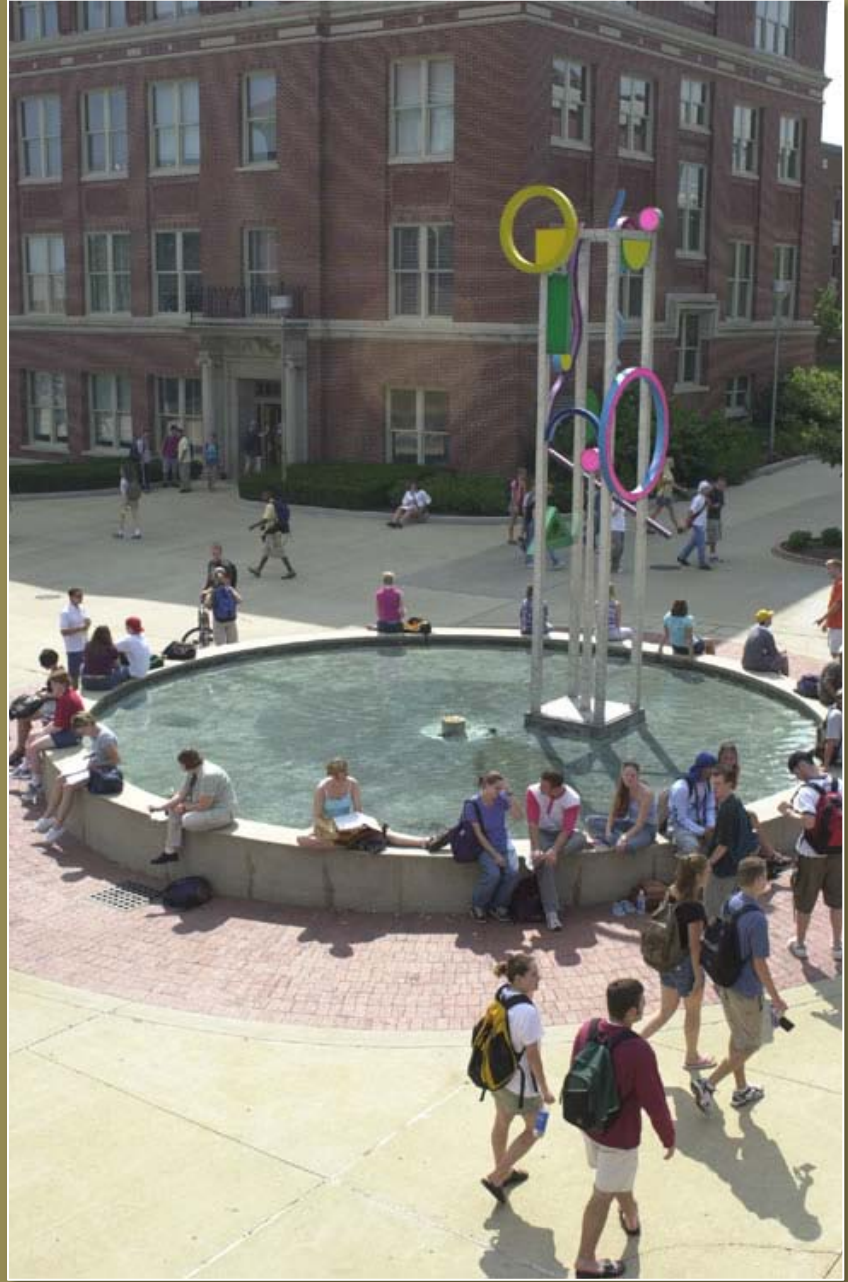


# UNI Student Satisfaction Survey 2010



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Office of Institutional Research  
June 2010



This report presents a summary of the University of Northern Iowa (UNI) Student Satisfaction Survey. The survey collects information on the perceptions of UNI students regarding a variety of facets of student life at UNI, including the classroom environment, peer interactions, university wireless availability, and library facilities and services. Campus climate is an issue that strongly impacts the student's likelihood of success at the university. The goal of this survey is to present a list of issues that UNI students indicate should be examined in order to improve the student experience on the UNI campus.

Students were presented with the UNI Student Satisfaction Survey questions during the Fall 2010 online registration period, between April 6 and April 22, 2010. Respondents were asked to answer a set of two paired questions randomly selected from a list of 18 pairs. Each question was

answered by approximately 400 students. Three items were grouped in multiple pairs and matched with eight questions (6.1, 7.1, 8.1, 9.1, 13.1, 14.1, 15.1 and 18.1). A total of 7,013 students responded to the survey. It was possible for a respondent to answer the first question of the pair, but exit out of registration before completing the second question. This results in an incomplete survey. All incomplete surveys are removed, which would explain a smaller respondent total than you might expect for Fall registration. Figure 1 presents the composition of respondents by college.

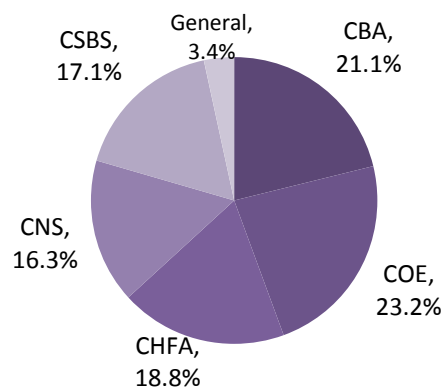
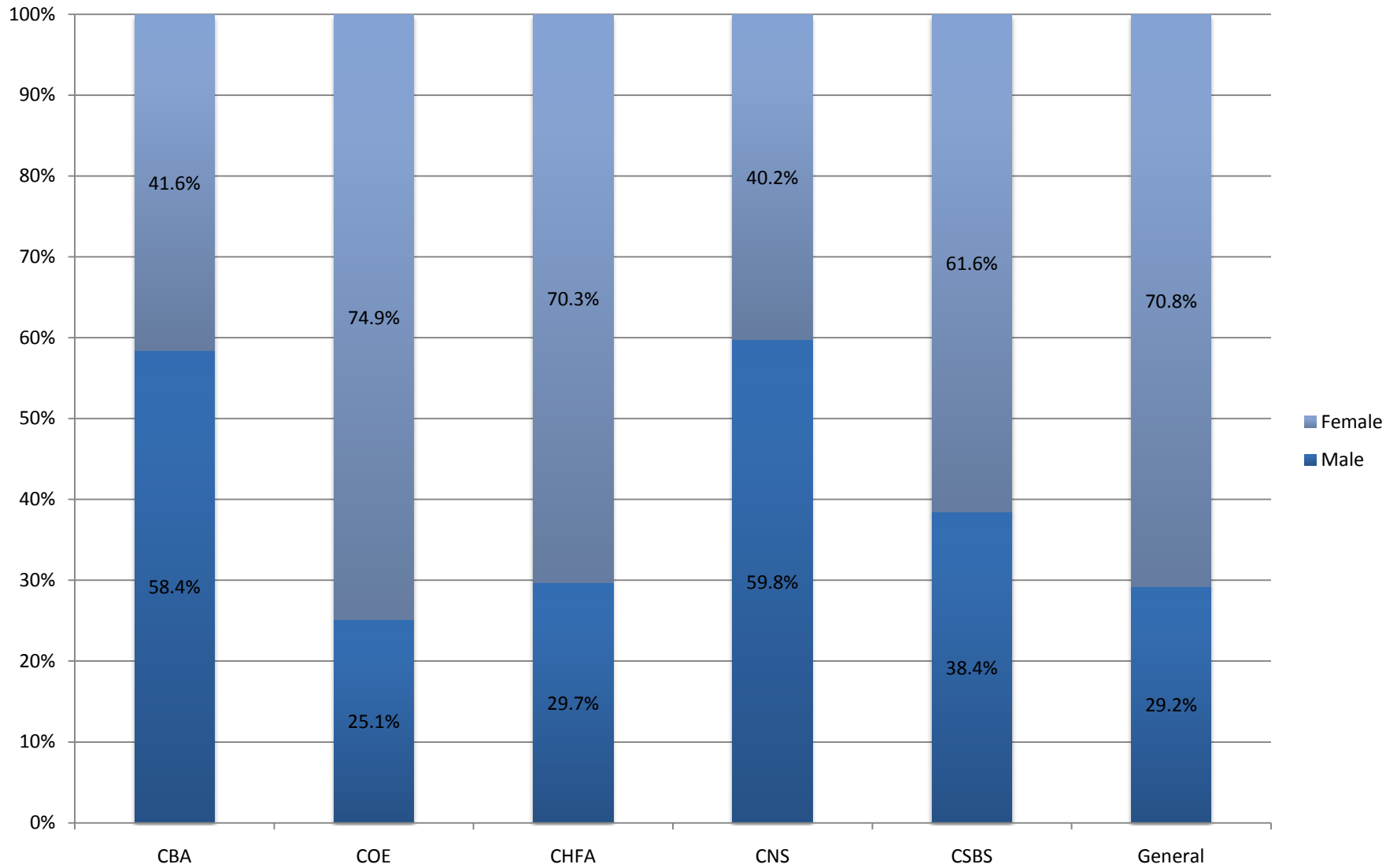


Figure 1. Respondents by College

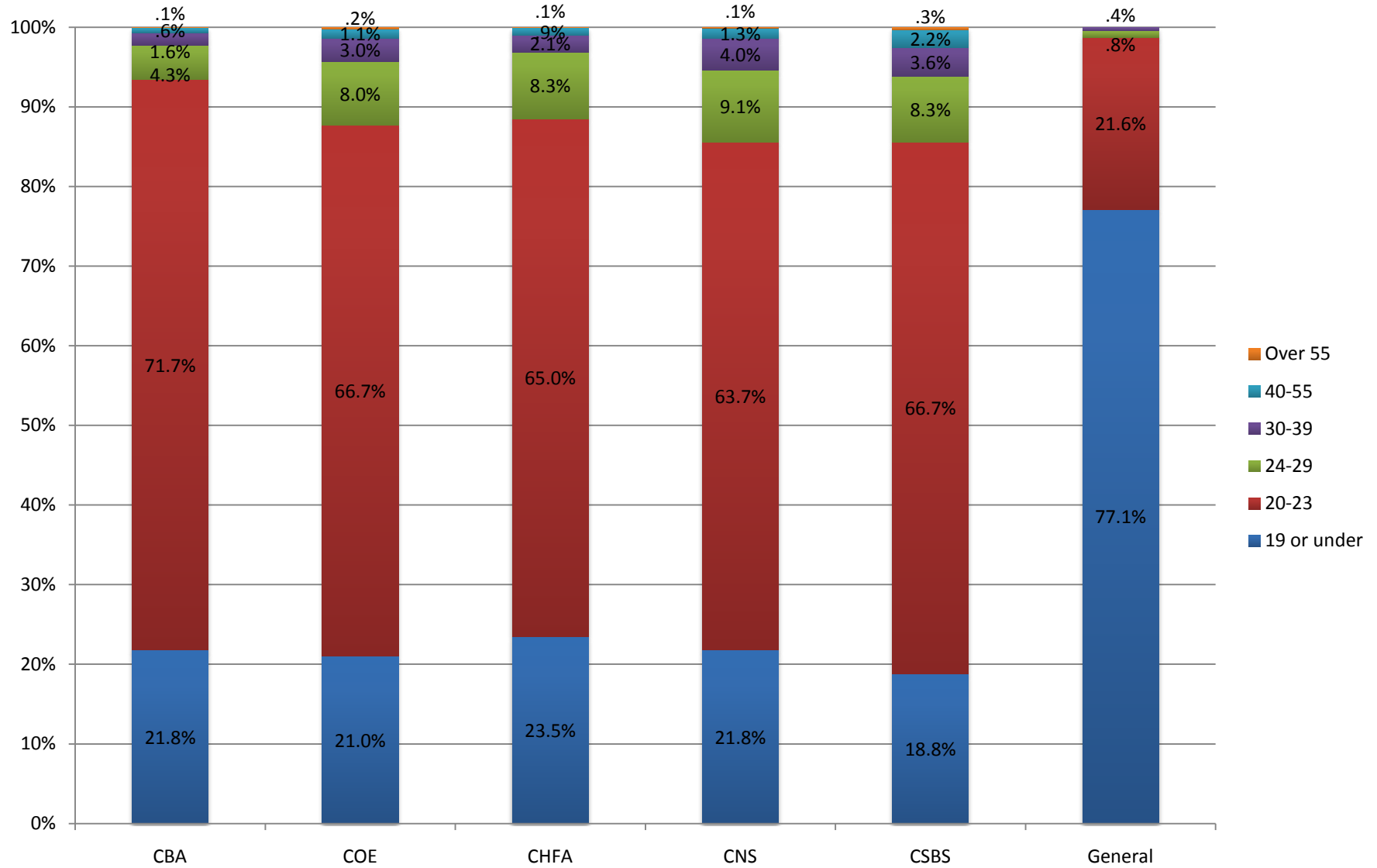
The demographic characteristics of the student respondents to the UNI Student Satisfaction Survey are first presented. The data for select questions is then shown by college to illustrate any differences in responding. For a complete list of questions, see Appendix A.

