

Trends in Undergraduate Student Satisfaction with Services, Facilities, Community (2000-2012)

The SUNY Student Opinion Survey (SOS) is administered every three years to undergraduates at all SUNY campuses. This document presents the spring 2012 results for UB, along with results from the previous four administrations (2000, 2003, 2006 and 2009).

Survey Response and Representation

For the 2000 and 2003 administrations of the SOS, a paper survey was administered to a sample of UB undergraduates, and, typically, 600-700 students responded. Beginning in 2006, the survey was administered on-line, and the entire population of UB undergraduates was asked to respond. During the first web administration in 2006, 2,272 undergraduates completed the survey. The same procedures were used for the subsequent administrations. The data presented here are based on responses from the 1,727 students (9.4%) who responded appropriately to a control question and were enrolled as undergraduates for the spring 2012 semester.

Respondents differ from the undergraduate population in several ways. First, they are more likely to be female (57.6% versus 46%) and less likely to be from under-represented minority groups (11.2% versus 14.0%) and to be international students (7.5% versus 16.3%). Respondents are equally likely to be enrolled full-time (92% versus 91%), and equally likely to be upper-division students as compared to all undergraduates in spring 2012 (61% versus 63%). Finally, respondents are more academically qualified as compared to all undergraduates in grades (QPA's; 3.16 versus 2.79).

Table 1: Mean Ratings of Academic Services and Experiences

<i>Academic Service/Experience</i>	<i>2000</i>	<i>2003</i>	<i>2006</i>	<i>2009</i>	<i>2012</i>
Academic Advising in Major	-----	-----	3.85	3.82	3.8
Availability of Computers	3.40	3.27	3.72	-----	-----
Availability of Courses in Major	-----	-----	3.56	3.63	3.46
Availability of General Education Courses	-----	-----	3.77	3.78	3.64
Availability of Instructors Outside of Class	3.46	3.66	3.90	3.90	3.91
Availability of Internships	3.02	3.06	3.25	3.27	3.15
Class Size	3.35	3.58	3.79	3.79	3.72
Computer Network	-----	4.29	4.22	4.16	3.79
Computer Support Services	-----	3.69	3.84	3.97	3.81
General Academic Advising	-----	3.70	3.71	3.75	3.64
Library Resources	-----	-----	4.26	4.27	4.12
Library Services	3.88	-----	4.17	4.20	4.12
Quality of Instruction	3.49	3.71	3.86	3.84	3.69
Tutoring Services	3.20	3.29	3.63	3.78	3.72

Satisfaction with Academic Services and Experiences

The SOS includes fourteen items related to student satisfaction with various academic experiences and services. For each item, satisfaction is rated on a five-point Likert scale, where a rating of 1 indicates “very dissatisfied” and a rating of 5 indicates “very satisfied.” Average satisfaction ratings on these items are shown in Table 1. Satisfaction ratings are quite stable across the 2006 to the 2012 administrations. There is a slight decline in ratings from 2009 to 2012 in most items, with the highest decreases in computer network and computer support services. These findings suggest that student satisfaction at UB is stable but slightly down from 2009. The only item that increased is the Availability of Instructors Outside of Class. The two items with the lowest satisfaction ratings are Availability of Courses in Major and Availability of Internships.

Table 2: Mean Ratings of Student Services and Facilities

<i>Student Service/Facility</i>	<i>2000</i>	<i>2003</i>	<i>2006</i>	<i>2009</i>	<i>2012</i>
Athletic and Recreational Facilities	3.89	3.89	4.05	4.15	4.05
Billing and Payment Process	3.53	3.83	3.95	3.85	3.15
Bookstore	3.20	3.42	3.54	3.44	3.38
Career Planning Services	-----	3.62	3.84	3.86	3.75
Classrooms	3.47	3.89	4.05	4.05	3.87
Condition of Buildings and Grounds	3.36	3.72	3.96	3.92	3.85
Condition of Residence Halls	2.59	3.06	3.58	3.57	3.53
Course Registration Process	3.64	3.75	3.94	3.87	3.21
Course-Related Labs	3.55	3.70	3.79	3.86	3.87
Financial Aid Services	3.32	3.63	3.64	3.62	3.23
Fine and Performing Arts Studios	-----	3.83	3.96	4.09	3.98
Food Services	2.78	3.06	3.16	3.20	3.29
Job Placement Services	-----	3.29	3.48	3.68	3.56
Library Facilities	4.02	4.22	4.22	4.21	3.99
Parking	2.05	2.24	2.77	2.75	2.67
Student Health Services	3.27	-----	3.82	3.96	3.84
Student Union	3.67	4.02	4.07	4.12	4.10
Study Areas	3.64	3.79	3.97	4.00	3.80

