Student Satisfaction Survey
Spring 2012

Beth Lunde, Assistant Vice President for Student Life
blunde@mtu.edu
Susan Liebau, Director, COMPASS
slliebau@mtu.edu

Outcomes

Participants will ...

✓ Gain overall knowledge about the Michigan Tech student satisfaction survey
✓ Review and discuss a few key survey results
✓ Provide ideas about what the results are telling us
✓ Know how to locate the full survey on the web for, we hope, further use
Student Satisfaction Survey

✓ Overall snapshot of student satisfaction in and out of the classroom
✓ Michigan Tech designed survey
✓ Undergraduate and graduate survey versions
✓ Random sample undergraduate students
✓ All graduate students
✓ Web based
✓ Approximately 110 questions
✓ Annual and longitudinal data available

Student Satisfaction Survey

2008 – 2012
Responses

<table>
<thead>
<tr>
<th>Year</th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>2074/31%</td>
<td>375/41%</td>
</tr>
<tr>
<td>2009</td>
<td>1580/23%</td>
<td>261/27%</td>
</tr>
<tr>
<td>2010</td>
<td>1757/25%</td>
<td>343/28%</td>
</tr>
<tr>
<td>2012</td>
<td>1432/21%</td>
<td>315/24%</td>
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Overall Student Satisfaction

Q15. Please rate your level of agreement with the following statements. - At Michigan Tech it is evident that "students come first."

Undergraduate
- Strongly agree: 19.07%
- Strongly disagree: 53.17%
- Somewhat agree: 19.07%
- No opinion/No basis to judge: 7.4%
- Somewhat disagree: 0.76%

Graduate
- Strongly agree: 18.01%
- Strongly disagree: 51.17%
- Somewhat agree: 2.99%
- No opinion/No basis to judge: 18.32%
- Somewhat disagree: 9%

Overall Student Satisfaction

Q17. Please rate your level of agreement with the following statements. - Students have a voice in university decisions.

Undergraduate
- Strongly agree: 29.41%
- Strongly disagree: 40.1%
- Somewhat agree: 7.03%
- No opinion/No basis to judge: 9.25%

Graduate
- Strongly agree: 19.48%
- Strongly disagree: 43.51%
- Somewhat agree: 16.56%
- No opinion/No basis to judge: 8.44%
Overall Student Satisfaction

Undergraduate
Q19. Please rate your level of agreement with the following statements: - The campus environment is welcoming to students.

Graduate
Q20. Please rate your level of agreement with the following statements: - The campus environment is welcoming to students.

Overall Student Satisfaction
Q21. Please rate your level of agreement with the following statements: - The tuition I pay is worth the educational experience I am having at Michigan Tech.

Historical Responses:
Strongly or Somewhat Agree
Overall Student Satisfaction

Undergraduate
Q126. Has your experience at Michigan Tech met your expectations?

Graduate
Q111. Has your experience at Michigan Tech met your expectations?

Services

Undergraduate
Q22. Please rate your level of agreement with the following statements. - I seldom get the "run-around" when seeking information that I need on campus.

Graduate
Q24. Please rate your level of agreement with the following statements. - I seldom get the "run-around" when seeking information that I need on campus.
Services

Undergraduate
Q25. Please rate your level of agreement with the following statements. - Student services office hours are convenient.

Graduate
Q27. Please rate your level of agreement with the following statements. - Student services office hours are convenient.

Services

Undergraduate
Q26. Please rate your level of agreement with the following statements. - I am able to resolve any problems I experience at Michigan Tech in a timely manner.

Graduate
Q28. Please rate your level of agreement with the following statements. - I am able to resolve any problems I experience at Michigan Tech in a timely manner.
University Student Learning Goals

Undergraduate

http://www.mtu.edu/provost/office/vice-president/university-learning/

- Disciplinary Knowledge
- Knowledge of Human Cultures and the Physical and Natural World
- Global Literacy
- Critical and Creative Thinking
- Communication
- Information Literacy
- Technology
- Values and Civic Engagement
University Learning Goals Results

Undergraduate

Q4. Since enrolling at Michigan Tech, do you feel that your skills and abilities in the following areas have increased? - Knowledge of human cultures

| Area                  | Increase | No Change | Decrease | Stronger
|-----------------------|----------|-----------|----------|-----------
| Special Interest      | 17.1%    | 30.1%     | 34.6%    | 4.3%      
| Molecular Interest    | 20.7%    | 34.5%     | 30.6%    | 4.2%      
| Digital Research      | 31.9%    | 28.8%     | 30.1%    | 9.2%      
| Knowledge of Humans   | 44.2%    | 34.5%     | 13.5%    | 8.8%      

University Learning Goals Results

Undergraduate

Q8B. Since enrolling at Michigan Tech, do you feel that your skills and abilities in the following areas have increased? - Knowledge of science and mathematics

| Area                  | Increase | No Change | Decrease | Stronger
|-----------------------|----------|-----------|----------|-----------
| Special Interest      | 82.0%    | 24.0%     | 11.0%    | 2.0%      
| Molecular Interest    | 34.0%    | 54.0%     | 12.0%    | 0.0%      
| Digital Research      | 11.0%    | 54.0%     | 34.0%    | 1.0%      
| Knowledge of Humans   | 2.2%     | 2.2%      | 40.0%    | 55.6%     

Michigan Tech
Create the Future
Faculty and Staff Satisfaction

Undergraduate

Q19. In thinking overall about staff that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following - Staff interact and express a willingness to help.

Graduate

Q20. In thinking overall about staff that you have come into contact with at Michigan Tech, please indicate your level of agreement with the following - Staff members express a willingness to help.

Faculty and Staff Satisfaction

Undergraduate

Q22. Please tell us how satisfied you are with the following - Availability of faculty

Graduate

Q40. Please tell us how satisfied you are with the following - Availability of faculty
Faculty and Staff Satisfaction

Undergraduate

Graduate

What does this all mean?
Where to find the full survey...

Student Affairs assessment web page
http://www.mtu.edu/student-affairs/administration/vp/committees/assessment/
- OR -
Search ‘Student Satisfaction Survey’