

Student Satisfaction Survey Spring 2012

Beth Lunde, Assistant Vice President for Student Life

blunde@mtu.edu

Susan Liebau, Director, COMPASS

sliebau@mtu.edu

Michigan Tech
Create the Future

Outcomes

Participants will ...

- ✓ Gain overall knowledge about the Michigan Tech student satisfaction survey
- ✓ Review and discuss a few key survey results
- ✓ Provide ideas about what the results are telling us
- ✓ Know how to locate the full survey on the web for, we hope, further use

Michigan Tech
Create the Future

Student Satisfaction Survey

- ✓ Overall snapshot of student satisfaction in and out of the classroom
- ✓ Michigan Tech designed survey
- ✓ Undergraduate and graduate survey versions
- ✓ Random sample undergraduate students
- ✓ All graduate students
- ✓ Web based
- ✓ Approximately 110 questions
- ✓ Annual and longitudinal data available
- ✓ Survey years – 2007, 2008, 2009, 2010, 2012

MichiganTech
Create the Future

Student Satisfaction Survey

2008 – 2012
Responses

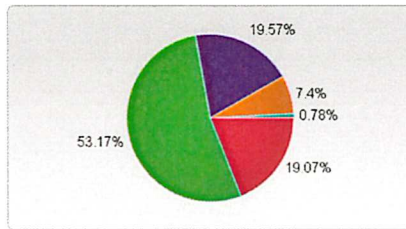
<u>Year</u>	<u>Undergraduate</u>	<u>Graduate</u>
2008	2074/31%	375/41%
2009	1580/23%	261/27%
2010	1757/25%	343/28%
2012	1432/21%	315/24%

MichiganTech
Create the Future

Overall Student Satisfaction

Undergraduate

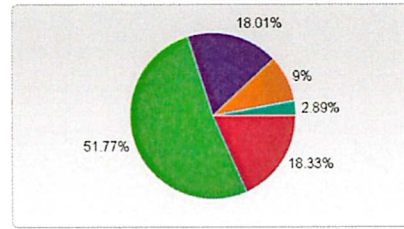
Q15. Please rate your level of agreement with the following statements. - At Michigan Tech it is evident that "students come first."



■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree

Graduate

Q16. Please rate your level of agreement with the following statements. - At Michigan Tech it is evident that "students come first."



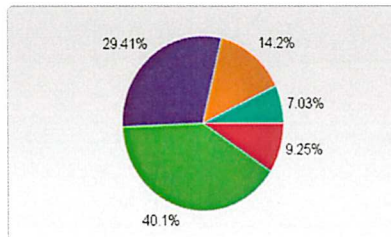
■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree



Overall Student Satisfaction

Undergraduate

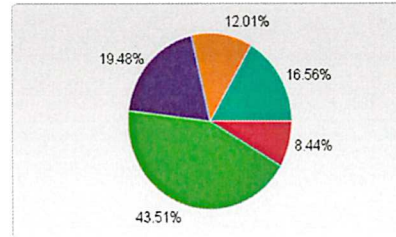
Q17. Please rate your level of agreement with the following statements. - Students have a voice in university decisions.



■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree

Graduate

Q18. Please rate your level of agreement with the following statements. - Students have a voice in university decisions.



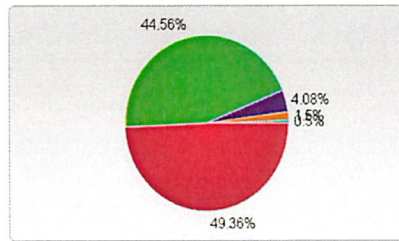
■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree



Overall Student Satisfaction

Undergraduate

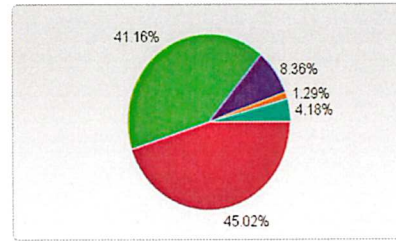
Q19. Please rate your level of agreement with the following statements. - The campus environment is welcoming to students.



- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- No opinion / No basis to judge

Graduate

Q20. Please rate your level of agreement with the following statements. - The campus environment is welcoming to students.

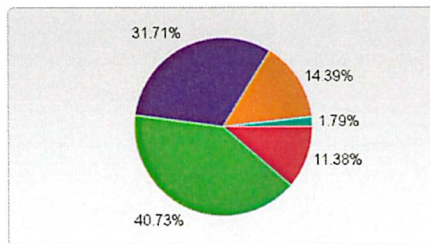


- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- No opinion / No basis to judge



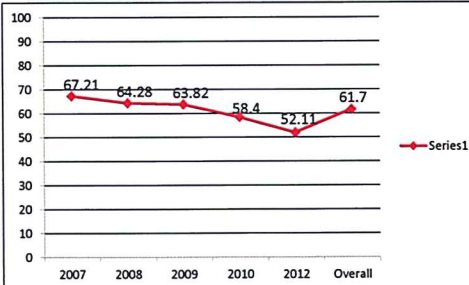
Overall Student Satisfaction

Q21. Please rate your level of agreement with the following statements. - The tuition I pay is worth the educational experience I am having at Michigan Tech.



- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- No opinion / No basis to judge

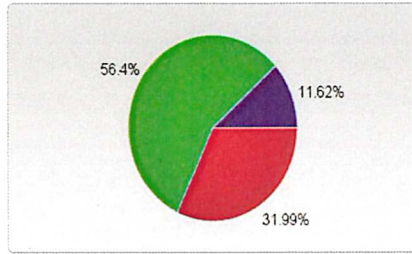
Historical Responses:
Strongly or Somewhat Agree



Overall Student Satisfaction

Undergraduate

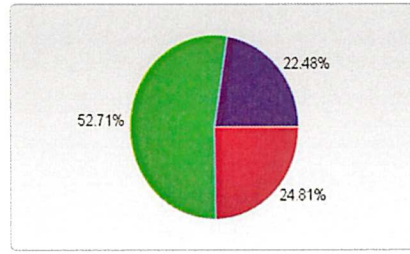
Q126 Has your experience at Michigan Tech met your expectations?



- My experience has exceeded my expectations. (please explain why)
- My experience has met my expectations. (please explain why)
- My experience has not met my expectations. (please explain why not)

Graduate

Q111 Has your experience at Michigan Tech met your expectations?



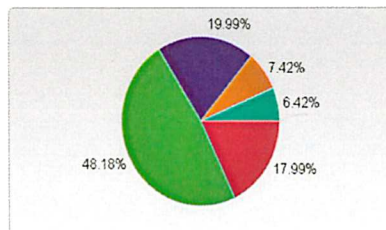
- My experience has exceeded my expectations. (please explain why)
- My experience has met my expectations. (please explain why)
- My experience has not met my expectations. (please explain why not)



Services

Undergraduate

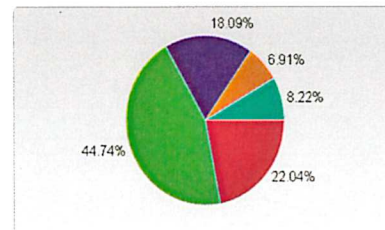
Q22. Please rate your level of agreement with the following statements. - I seldom get the "run-around" when seeking information that I need on campus.



- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- No opinion / No basis to judge

Graduate

Q24. Please rate your level of agreement with the following statements. - I seldom get the "run-around" when seeking information that I need on campus.



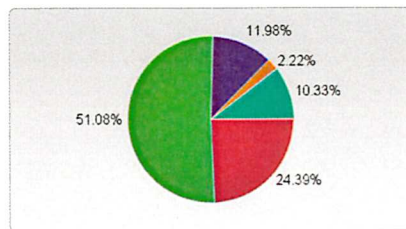
- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- No opinion / No basis to judge



Services

Undergraduate

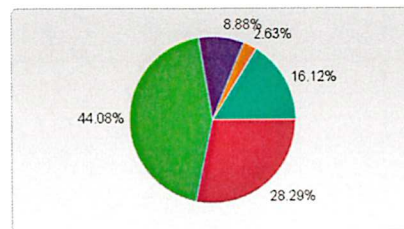
Q25. Please rate your level of agreement with the following statements. - Student services office hours are convenient.



