

# IUPUI

## Student Satisfaction and Priorities

Believing that STUDENTS should have a voice in the evaluation of their university, the Office of Planning and Institutional Improvement has developed the following survey. It is designed to give YOU, the student, a chance to have your opinions heard. This survey will take approximately twenty minutes to complete.

**ALL ANSWERS ARE GUARANTEED TO BE CONFIDENTIAL. NAMES ARE NEVER CONNECTED TO RESPONSES.**

If you have any questions, do not hesitate to call us at 278-2282.

**Thank you, in advance, for your participation.**

# IUPUI Student Satisfaction and Priorities Survey

IUPUI offers the most complete array of academic programs to the most diverse community of learners of any institution in the state. You are one of a relatively few students who have been selected to represent the opinions of that community of learners to the IUPUI administration. The opinions you express here will help the administration better understand the community it serves. The results of this survey will provide student input to a broad range of decision-making activities. As you answer these questions, think about your experiences since last August.

## 1. General Satisfaction

Please indicate how satisfied you have been with your experiences at IUPUI in each of the following general areas by circling the appropriate response using the scale:

**VS = Very Satisfied; S = Satisfied; N = Neutral; D = Dissatisfied; VD = Very Dissatisfied**

Overall, how satisfied are you with your <u>academic experiences</u> at IUPUI? <b>n1</b>	1	2	3	4	5
How satisfied are you with your social experiences at IUPUI? <b>n2</b>	1	2	3	4	5
How satisfied are you with the physical environment at IUPUI? <b>n3</b>	1	2	3	4	5
How satisfied are you with the quality of the faculty at IUPUI? <b>n4</b>	1	2	3	4	5
How satisfied are you with the quality of the academic programs at IUPUI? <b>n5</b>	1	2	3	4	5

## 2. Satisfaction with Instruction and Academic Support Services

For the next two sections, please continue to rate your level of satisfaction with each specific aspect of your IUPUI experience by checking the appropriate response using the scale in the column to the left of the item.

**VS = Very Satisfied; S = Satisfied; N = Neutral; D = Dissatisfied; VD = Very Dissatisfied**

In addition, please indicate how important each aspect is to your goals and expectations for your experiences at IUPUI by marking the the appropriate response on the right side of the item, using the scale:

**VI = Very Important; I = Important; N = Neutral; U = Unimportant; VU = Very Unimportant**

If you feel that you do not have a sufficient basis for judging your satisfaction with or the importance of a specific item, please skip to the next item.

Satisfaction						Importance				
1	2	3	4	5	Overall quality of instruction <b>n6s / n6i</b>	1	2	3	4	5
1	2	3	4	5	Quality of teaching by faculty in your major area <b>n7s / n7i</b>	1	2	3	4	5
1	2	3	4	5	Quality of teaching by <u>other faculty</u> at IUPUI <b>n8s / n8i</b>	1	2	3	4	5
1	2	3	4	5	Courses in your major area <b>n9s / n9i</b>	1	2	3	4	5
1	2	3	4	5	Required courses outside your major area (general education requirements) <b>n10s / n10i</b>	1	2	3	4	5
1	2	3	4	5	Information your instructors give about course requirements (grading attendance requirements, style of instruction) <b>n11s / n11i</b>	1	2	3	4	5

Satisfaction						Importance				
1	2	3	4	5	Getting the courses you need in the sequence you should take them <b>n13s / n13i</b>	1	2	3	4	5
1	2	3	4	5	Academic advising in your major department or school <b>n14s / n14i</b>	1	2	3	4	5
1	2	3	4	5	Academic advising in University College <b>n15s / n15i</b>	1	2	3	4	5
1	2	3	4	5	Getting information about major requirements <b>n16s / n16i</b>	1	2	3	4	5
1	2	3	4	5	General helpfulness of faculty <b>n17s / n17i</b>	1	2	3	4	5
1	2	3	4	5	Opportunities to participate in faculty members' research <b>n19s / n19i</b>	1	2	3	4	5
1	2	3	4	5	Tutoring and other academic support services <b>n20s / n20i</b>	1	2	3	4	5
1	2	3	4	5	Opportunities for overseas study <b>n22s / n22i</b>	1	2	3	4	5
1	2	3	4	5	Availability of courses that provide credit for community service activities <b>n23s / n23i</b>	1	2	3	4	5
1	2	3	4	5	Use of technology in the classroom <b>n26s / n26i</b>	1	2	3	4	5

### 3. Satisfaction with Student Services and Campus Life

Please continue rating your satisfaction with and the importance of the following aspects of your IUPUI experiences.

