Student Satisfaction Survey Results
2011

November 8, 2011
• Administered to 234 randomly selected lecture & lab courses

• Included courses from all campuses and all levels

• Response rate was 80%

• A total of 3,498 surveys were completed
## Respondents by college

<table>
<thead>
<tr>
<th>College</th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dorothy F. Schmidt College of Arts &amp; Letters</td>
<td>408</td>
<td>36</td>
</tr>
<tr>
<td>College of Business</td>
<td>657</td>
<td>227</td>
</tr>
<tr>
<td>College for Design &amp; Social Inquiry</td>
<td>308</td>
<td>59</td>
</tr>
<tr>
<td>College of Education</td>
<td>346</td>
<td>182</td>
</tr>
<tr>
<td>College of Engineering &amp; Computer Science</td>
<td>174</td>
<td>14</td>
</tr>
<tr>
<td>Harriett L. Wilkes Honors College</td>
<td>201</td>
<td>0</td>
</tr>
<tr>
<td>Charles E. Schmidt College of Medicine</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Christine E. Lynn College of Nursing</td>
<td>28</td>
<td>100</td>
</tr>
<tr>
<td>Charles E. Schmidt College of Science</td>
<td>413</td>
<td>41</td>
</tr>
</tbody>
</table>
How would you rate your experience at FAU? (Undergraduate)

- Very positive
- Somewhat positive
- Neither positive nor negative
- Somewhat disappointing
- Very disappointing
How would you rate your experience at FAU? (Graduate)
How would you rate your experience at FAU?
Was FAU your first choice? (current level)

- Graduate Students: 80%
- Junior & Seniors (State College transfer): 63%
- Freshman & Sophomores: 55%
- Juniors & Seniors (native): 51%
- Juniors & Seniors (other transfer): 29%
What factors were important in your decision to attend FAU?

- Location: 80%
- Academic programs: 45%
- Low cost: 40%
- Scholarship/Financial aid: 19%
- Reputation for quality: 17%
- Size: 15%
- Attractive campus: 15%
- Other: 8%
- Campus amenities: 5%
- Only school admitted: 4%
Student Satisfaction with

**AVAILABILITY**

of **FAU** Programs and Services
Availability of:

- Library services
- Faculty in your degree program
- Computers and other technology
- Places to Study
- Advising by faculty
- Advising in college advising office
- Courses in your degree program
- Campus bookstore
- Food services
- Recreational and intramural programs
- Student health services

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Excellent | Good | Fair | Poor | Unaware | Did not use
Availability of: (cont’d)

- Freshman advising services
- Tutoring services
- Distance learning courses
- Career development services
- Counseling and Psychological services
- On-campus housing
- Student employment services
- Office for Students with Disabilities
- International student services
- Ombudsman (Grievance Resolution)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Excellent Good Fair Poor Unaware Did not use
Availability of courses in your degree program (Undergraduate)

- Excellent
- Good
- Fair
- Poor

- Arts and Letters
- Business
- Design & Social Inquiry
- Education
- Engineering
- Honors
- Nursing
- Science
Availability of advising in college advising office (Undergraduate)

Arts and Letters
Business
Design & Social Inquiry
Education
Engineering
Honors College
Nursing
Science

- Excellent
- Good
- Fair
- Poor
- Did not use
Availability of **faculty advising** (Undergraduate)
Student Satisfaction with QUALITY of FAU Programs and Services
<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office for student w/ disabilities</td>
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<tr>
<td>Faculty in your degree program</td>
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<tr>
<td>Recreational and intramural programs</td>
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<tr>
<td>Courses in your degree program</td>
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<tr>
<td>Advising by faculty</td>
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<tr>
<td>Advising in college advising office</td>
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</tbody>
</table>
Quality of: (cont’d)

- International student services
- Ombudsman
- Tutoring services
- On-campus housing
- Student employment services
- Career development services
- Distance learning course
- Campus bookstore
- Freshman advising services
- Food services

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Excellent | Good | Fair | Poor
Quality of courses in your degree program (Undergraduate)

Arts and Letters
Business
Design & Social Inquiry
Education
Engineering
Honors
Nursing
Science

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
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</table>
Quality of courses in your degree program (Graduate)

- Arts and Letters
- Business
- Design & Social Inquiry
- Education
- Engineering
- Nursing
- Science

Bar chart showing the quality of courses in each degree program, categorized into Excellent, Good, Fair, and Poor.
Quality of faculty in degree program (Undergraduate)

Arts and Letters

Business

Design & Social Inquiry

Education

Engineering

Honors

Nursing

Science

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Excellent Good Fair Poor

Legend
Quality of faculty in degree program (Graduate)

Arts and Letters

Business

Design & Social Inquiry

Education

Engineering

Nursing

Science

Excellent | Good | Fair | Poor
Quality of advising in your college advising office (Undergraduate)

Arts and Letters

Business

Design & Social Inquiry

Education

Engineering

Honors College

Nursing

Science

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Excellent Good Fair Poor

Legend
Quality of advising by faculty (Undergraduate)

- Arts and Letters
- Business
- Design & Social Inquiry
- Education
- Engineering
- Honors College
- Nursing
- Science

Legend:
- Excellent
- Good
- Fair
- Poor
SATISFACTION

with FAU Programs and Services
Satisfaction with:

- Application/admission process
- Class size
- Web registration
- Feeling of safety and security
- Process for paying tuition and fees
- Faculty concern for you
- Getting info. on FAU websites
- Financial aid services

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Did not use
Satisfaction with: (cont’d)

- **Helpfulness of staff**
- **In-person registration procedures**
- **Involvement on campus**
- **Social and cultural activities**
- **Student government**
- **Campus media**
- **Parking**
- **Fraternity and Sorority organizations**

Legend:
- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Did not use
Satisfaction with feeling of security and safety of campus

- Boca Raton
- Davie
- Fort Lauderdale
- Port St. Lucie
- Jupiter

Very satisfied | Satisfied | Dissatisfied | Very dissatisfied
---|---|---|---

0% | 30% | 10% | 10%
---|---|---|---

0% | 60% | 10% | 10%
---|---|---|---

0% | 90% | 5% | 5%
---|---|---|---

0% | 50% | 10% | 5%
---|---|---|---

0% | 40% | 20% | 10%
Trends in Student Satisfaction
What factors were important in your decision to attend FAU?
Do you intend to transfer to another institution before completing your degree program at FAU? (lower division undergraduates)
Percentage of student who are first generation college attendees (neither parent graduated from college)