■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree

Graduate

Q27. Please rate your level of agreement with the following statements. - Student services office hours are convenient.



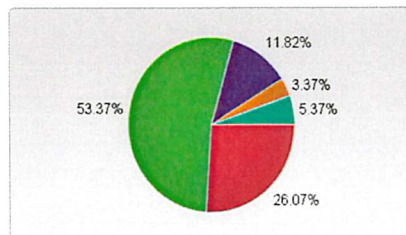
■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree



Services

Undergraduate

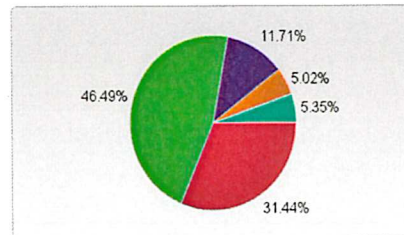
Q26. Please rate your level of agreement with the following statements. - I am able to resolve any problems I experience at Michigan Tech in a timely manner.



■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree

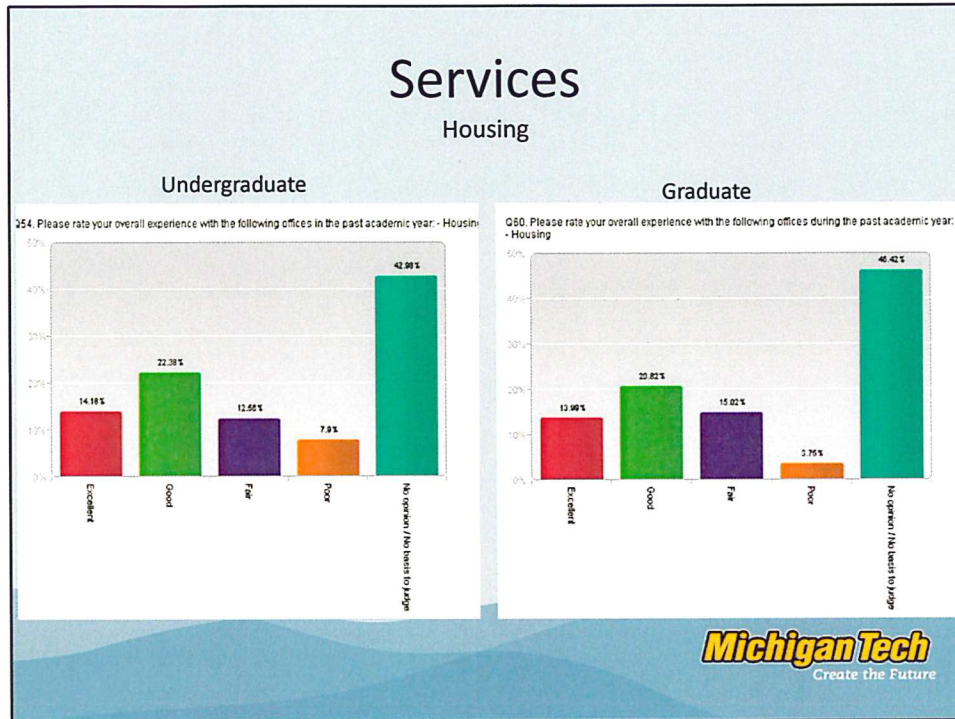
Graduate

Q28. Please rate your level of agreement with the following statements. - I am able to resolve any problems I experience at Michigan Tech in a timely manner.



