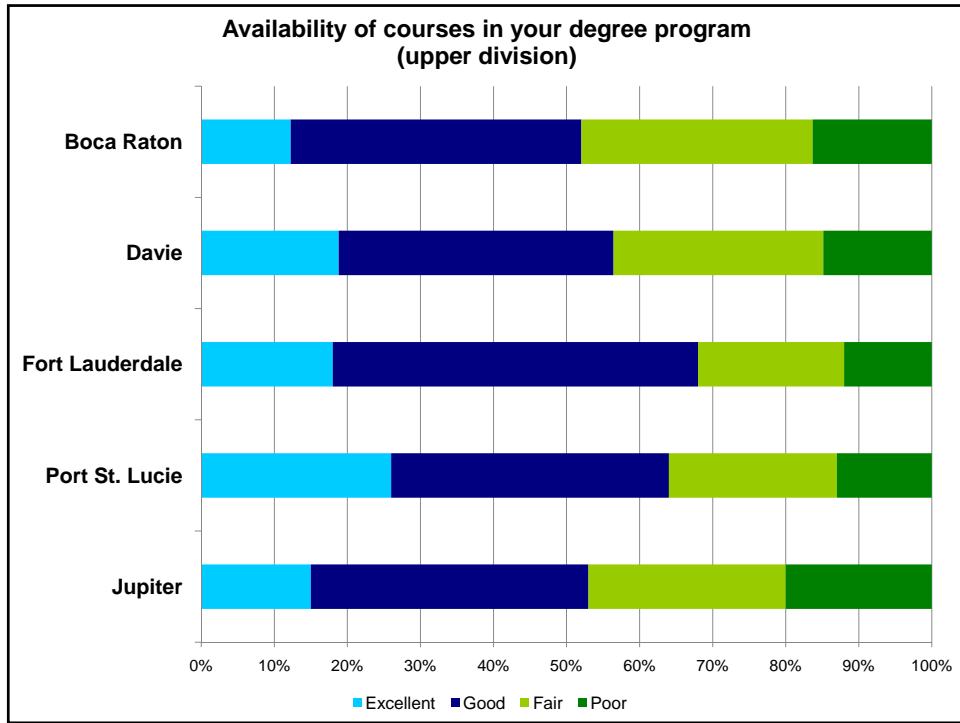
Student Satisfaction with

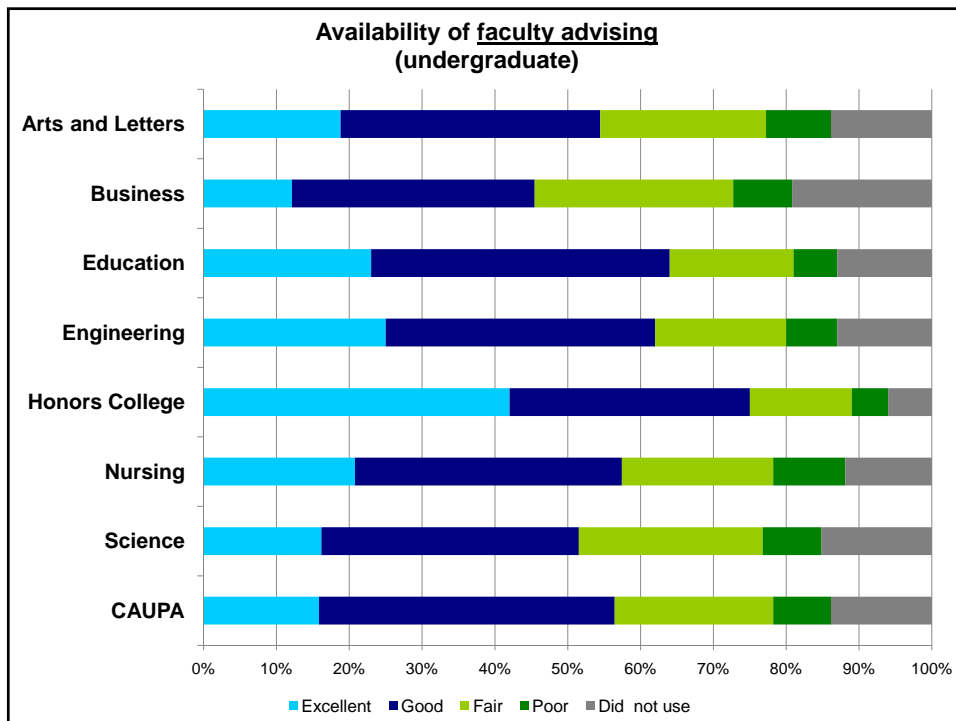
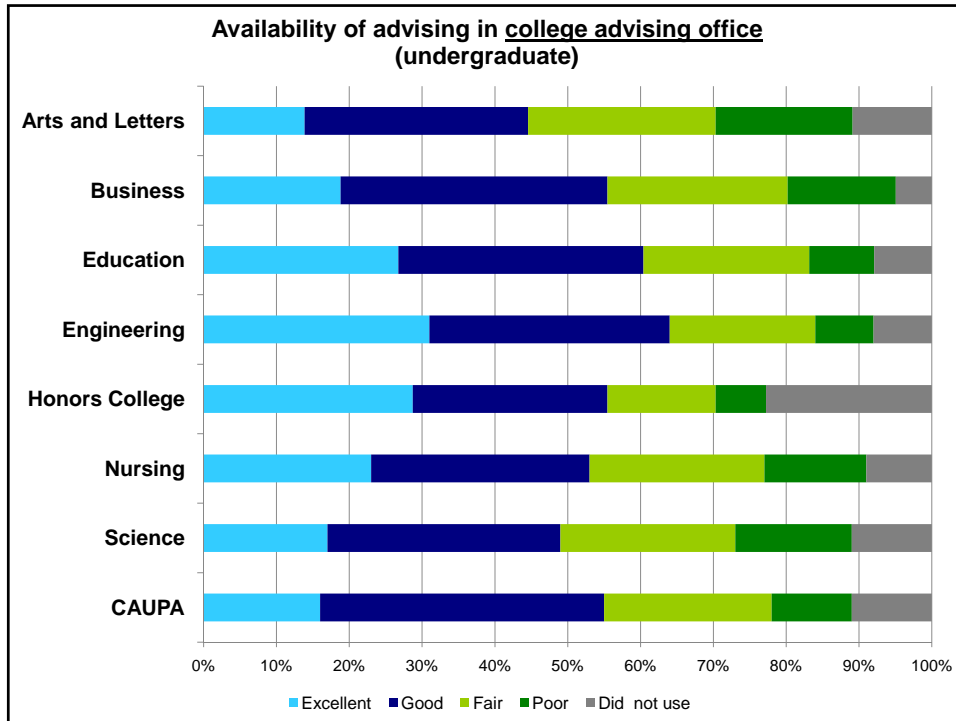
AVAILABILITY

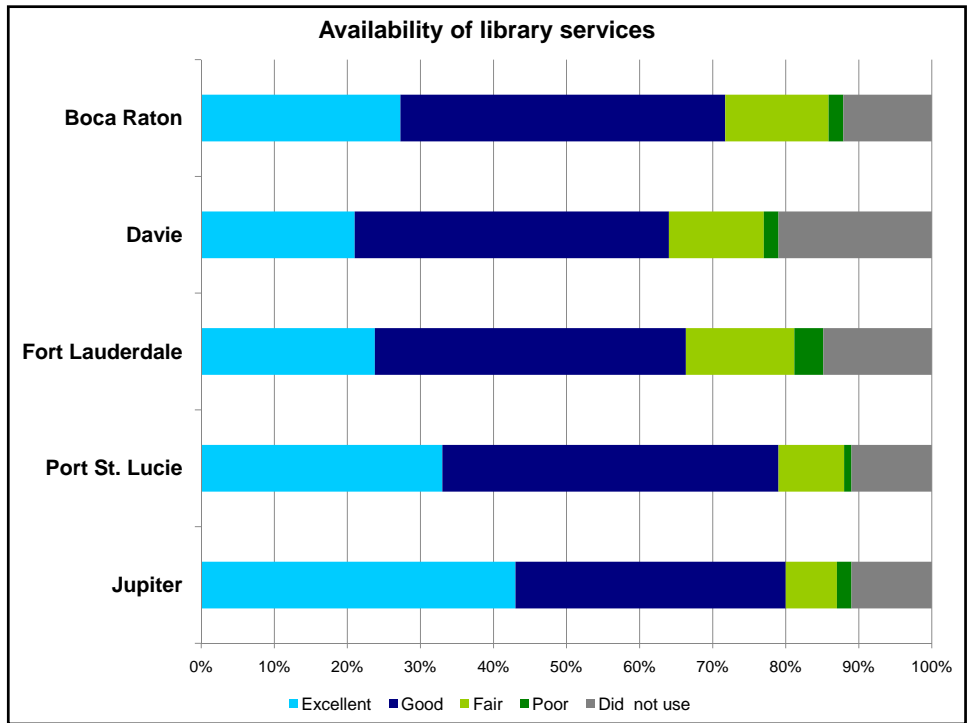
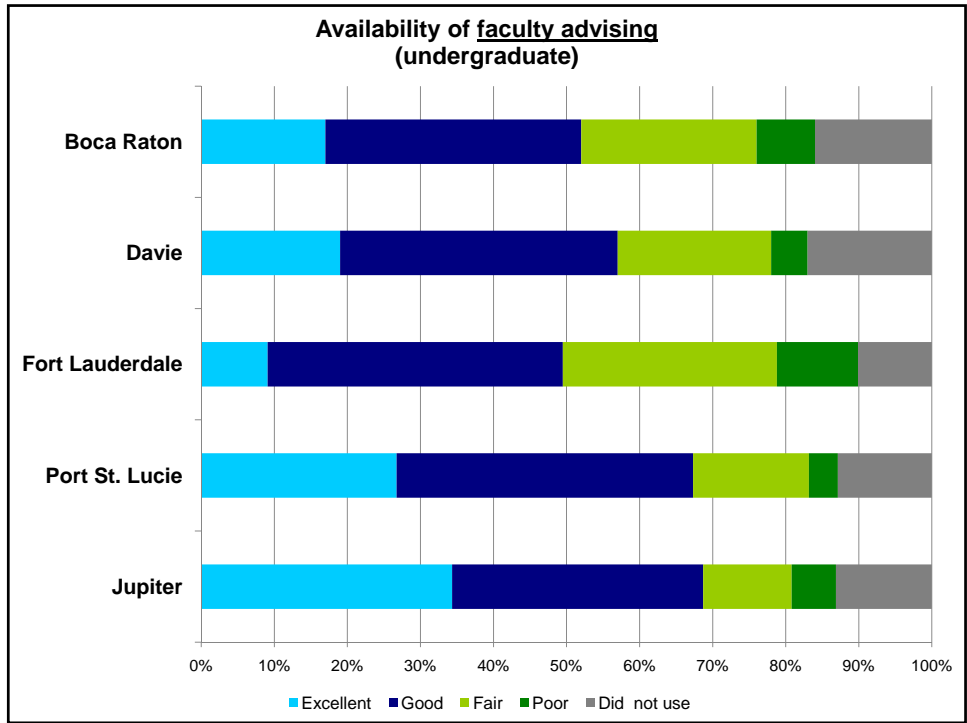
of FAU Programs and Services