## **Section 1. Demographic Characteristics of Respondents**

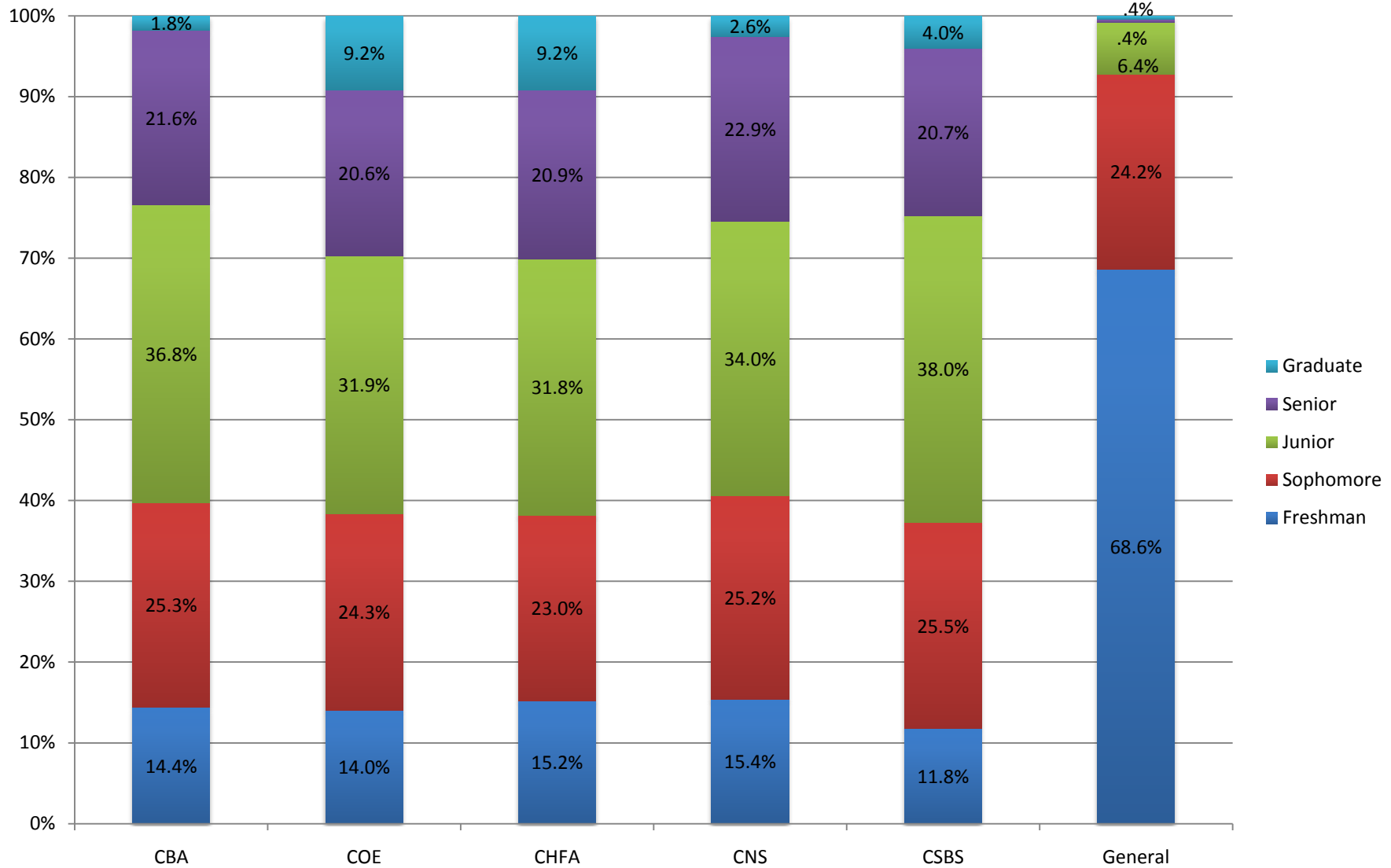
# Gender



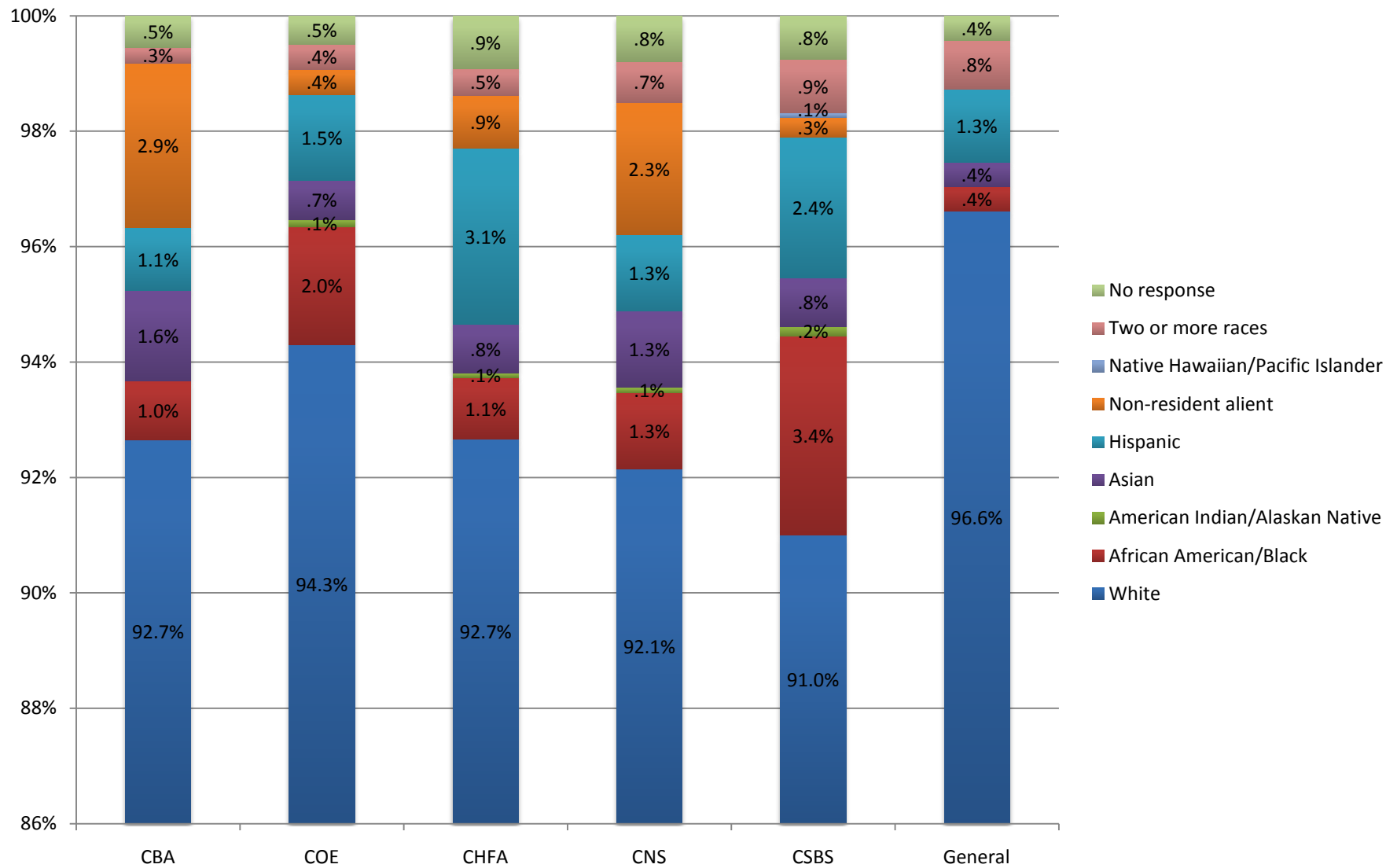
# Age



## Student Classification



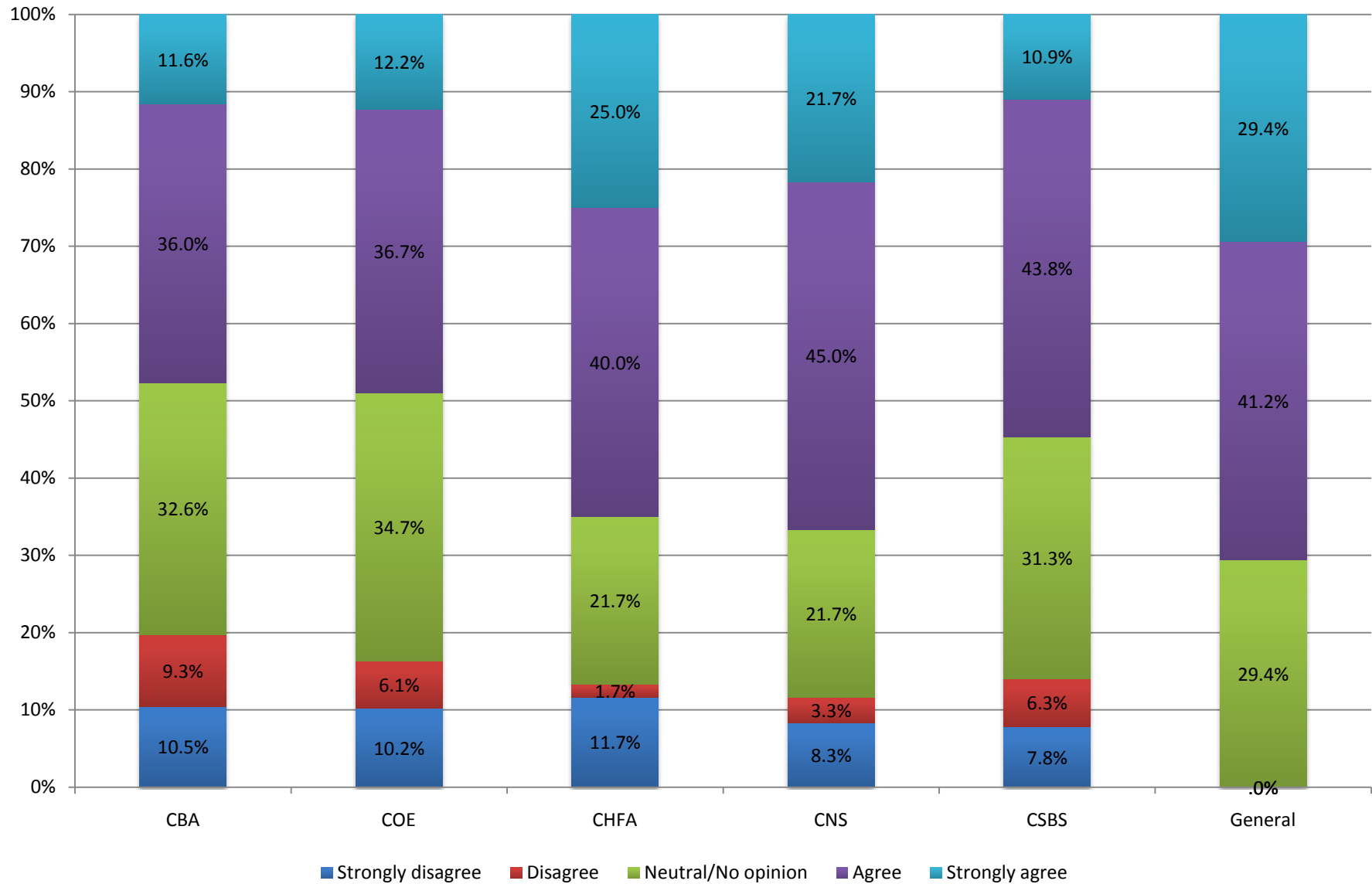
## Race/Ethnicity



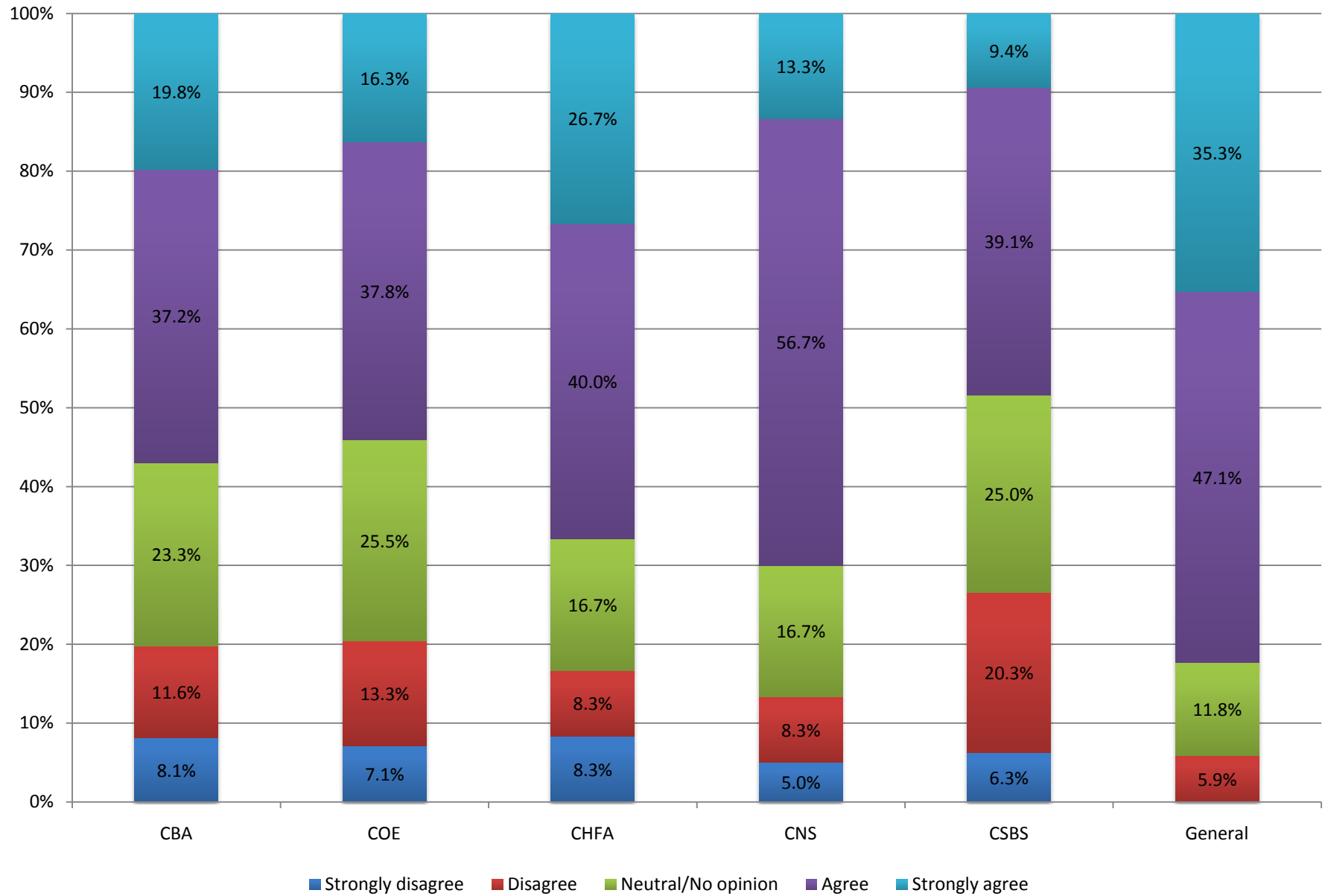
## **Section 2. Summary of Findings by College**



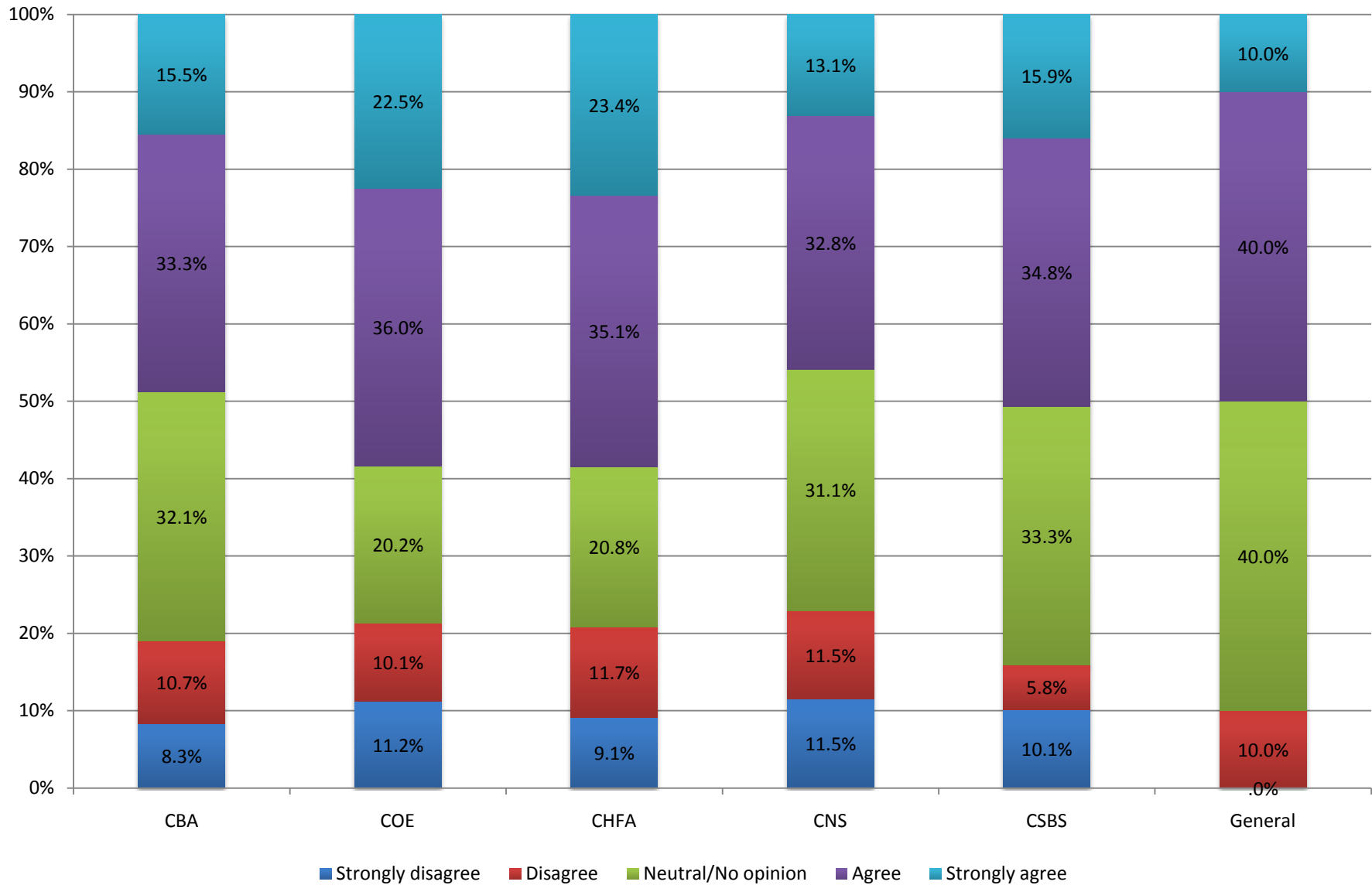
## I am encouraged by faculty and staff to participate in university-related intellectual activities (e.g. guest speakers, symposia, conferences).