■ Strongly agree ■ Strongly disagree
■ Somewhat agree ■ No opinion / No basis to judge
■ Somewhat disagree





University Student Learning Goals

Undergraduate

<http://www.mtu.edu/provost/office/vice-president/university-learning/>

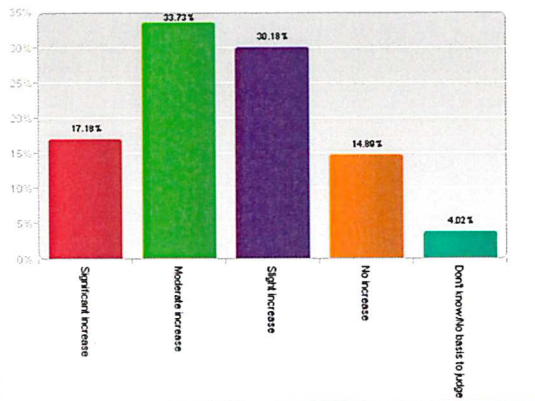
- Disciplinary Knowledge
- Knowledge of Human Cultures and the Physical and Natural World
- Global Literacy
- Critical and Creative Thinking
- Communication
- Information Literacy
- Technology
- Values and Civic Engagement

MichiganTech
Create the Future

University Learning Goals Results

Undergraduate

Q84. Since enrolling at Michigan Tech, do you feel that your skills and abilities in the following areas have increased? - Knowledge of human cultures

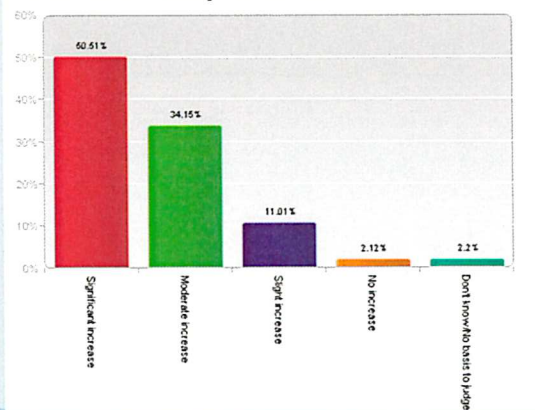


Michigan Tech
Create the Future

University Learning Goals Results

Undergraduate

Q86. Since enrolling at Michigan Tech, do you feel that your skills and abilities in the following areas have increased? - Knowledge of science and mathematics

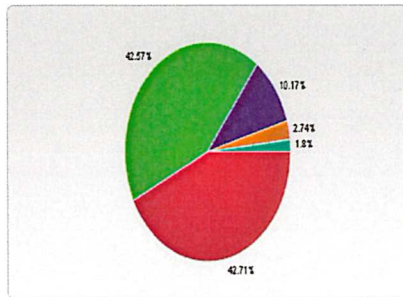


Michigan Tech
Create the Future

Academic Satisfaction

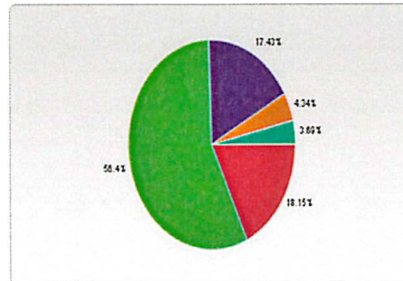
Undergraduate

Q30. Please tell us how satisfied you are with the following: - Quality of academic courses in your major



Very satisfied Somewhat dissatisfied No opinion / No basis to judge
Somewhat satisfied Very dissatisfied

Q31. Please tell us how satisfied you are with the following: - Quality of academic courses outside of your major



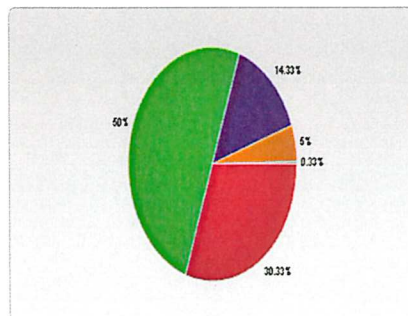
Very satisfied Somewhat dissatisfied No opinion / No basis to judge
Somewhat satisfied Very dissatisfied