Satisfaction						Importance				
1	2	3	4	5	The overall process of registering for classes <b>n32s / n32i</b>	1	2	3	4	5
1	2	3	4	5	Registering for classes through the web <b>n167s / n167i</b>	1	2	3	4	5
1	2	3	4	5	The process of applying for financial aid <b>n34s / n34i</b>	1	2	3	4	5
1	2	3	4	5	The amount of financial aid available <b>n35s / n35i</b>	1	2	3	4	5
1	2	3	4	5	Recommended courses based on placement test results <b>n37s / n37i</b>	1	2	3	4	5
Satisfaction						Importance				
1	2	3	4	5	The general helpfulness of IUPUI staff <b>n39s / n39i</b>	1	2	3	4	5
1	2	3	4	5	Information about graduate and professional programs <b>n40s / n40i</b>	1	2	3	4	5
1	2	3	4	5	Information about career and job opportunities <b>n41s / n41i</b>	1	2	3	4	5
1	2	3	4	5	Information about volunteer service opportunities <b>n42s / n42i</b>	1	2	3	4	5
1	2	3	4	5	Availability of child care <b>n43s / n43i</b>	1	2	3	4	5
1	2	3	4	5	Opportunities to become involved in campus life activities (student organizations, clubs, programs, etc.) <b>n169s / n169i</b>	1	2	3	4	5

1	2	3	4	5	Opportunities to develop appreciation for diversity (outside speakers, programs, films, book discussions, etc.) n170s / n170i	1	2	3	4	5
1	2	3	4	5	Opportunities to participate in community service n47s / n47i	1	2	3	4	5
1	2	3	4	5	Opportunities to develop leadership skills (outside the classroom) n171s / n177i	1	2	3	4	5
1	2	3	4	5	Opportunities to socialize and have fun with other students n49s / n49i	1	2	3	4	5
1	2	3	4	5	Comfortable areas to relax or socialize between classes n50s / n50i	1	2	3	4	5
1	2	3	4	5	Availability of on-campus recreational facilities n172s / n172i	1	2	3	4	5
1	2	3	4	5	Being able to get the books you need from the campus bookstores n52s / n52i	1	2	3	4	5
1	2	3	4	5	The availability of parking on campus n54s / n54i	1	2	3	4	5

#### 4. Educational Experiences

Which of the following have you done or do you plan to do before you graduate from your institution?

1 = Done; 2 = Plan to do; 3 = Do not plan to do; 4 = Have not decided

Practicum, internship, field experience, co-op experience, or clinical assignment n701	1	2	3	4
Community service or volunteer work n702	1	2	3	4
Participate in a learning community or some other formal program where groups of students take two or more classes together n703	1	2	3	4
Work on a research project with a faculty member outside of course or program requirements n704	1	2	3	4
Foreign language coursework n705	1	2	3	4
Study abroad n706	1	2	3	4
Independent study or self-designed major n707	1	2	3	4
Culminating senior experience (capstone course, senior project or thesis, or comprehensive exam, etc. ) n708	1	2	3	4

#### 5. Knowledge and Skills

The column on the right contains a list of knowledge and skills. Please indicate how effectively you can perform each of these skills by checking the appropriate response using the scale in the column to the right of the item.

