

STUDENT SATISFACTION AT UWEST

December 10, 2021

SPRING 2021 STUDENT SATISFACTION SURVEY POPULATIONS

- Survey sent to 230 students; 114 responded (response rate = 49.5%)

Respondents by Degree Level

Undergraduate	53
Graduate	57
Certificate	4

Respondents by Citizenship

Domestic	67
International	47

Respondents by Gender

Female	71
Male	47
Transgender	1
Prefer not to answer	5

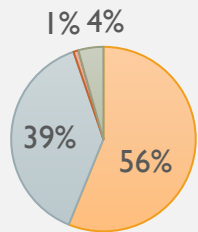
Respondents by Department

Business	31
Chaplaincy	22
English	3
Liberal Arts	16
Psychology	25
Religious Studies	13
ESL/IEP	4

SPRING 2021 STUDENT SATISFACTION SURVEY

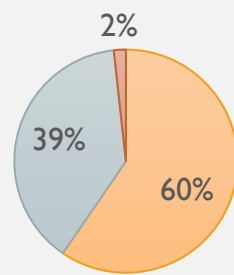
SURVEY REPRESENTATIVENESS OF POPULATION

Sample Gender



Female Male
Transgender Prefer not to answer

Population Gender

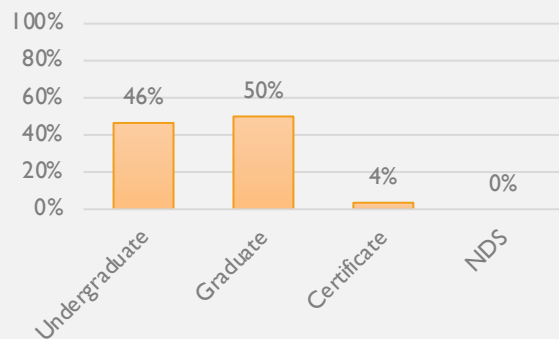


Female Male Unknown

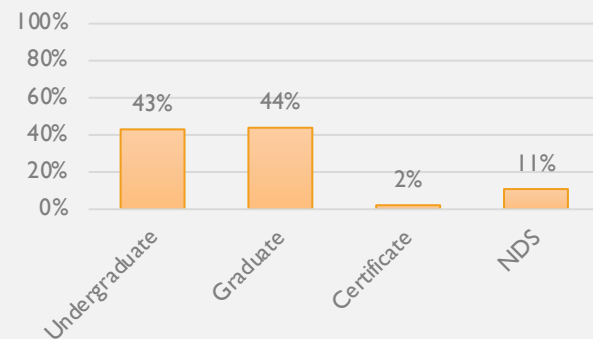
“Sample” = the 114 students who responded to the survey

“Population” = the 230 students enrolled at UWest at the time of survey administration

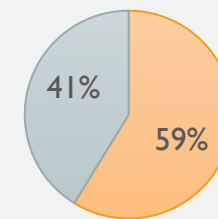
Sample Degree Level



Population Degree Level

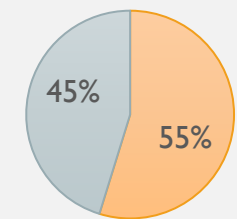


Sample Citizenship



Domestic International

Population Citizenship



Domestic International

SPRING 2021 STUDENT SATISFACTION SURVEY DOMAINS

Domain	# of Items
Experience with Faculty & Staff	7
Experience with Services	18
Facilities	4
Campus & Community Experience	11
Learning Experience	14
Student Representation	3
Technology/Marketing/Communication	5
Overall satisfaction	1
TOTAL	63

SPRING 2021 STUDENT SATISFACTION SURVEY INSTITUTIONAL MEANS – HIGHEST TO LOWEST

Domain	Mean (out of 5)
Overall satisfaction	4.36
Experience with Faculty & Staff	4.34
Experience with Services	4.31
Learning Experience	4.22
Facilities	4.13
Campus & Community Experience	4.07
Technology/Marketing/Communication	4.02
Student Representation	3.87