Academic Satisfaction

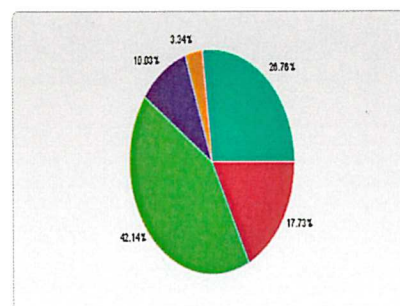
Graduate

Q38. Please tell us how satisfied you are with the following: - Quality of academic courses in your major



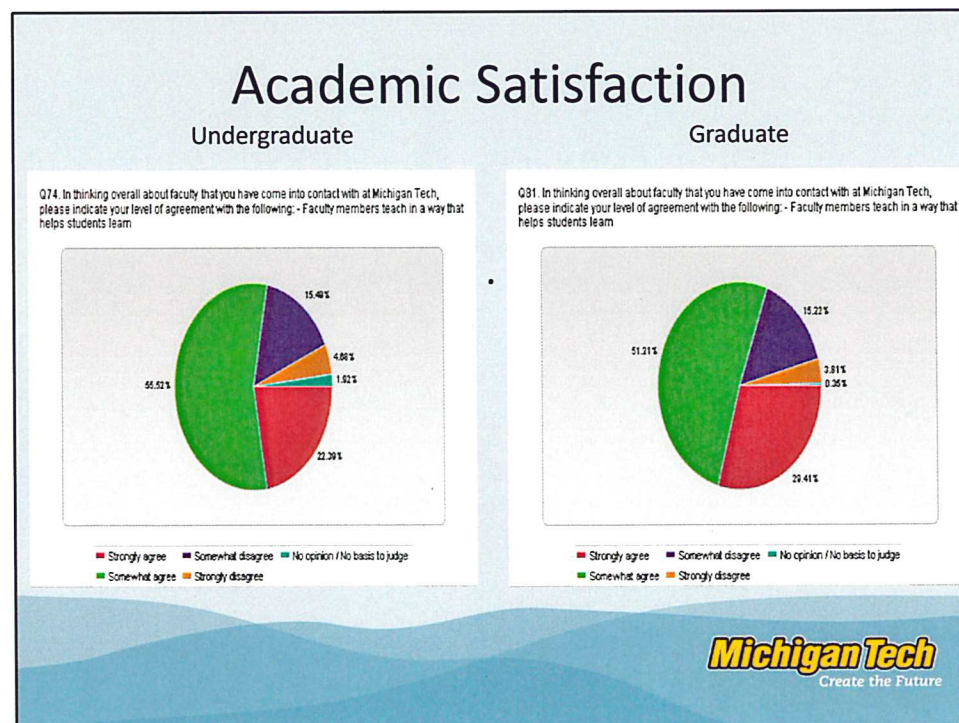
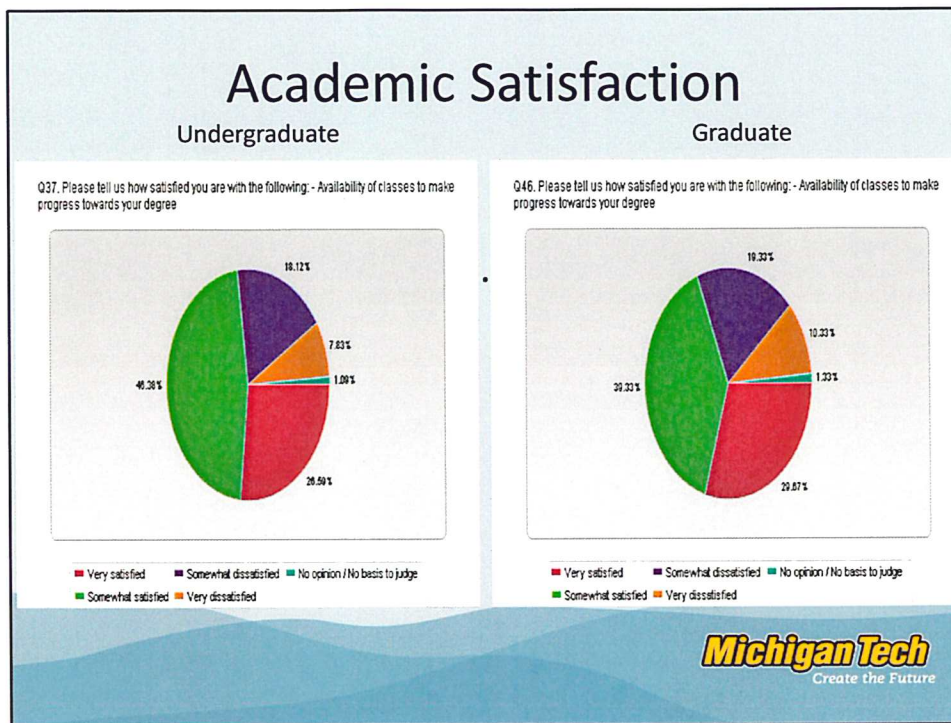
Very satisfied Somewhat dissatisfied No opinion / No basis to judge
Somewhat satisfied Very dissatisfied

