



Undergraduate Student Satisfaction Survey Results - Spring 2024 Executive Summary

Historically, the Division of Student Affairs distributed a Satisfaction Survey every two years. Unfortunately, due to the COVID pandemic and staff turnover, the survey had not been distributed in 2020 or 2022. To return to the biannual cycle of collecting satisfaction data, the survey was distributed in February 2024.

The 2024 Student Satisfaction Survey was distributed during the Spring 2024 semester to all enrolled undergraduate students (n=5527); 1088 (20%) of students responded. The survey included a variety of questions related to students' experiences with campus services and the campus environment as a whole. Student Affairs staff also facilitated five focus groups with students who indicated on the survey that they were interested in sharing more feedback. The feedback collected will be used to improve our services and guide our efforts to make Michigan Tech a welcoming community for all who attend.

Survey Instrument

The request to participate in the online survey was delivered to the students through their Michigan Tech email account, with the link to the survey included in the message. This online survey was developed using Qualtrics and responses were collected anonymously. Students were asked to indicate their level of satisfaction, agreement, or comfortability with various services on campus and about the climate overall. Basic demographics were also collected. Comments received on the open-ended questions are sorted by service and provided to the members of the Student Affairs Leadership Team. All comments are reported as entered by the respondent. Comments stating 'n/a' were removed.

Major Findings in Quantitative Data

All quantitative results can be found [here](#). Below is a summary of the results.

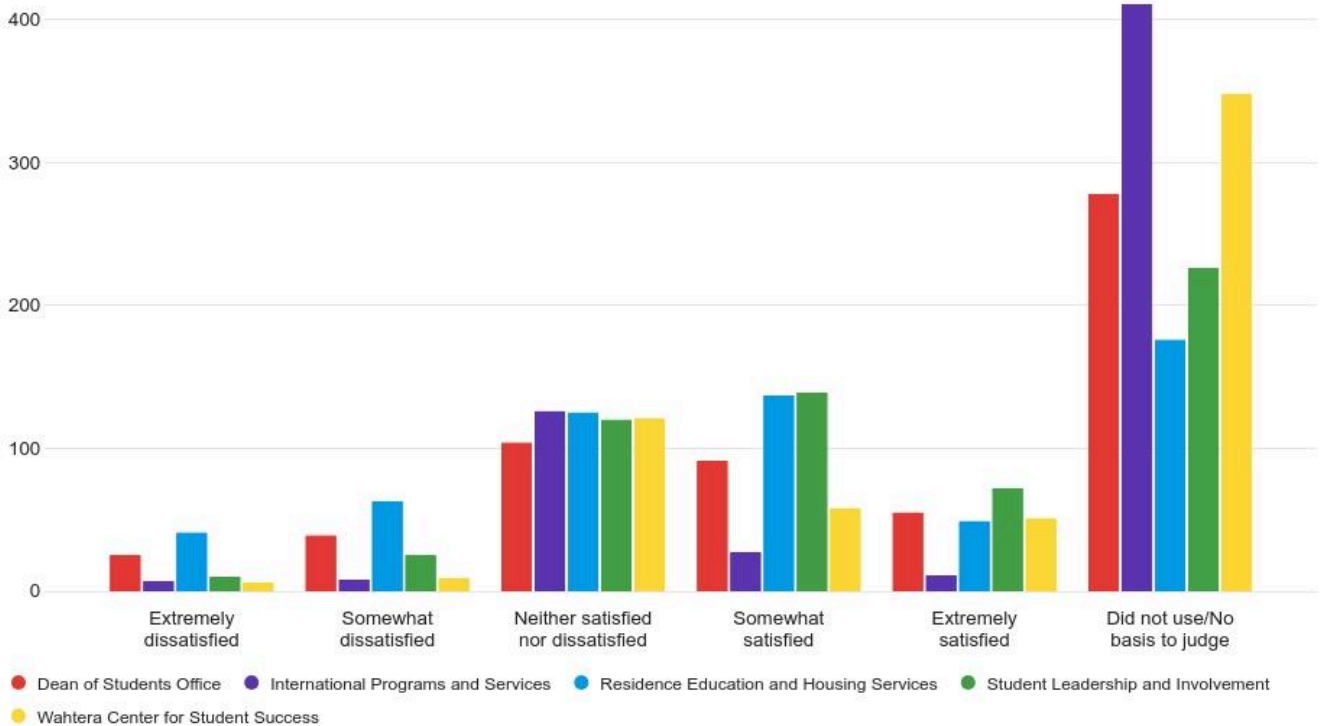
1. 70% or more of respondents somewhat agreed or strongly agreed with the following statements:
 - I am satisfied with my experience at Michigan Tech
 - I feel I belong (feel accepted/fit in) at Michigan Tech.
 - Michigan Tech has met my expectations
 - I have found one or more communities or groups where I feel I belong at Michigan Tech
 - Michigan Tech is a place where I am able to perform up to my full potential.