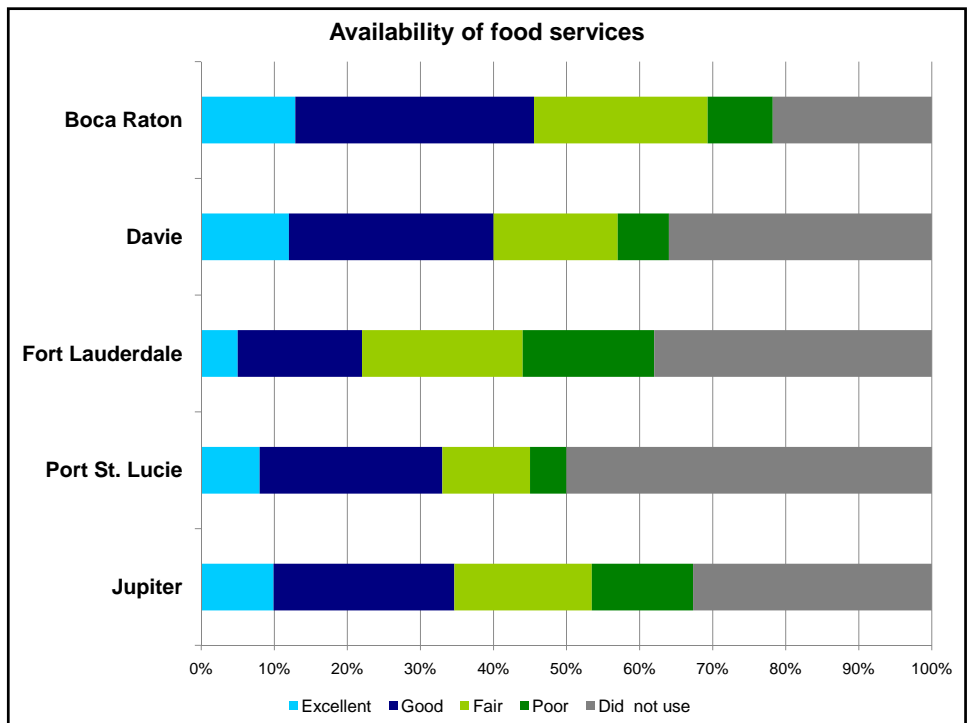
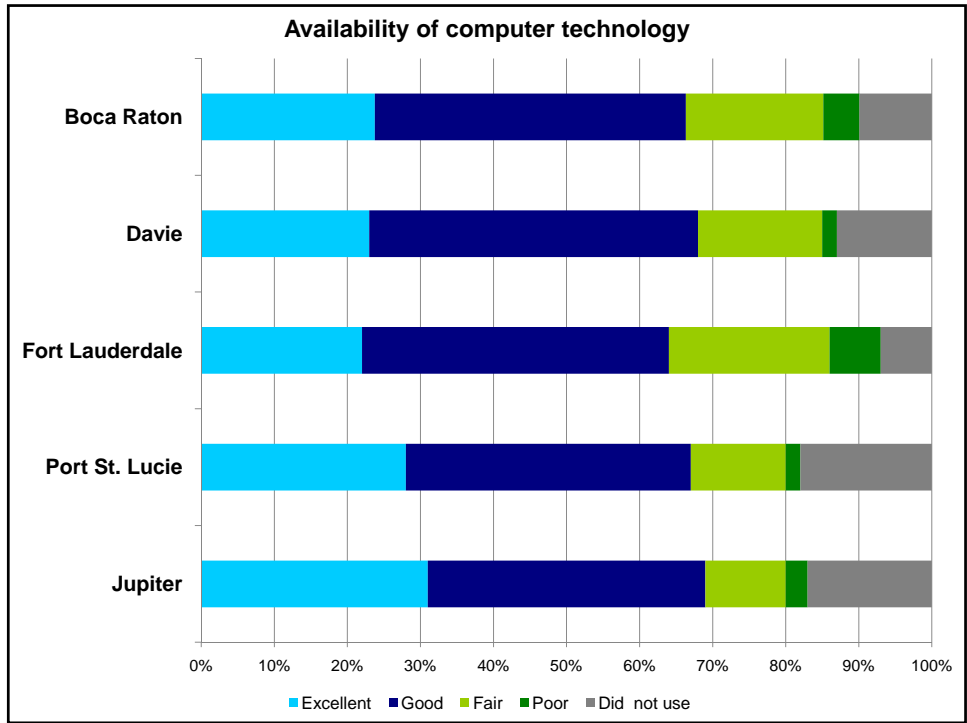








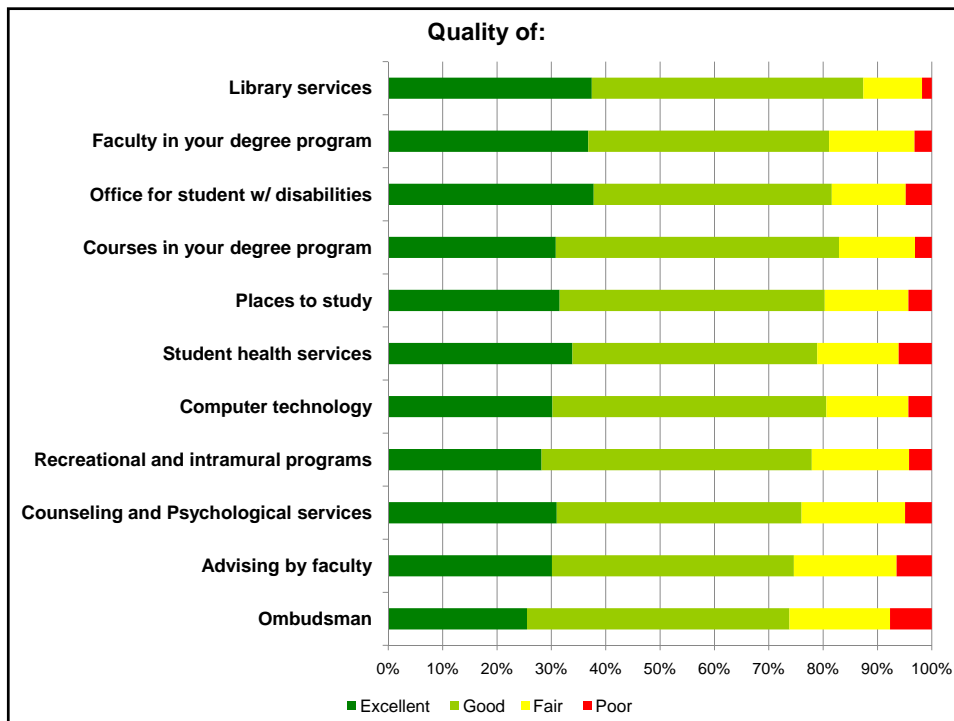


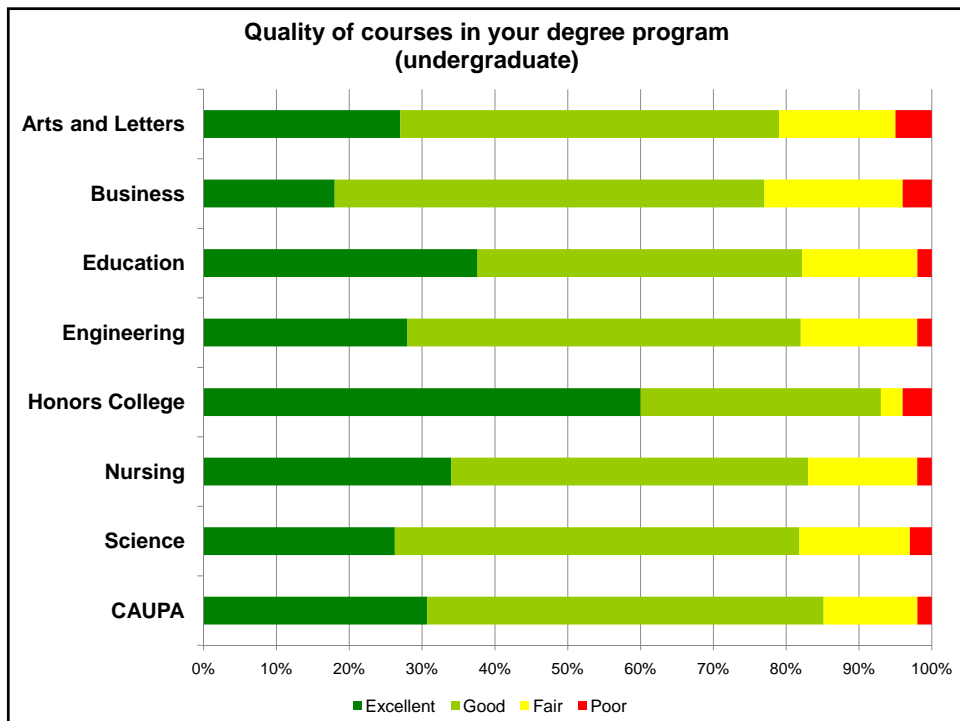
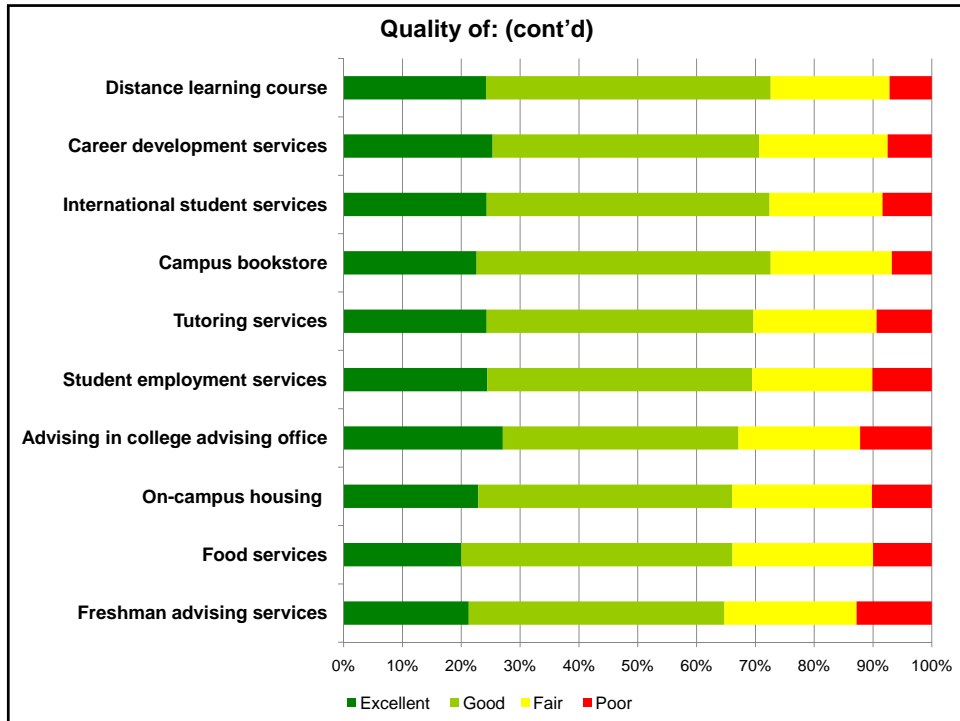


