

## EXECUTIVE SUMMARY OF THE SPRING 2014 STUDENT SATISFACTION SURVEY

This report summarizes the main findings from the spring 2014 Florida International University *Student Satisfaction Survey*, a Continuous Quality Improvement study conducted by the Office of Planning and Institutional Research. The survey design assured respondents of their anonymity in an attempt to facilitate candor.

The *Student Satisfaction Survey* was placed online and data was collected during the spring 2014 semester. The students were contacted via e-mail and provided with a link to the survey. Several reminders were sent throughout the semester.

Two thousand four hundred and seventy-seven students responded to the survey.

### Respondents reported the highest levels of agreement to the following items.

(Responses may not add up to 100% because of rounding error)

- **I am satisfied with the effectiveness of the FIU web-based email system:** 88% of respondents agreed with this item, 6% of respondents disagreed, 5% of respondents were not sure.
- **I am satisfied that my instructors have sufficient background knowledge for their assigned classes:** 85% of respondents agreed with this item, 7% of respondents disagreed, 8% of respondents were not sure.
- **I am satisfied with the amount of technology used for the presentation of lecture notes, distribution of course materials over the web and computer aided learning/communication:** 85% of respondents agreed with this item, 7% of respondents disagreed, 7% of respondents were not sure.
- **In general, my instructor's grading policies are clear to me:** 85% of respondents agreed with this item, 8% of respondents disagreed, 7% of respondents were not sure
- **My professors use relevant course material:** 84% of respondents agreed with this item, 10% of respondents disagreed, 7% of respondents were not sure.

### Respondents reported the highest levels of disagreement to the following items.

- **I am satisfied that the pricing of food at FIU is economical for students:** 44% of respondents disagreed with this item, 35% of respondents agreed, 22% of respondents were not sure.
- **Classes that I want to take are offered on a consistent basis:** 39% of respondents disagreed with this item, 44% of respondents agreed, 17% of respondents were not sure.

The *Student Satisfaction Survey* was made up of seven subscales: Academic Issues (18 items, average level of agreement 72%); Campus Environment (4 items, average level of agreement 55%); Campus Life (7 items, average level of agreement 53%); Communication (5 items, average level of agreement 64%); Services (17 items, average level of agreement 66%); Safety (7 items, average level of agreement 61%); and Emergency Procedures (5 items, average level of agreement 63%). Respondents reported the highest levels of agreement toward survey items on the Academic Issues subscale. Respondents reported the lowest levels of agreement toward the survey items on the Campus Environment and Campus Life subscales.

Included in the survey was a list of experiences that students might have during the academic year at FIU. Some of these experiences were positive and some were negative. Respondents were asked to report on the experiences they had during the previous year at FIU. The top four experiences reported by all respondents were: “Developed a social relationship with a classmate” (67%), “Had the opportunity for extra credit in one of my classes” (58%), “Had a positive experience with group projects” (47%), and “Had an opportunity to hear a faculty member discuss his/her original research (39%).

Overall, students responded very positively to the items in this survey instrument, most notably toward the items in the Academic Issues and Services subscales. This survey can be utilized as a very important tool in determining the areas that are satisfactory to students and those that need improvement.