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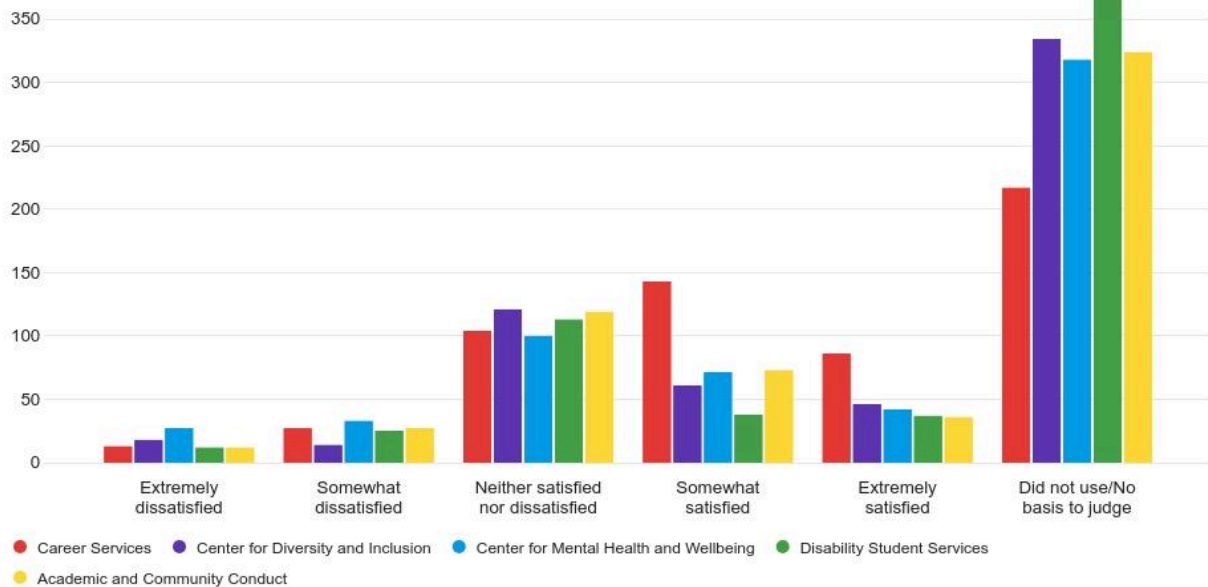
- I am treated fairly and equitably at Michigan Tech.
- My experience at Michigan Tech has had a positive influence on my growth.
- 2. 80% or more of the respondents were satisfied with or were neutral about the following campus resources
 - Shuttle Services
 - On-Campus Jobs
 - Co-Op/Internship Opportunities
 - Research Opportunities
 - Student Organization Opportunities
- 3. Many respondents shared their dissatisfaction or disagreement with
 - Campus parking (75%)
 - Campus Dining (65%)
 - Students have a voice in University decisions (50%)
- 4. 50% of respondents indicated they did not use or interact with the departments in Student Affairs, of the students who did interact with these offices, most students were somewhat satisfied.

Q12 - Please rate your experience with the following Michigan Tech departments ov...





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Major findings in Qualitative Responses

Several themes emerged from the qualitative responses on the survey. Communication and a lack of student voice was the most common theme, campus safety and comfort was the second most notable theme and finally, concerns and comments about dining, parking, and academic departments were also mentioned frequently.