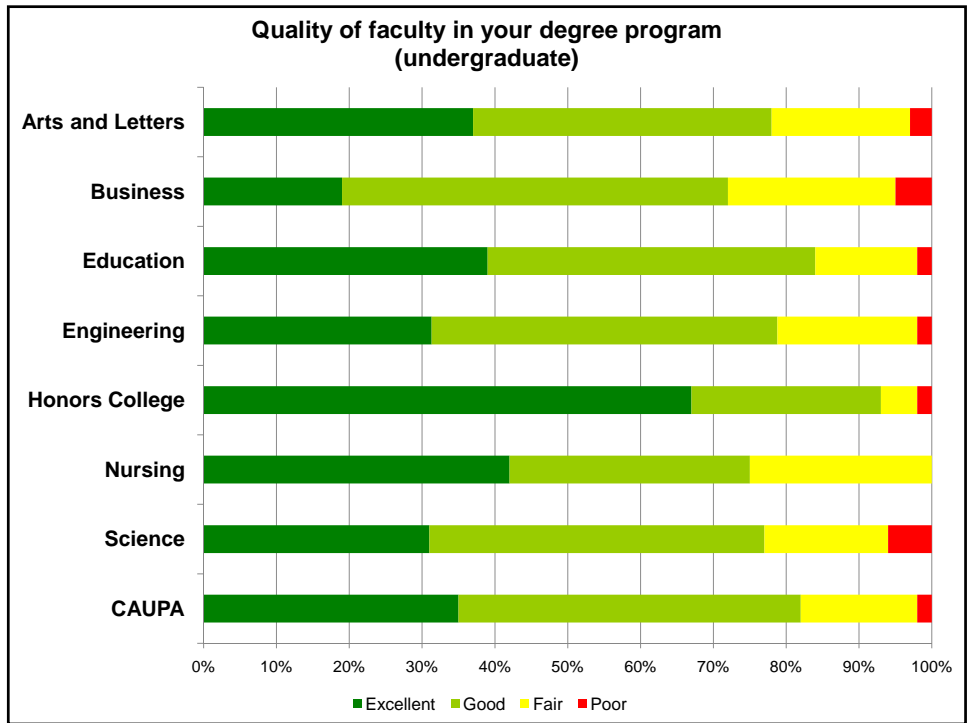
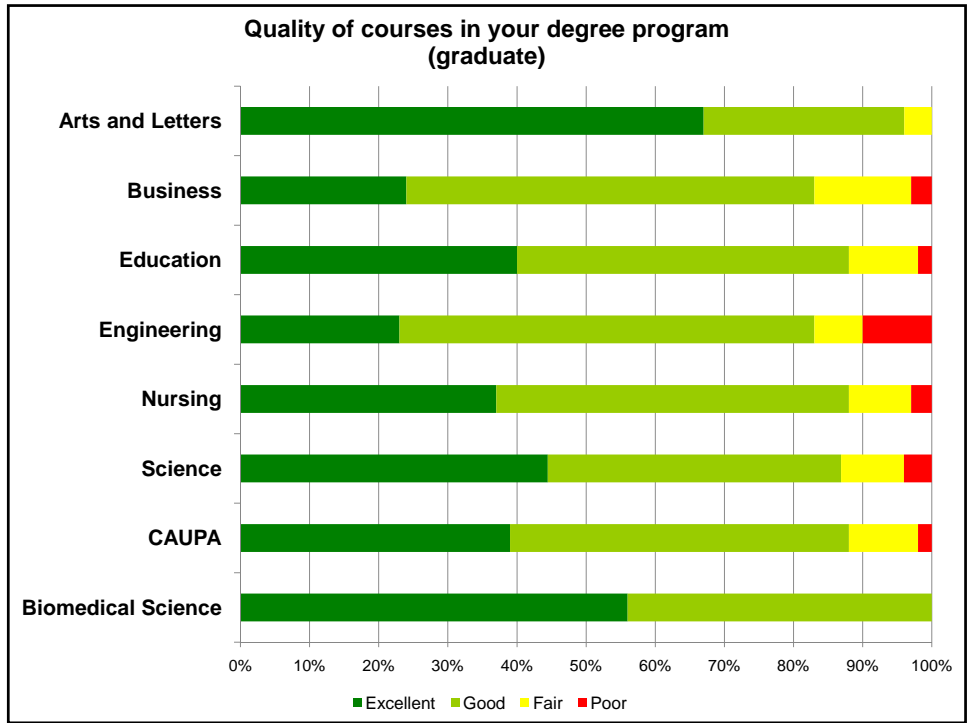
Student Satisfaction with

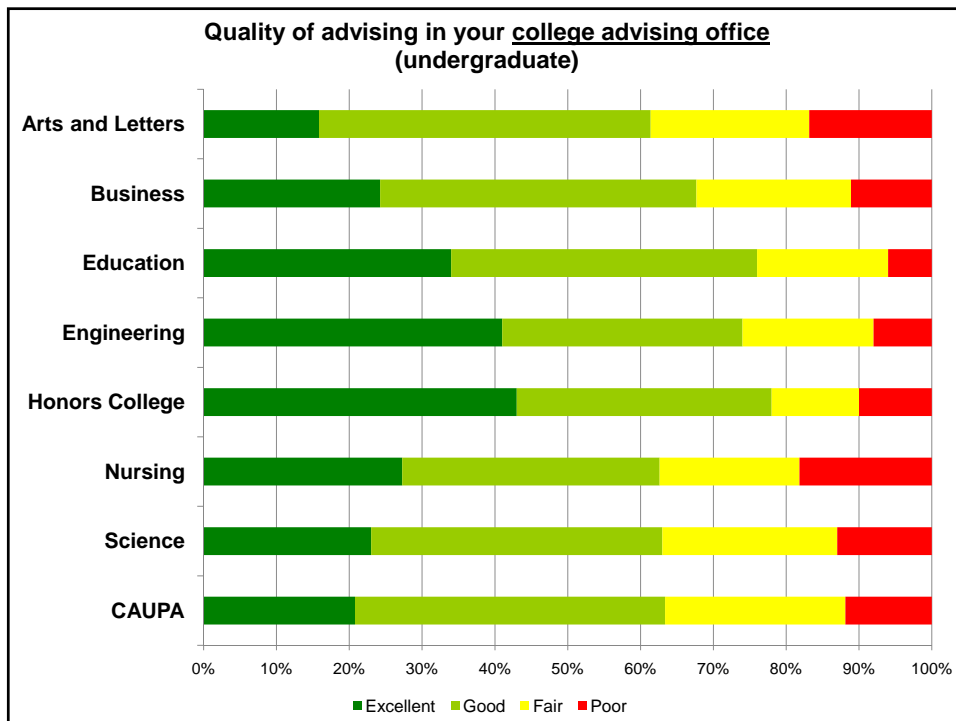
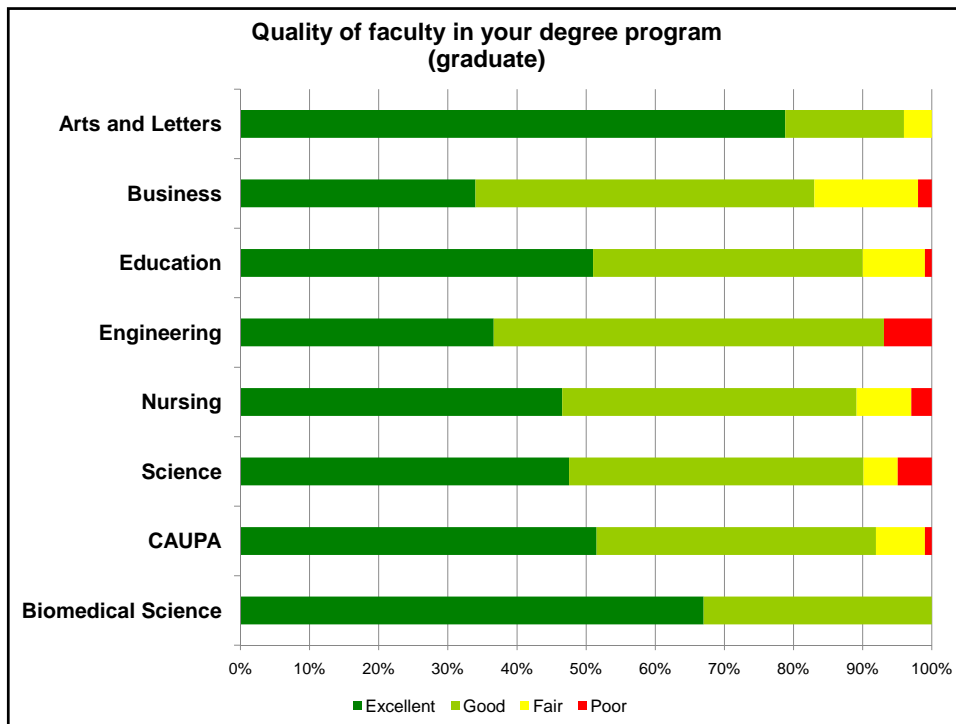
QUALITY

