Florida Atlantic University
2001 Student Satisfaction Survey Highlights of Results

See complete survey results at [http://iea.fau.edu/surveys/stusat/stusat_selections.asp](http://iea.fau.edu/surveys/stusat/stusat_selections.asp)

In Spring 2001, a total of 3,351 students completed a survey inquiring into their opinions of FAU programs and services. Over 200 lecture and lab classes at all levels and on all campuses were randomly selected, and the resulting sample was representative of all students enrolled. One-third of respondents wrote comments, which were transcribed and sent to the campus, college or office addressed. For more information, call 297-2665 or contact iea@fau.edu.

### Has your FAU experience met your expectations?

Overall, about one-third of FAU students reported that their FAU experience is better or much better than they expected. A little over half said that they’ve gotten what they expected. About 13% reported a worse or much worse experience than expected. Satisfaction increased among older students.

**Most likely to be enthusiastic:** Education students, students in Davie, transfer students.

**Less likely to be enthusiastic:** First time in college students, Engineering students, Honors College students.

### Why did you come to FAU?

FAU’s location was the most important factor in deciding where to go to college.

**Compared to the 1998 Survey:**
“Reputation” and “Academic Programs” are more likely to be factors in decision to attend FAU; “Size” and “Financial Aid” are less important factors.

**Choice of college:** FAU was first choice of college for about two-thirds of respondents. Less likely to have FAU as first choice: Males, Boca campus students, Arts & Letters majors.

**Intention to transfer:** 8% of students said that they intended to transfer to another institution to complete their degree, and another 11% thought they might. Students for whom FAU was not the first choice are twice as likely to consider transferring. Main reasons for wanting to transfer include opportunity to live away from home, desiring an academic program not offered by FAU, and dissatisfaction with the quality of programs and social life here.

### Hours employed:

FAU students are working more than they did three years ago:

<table>
<thead>
<tr>
<th>Number of hours employed per week</th>
<th>2001</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>1 - 20</td>
<td>28%</td>
<td>24%</td>
</tr>
<tr>
<td>21 - 39</td>
<td>26%</td>
<td>32%</td>
</tr>
<tr>
<td>40 or more</td>
<td>27%</td>
<td>21%</td>
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</tbody>
</table>

Students working 40 hours or more rated the availability of programs and services lower than other students. There was no difference in satisfaction with programs and services among working students.
Advising in Undergraduate Programs Office: A little over half of respondents who used the Undergraduate Programs Office rated the quality of that service as “excellent” or “good.” Freshmen tended to rate Undergraduate Programs advising more highly than other classes, as did female students and African-American and Hispanic students.

### Quality of Advising in the Colleges

<table>
<thead>
<tr>
<th>College</th>
<th>Excellent</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts &amp; Letters</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liberal Arts</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engineering</td>
<td>3.00</td>
<td></td>
<td></td>
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<tr>
<td>Honors</td>
<td>3.00</td>
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<td></td>
</tr>
<tr>
<td>Nursing</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Science</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Architecture, Urban and Public Affairs</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- Blue: By faculty
- Red: In college advising office

### Students are MOST satisfied with:

- Class size (93%)
- Feeling of safety and security on campus (91%)
- Telephone registration (90%)
- Information on the Web (90%)
- Application/Admissions process (89%)
- Accessibility of financial aid info (79%)
- Faculty concern for your progress and success (77%)

(Percent ‘Very Satisfied’ or ‘Satisfied’ of those who used)

### Students are LEAST satisfied with:

- Purposes for which student activity and service fees are used (33%)
- Opportunities for participation in faculty research projects (29%)
- Campus media (29%)
- Timeliness of financial aid processing (28%)
- Student government (26%)

(Percent ‘Very Dissatisfied’ or ‘Dissatisfied’ of those who used)

### Availability of:

- Library services
- Computer services
- Places to study
- Food services

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Institutional Effectiveness and Analysis - August 2001