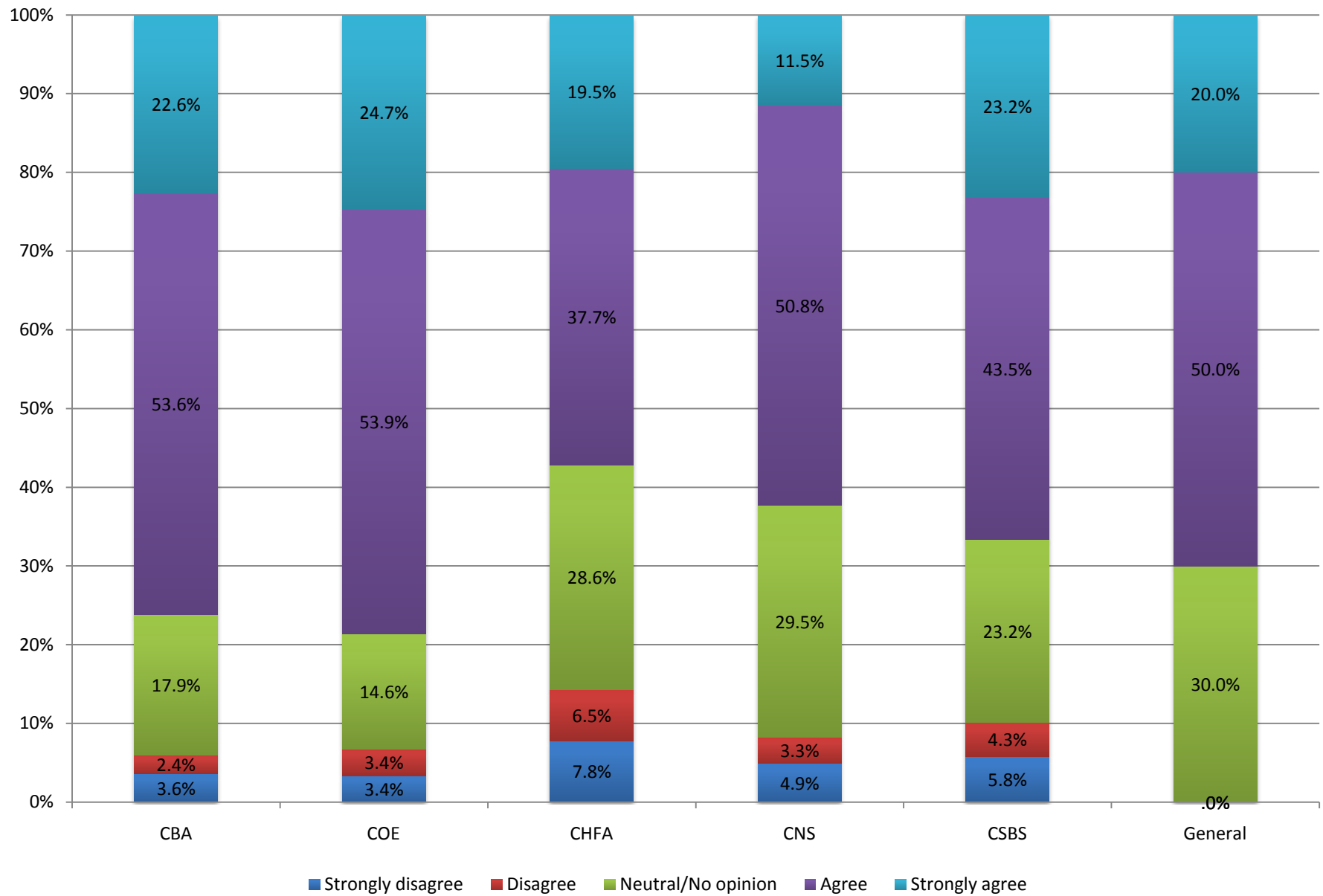
## I have received high quality advising at UNI.



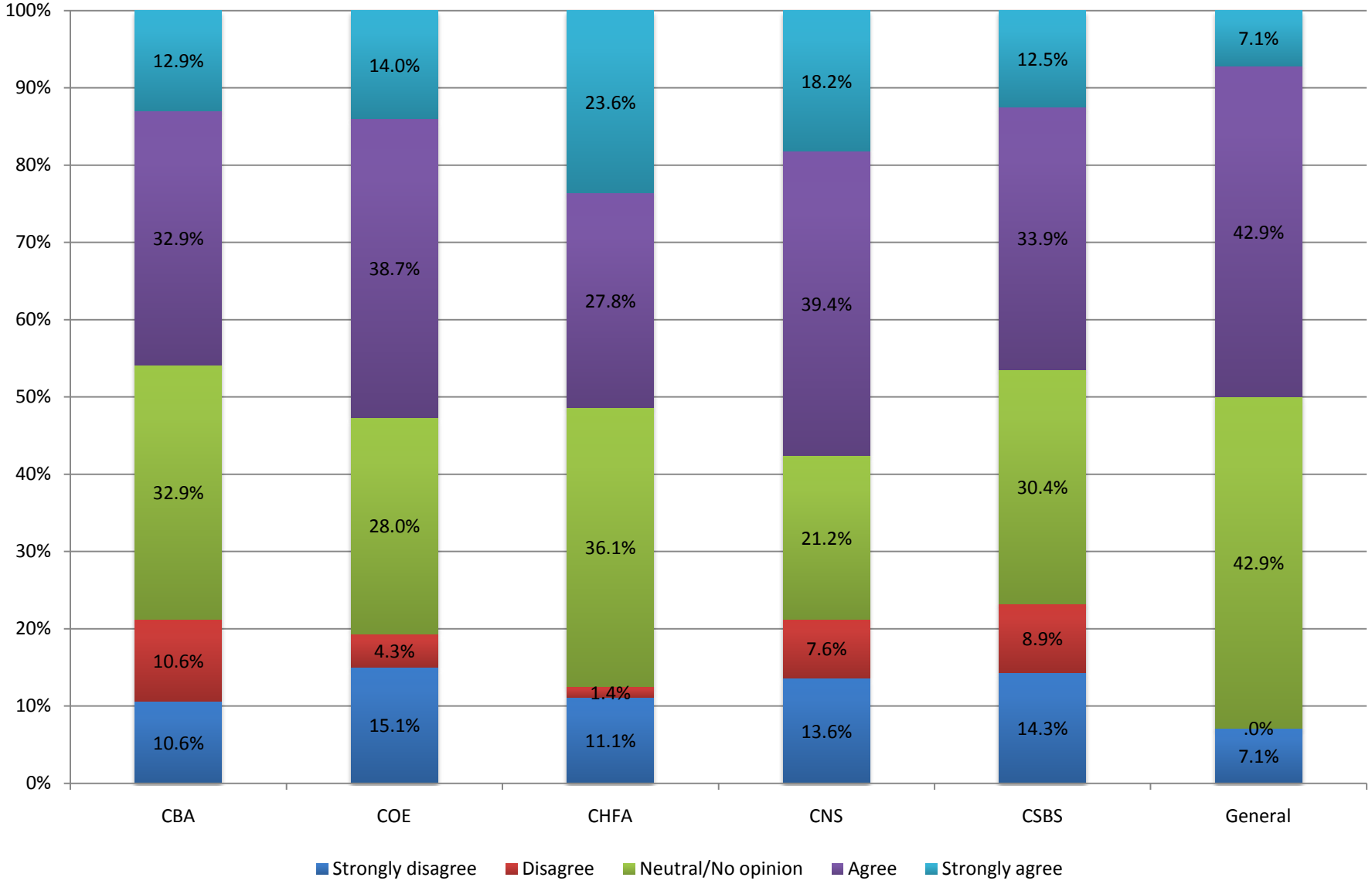
## I have had a high quality mentoring relationship with a UNI faculty or staff member.



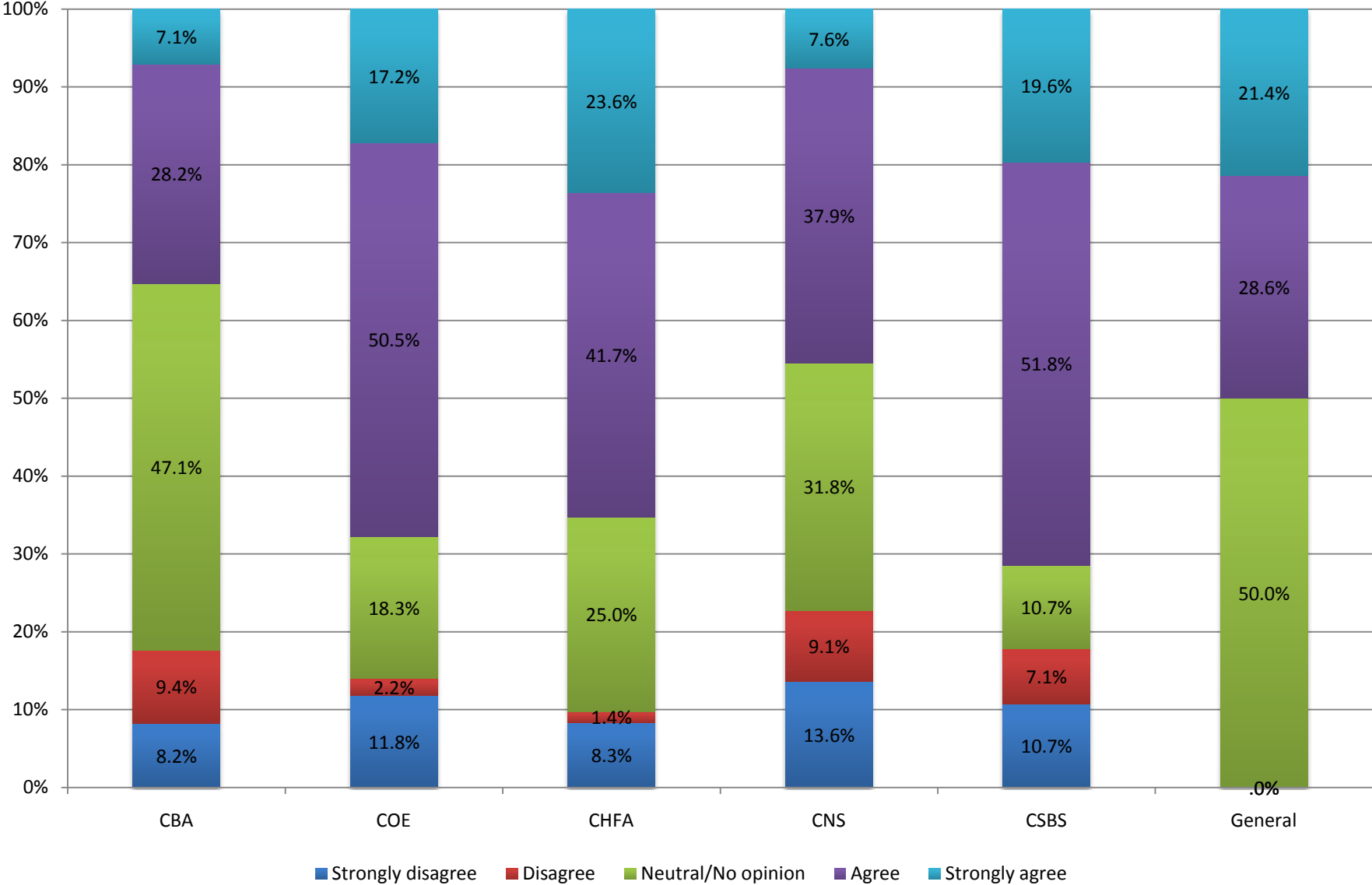
## I feel a sense of belonging to the university community.