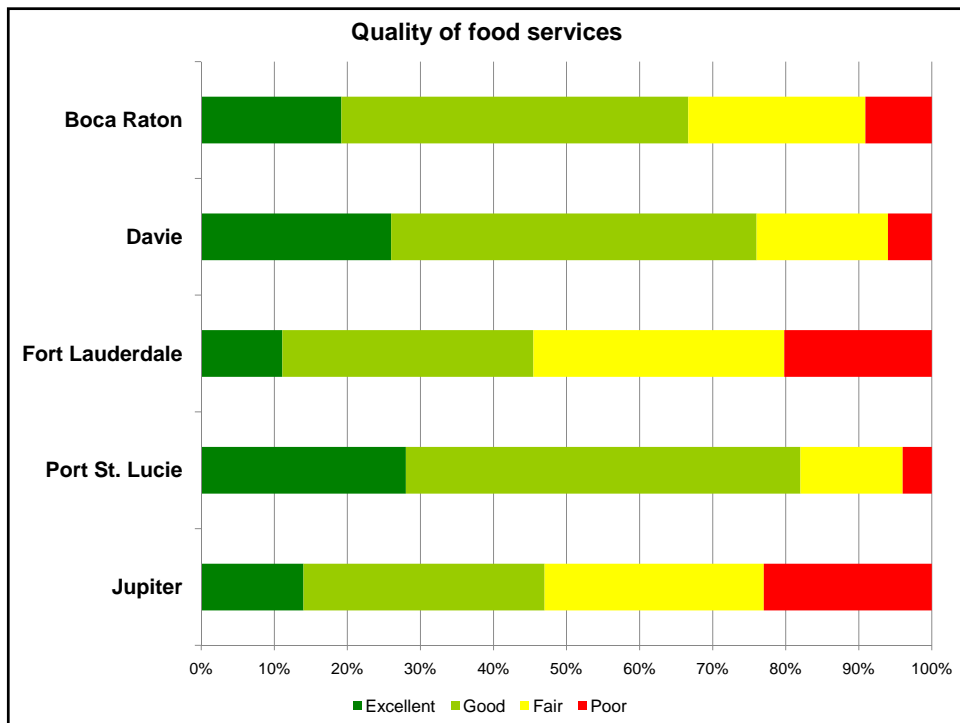
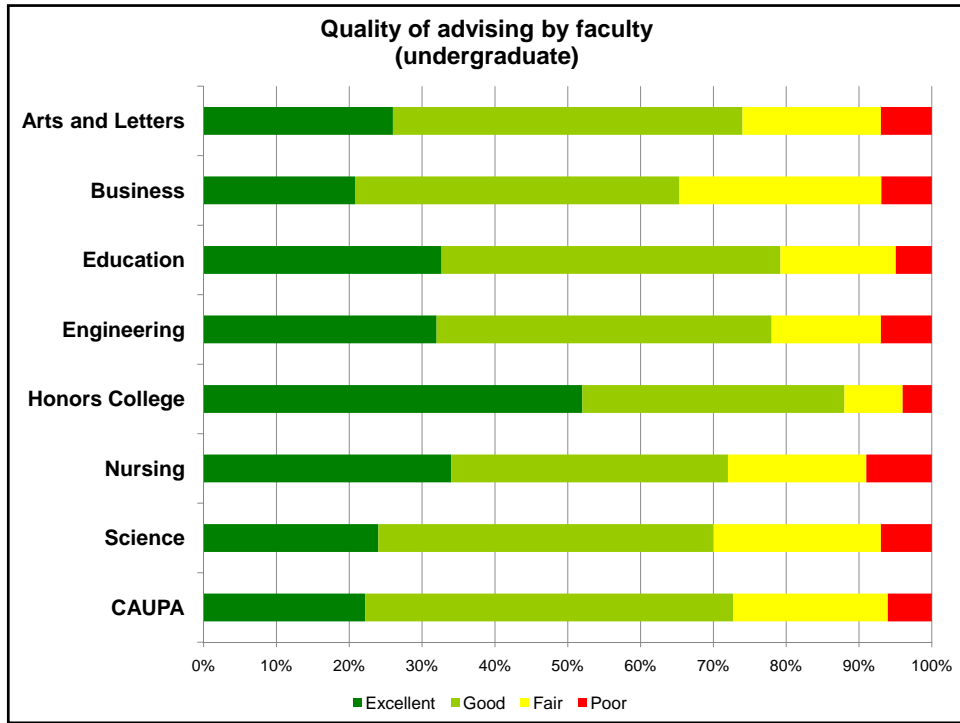
of FAU Programs and Services

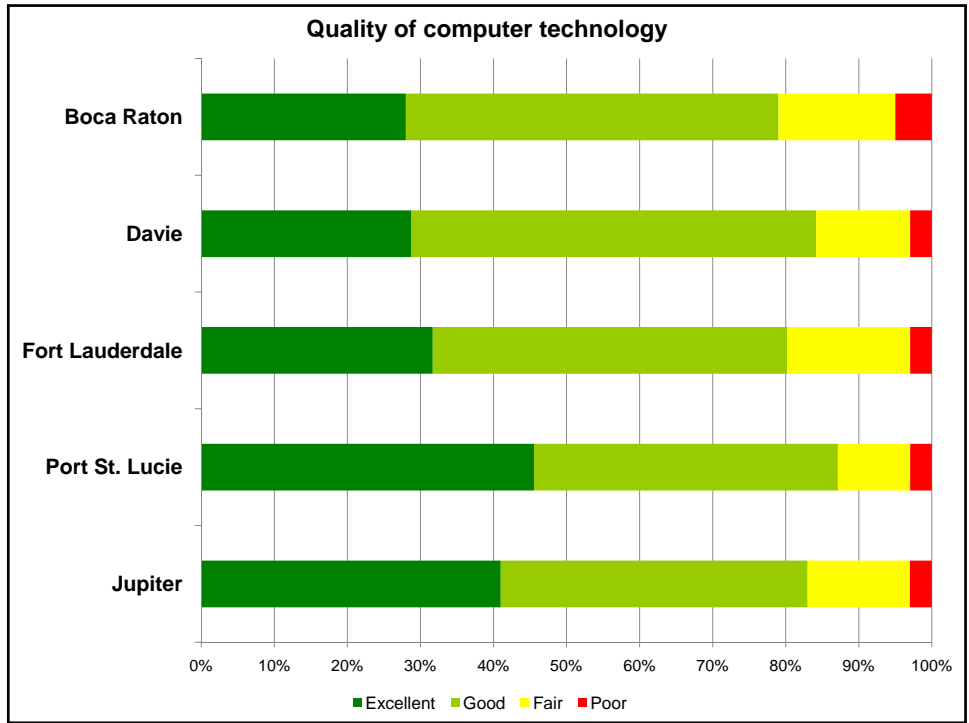






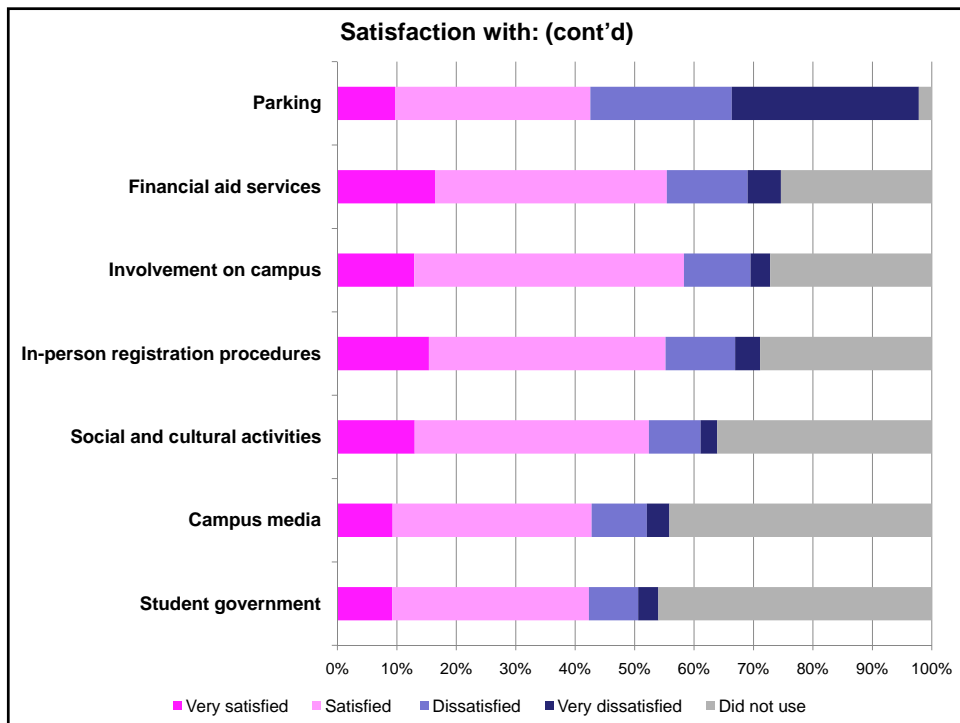
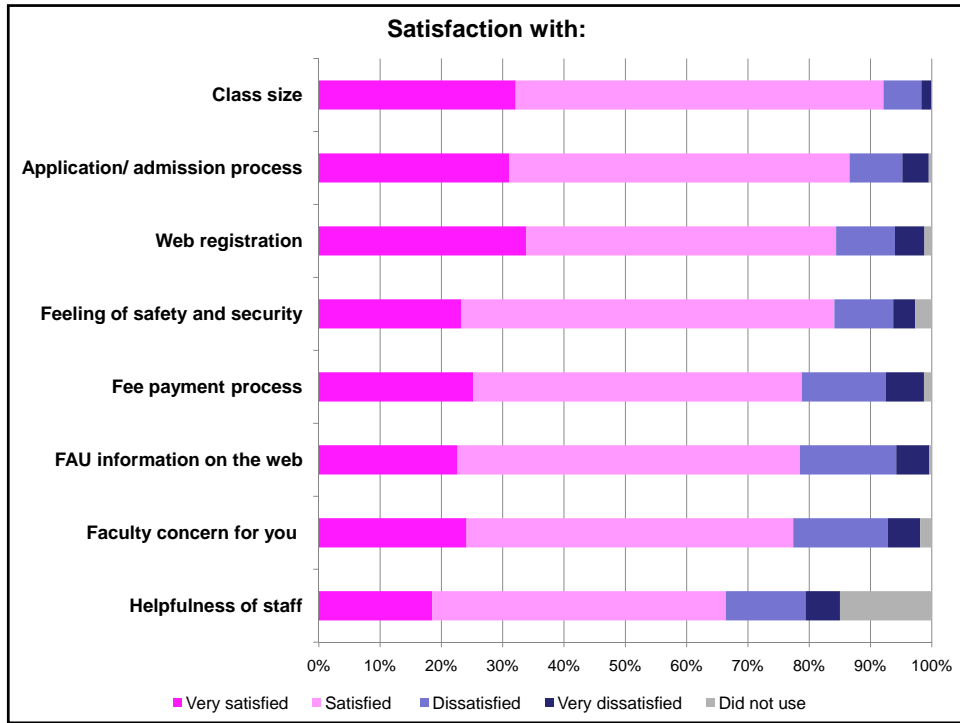