1 = Not at all Effective; 2 = Somewhat Effective; 3 = Effective; 4 = Very Effective

Read and understand books, articles, and instruction manuals n801	1	2	3	4
Formally communicate ideas and information (oral, visual, aural, etc.) n802	1	2	3	4

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Write a final report on a project or other work assignment n803	1	2	3	4
Communicate with a team to solve problems n804	1	2	3	4
Solve mathematical problems n805	1	2	3	4
Use mathematics in everyday life n806	1	2	3	4
Understand a statistical report n807	1	2	3	4
Support an argument using quantitative data n808	1	2	3	4
Identify sources of information that are most appropriate for a project n809	1	2	3	4
Use computer software (word processing, spreadsheet, graphics, etc.) n810	1	2	3	4
Evaluate the quality and accuracy of information found on a web site n811	1	2	3	4
Recognize which ideas or materials need to be fully acknowledged to avoid plagiarizing n812	1	2	3	4
Analyze different ideas and proposed solutions n813	1	2	3	4
Systematically review your own ideas about how to approach an issue n814	1	2	3	4
Generate new ideas about how to approach an issue n815	1	2	3	4
Generate new ideas about how to improve things n816	1	2	3	4
Discuss challenging problems with peers to develop a solution n817	1	2	3	4
Integrate and apply knowledge to enhance my personal life n818	1	2	3	4
Meet professional standards and competencies in my field n819	1	2	3	4
Further the goals of society n820	1	2	3	4
Work across traditional course and disciplinary boundaries n821	1	2	3	4
Learn new approaches for work or for advanced studies n822	1	2	3	4
Have an in-depth understanding of my major field of study n823	1	2	3	4
Have a general understanding of subjects other than the one in which I majored n824	1	2	3	4
Being able to modify how I approach a problem based on the requirements of the situation n825	1	2	3	4

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Deal with conflict among coworkers and friends n826	1	2	3	4
See the relationships among local, national, and global issues n827	1	2	3	4
Work effectively with people of different races, ethnicities, and religions n828	1	2	3	4
Respect the views of people who see differently than I do n829	1	2	3	4
Exercise my responsibilities as a citizen (voting, staying current with important issues, etc.) n830	1	2	3	4
Make informed judgments when faced with ethical dilemmas n831	1	2	3	4
Recognize the consequences of my actions when facing a conflict n832	1	2	3	4
Understand and appreciate the arts n833	1	2	3	4

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## 6. IUPUI Campus Climate for Diversity

**For the purposes of this survey, “diversity” and “backgrounds” refer to differences among people in at least gender, race/ethnicity, sexual orientation, religious beliefs, socio-economic class, age, learning style, and disabilities.**

Based on your experiences at IUPUI, please indicate whether you Strongly Agree (SA), Agree (A), are Neutral (N), Disagree (D) or Strongly Disagree (SD) with the following statements:

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I feel a sense of belonging at IUPUI n174	1	2	3	4	5
IUPUI faculty and staff are committed to helping me achieve my educational goals n175	1	2	3	4	5
IUPUI faculty and staff are committed to promoting an environment that respects and celebrates diversity n176	1	2	3	4	5
The diversity of IUPUI’s student body was one of the reasons I chose to come here n177	1	2	3	4	5
Faculty incorporate into their curriculum and classroom discussion issues that relate to the diversity of human experience and culture n178	1	2	3	4	5
My experiences at IUPUI have prepared me to live and work in a diverse and complex society n179	1	2	3	4	5
Understanding and learning about diversity is important to me n180	1	2	3	4	5

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Please place a check in the appropriate boxes to indicate if you have had any of the listed experiences in the classroom or on campus because of the personal characteristics listed in the columns. For example, if you have experienced negative or disparaging comments because of your gender, you would place a check in the “Gender” column. Check all that apply. If you feel as though you have not experienced any of the listed experiences, please leave the entire row blank.

I have experienced....	Because of my...						
	Gender	Race/ Ethnicity	Sexual Orientation	Age	Dis- abilities	Religious Beliefs	Socio- economic Class
Negative or disparaging comments n181	2	3	4	5	6	7	8
Harassment n182	2	3	4	5	6	7	8
Discrimination n183	2	3	4	5	6	7	8
Feeling isolated or unwelcome n184	2	3	4	5	6	7	8
Offensive language or humor n185	2	3	4	5	6	7	8
Not being taken seriously n186	2	3	4	5	6	7	8
Discouragement in pursuing my academic goals n187	2	3	4	5	6	7	8
Encouragement in pursuing my academic goals n188	2	3	4	5	6	7	8
Feeling connected to others on campus n189	2	3	4	5	6	7	8
Joining a group or organized activity that promotes my interests n190	2	3	4	5	6	7	8

Please indicate below how often you have experienced each of the following since first enrolling at IUPUI, using the scale, Never (NV), Rarely (RA), Sometimes (ST), Often (OF) or Very Often (VO).