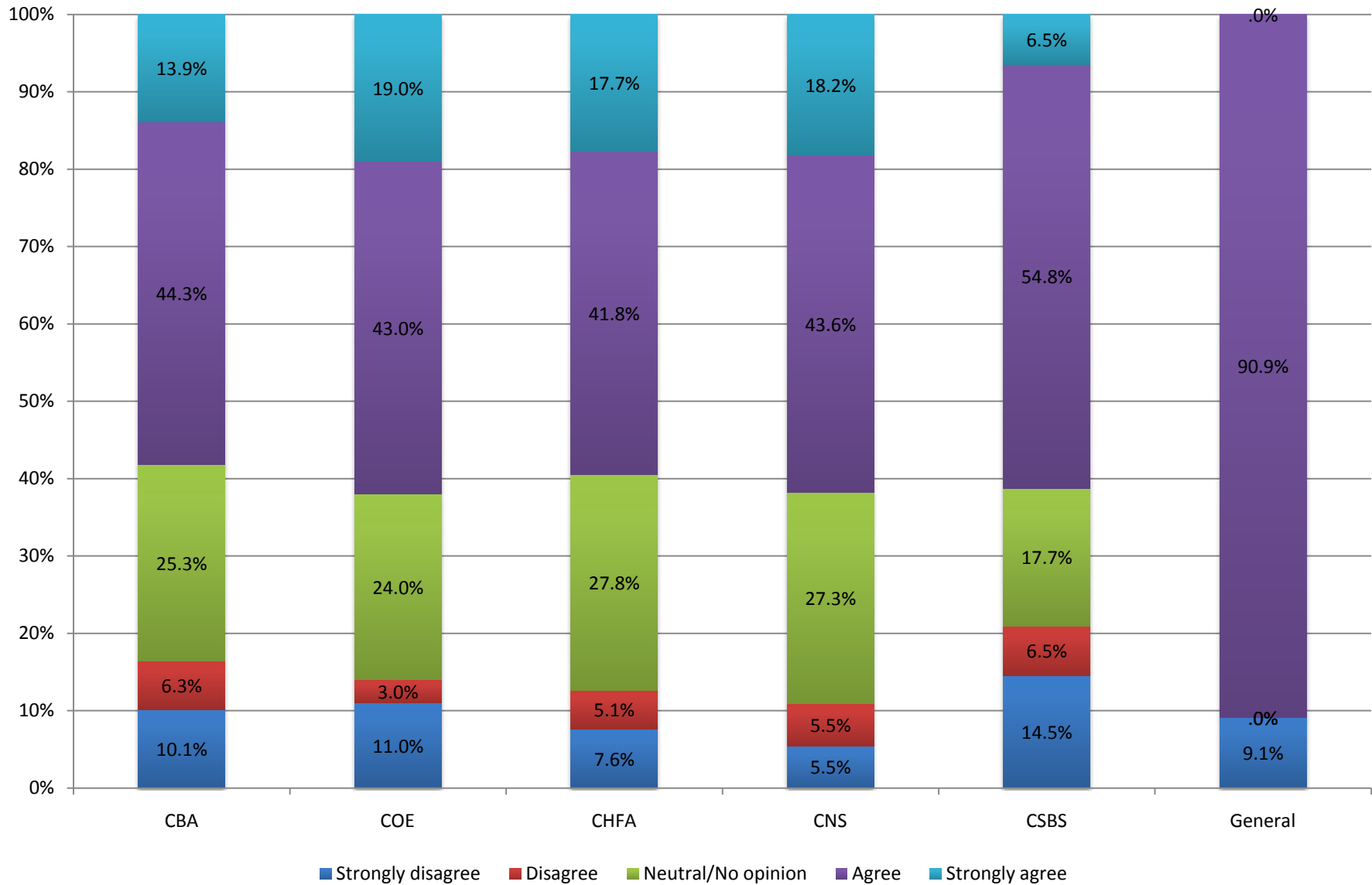
## I have collaborated with faculty or staff on academic or extracurricular activities.



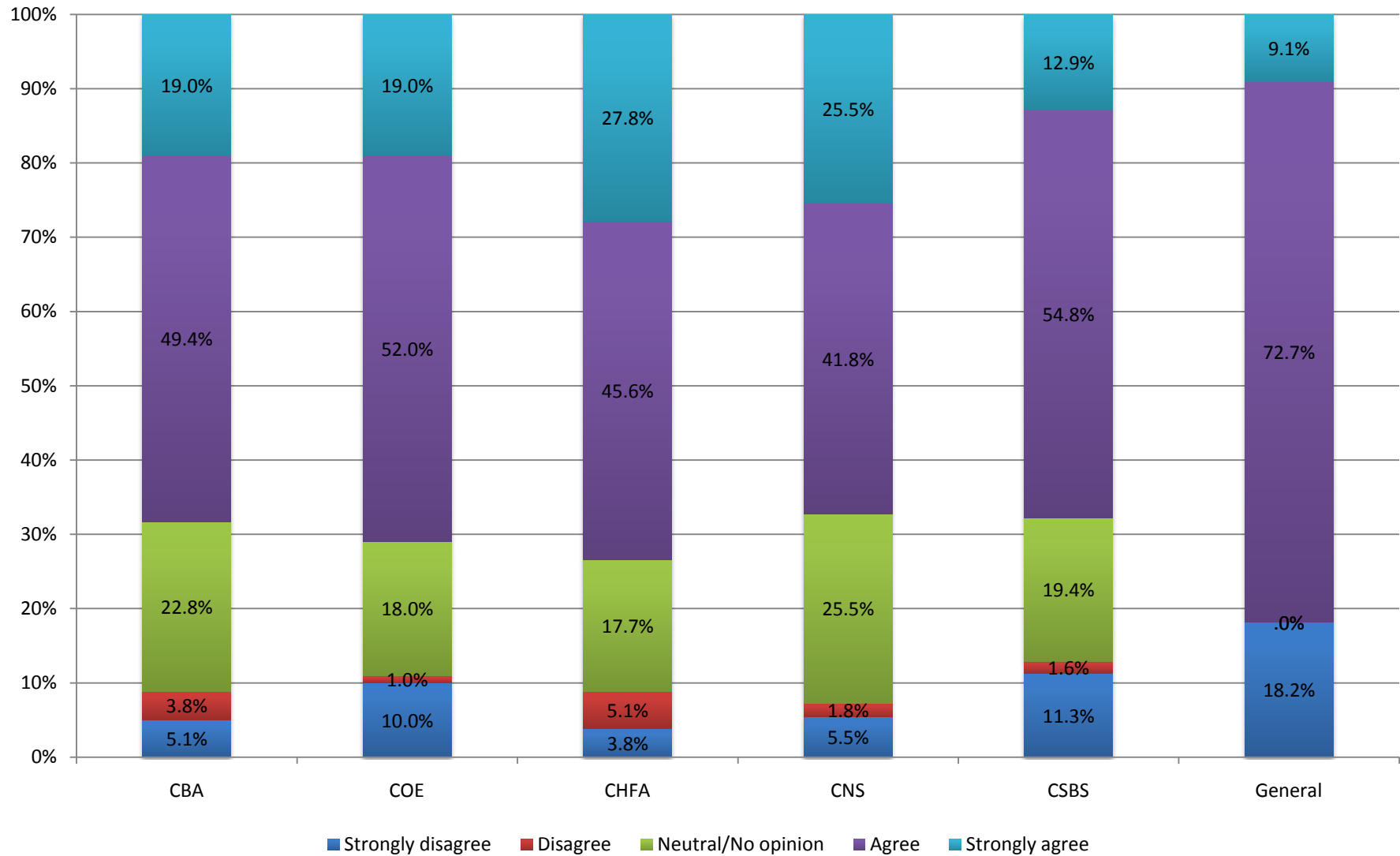
## My academic major includes information on multiple cultures and points of view.



## UNI is effectively preparing me to be a contributing member of a multicultural / multinational world.

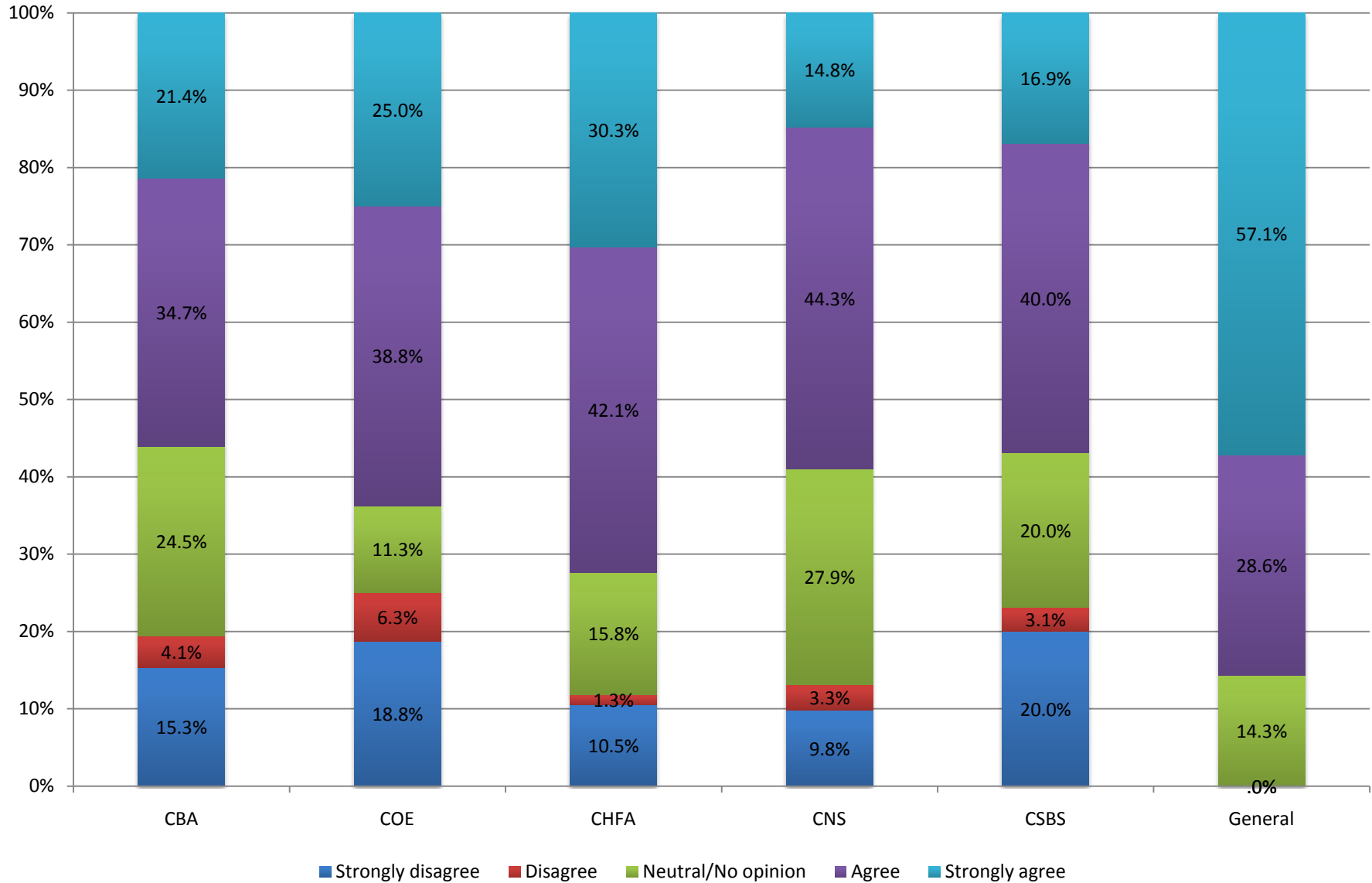


## UNI provides a welcoming and responsive environment for members of the UNI community who have unique needs that may affect their opportunity for success.