Q39. Please tell us how satisfied you are with the following: - Quality of academic courses outside of your major



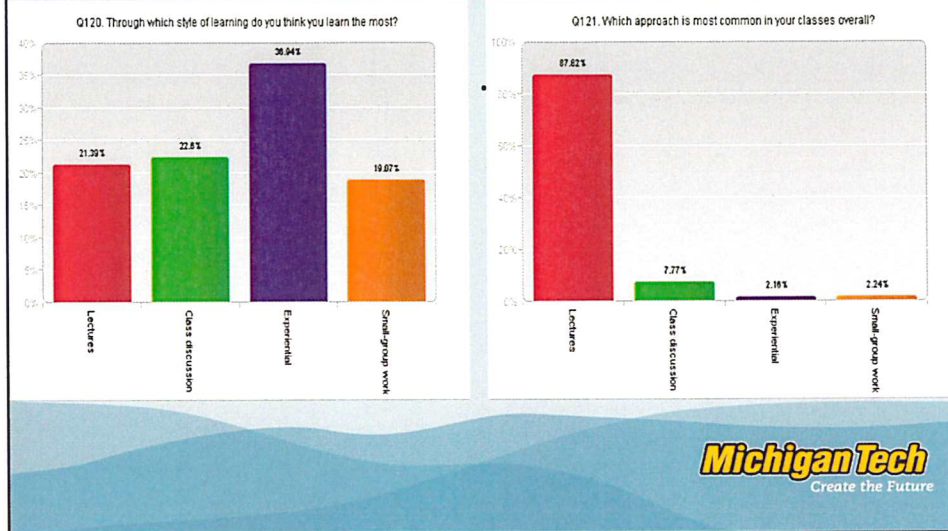
Very satisfied Somewhat dissatisfied No opinion / No basis to judge
Somewhat satisfied Very dissatisfied





Academic Satisfaction

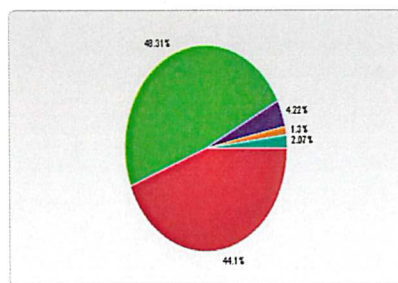
Undergraduate



Faculty and Staff Satisfaction

Undergraduate

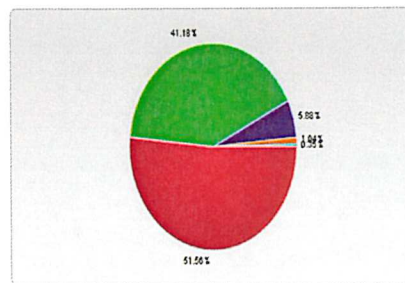
Q70. In thinking overall about faculty that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following - Faculty members express a willingness to help



■ Strongly agree
 ■ Somewhat disagree
 ■ No opinion / No basis to judge
■ Somewhat agree
 ■ Strongly disagree

Graduate

Q77. In thinking overall about faculty that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following - Faculty members express a willingness to help