Socialized with students from backgrounds different than your own n191	0	1	2	3	4
Participated in classroom discussions and activities that included contributions from students with diverse backgrounds and perspectives n192	0	1	2	3	4
Had experiences in class that enhanced your understanding of the history, culture, or social concerns of people from diverse backgrounds n193	0	1	2	3	4
Taken a class that increased your understanding of multiculturalism and diversity n194	0	1	2	3	4
Attended campus events or activities that increased your understanding of multiculturalism and diversity n195	0	1	2	3	4
Noticed the influence of multicultural and diverse perspectives in campus artwork, sculpture, or décor n196	0	1	2	3	4
Seen or read racist, antigay/lesbian, or sexist material (including graffiti) on campus n197	0	1	2	3	4
Felt a sense of negative conflict between diverse groups on campus n198	0	1	2	3	4

## 7. College and Work

Are you currently working for pay on-campus? Yes No n199

If you are not presently working on campus, which of the following best describes your history regarding on-campus employment? n208

- 1 I have never attempted to find an on-campus job
- 2 I tried to find an on-campus job but have never been successful
- 3 I have worked on campus but am not now
- 4 Not Applicable

Are you currently working for pay off-campus? Yes No n209

If yes, where do you work in relation to campus? n 210

1. Within one mile of campus
2. 2-3 miles from campus
3. 4-10 miles from campus
4. More than 10 miles from campus
5. Not Applicable

Record the number of hours per week you are working on and off campus

\_\_\_\_ on-campus hours n 211a \_\_\_\_ off-campus hours n 211b

How many jobs are you currently holding? \_\_\_\_\_ jobs n 101

B. Please respond to the following statements which ask you to think about your current job in relation to your college studies. For each item please respond by indicating whether you **Strongly Agree (SA)**, **Agree (A)**, **are Neutral (N)**, **Disagree (D)**, or **Strongly Disagree (SD)**.

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My employer is very supportive of my college studies (n200)	1	2	3	4	5
My employer gives me the flexibility I need in my work schedule to be able to attend classes, take exams and otherwise pay sufficient attention to my college studies (n201)	1	2	3	4	5
My current job is closely related to my career goals (n203)	1	2	3	4	5
Because of my work schedule, I've had to limit the number of classes I take (n204)	1	2	3	4	5
I would not be able to afford to take classes if I worked any fewer hours per week (n205)	1	2	3	4	5
My job helps me stay focused on succeeding academically (n206)	1	2	3	4	5

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## 8. Background

Please record your response by checking the box or, when appropriate, writing in the relevant numbers.

Have you ever participated in, (or are presently enrolled in) a First Semester Seminar/Success Course (1-2 credit course) at IUPUI? (n207)

1 Yes    0 No    99 Not Sure

On average, how many hours per week do you study outside of class? (n95)

0-99 hours

Do you intend to complete your degree program at IUPUI? (n96a)

1 Yes    0 No    -1 N/A

**If Yes**, will you receive your degree in the Spring or Summer of this year? (n96b)

1 Yes    0 No

**If No**, do you intend to complete your degree program at another Indiana University (IU) campus? (n96c)

1 Yes    0 No

When you graduate, do you expect to enroll for a more advanced degree? (n97)

1 Yes    0 No

Has your mother completed a college or university degree (Associate's, Bachelor's, or higher)? (n107a)

1 Yes    0 No

Has your father completed a college or university degree (Associate's, Bachelor's, or higher)? (n107b)

1 Yes    0 No

What is your marital status? (n104)

- 1 Single, never married
- 2 Married
- 3 Separated, widowed, or divorced

Do you live with a spouse or partner? (n105)

1 Yes    0 No

Do you have children at home? (n106a)

1 Yes    0 No

If yes, how many? (n106b)

1-99 children

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*Thank you for taking the time to complete this survey ...your opinion counts.*