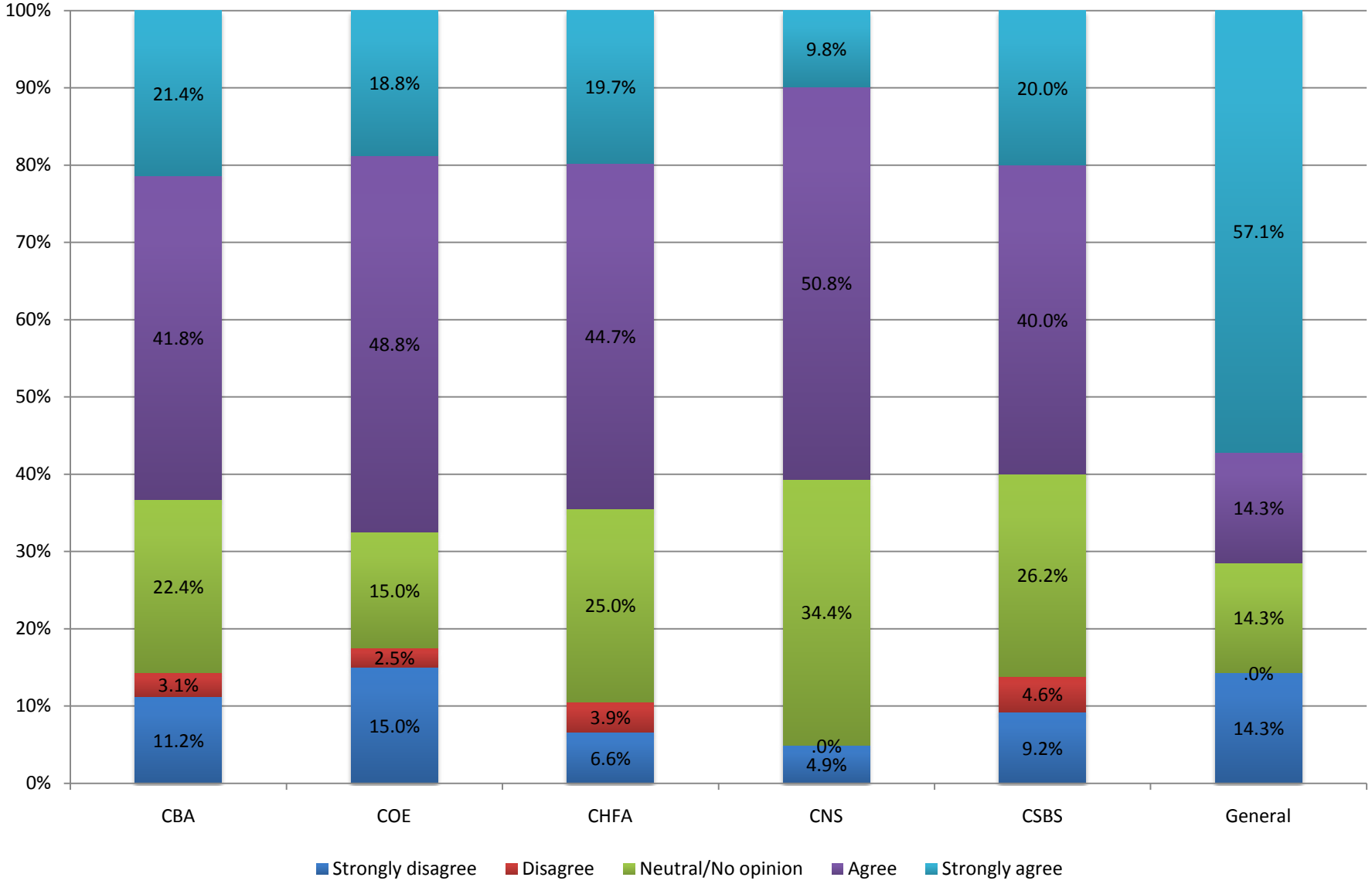




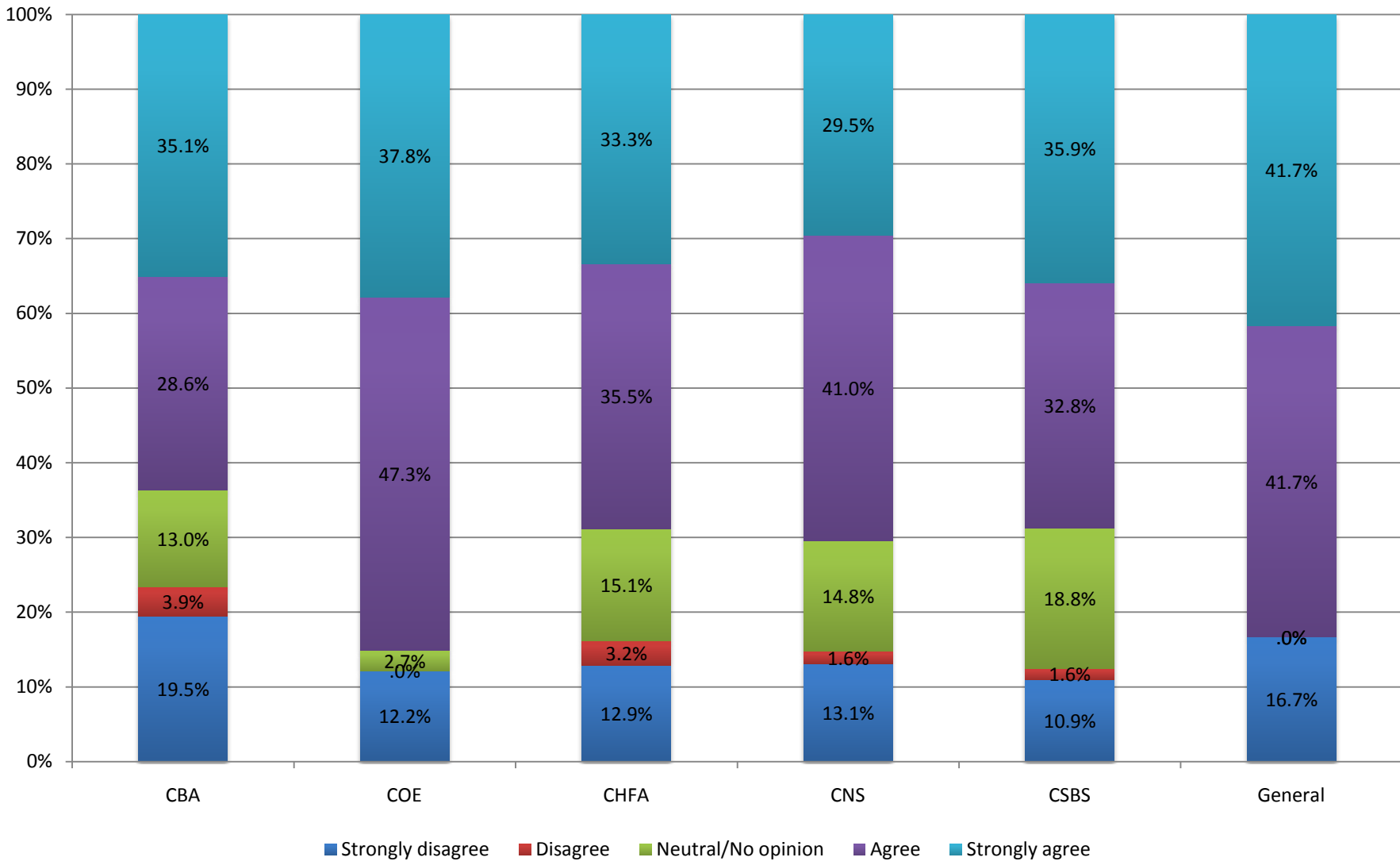
## I have experienced positive social interactions with students who have different backgrounds or beliefs than my own.



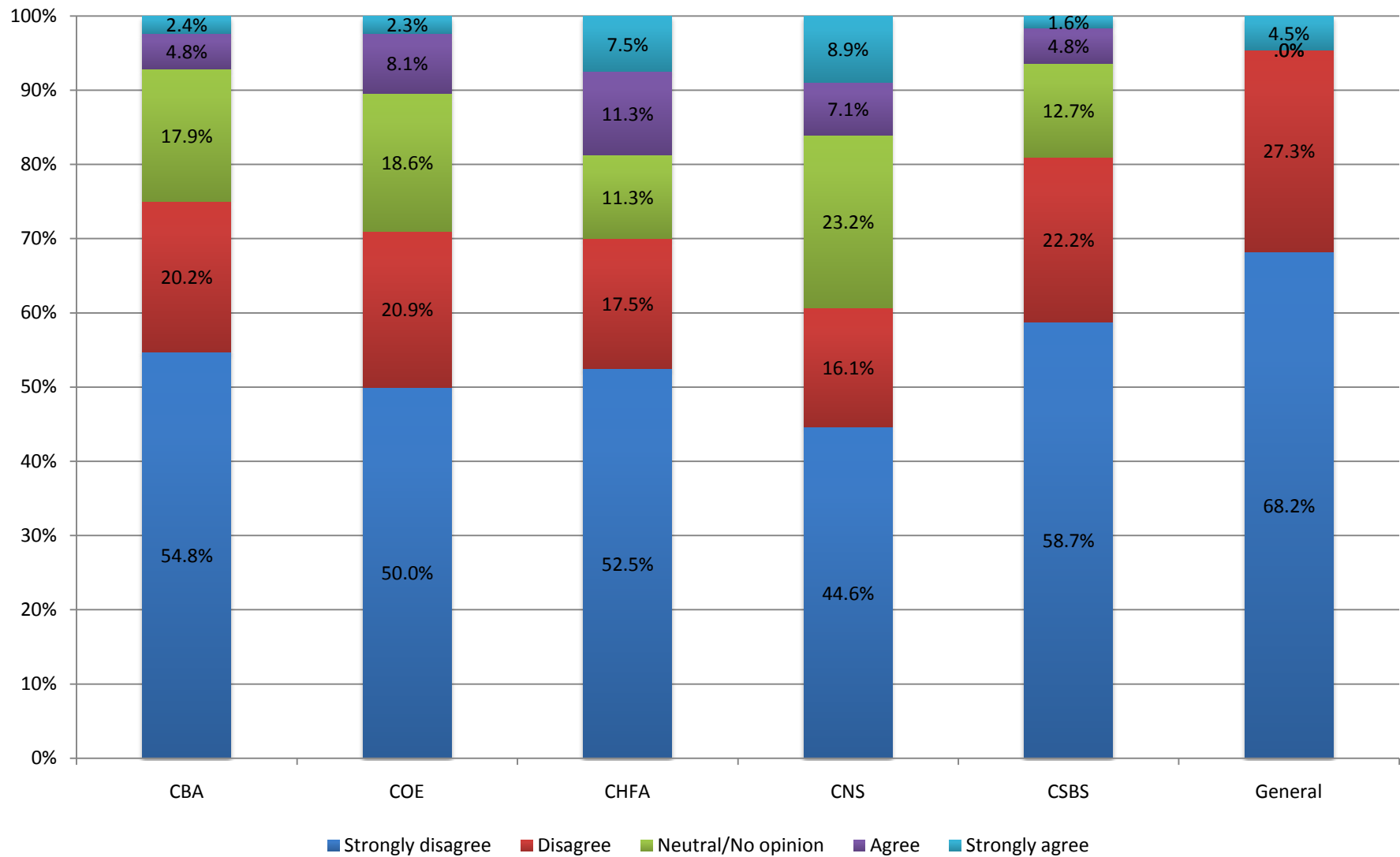
## UNI provides opportunities for developing an understanding of people who have different racial and ethnic backgrounds than my own.



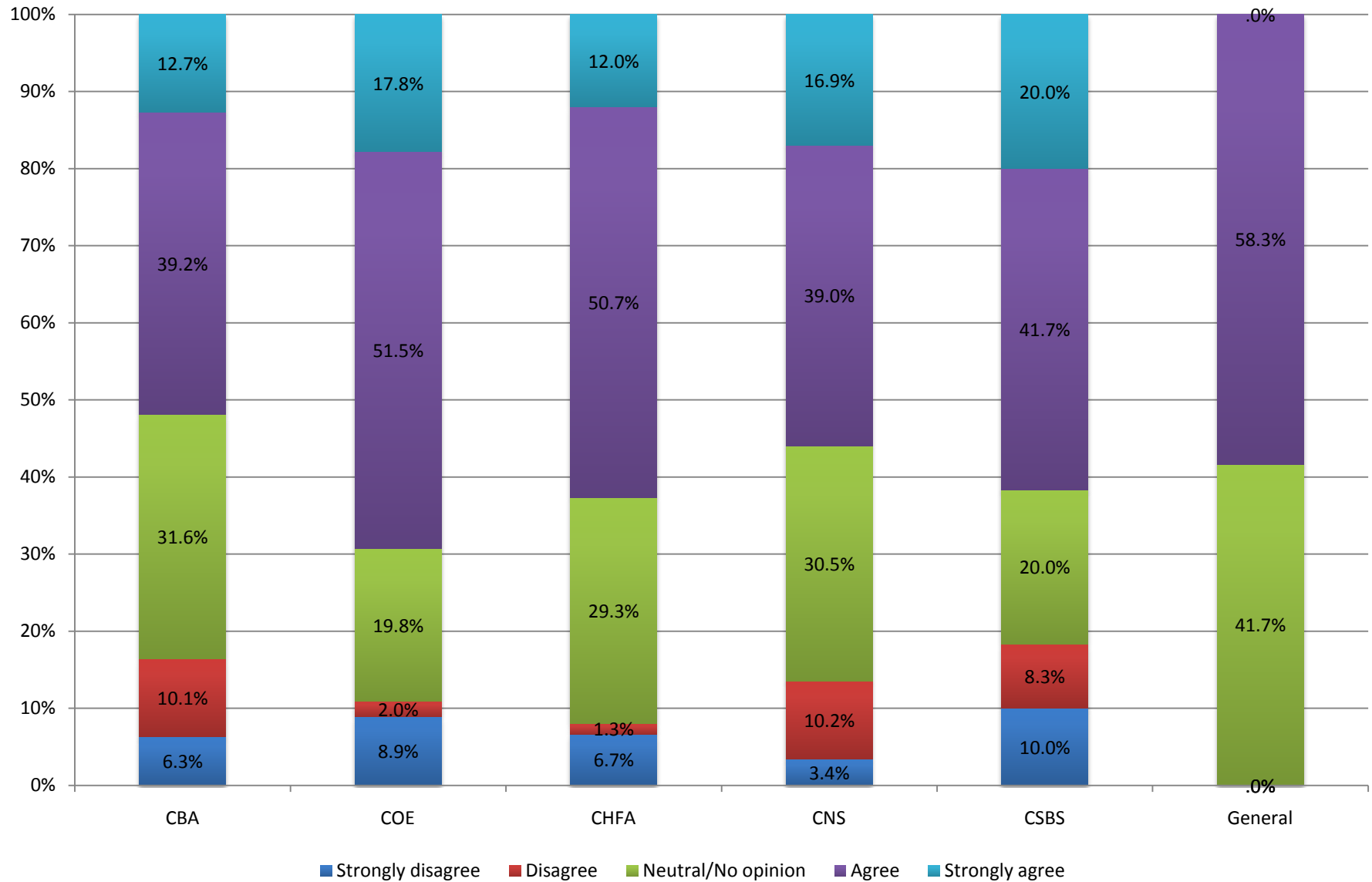
**UNI values all of its members regardless of race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.**



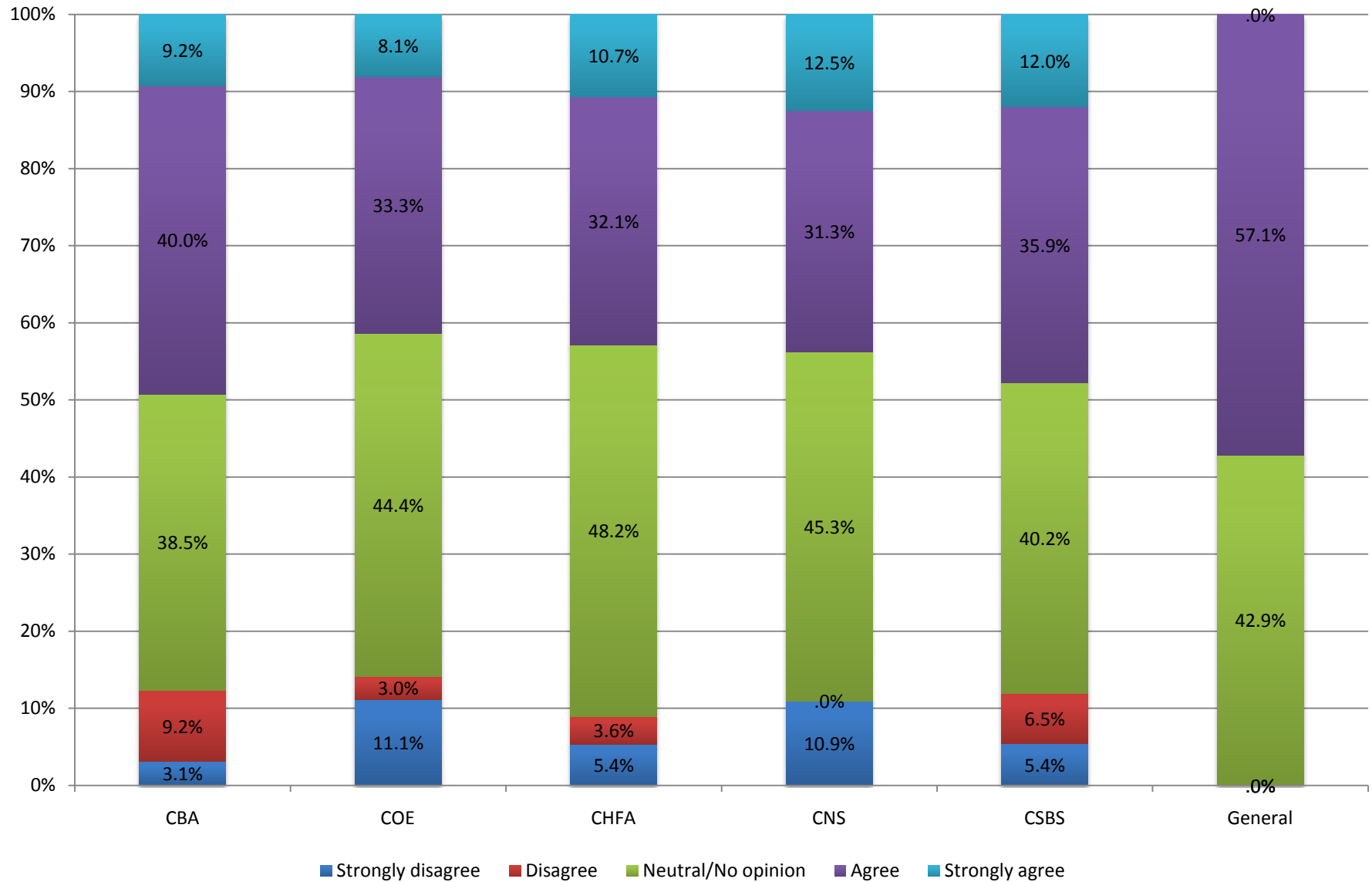
**I have experienced a prejudicial remark or behavior on campus tied to my race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.**