SPRING 2021 STUDENT SATISFACTION SURVEY HIGHEST MEANS

Domain	Question	Institutional Mean
Experience with Services	“I understand how to register for classes each semester.”	4.54
Experience with Services	“UWest has done a good job of communicating important information related to COVID-19.”	4.52
Experience with Services	“Class change policies (add/drop) are reasonable.”	4.50
Learning Experience	“Communication from the department of my major/degree is consistent and reliable.”	4.46
Experience with Faculty/Staff	“Faculty help me reach my learning goals.”	4.42

SPRING 2021 STUDENT SATISFACTION SURVEY MEANS BELOW 4.0

Domain	Item	Inst. Mean
Student Representation	“The Student Government has done a good job representing the interests of the student body.”	3.61
Student Representation	“Student voices are heard and considered when UWest is making changes.”	3.78
Tech./Markt./Communication	“I am satisfied with UWest’s social media presence.”	3.79
Campus & Community Experience	“UWest provides opportunities for students and the local community to interact.”	3.83
Tech./Markt./Communication	“UWest’s social media accounts do a good job of facilitating communication.”	3.85
Learning Experience	“There is a good variety of courses provided at UWest.”	3.88
Campus & Community Experience	”UWest has a good relationship with the local surrounding community.”	3.92
Facilities	”I am satisfied with the physical environment of the recreational facilities.”	3.95
Campus & Community Experience	“I am satisfied with the events offered that inform me about professional opportunities in my field.”	3.95
Campus & Community Experience	“I am satisfied with the quality of events and activities offered.”	3.97
Campus & Community Experience	“I generally know what’s happening on campus.”	3.98

SPRING 2021 STUDENT SATISFACTION SURVEY CHANGE IN LOWEST MEANS FROM SPI9

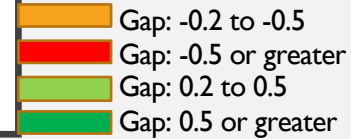
Domain	Question	SP19	SP21	Change
Learning Experience	“There is a good variety of courses offered on this campus.”	3.11	3.88	0.77
Experience with Services	“I am satisfied with the career support services available to me.”	3.23	4.05	0.82
Campus Experience	“I am satisfied with the quality of events and activities offered.”	3.33	3.97	0.64
Campus Experience	“I am satisfied with the number of events and activities offered.”	3.44	4.05	0.61
Student Representation	“The Student Government has done a good job representing the interests of the student body.”	3.47	3.61	0.14

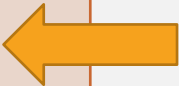



SPRING 2021 STUDENT SATISFACTION SURVEY GREATEST CHANGE IN MEANS FROM SP19

Domain	Question	SP19	SP21	Change
Experience with Services	“I am satisfied with the career support services available to me.”	3.23	4.05	0.82
Learning Experience	“There is a good variety of courses offered on this campus.”	3.14	3.88	0.74
Experience with Services	“I am generally able to register for the classes I want and need	3.58	4.27	0.69
Campus Experience	“I am satisfied with the quality of events and activities offered.”	3.33	3.97	0.64
Campus Experience	“I am satisfied with the number of events and activities offered.”	3.47	4.05	0.58

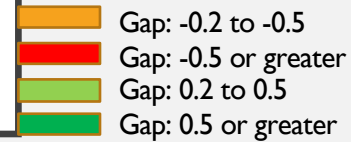
Satisfaction in all survey areas improved from Spring 2019, except for the item *“I think it is important to have a student government at UWest,”* which decreased from an average rating of 4.25/5 to 4.22/5.

SPRING 2021 STUDENT SATISFACTION SURVEY MEAN GAP BY DEGREE LEVEL



Domain	Institutional Mean	UG Mean Diff. (n=53)	GRAD Mean Diff. (n=57)	CERT Mean Diff. (n=4)	
Facilities	4.13	-0.02	0.03	-0.13	
Campus Experience	4.07	-0.02	0.01	0.15	
Learning Experience	4.22	-0.02	0.04	-0.37	
Student Representation	3.87	0.02	-0.03	0.24	
Technology/Marketing /Communication	4.02	0.05	-0.06	0.31	
Overall satisfaction	4.36	-0.03	0.01	0.31	