1. Respondents shared multiple comments about how helpful various people and departments were on campus.
 - “Very welcoming and helpful if you ask for help”
 - “I really enjoy the helpful culture of the students here, as well as the professors in my department”
 - “Michigan Tech provides an environment that is both helpful academically and comforting just all around.”
 - “I just enjoy being up here. The area is a great place and many of the teachers are very nice and very helpful.”
2. Many respondents shared concerns and dissatisfaction with
 - Campus parking
 - Campus dining
 - Prevalence of Hate Speech on campus, particularly towards LGBTQ students and a lack of response to these incidents



3. Administration not caring about the students voice (spring break timing, USG matters, parking, dining, campus events)
 - “administration does nothing to address Hate speech on campus”
 - “anything that has to do with administration and decisions made at that level, there is the “illusion” of students having a voice but those concerns are not considered seriously”
 - “Students don’t seem to have a big voice especially when it came to deciding when spring break should be”

Focus Group feedback

Using the identified themes from the survey, questions were generated for focus groups. Five focus groups were held with students who indicated through an external link on the survey that they were interested in participating. Fifty six students were invited to participate in a focus group with a total of 36 students attending at least one meeting. Students were asked the following questions:

1. What does communication, transparency, and having a voice look like with the Administration?: Open forums, emails, what??
2. How can students share their voices?
3. Where are you getting information from? Where/How would you like to get information?
4. Students shared that they have not felt comfortable or safe at some point on campus, can you share more about that?
5. Free speech and free expression are challenging topics. Do you have any suggestions on how we can better engage the students in a meaningful conversation about free speech and other difficult topics to assist educate students while helping students feel comfortable?
6. A lot of the feedback was focused on parking, dining, and academic concerns. When we have updates regarding these issues, who would you like to be informed by?
7. What were the topics you came into the room wanting to discuss?

Communication and student voice

- Emails, student scoop, and digital display boards were the best modes of communication.
- Students do not use the website to find information, they google it.
- Information is in too many places, would like more structured updates
- Getting admin (all, VPs, BOT, etc) out and interacting with the students more, talk with them; coming to some of the meetings of student orgs
- Outreach: where admin comes to us; not sure where to go to contact admin except for the building; not sure where to email.
- Follow-up: lots of surveys but never know the outcomes.



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- USG seems more administrative and doesn't have much of an impactful voice.
- Students know where to share their voice, but they fear it doesn't matter.
- Unfortunately, most information comes from word of mouth and rumors.

Campus safety and comfort

- Students talk about campus safety concerns
 - Lighting, bikes and cars, highway crossings. AEDs on campus
- Students also talked about specific groups on campus not feeling safe because of hate speech and behavior.
- Students want more transparency about university decisions when it comes to controversial matters and decisions.
- Students would like more campus events, information, and education about free speech
 - Email about events and how to respond.
 - More about civility
 - More clarity on what admin can do in free speech/hate speech issues
- Want support from all areas on campus, not just Student Affairs.

Parking, Dining, Academic Concerns

- Lots of surveys and options to provide feedback but it never seems like anything is done with the information.
 - Communicate changes often.
- They don't understand the organizational structure of the university, who to go to when there is a concern.
- Park and ride service in Hancock
- Broader communication about shuttle services in general
- More food options in the evenings for off campus students. More diverse food options.

Other issues of concern

- More on-campus jobs
- Lots of concern that Michigan Tech will get too big too fast.
- Worried about faculty time and attention when there are too many students
- Off-campus housing is really challenging

Next Steps

- Provide survey results and summary to campus
- Add "Dean's Corner" to the Student Scoop with Admin contact information, open office hours, and important campus updates (with links).
- Create a website where students can find updates on various campus subjects
 - Construction, parking, shuttles, administrative changes, initiatives coming up.
 - Tech myth busters: dispelling some common rumors
- Launch the Free Speech Education Team



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- To provide campus support and education specifically regarding demonstrations and protests.
- Rebrand Student Commission