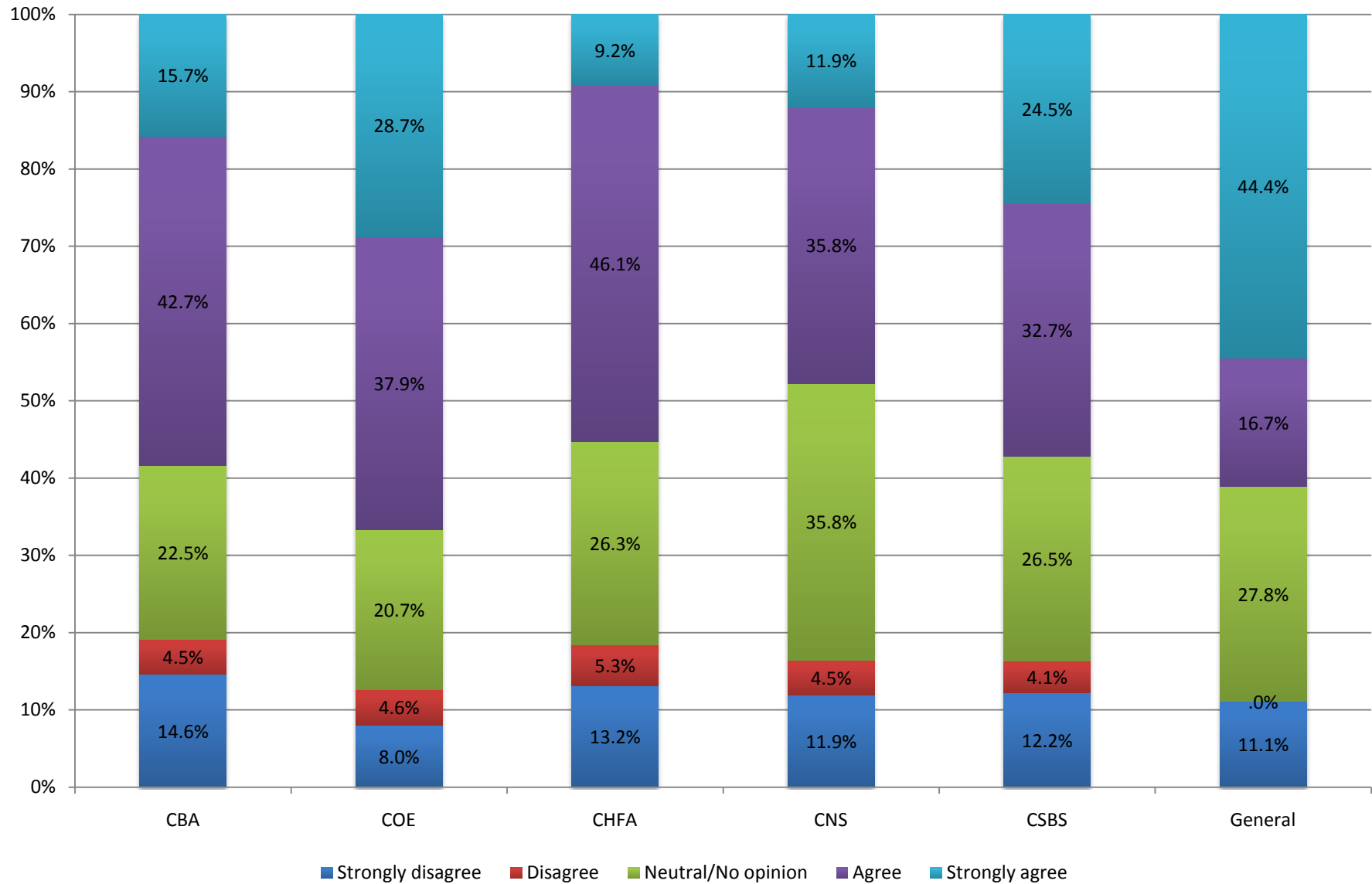
## Faculty encourage the expression of diverse points of view in the classroom.



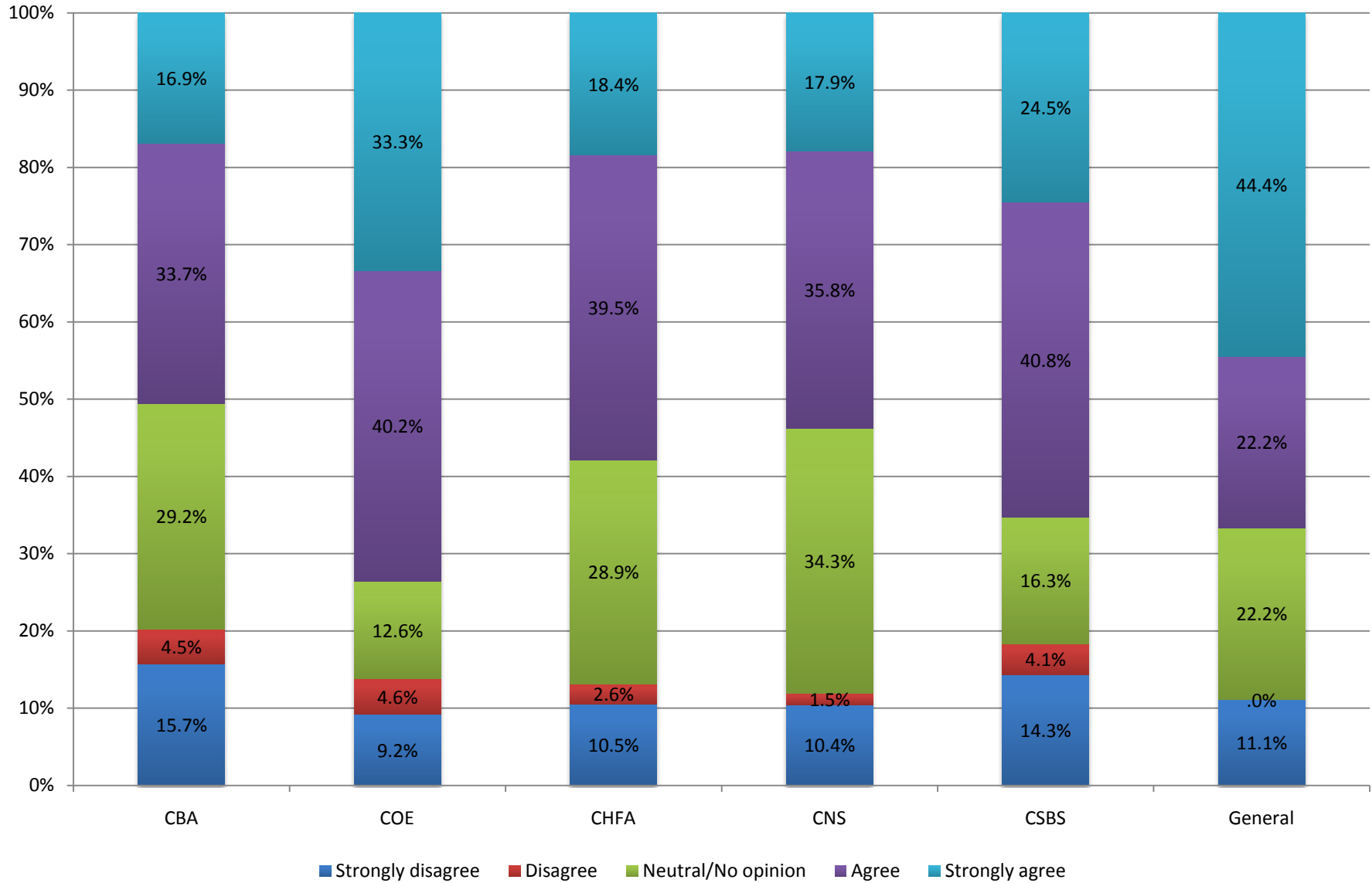
## UNI provides opportunities for participation in university governance activities.