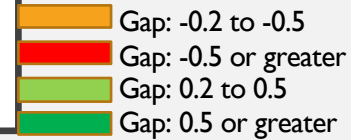
SPRING 2021 STUDENT SATISFACTION SURVEY MEAN GAP BY UG PROGRAMS



Domain	Institutional Mean	BA BUS Mean Diff. (n=16)	BA ENG Mean Diff. (n=3)	BA LA Mean Diff. (n=16)	BA PSYCH Mean Diff. (n=18)
Experience with Faculty & Staff	4.34	-0.08	-0.10	0.05	-0.07
Experience with Services	4.31	-0.01	0	-0.07	0.11
Facilities	4.13	-0.03	-0.13	0.08	-0.08
Campus Experience	4.07	0	-0.38	-0.08	0.09
Learning Experience	4.22	0.04	-0.29	-0.19	0.11
Student Representation	3.87	0.03	-0.32	-0.03	0.11
Tech./Markt./Comm.	4.02	0.23	-0.09	0.02	-0.06
Overall satisfaction	4.36	-0.22	0.31	-0.03	0.05

Domain	UG Mean	BA BUS Mean Diff. (n=16)	BA ENG Mean Diff. (n=3)	BA LA Mean Diff. (n=16)	BA PSYCH Mean Diff. (n=18)
Experience with Faculty & Staff	4.30	-0.04	-0.07	0.09	-0.03
Experience with Services	4.33	-0.03	-0.02	-0.09	0.09
Facilities	4.11	-0.01	-0.11	0.10	-0.05
Campus Experience	4.06	0.01	-0.36	-0.06	0.11
Learning Experience	4.20	0.06	-0.27	-0.17	0.13
Student Representation	3.89	0.01	-0.33	-0.04	0.09
Tech./Markt./Comm.	4.07	0.18	-0.13	-0.03	-0.11
Overall satisfaction	4.33	-0.18	0.34	0.01	0.09

SPRING 2021 STUDENT SATISFACTION SURVEY MEAN GAP BY GRAD DEPTS/PROGRAMS



Domain	Institutional Mean	MBA Mean Diff. (n=15)	Chap. Mean Diff. (n=22)	MA PSYCH Mean Diff. (n=7)	REL Mean Diff. (n=13)
Experience with Faculty & Staff	4.34	-0.07	0.01	-0.01	0.18
Experience with Services	4.31	0.02	0	-0.09	0.02
Facilities	4.13	0.19	-0.14	0.68	0.03
Campus Experience	4.07	0.21	0.02	-0.40	-0.13
Learning Experience	4.22	0.15	-0.03	0.16	-0.01
Student Representation	3.87	0.61	-0.04	-0.33	-0.47
Tech./Markt./Comm.	4.02	0.29	-0.15	-0.32	-0.22
Overall satisfaction	4.36	0.09	-0.03	0.31	-0.13

Domain	GRAD Mean	MBA Mean Diff. (n=15)	Chap. Mean Diff. (n=22)	MA PSYCH Mean Diff. (n=7)	REL Mean Diff. (n=13)
Experience with Faculty & Staff	4.37	-0.10	-0.02	-0.03	0.15
Experience with Services	4.31	0.02	0	-0.09	0.02
Facilities	4.16	0.16	-0.17	0.65	-0.01
Campus Experience	4.08	0.20	0.01	-0.41	-0.13
Learning Experience	4.27	0.11	-0.07	0.12	-0.06
Student Representation	3.84	0.64	-0.01	-0.30	-0.44
Tech./Markt./Comm.	3.96	0.35	-0.09	-0.26	-0.16
Overall satisfaction	4.38	0.08	-0.04	0.29	-0.14

SPRING 2021 STUDENT SATISFACTION SURVEY MEAN GAP BY GENDER



Domain	Institutional Mean	Female Mean Diff. (n=71)	Male Mean Diff. (n=47)	Prefer not to respond Mean Diff. (n=5)
Experience with Faculty & Staff	4.34	0.06	-0.05	-0.4 ←
Experience with Services	4.31	0.07	-0.03	-0.42 ←
Facilities	4.13	0.14	-0.13	-0.28 ←
Campus Experience	4.07	0.08	-0.07	-0.32 ←
Learning Experience	4.22	0.08	-0.07	-0.33 ←
Student Representation	3.87	0	-0.03	0.46 ←
Tech./Markt./Comm.	4.02	0.05	-0.06	-0.17
Overall satisfaction	4.36	0.03	-0.02	-0.26 ←

NOTE:
Responses of the one transgender survey respondent are not published here in order to protect the respondent's confidentiality.