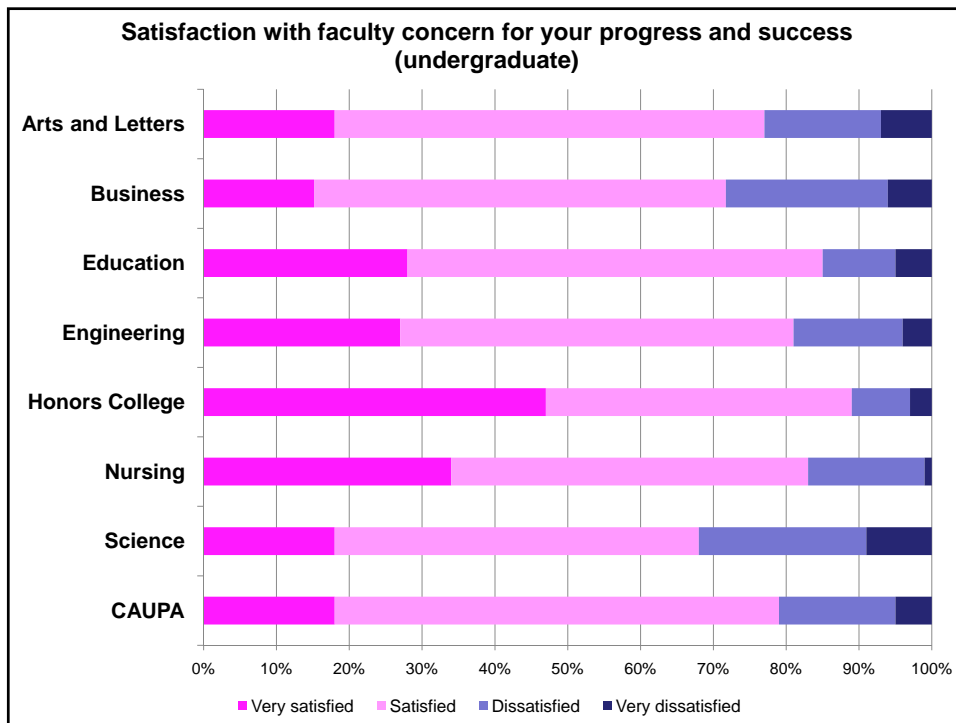
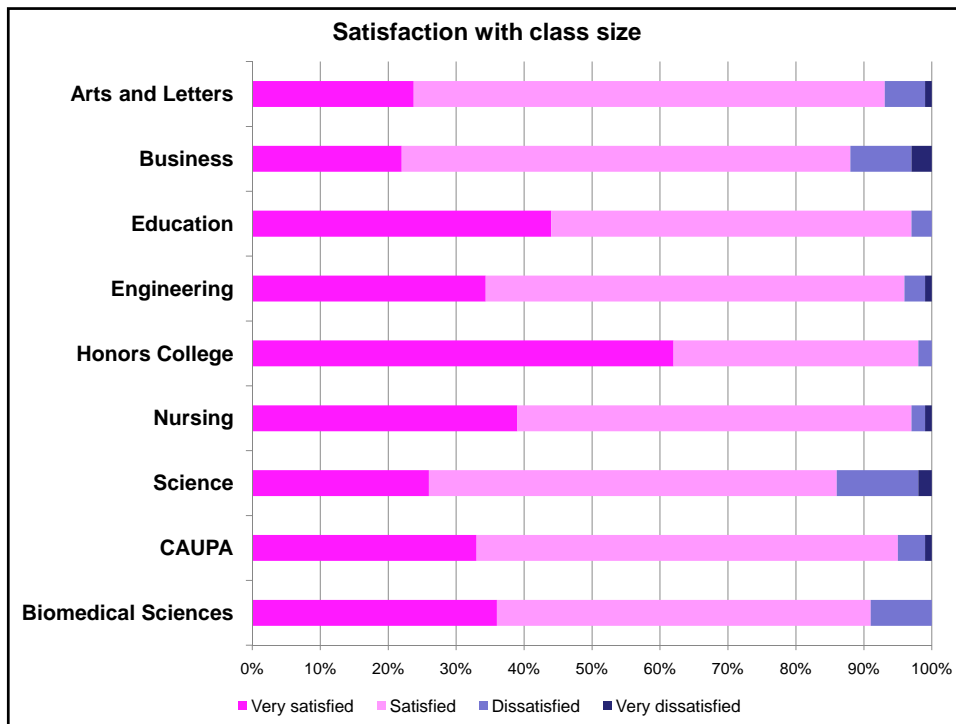


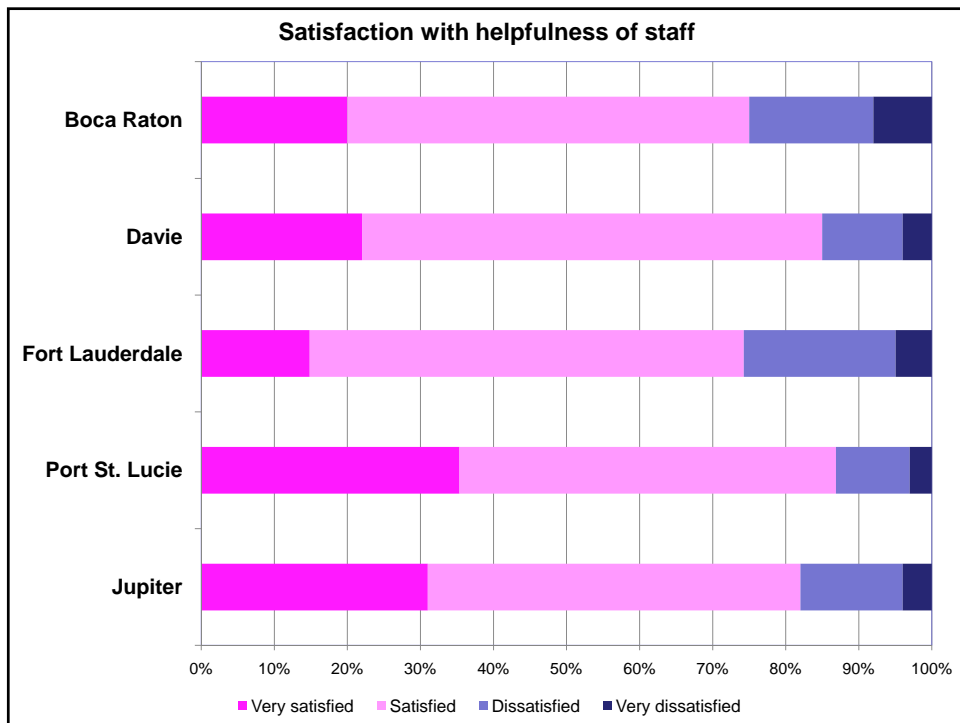
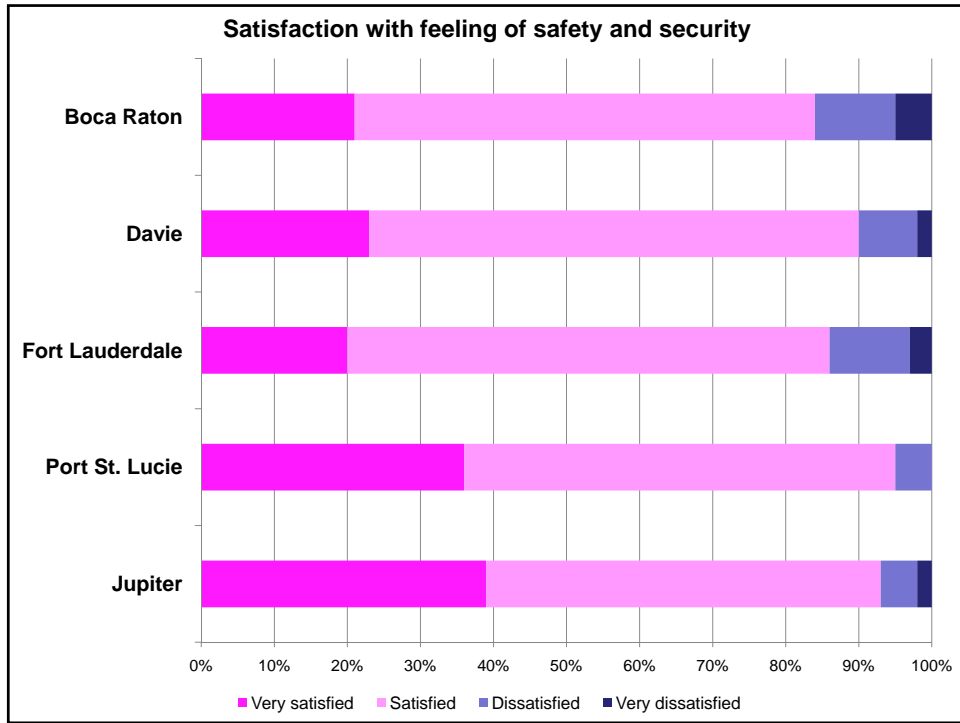