## The library usually has the scholarly journals (periodicals) and other materials I need for my studies.

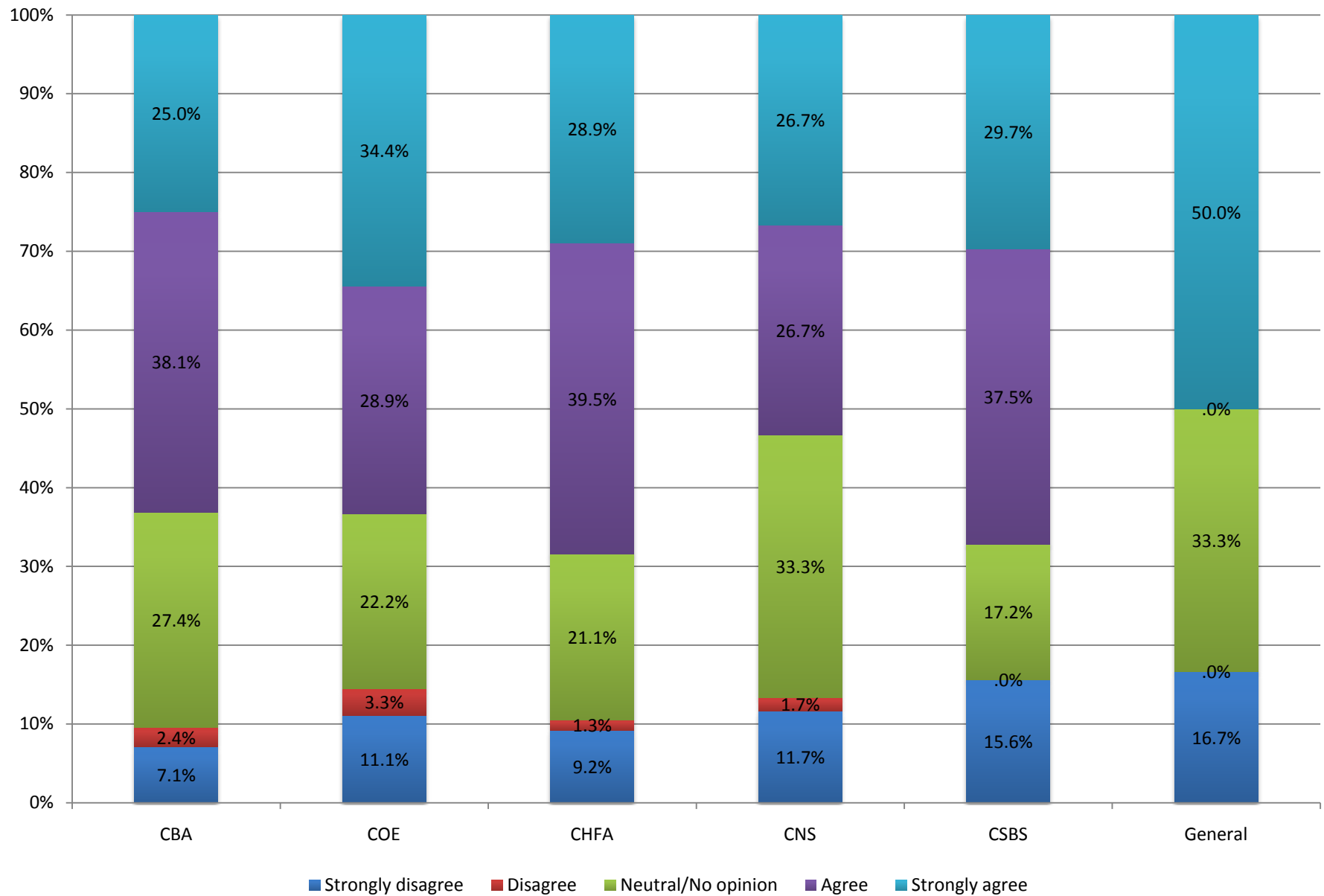


## The Rod Library home page is a valuable resource for finding information on the Internet.

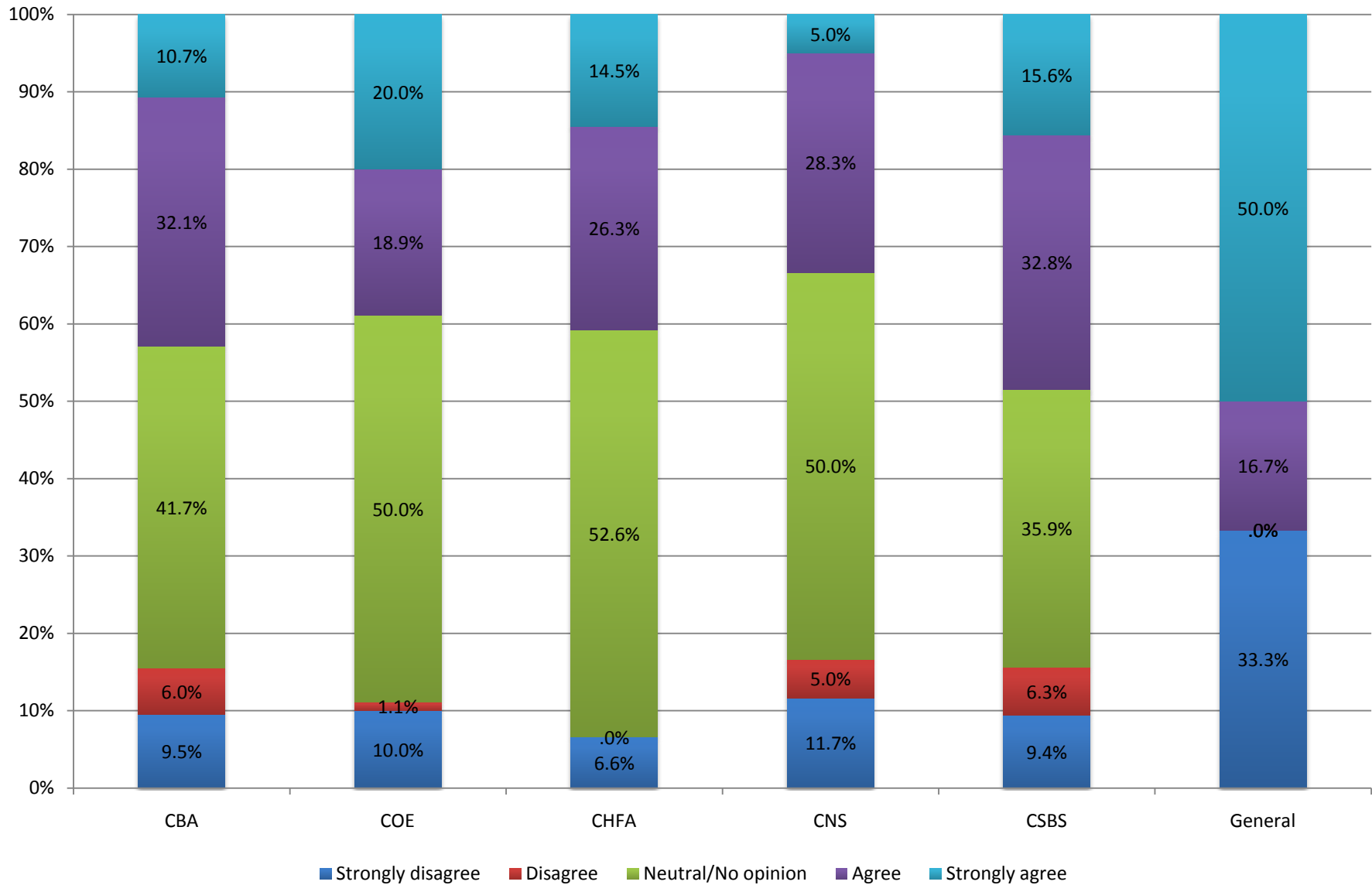




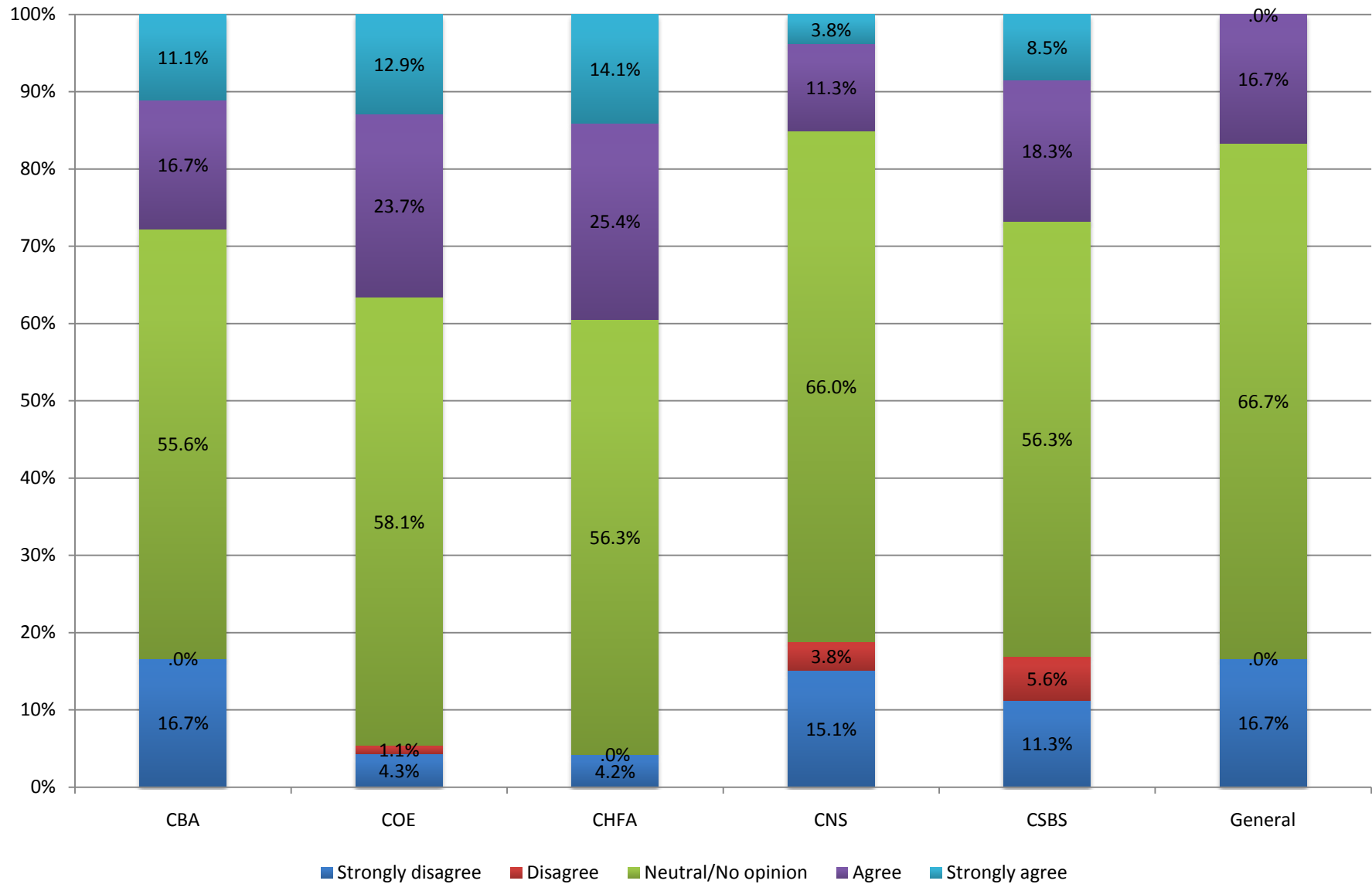
## When I ask a librarian for assistance, I usually get a useful response.



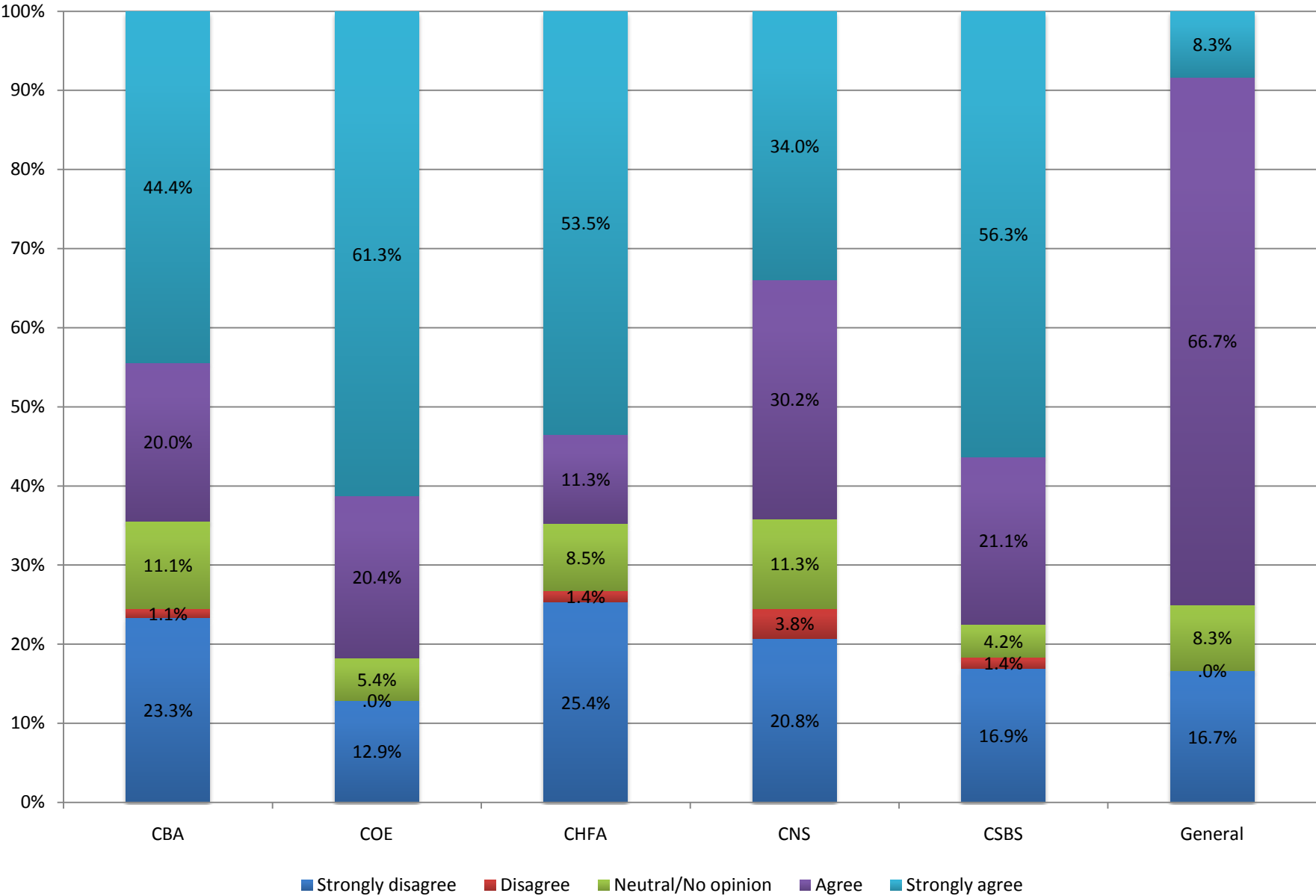
## Rod Library instruction sessions (e.g. tours, classes, workshops) have been helpful to me in my academic work.



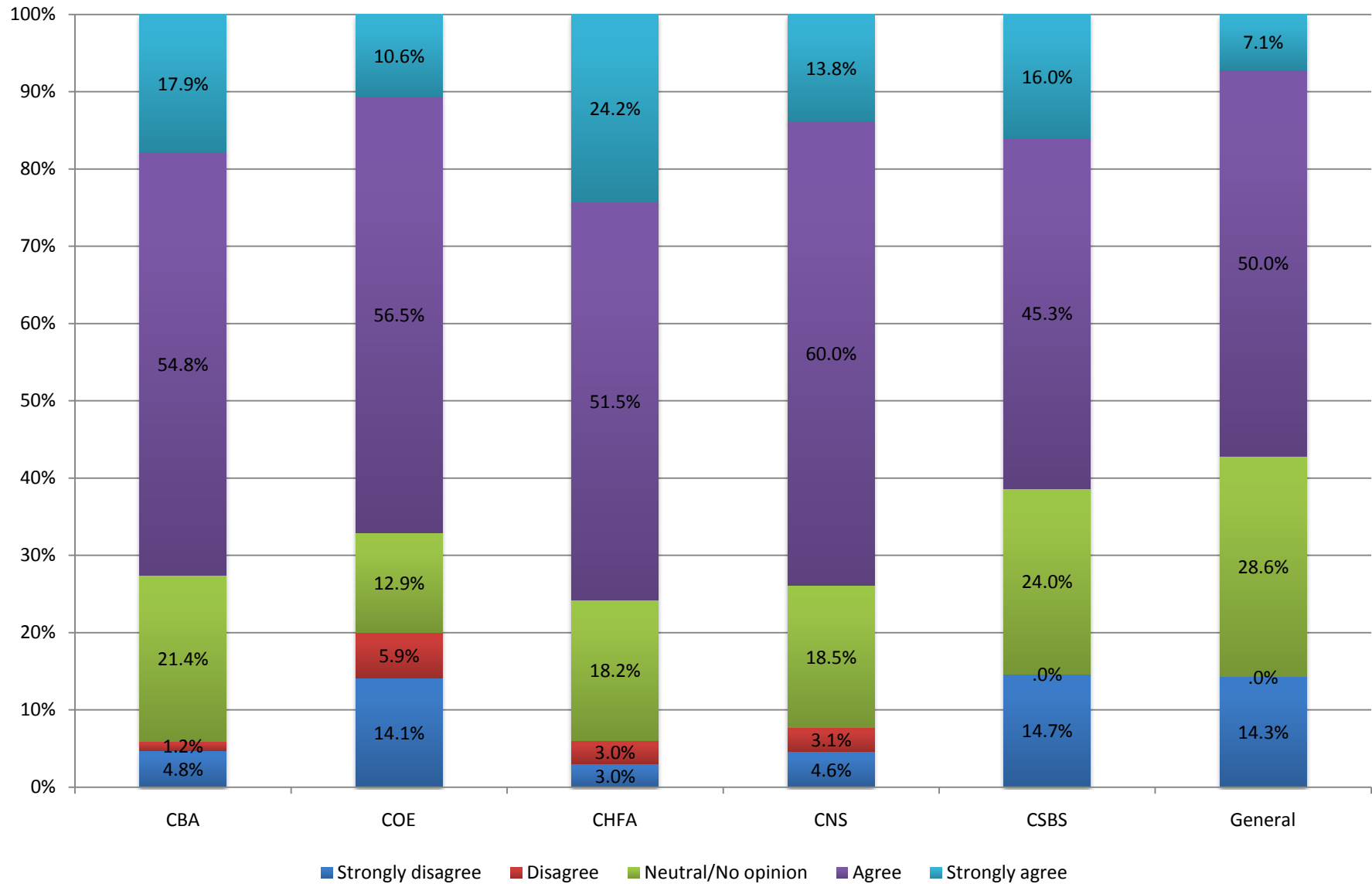
## Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.



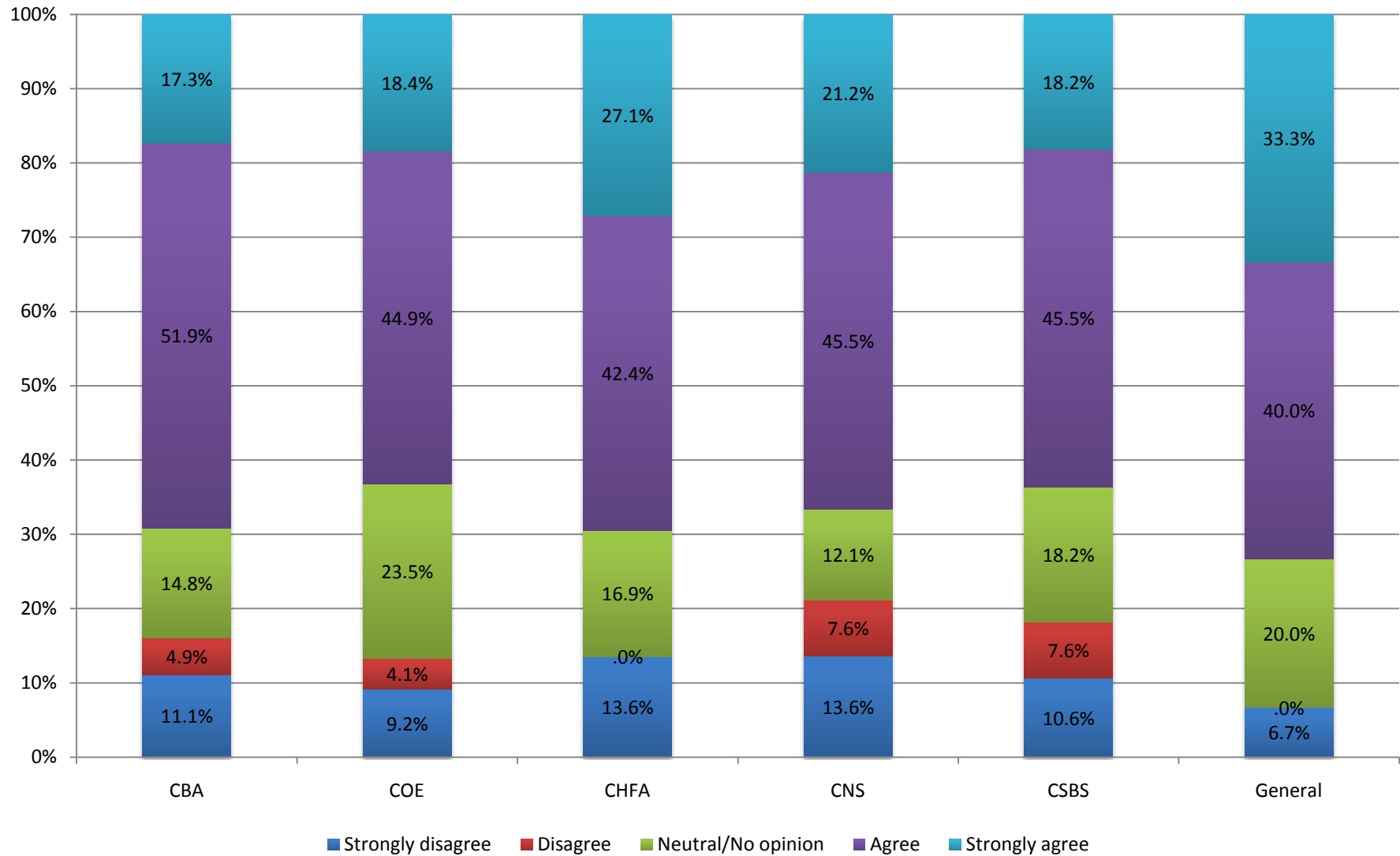
### Computers have been a significant part of my coursework at UNI.



