Florida Atlantic University
1998 Student Satisfaction Survey
Highlights of Results

In Fall 1998, almost 2,400 FAU students responded to a survey about themselves and their experiences at FAU. Lecture and lab classes were selected at random and the resulting sample of students closely resembled the population of students enrolled in fall by gender, class level, campus and college. Younger, full-time students at the Boca campus were slightly more likely to be represented in the sample.

Who are FAU students?

<table>
<thead>
<tr>
<th>Family status</th>
<th>24% are married</th>
<th>22% have dependents</th>
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</thead>
<tbody>
<tr>
<td>Last attended</td>
<td>27% high school</td>
<td>40% community college</td>
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<td>27% four-year college</td>
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<tr>
<td>Financing</td>
<td>30% financial aid</td>
<td>11% scholarships</td>
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<tr>
<td>Parents' education</td>
<td>44% neither parent graduated college</td>
<td>27% never attended</td>
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<tr>
<td>Live</td>
<td>10% on-campus</td>
<td>36% with parents</td>
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<td>28% rent off-campus</td>
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<tr>
<td>Travel to class</td>
<td>45% travel ten miles or less</td>
<td>22% travel over 25 miles</td>
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</tbody>
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Why FAU?

“Location” was the main reason for choosing FAU. Low cost was somewhat important, and academic programs were especially important for students in Education, Nursing and Arch, Urban & Public Affairs.

Academic Concerns

Factors that influence the number of credit hours taken:
- Course availability: 51%
- Employment: 44%
- Sophomores and Seniors are concerned with timely graduation
- Lower division students are concerned about the effect of course load on their GPA
- Majority of students said there are not enough sections of required courses to fit their schedule

Preferred course time:
- 42% morning
- 21% early afternoon
- 16% weekend

Primary source of Advisement:
- Faculty advisor: 35%
- College advisement office: 21%
- Most often advised by faculty: Engineering, Education, and Nursing students
- Most often advised by college advisement office: Business and Liberal Arts
- Least likely to be advised: Juniors
- Have not been advised: 24%
- Office of undergraduate programs: 20%
- Have never changed their major: 74%

Working Students

77% of students are employed
- 21% work 40 or more hours a week
- 53% work over 20 hours a week
- 46% work to support themselves or family
- 17% work for incidental expenses
- 12% work to earn money for their education
Students are MOST satisfied with:

- Telephone registration (93%)
- University Center (92%)
- Class size (91%)
- Catalogs (88%)
- Library (86%)
- Availability of instructors (86%)
- Attitude of faculty towards students (86%)
- Instruction in major (82%)

(Percent Very Satisfied or Satisfied)

Students are LEAST satisfied with:

- Parking (53%)
- Availability of courses (53%)
- Housing (51%)
- Food services (33%)
- Variety of courses (33%)
- Student voice in university policy (32%)
- Concern for you as individual (31%)
- Use of student activity fees (28%)

(Percent Very Dissatisfied or Dissatisfied)

Gender Differences:

Female students:
- More satisfied overall
- Less satisfied with day care, campus security, availability of course times

Male students:
- Significantly less satisfied with voice in university policies & rules, housing, food services, social activities

Class Level Differences:

Freshmen & Sophomores:
- More highly satisfied in all areas except telephone registration and availability of instructors

Juniors & Seniors:
- Less satisfied with availability/variety of courses, advisors, lab facilities, university policies, student services
- "Native" students tend to be less satisfied overall than transfer students

Graduate students:
- Satisfied with class size, instruction in their major, availability of instructors/advisors, attitude of faculty towards students
- Dissatisfied with availability/quality of on-campus housing, health insurance, parking

Campus Differences:

- Availability of courses
- Out-of-class availability of instructor
- Value of information provided by advisor
- Attitude of Non-teaching staff
- Food services
- Computer access & services
- Classroom facilities