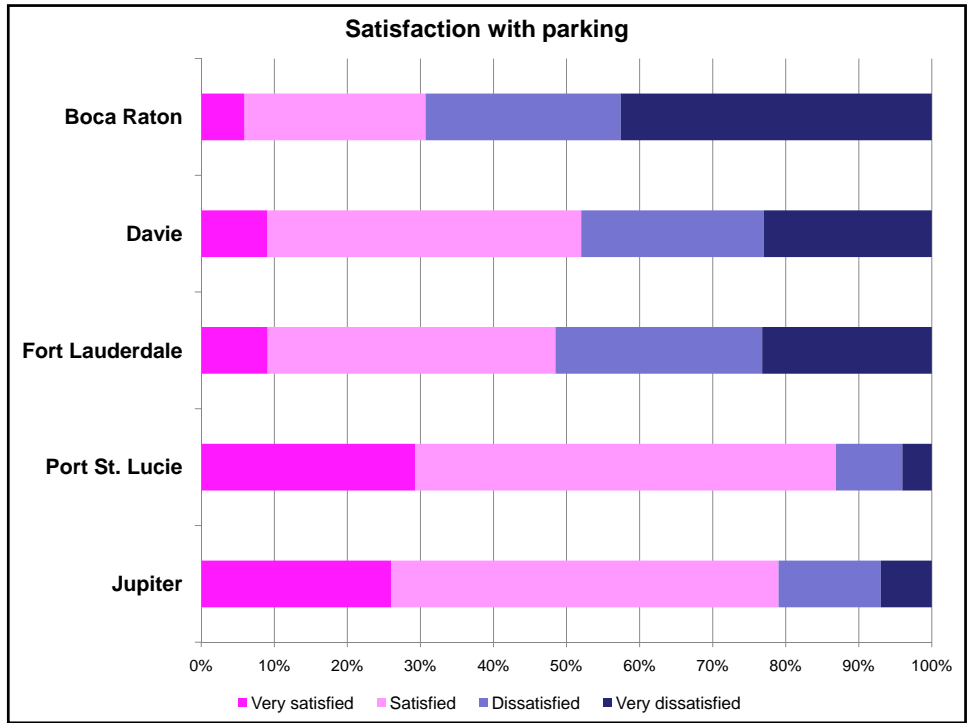
SATISFACTION

with FAU Programs and Services



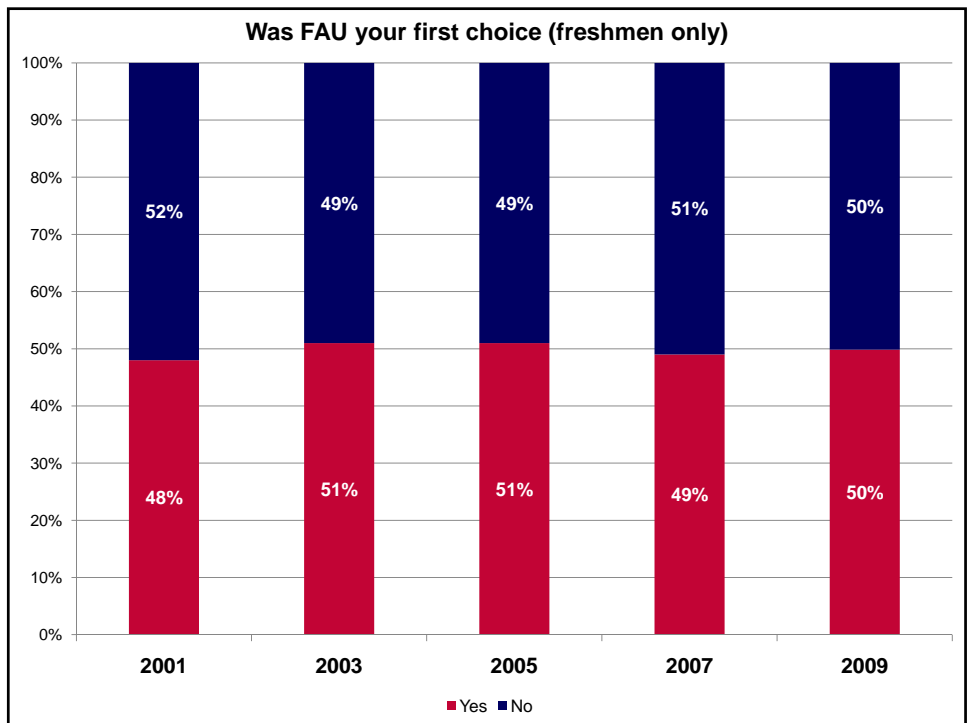
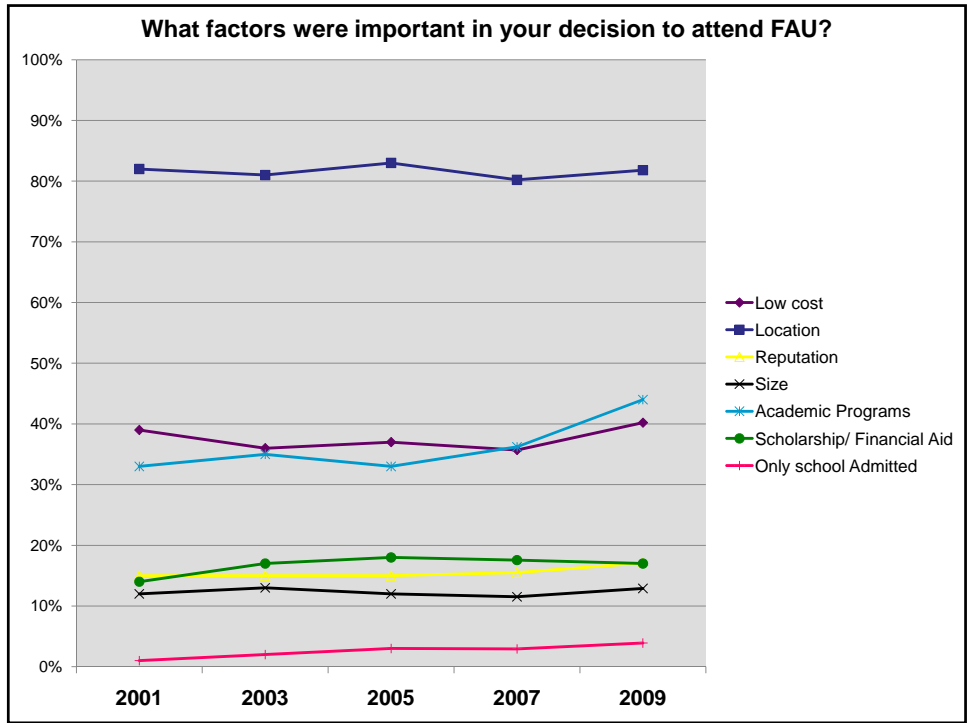


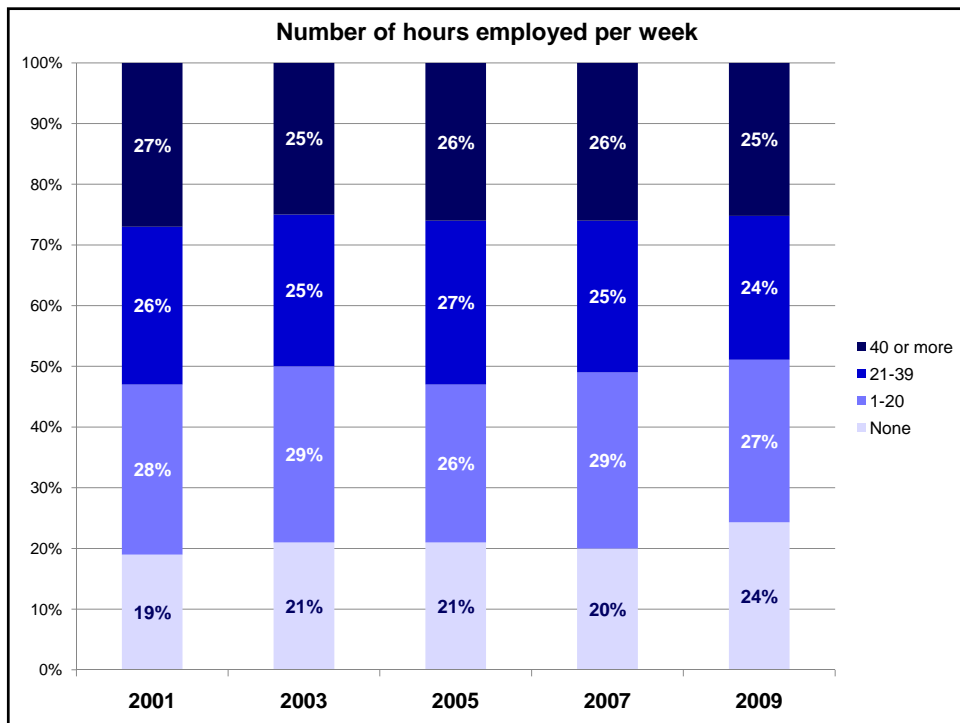
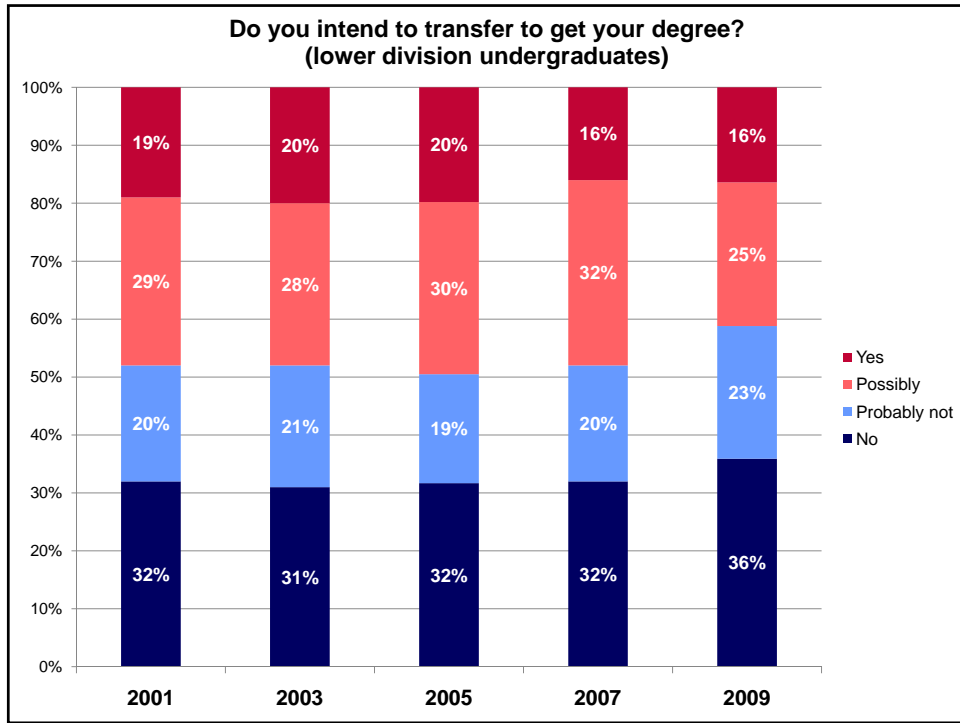




