

EXECUTIVE SUMMARY OF THE SPRING 2011 *STUDENT SATISFACTION SURVEY*

This report summarizes the main findings from the Spring 2011 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 2011 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. .

One thousand two hundred and twenty-two students responded to the survey. Three 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 am satisfied with the effectiveness of the FIU web-based email system:** 89% of respondents agreed with this item, 5% of respondents disagreed, 5% of respondents were not sure
- **My professors use relevant course material:** 86% of respondents agreed with this item, 8% of respondents disagreed, 6% of respondents were not sure
- **In general, my instructor's grading policies are clear to me:** 86% of respondents agreed with this item, 7% of respondents disagreed, 7% of respondents were not sure
- **I am satisfied that my instructors have sufficient background knowledge for their assigned class:** 85% of respondents agreed with this item, 7% of respondents disagreed, 9% 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, 8% of respondents disagreed, 7% 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:** 48% of respondents disagreed with this item, 36% of respondents agreed, 16% of respondents were not sure
- **I am satisfied that the pricing of food at FIU is economical for students:** 45% of respondents disagreed with this item, 33% of respondents agreed, 22% of respondents were not sure
- **I feel that I am kept informed of student government's actions/accomplishments:** 35% of respondents disagreed with this item, 42% of respondents agreed, 23% of respondents were not sure

- **I believe that working on group projects with my classmates has enhanced my teamwork skills:** 30% of respondents disagreed with this item, 51% of respondents agreed, 17% of respondents were not sure
- **I feel that FIU provides enough places for quiet study on campus:** 27% of respondents disagreed with this item, 62% of respondents agreed, 11% of respondents were not sure

The *Student Satisfaction Survey* was made up of seven subscales: Academic Issues (18 items, average level of agreement 71%); Campus Environment (4 items, average level of agreement 56%); Campus Life (7 items, average level of agreement 54%); Communication (5 items, average level of agreement 62%); Services (17 items, average level of agreement 67%); Safety (7 items, average level of agreement 55%); and Emergency Procedures (5 items, average level of agreement 59%). 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 Life and Safety 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 classmates (75%)”, “Had the opportunity for extra credit in one of my classes” (60%), and “Had a positive experience with group projects” (57%).

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.