SPRING 2021 STUDENT SATISFACTION SURVEY MEAN GAP BY CITIZENSHIP

Domain	Institutional Mean	Domestic Mean Diff. (n=67)	International Mean Diff. (n=47)
Experience with Faculty & Staff	4.34	-0.04	0.04
Experience with Services	4.31	-0.05	0.06
Facilities	4.13	0.02	-0.01
Campus Experience	4.07	-0.14	0.20
Learning Experience	4.22	-0.04	0.04
Student Representation	3.87	-0.03	0.03
Tech./Markt./Comm.	4.02	-0.05	0.08
Overall satisfaction	4.36	0.04	-0.09

SPRING 2021 STUDENT SATISFACTION SURVEY CONSISTENTLY UPWARD TRENDS SP15-SP21

Question	SP 2015	SP 2017	SP 2019	SP 2021
It is an enjoyable experience to be a student on this campus.	3.94	4.03	4.03	4.39
Channels for expressing student complaints are readily available.	3.58	3.62	3.67	4.19
I am satisfied with the physical environment of the classrooms.	3.73	3.81	3.86	4.1
I know how to get information I need from the library.	4.15	4.24	4.3	4.37
I am satisfied with campus internet speed for academic work.	3.52	3.85	3.96	4.25

Question	SP 2017	SP 2019	SP 2021
Financial aid awards are communicated clearly and are helpful.	3.97	3.97	4.33
I am satisfied with the tutoring and academic support services available to me.	3.88	3.94	4.3
I feel like I belong to the UWest community	3.92	4	4.2
I know what to do in the event of an emergency.	3.75	3.86	4.14
I am satisfied with the library's resources.	3.93	4.09	4.27
Class change (drop/add) policies are reasonable.	3.93	4.12	4.5
I am satisfied with the computer labs' availability and accessibility	3.8	4.01	4.34

SPRING 2021 STUDENT SATISFACTION SURVEY FLUCTUATING TRENDS SPI5-SP21

Question	SP 2015	SP 2017	SP 2019	SP 2021
There is a commitment to academic excellence on this campus.	3.98	4.06	3.8	4.35
The Student Government has done a good job representing the interests of the student body.	3.31	3.67	3.47	3.61
Faculty are fair and unbiased in their treatment of individual students.	4.01	4.11	3.96	4.27
The campus is safe and secure for all students.	3.98	3.99	3.88	4.34
Overall, I feel confident that my UWest education will prepare me for my future plans.	3.87	3.95	3.91	4.28
Students are made to feel welcome on this campus.	4.11	4.16	4.14	4.41

SPRING 2021 STUDENT SATISFACTION SURVEY NEGATIVE QUESTIONS

All sub-populations either disagreed or strongly disagreed with the statement *“I have been singled out in class because of my identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)”*

- Chaplaincy students were the most likely to strongly disagree
- REL students were the least likely to strongly disagree.


All sub-populations either disagreed or strongly disagreed with the statement *“I don’t feel comfortable contributing to class discussions.”*

- Liberal Arts students were the most likely to strongly disagree
- Business students were the least likely to strongly disagree.

All sub-populations except for Business students either disagreed or strongly disagreed with the statement *“In class, I have heard faculty express stereotypes based on social identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)”*

- BA English students were the most likely to strongly disagree.
- Business students gave this item an average rating of Neutral, making them the sub-population least likely to strongly disagree.

SPRING 2021 STUDENT SATISFACTION SURVEY STRENGTHS / AREAS OF CONCERN

- Peaceful, beautiful campus
 - Helpful, friendly, warm faculty and staff
 - Strong commitment to diversity, openness, and inclusivity
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- Limited availability of classes results in graduation delays
 - Faculty proficiency with pedagogy and mechanics of online teaching is highly inconsistent
 - Limited opportunities for job placements and job preparedness training
 - UWest website is disorganized, outdated, and unhelpful for current students in terms of communication, news, events, and program information
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