Trends in Student Satisfaction:







Availability	2005 to 2007	2007 to 2009
Library services	-	+
Faculty in your degree program	0	0
Places to study	-	+
Advising by faculty	0	0
Student health services	0	+
Courses in your degree program	-	0
Advising in college advising office	0	0
Career development Center services	+	0
Student employment services	+	-
Distance learning courses	0	0
Campus bookstore	+	+
On-campus housing	0	-
Freshman advising services	0	0
Tutoring Services	+	+
Food services	+	++
Campus recreation	0	++

Quality	2005 to 2007	2007 to 2009
Library services	0	+
Faculty in your degree program	0	0
Courses in your degree program	0	0
Places to study	0	+
Advising by faculty	0	0
Student health services	0	0
Advising in college advising office	0	0
Distance learning courses	+	0
Campus bookstores	++	+
Career Development Center services	0	0
On-campus housing	0	0
Student employment services	0	0
Freshman advising services	0	0
Tutoring Services	0	0
Food services	0	++
Recreational programs	0	++

Satisfaction	2005 to 2007	2007 to 2009
Application/ admission process	0	-
In- person registration procedures	0	-
Web registration	-	-
FAU information on the web	-	--
Class size	0	0
Faculty concern with student progress & success	0	0
Helpfulness of campus non-teaching staff	0	0
Sponsored social and cultural events	0	0
Student government	0	+
Feeling of safety and security on campus	-	0
Opportunity for involvement on campus	-	+
Process for paying tuition and fees	0	--
Financial aid	Not rated in 2005	-



Student Satisfaction Survey Student Comments 2009



- There was one open-ended question on this year's survey. It asked students to add comments or concerns on any aspect of their FAU experience. 32% of students wrote comments (N=1,196)
- In addition, two questions on this year's survey gave students the opportunity to write an answer different from bubble-in choices.

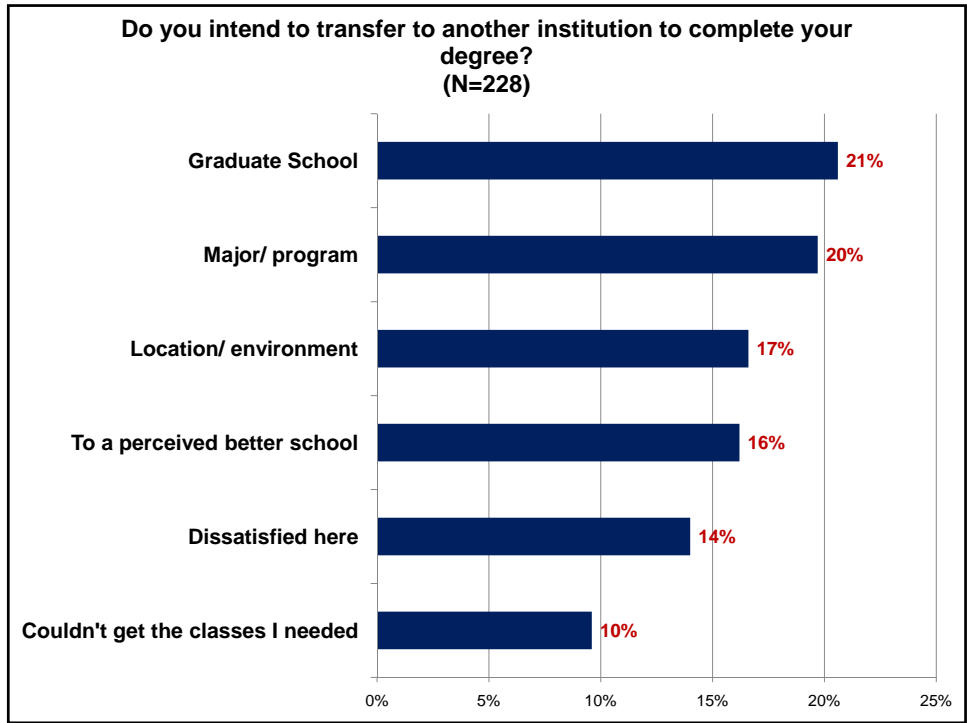
What factors were important in your decision to attend FAU?

Bubble-In choices: Low cost, Location, Reputation, Size, Academic programs, Facilities, Received FAU scholarship, Only school admitted

280 students chose "other" and specified additional information

Typical responses

- *"This is the only school I could get into"*
- *"This is the only school I applied to"*
- *"The weather"*
- *"The Honors College at the Jupiter campus"*
- *"The cultural variety"*



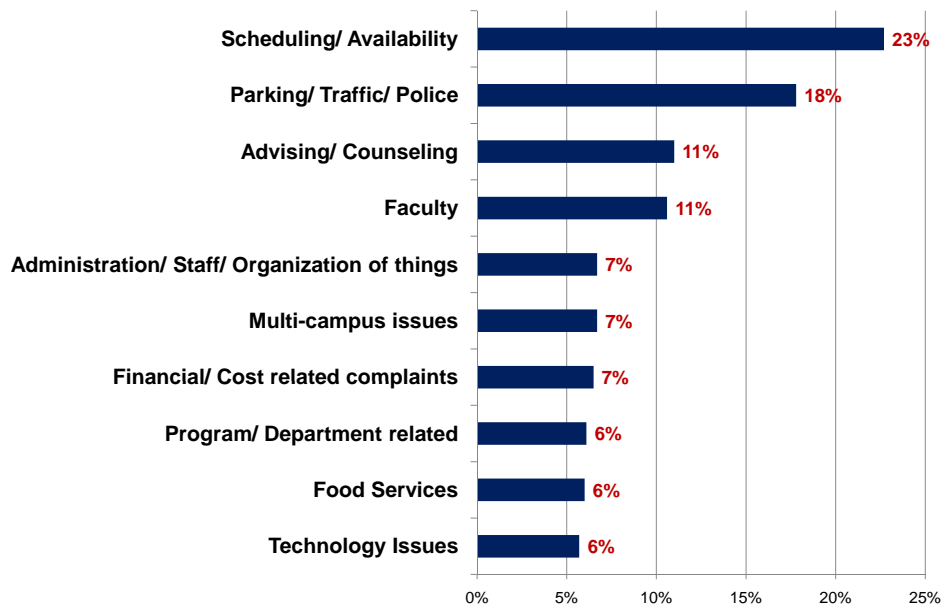
Add any other comments or concerns, especially if you are dissatisfied with any aspect of your FAU experience.

1,196 surveys out of 3,779 had written responses to this question.

