

EXECUTIVE SUMMARY OF THE SPRING 2007 STUDENT SATISFACTION SURVEY

This report summarizes the main findings from the spring 2007 Florida International University *Student Satisfaction Survey*, a Continuous Quality Improvement study conducted by the Office of Planning and Institutional Effectiveness. 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 2007 semester. The students were contacted via e-mail and provided with a link to the survey. FIU's homepage also had a link to the survey.

Two thousand six hundred thirty-seven students responded to the survey. Seven percent of the degree-seeking student population responded to the survey.

Responses may not add up to 100% because some respondents chose not to answer every question.

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

- **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
- **I am satisfied that my instructors have sufficient background knowledge for their assigned classes:** 83% of respondents agreed with this item, 5% of respondents disagreed, 9% of respondents were not sure
- **In general, I feel that attending classes is an important contributor to my learning experience:** 82% of respondents agreed with this item, 10% of respondents disagreed, 8% of respondents were not sure
- **My professors use relevant course materials (textbooks, handouts, videos, etc.):** 82% of respondents agreed with this item, 11% of respondents disagreed, 7% of respondents were not sure
- **I am satisfied that I have the opportunity to freely express my opinions in class:** 81% of respondents agreed with this item, 10% of respondents disagreed, 9% of respondents were not sure

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

- **Classes that I want to take are offered on a consistent basis:** 34% of respondents agreed with this item, 52% of respondents disagreed, 14% of respondents were not sure
- **I feel that I am kept informed of student government's actions accomplishments:** 28% of respondents agreed with this item, 47% of respondents disagreed, 25% of respondents were not sure
- **I am satisfied that the pricing of food at FIU is economical for students:** 34% of respondents agreed with this item, 44% of respondents disagreed, 22% of respondents were not sure

- **In general, I receive correct information from the Financial Aid Office:** 48% of respondents agreed with this item, 33% of respondents disagreed, 19% of respondents were not sure
- **I am satisfied with the customer service I have received from the Financial Aid Office:** 48% of respondents agreed with this item, 33% of respondents disagreed, 20% of respondents were not sure

The *Student Satisfaction Survey* was made up of seven subscales: Academic Issues (18 items, average level of agreement 68%); Campus Environment (4 items, average level of agreement 53%); Campus Life (7 items, average level of agreement 47%); Communication (5 items, average level of agreement 47%); Services (17 items, average level of agreement 61%); Safety (7 items, average level of agreement 51%); and Emergency Procedures (5 items, average level of agreement 46%). 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 Communication 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 which of the experiences they had during the previous 12 months at FIU. The top three experiences reported by all respondents were: “Developed a social relationship with a classmate (73%)”, “Had the opportunity for extra credit in one of my classes” (58%), and “Had a positive experience with group projects” (50%).

Overall, students responded very positively to the items in this survey instrument, most notably toward the items in the Academic Issues 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.