■ Strongly agree
 ■ Somewhat disagree
 ■ No opinion / No basis to judge
■ Somewhat agree
 ■ Strongly disagree

Michigan Tech
Create the Future

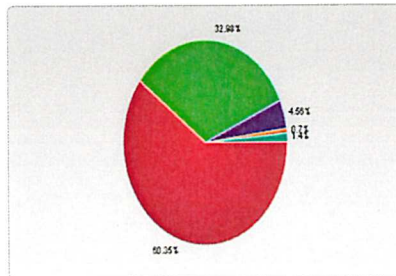
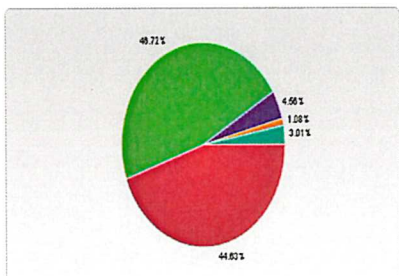
Faculty and Staff Satisfaction

Undergraduate

Graduate

Q76. In thinking overall about staff that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following. - Staff members express a willingness to help

Q83. In thinking overall about staff that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following. - Staff members express a willingness to help



Strongly agree Somewhat disagree No opinion / No basis to judge
Somewhat agree Strongly disagree

Strongly agree Somewhat disagree No opinion / No basis to judge
Somewhat agree Strongly disagree



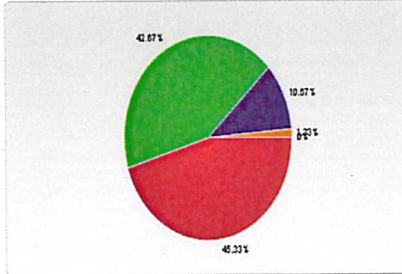
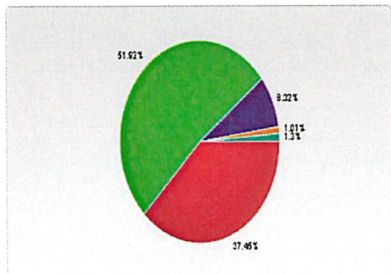
Faculty and Staff Satisfaction

Undergraduate

Graduate

Q32. Please tell us how satisfied you are with the following. - Availability of faculty

Q40. Please tell us how satisfied you are with the following. - Availability of faculty



Very satisfied Somewhat dissatisfied No opinion / No basis to judge
Somewhat satisfied Very dissatisfied

Very satisfied Somewhat dissatisfied No opinion / No basis to judge
Somewhat satisfied Very dissatisfied

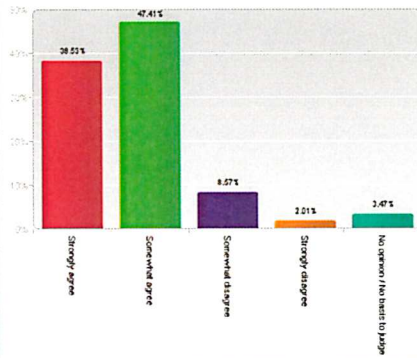


Faculty and Staff Satisfaction

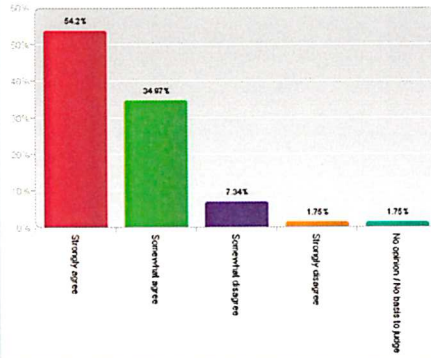
Undergraduate

Graduate

Q77. In thinking overall about staff that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following - Staff members are genuinely interested in serving students.



Q84. In thinking overall about staff that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following - Staff members are genuinely interested in serving students.



What does this all mean?



Where to find the full survey...

Student Affairs assessment web page

<http://www.mtu.edu/student-affairs/administration/vp/committees/assessment/>

- OR -

Search 'Student Satisfaction Survey'

MichiganTech
Create the Future