Satisfaction with Student Services and Facilities

Students mean satisfaction ratings with student services and facilities at UB are shown in Table 2. Several campus facilities represent the areas of greatest satisfaction: the Student Union, Athletic and Recreational Facilities, Fine and Performing Arts Studios, and Library Facilities. Some notable increases in satisfaction occurred in Food Services and the Bookstore. Most other items were slightly lower compared to the 2009 administration results. Overall, the results show that our students are satisfied with our Student Services and Facilities.

Shown in Table 3 are the average satisfaction ratings for items relating to campus community and student life. The areas of greatest satisfaction include Acceptance of Individual Differences, Campus Safety and Security, Cultural Arts Programs, Freedom from Harassment, Guest Speakers, Health and Wellness Programs, Opportunities for Campus Involvement,

Personal Counseling Services, Racial Harmony, Recreation and Intramural Programs, and Staff Respect for Students. The area with a substantial increase in satisfaction ratings from 2009 to 2012 was in Campus Safety and Security. Parking and Use of Student Activity Fees have the lowest satisfaction rating in the 2012 survey.

Table 3: Mean Ratings of Campus Community and Student Life

<i>Campus Community/Student Life Experience</i>	<i>2000</i>	<i>2003</i>	<i>2006</i>	<i>2009</i>	<i>2012</i>
Acceptance of Individual Differences	----	----	4.12	4.15	4.15
Alcohol and Drug Education Programs	----	----	3.71	3.78	3.84
Campus Safety and Security	3.53	3.91	4.16	3.83	4.05
Clarity of Residence Hall Policies	3.33	3.57	3.83	3.81	3.97
Clarity of Rules for Student Conduct	----	----	4.00	----	3.91
Cultural Arts Programs	3.57	3.90	4.07	4.05	4
Faculty Respect for Students	3.53	3.74	3.99	4.00	3.97
Freedom from Harassment	3.83	4.00	4.27	4.22	4.25
Guest Speakers	----	----	4.15	4.19	4.03
Health and Wellness Programs	----	----	4.01	4.12	4.12
Help in Finding Part-Time Jobs	2.73	2.89	3.15	3.19	3.32
New Student Orientation	3.33	3.62	3.82	3.83	3.88
Openness to Different Opinions	----	----	4.05	4.07	3.33
Opportunities for Campus Involvement	3.54	3.83	4.12	4.13	4.15
Opportunities for Community Service	3.35	3.56	3.84	3.81	3.96
Personal Counseling Services	3.10	3.37	3.83	3.86	4
Racial Harmony	3.33	3.73	3.97	4.00	4.02
Recreation and Intramural Programs	3.66	3.78	4.10	4.10	4.05
Religious Programs	3.34	3.54	3.74	3.83	3.79
Residence Hall Programs	2.81	3.19	3.65	3.66	3.77
Sense of Belonging	3.14	3.49	3.67	3.72	3.73
Sexual Assault Prevention Programs	----	3.82	3.85	3.86	3.88
Social Activities	3.22	3.69	3.80	3.83	3.82
Social Support Network	----	----	3.89	3.92	3.92
Staff Respect for Students	3.45	3.74	4.03	4.06	4.07
Student Input to College Policies	2.66	2.99	3.25	3.41	3.36
Student Government	2.95	3.14	3.17	3.39	3.37
Student Newspaper	----	----	4.07	4.00	3.68
Student Radio Station	----	----	3.71	3.67	3.44
Use of Student Activity Fees	2.41	2.85	3.13	3.21	3.12

Satisfaction with Campus Community and Student Life

Conclusions

Overall, the results presented here paint a very positive picture of student satisfaction with UB. All 2012 ratings (except for parking) are on the positive side (3.00 or higher). UB should be pleased with these results as it is difficult to earn ratings that are substantially higher than the scale mid-point (2.5).