

EXECUTIVE SUMMARY OF THE FALL 2003 *STUDENT SATISFACTION SURVEY*

This report summarizes the main findings from the Fall 2003 Florida International University *Student Satisfaction Survey*, a Continuous Quality Improvement study conducted by the Office of Planning and Institutional Effectiveness. This was the third student satisfaction survey to be systematically distributed to a large number of students as part of the Continuous Quality Improvement process. The survey design assured respondents of anonymity in an attempt to facilitate candor.

The *Student Satisfaction Survey* was placed online and data was collected during the Fall 2003 semester. The survey was announced to the students through several venues. A link to the *Student Satisfaction Survey* was placed on the student government website, the Continuous Quality Improvement Survey website, the Biscayne Bay Campus website, the FIU student website, and intermittently on the FIU homepage. In addition, a short message announcing the *Student Satisfaction Survey* ran on the scrolling marquee board in the Graham Center (student union) and on the message boards at the two main entrances to the University for several weeks. The Deans, Associate Deans, Assistant Deans, Chairpersons, and Program Directors were sent information regarding the survey collection dates.

Three thousand fifty-two students responded to the survey. It was difficult to calculate the response rate to the survey, because it is unclear how many students were actually aware of the data collection. However, over nine 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, 7% of respondents disagreed, 8% of respondents were not sure
- **I am satisfied that my instructors have sufficient background knowledge for their assigned classes:** 84% of respondents agreed with this item, 7% of respondents disagreed, 9% of respondents were not sure
- **My professors use relevant course materials (textbooks, handouts, videos, etc.):** 84% of respondents agreed with this item, 10% of respondents disagreed, 7% of respondents were not sure
- **In general, I feel that attending classes is an important contributor to my learning experience:** 83% of respondents agreed with this item, 9% of respondents disagreed, 8% 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, 9% of respondents disagreed, 11% 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:** 33% of respondents agreed with this item, 51% of respondents disagreed, 16% of respondents were not sure
- **I am satisfied that the pricing of food at FIU is economical for students:** 28% of respondents agreed with this item, 48% of respondents disagreed, 24% of respondents were not sure
- **I feel that I am kept informed of student government's actions/accomplishments:** 31% of respondents agreed with this item, 45% of respondents disagreed, 24% of respondents were not sure
- **I am satisfied that there is a diverse selection of food available in the cafeteria:** 47% of respondents agreed with this item, 31% of respondents disagreed, 22% of respondents were not sure
- **I am satisfied that the FIU administration efficiently informs students of policy changes:** 42% of respondents agreed with this item, 29% of respondents disagreed, 30% of respondents were not sure

The *Student Satisfaction Survey* was made up of seven subscales: Academic Issues (18 items, average level of agreement 67%); Campus Environment (4 items, average level of agreement 51%); Campus Life (7 items, average level of agreement 51%); Communication (5 items, average level of agreement 34%); Services (17 items, average level of agreement 55%); Safety (7 items, average level of agreement 52%); and Emergency Procedures (5 items, average level of agreement 91%). 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 subscale.

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 (72%)”, “Had the opportunity for extra credit in one of my classes” (57%), and “Had a positive experience with group projects” (46%).

Overall, students responded very positively to the items in this survey instrument, most notably toward the items in the Academic Issues subscale. This survey can be utilized as a very important tool in determining the areas that are satisfactory to students and those that need improvement. Respondents reported relatively high levels of agreement toward the survey items that included classroom and academic quality issues.

Every effort has been made to ensure that the data contained in this document is accurate. For further information about this and other Continuous Quality Improvement Survey Reports, visit our website at <http://www.fiu.edu/~opie/effectiveness.htm>, or contact Yasmin LaRocca at larocca@fiu.edu or the Vice Provost for Planning and Institutional Effectiveness at 305-348-2731, (FAX) 305-348-1908. You may also visit the Office of Planning and Institutional Effectiveness at University Park, PC 543.