

EXECUTIVE SUMMARY OF THE SPRING 2009 STUDENT SATISFACTION SURVEY

This report summarizes the main findings from the spring 2009 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 2009 semester. The students were contacted via e-mail and provided with a link to the survey. A reminder email was sent out three weeks later. FIU's homepage also had a link to the survey.

One thousand five hundred- thirty seven students responded to the survey. Four percent of the degree-seeking student population responded to the survey.

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

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

- **In general, my instructor's grading policies are clear to me:** 87% of respondents agreed with this item, 7% of respondents disagreed, 7% of respondents were not sure
- **My professors use relevant course materials (textbooks, handouts, videos, etc.):** 85% of respondents agreed with this item, 10% 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
- **In general, I feel that attending classes is an important contributor to my learning experience:** 83% of respondents agreed with this item, 10% of respondents disagreed, 7% of respondents were not sure
- **I am satisfied with the amount of technology used for presentation of lecture notes, distribution of course materials over the web and computer-aided learning/communication:** 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, 51% of respondents disagreed, 15% of respondents were not sure
- **I am satisfied that the pricing of food at FIU is economical for students:** 30% of respondents agreed with this item, 47% of respondents disagreed, 23% of respondents were not sure

- **I feel that I am kept informed of student government's actions accomplishments:** 37% of respondents agreed with this item, 38% of respondents disagreed, 25% of respondents were not sure
- **I am satisfied that there is a diverse selection of food available in the cafeteria:** 49% of respondents agreed with this item, 33% of respondents disagreed, 19% of respondents were not sure
- **I feel that FIU provides enough places for quiet study on campus:** 60% of respondents agreed with this item, 28% of respondents disagreed, 19% of respondents were not sure

The *Student Satisfaction Survey* was made up of seven subscales: Academic Issues (18 items, average level of agreement 70%); Campus Environment (4 items, average level of agreement 52%); Campus Life (7 items, average level of agreement 51%); Communication (5 items, average level of agreement 54%); Services (17 items, average level of agreement 60%); Safety (7 items, average level of agreement 56%); and Emergency Procedures (5 items, average level of agreement 53%). 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" (62%), and "Had a positive experience with group projects" (52%).

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.