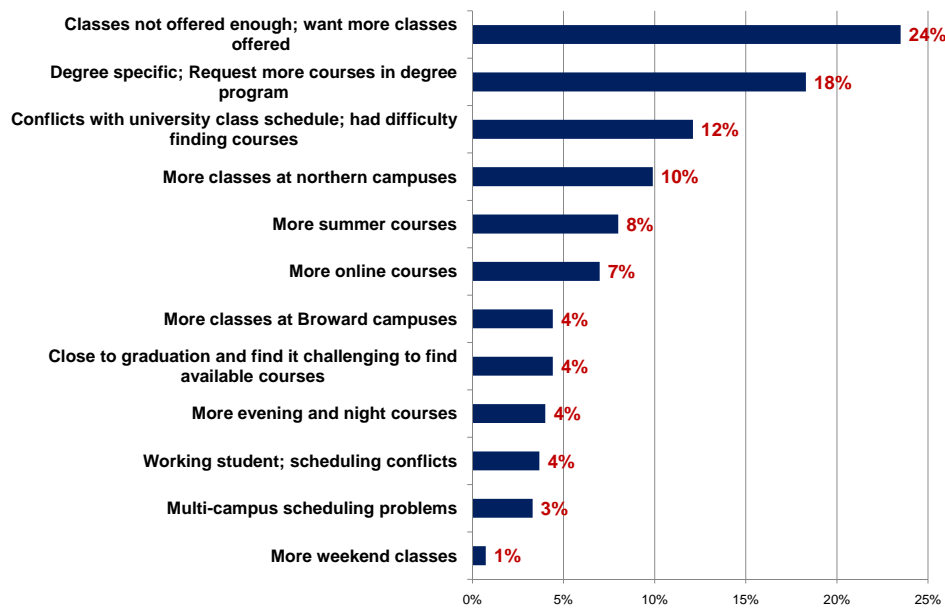
Top 10 categories for responses

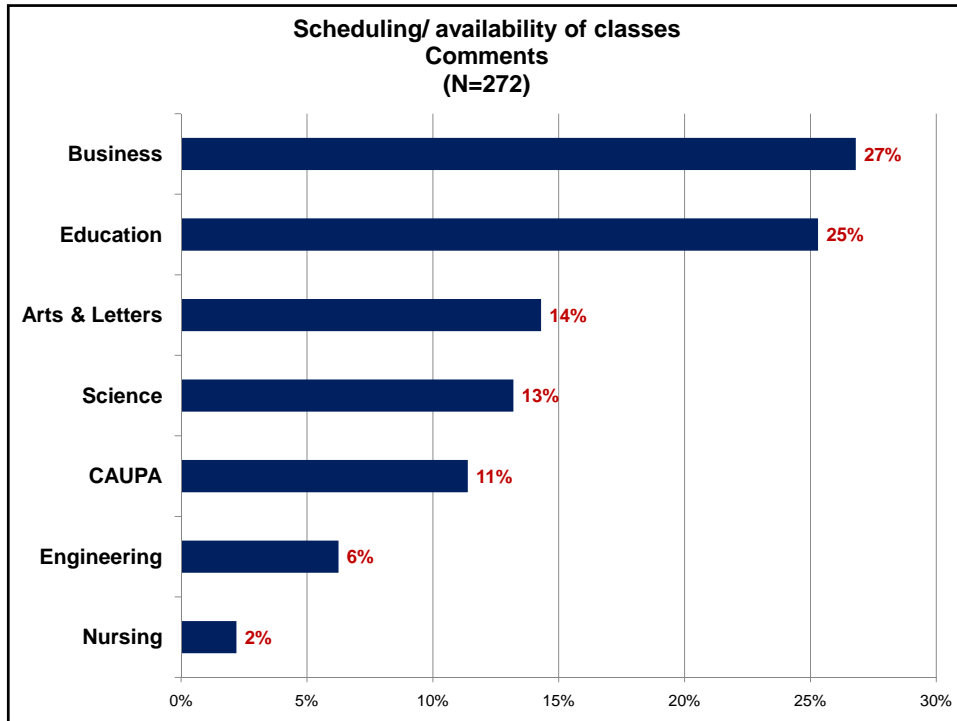
1. Scheduling/ Availability
2. Parking
3. Advising
4. Faculty
5. Multi-campus issues
6. Administration/ Staff
7. Financial/ cost related complaints
8. Program/ department related
9. Food Services
10. Technology issues

**Add any other comment or concerns, especially if you are dissatisfied with any aspects of your FAU experience.
(N=1,196)**



**Scheduling/ availability of classes
Comments
(N=272)**





Typical Comments

Scheduling/ Availability

- *"You need to have more courses in my major available."*
- *"We need more class availability for the business department."*
- *"There are a number of classes offered just once a year for some majors when there should be at least two per year."*
- *"Offer more class times and don't have two classes at the same time on the same day-- I mean education classes. I am having to go to 2 campuses for 2 semesters and that is very retarded for lack of nicer words."*
- *"More required courses should be offered."*
- *I wish they had a better selection with professors and the times that are offered for class."*

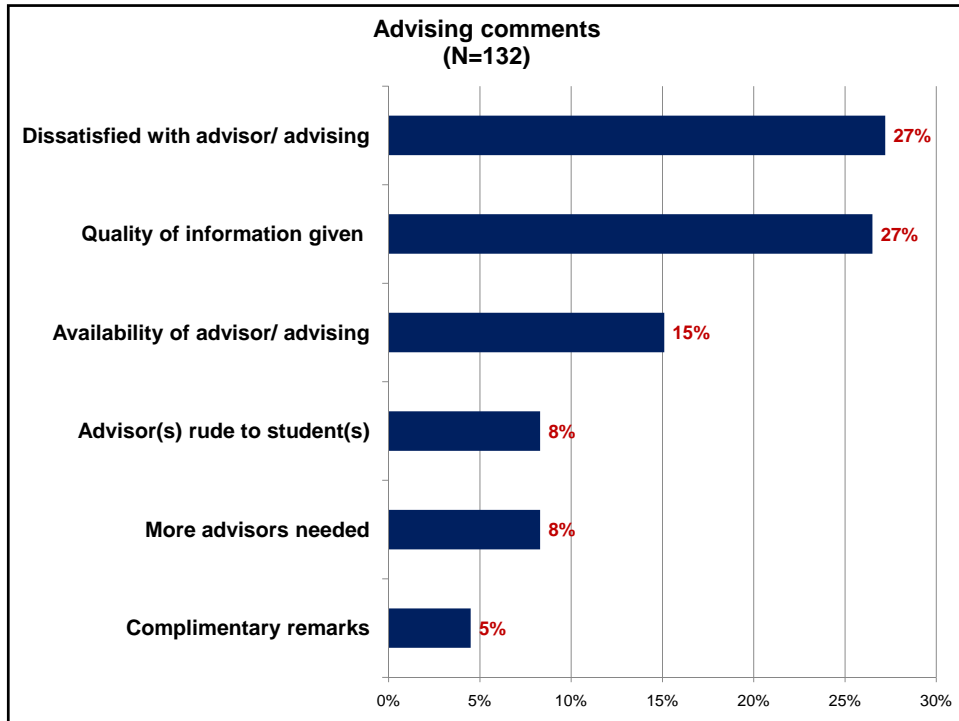
Parking Comments Summary

- The majority of parking complaints were general statements that described students dissatisfaction with the lack of available parking.
- The majority of parking complaints came from commuter students who primarily attended the Boca Raton campus.
- Some students complained about high parking fees.

Typical Comments

Parking

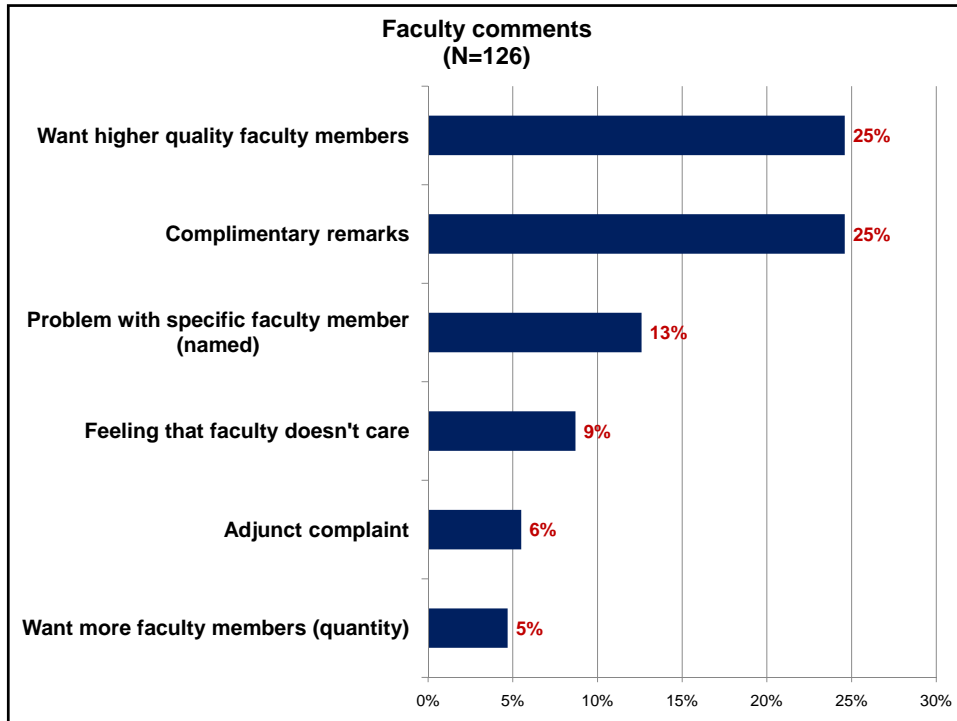
- *"Parking is terrible."*
- *"Parking is really bad, the worst."*
- *"Like many others I am completely dissatisfied with the parking. I understand that attendance is high on the Davie campus, but please let's figure something out about this!"*
- *"By the engineering building in Boca Raton there are too many parking spots in red; over 30 almost and always empty for doctors in biomedical science that don't come in."*
- *"Parking sucks and it is very stressful! Make more parking lots. Build up save space. Go green!"*



Typical Comments

Advising

- *“The advising services were awful! Would be better if teachers/professors did the advising within majors and not the people hired. Awful advising!”*
- *“I’m very dissatisfied with advising and department help.”*
- *“Advisors stink. They do not know hot to get you through the system.”*
- *“Advising is problem at this school. Every time I saw one, another "surprise" arose which cost me time and money. I felt the need to get everything in writing.”*
- *“It has been impossible to make contact with my advisor in the Masters of Reading Department.”*



Typical Comments

Faculty

- *"FAU needs better teachers."*
- *Great professors, caring for students! They want you to learn and it is awesome!"*
- *"[Omitted] professors and department are awful. They do not know how to teach and I'm extremely up-set with the lack of class selection for the fall, keeping students from graduating on time"*
- *"[Omitted faculty] is rude and usually unavailable."*
- *"Teachers are not concerned for students in any respect at all."*

Other categories used:

(in descending order of frequency)

- Complimentary remarks
- Registrar/ registration
- Condition of buildings
- Academic related
- Distance Learning
- General/ other
- Housing
- Campus life issues
- Bookstore/ books
- Communications issues
- Security/ safety issues
- Financial Aid/ Scholarships
- Controller/ payment process
- Admissions/ admission process
- Student Services
- Commuter student issues
- Career preparation
- Tutoring/ Supplemental Instruction
- Non-traditional student issues
- Library
- Transfer student issues
- Athletic related
- Balancing employment/ school
- Student teaching
- Health problems
- Student Government
- Test related (SAT, etc.)
- Classmates/ peers (negative)

Most Frequent Comments

Complimentary Remarks on FAU Experience

- *“Overall, this is good university!”*
- *“FAU has been a fantastic place for me to learn and grow. I love it here and have so far earned a BSN, MSN, and am now a doctoral student.”*
- *“This is an excellent school that has excellent professors!”*
- *“Overall, I’ve had an amazing experience at FAU.”*
- *“I love the Honors College.”*
- *“I have thoroughly enjoyed my FAU experience thus far. My professors and classes have been well-taught and informative. I look forward to continuing my education here.”*