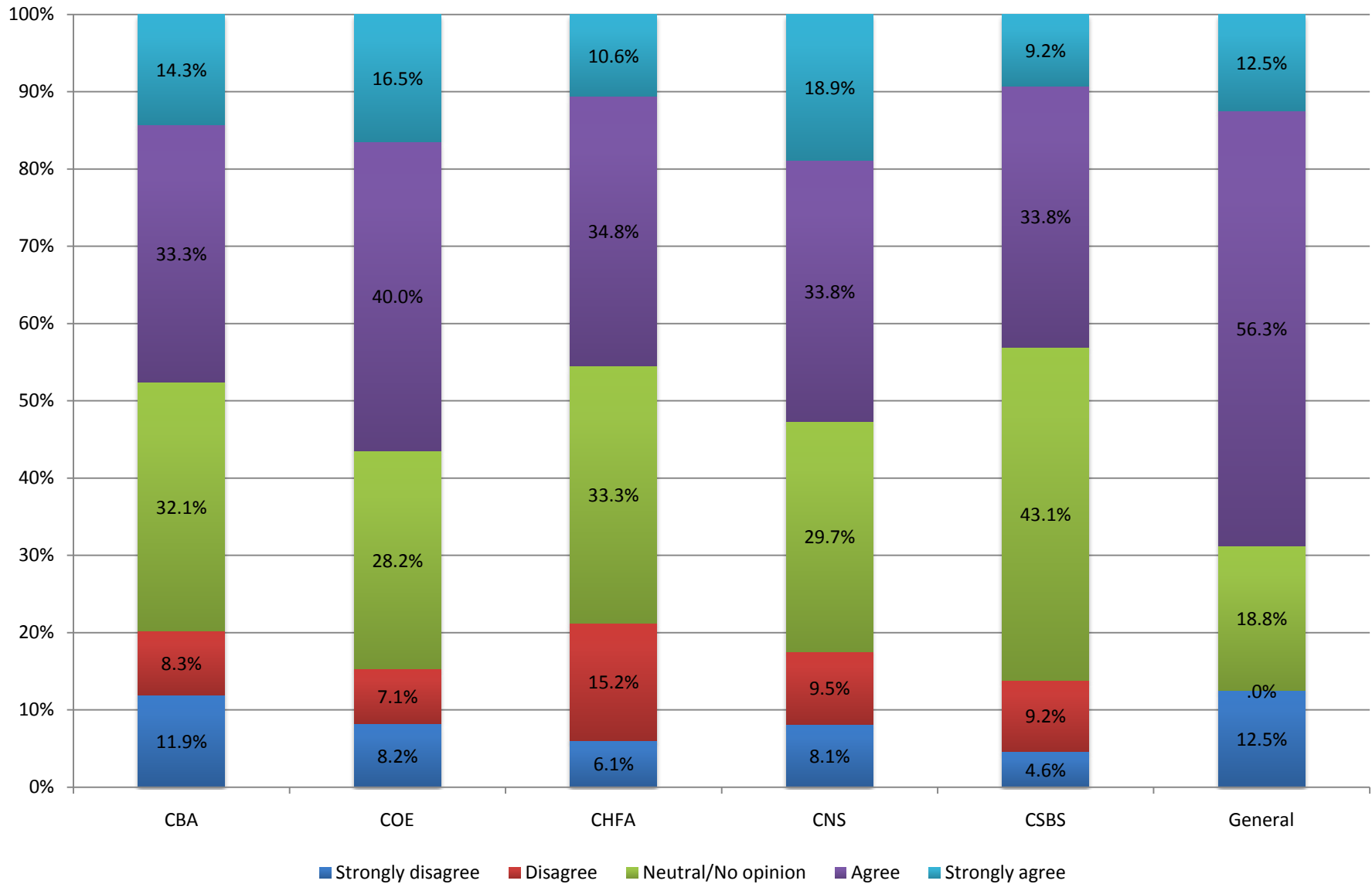
## The training I have received at UNI on the use of computers has generally met my educational needs.



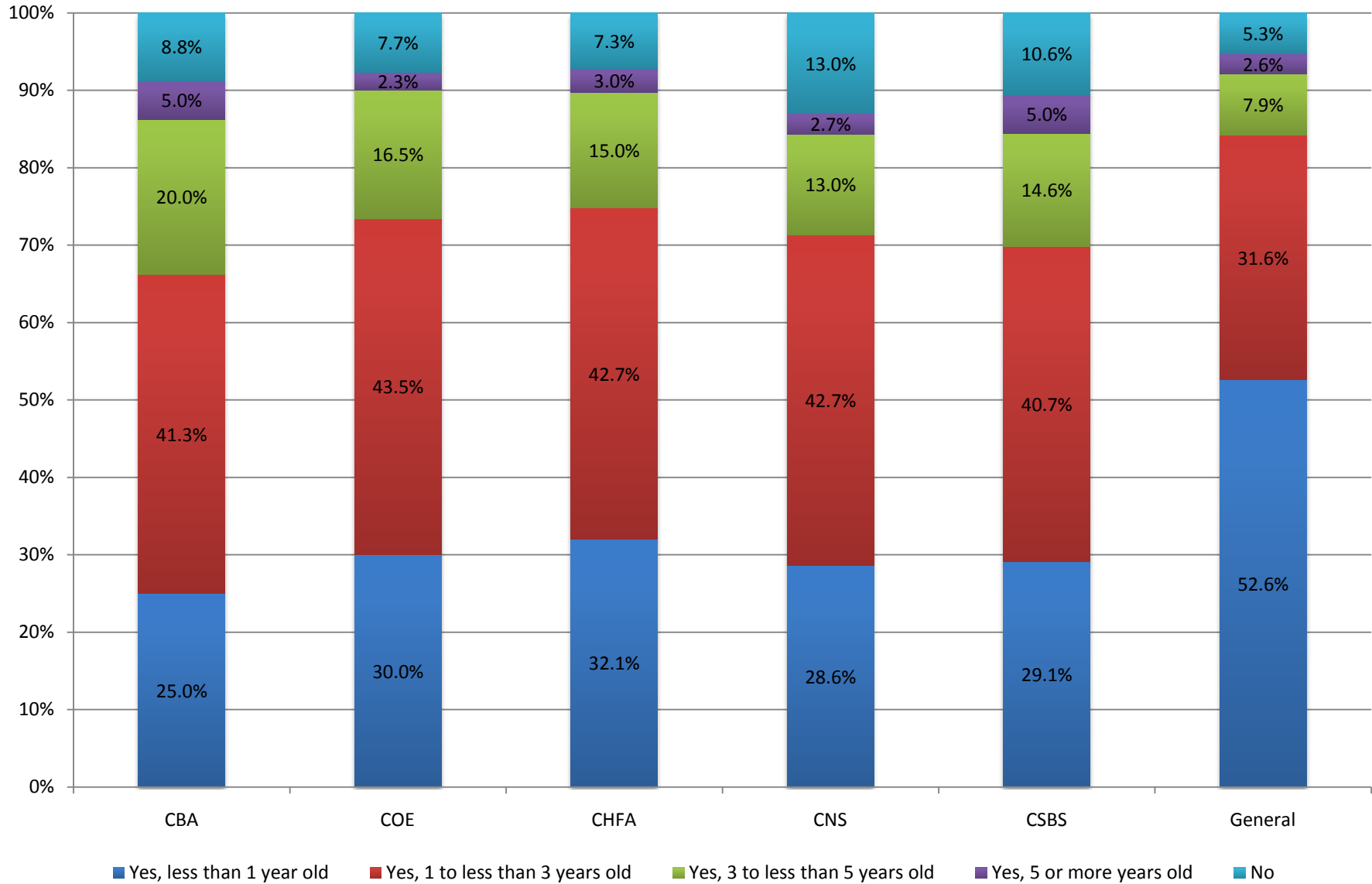
**I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.**



## The UNI wireless network is generally accessible from most buildings on campus.

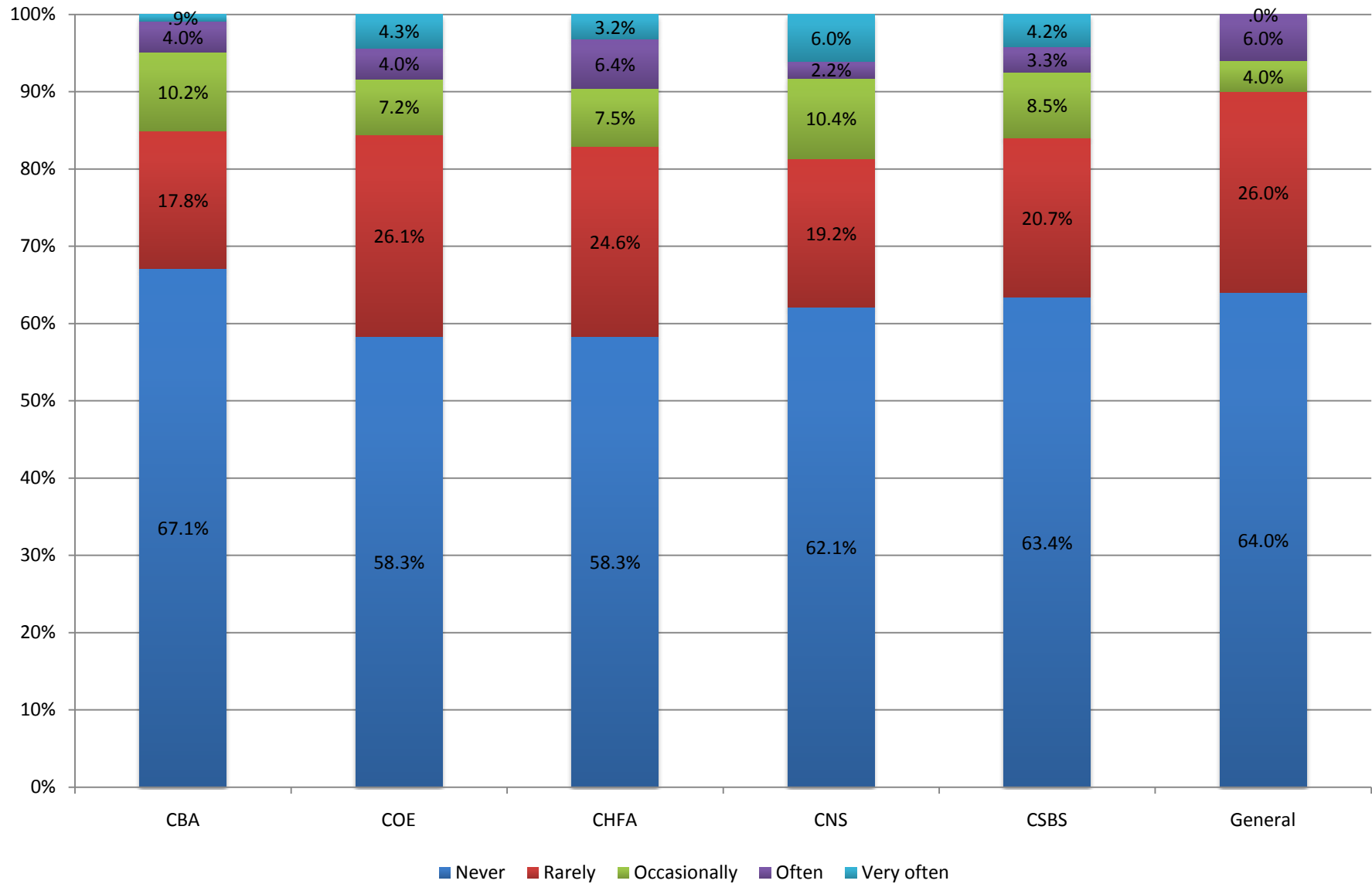


## Do you have a laptop computer available for your personal use during the academic year?





## How often do you bring a laptop computer with you to class during the academic year?



## **Appendix A: Student Satisfaction Survey Questions**

1.1 I am encouraged by faculty and staff to participate in university-related intellectual activities (e.g. guest speakers, symposia, conferences).

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

1.2 I have received high quality advising at UNI.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

2.1 I have had a high quality mentoring relationship with a UNI faculty or staff member.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

2.2 I feel a sense of belonging to the university community.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

3.1 I have collaborated with faculty or staff on academic or extracurricular activities.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

3.2 My academic major includes information on multiple cultures and points of view.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

4.1 UNI is effectively preparing me to be a contributing member of a multicultural / multinational world.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

4.2 UNI provides a welcoming and responsive environment for members of the UNI community who have unique needs that may affect their opportunity for success.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

5.1 I have experienced positive social interactions with students who have different backgrounds or beliefs than my own.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

5.2 UNI provides opportunities for developing an understanding of people who have different racial and ethnic backgrounds than my own.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

6.1 UNI values all of its members regardless of race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

6.2 Do you have a laptop computer available for your personal use during the academic year?

- 1 Yes, less than 1 year old
- 2 Yes, 1 to less than 3 years old
- 3 Yes, 3 to less than 5 years old
- 4 Yes, 5 or more years old
- 5 No

7.1 I have experienced a prejudicial remark or behavior on campus tied to my race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

7.2 Do you bring a laptop computer with you to class during the academic year?

- 1 Never
- 2 Rarely
- 3 Occasionally
- 4 Often
- 5 Very often
- 6 Do not have my own laptop

- 8.1 Faculty encourage the expression of diverse points of view in the classroom.
- 1 Strongly disagree
  - 2 Disagree
  - 3 Neutral/No Opinion
  - 4 Agree
  - 5 Strongly agree
- 8.2 Do you have a laptop computer available for your personal use during the academic year?
- 1 Yes, less than 1 year old
  - 2 Yes, 1 to less than 3 years old
  - 3 Yes, 3 to less than 5 years old
  - 4 Yes, 5 or more years old
  - 5 No
- 9.1 UNI provides opportunities for participation in university governance activities.
- 1 Strongly disagree
  - 2 Disagree
  - 3 Neutral/No Opinion
  - 4 Agree
  - 5 Strongly agree
- 9.2 How often do you bring a laptop computer with you to class during the academic year?
- 1 Never
  - 2 Rarely
  - 3 Occasionally
  - 4 Often
  - 5 Very often
  - 6 Do not have my own laptop
- 10.1 The library usually has the scholarly journals (periodicals) and other materials I need for my studies.
- 1 Strongly disagree
  - 2 Disagree
  - 3 Neutral/No Opinion
  - 4 Agree
  - 5 Strongly agree

10.2 The Rod Library home page is a valuable resource for finding information on the Internet.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

11.1 When I ask a librarian for assistance, I usually get a useful response.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

11.2 Rod Library instruction sessions (e.g. tours, classes, workshops) have been helpful to me in my academic work.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

12.1 Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

12.2 Computers have been a significant part of my coursework at UNI.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

13.1 The training I have received at UNI on the use of computers has generally met my educational needs.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

13.2 Do you have a laptop computer available for your personal use during the academic year?

- 1 Yes, less than 1 year old
- 2 Yes, 1 to less than 3 years old
- 3 Yes, 3 to less than 5 years old
- 4 Yes, 5 or more years old
- 5 No

14.1 I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree



14.2 How often do you bring a laptop computer with you to class during the academic year?

- 1 Never
- 2 Rarely
- 3 Occasionally
- 4 Often
- 5 Very often
- 6 Do not have my own laptop

15.1 The UNI wireless network is generally accessible from most buildings on campus.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral/No Opinion
- 4 Agree
- 5 Strongly agree

15.2 While at UNI, I have studied a language other than my own above and beyond the foreign language requirements for graduation.

- 1 Yes
- 2 No

16.1 How many of your children need child care?

- 1 1 child
- 2 children
- 3 3+ children
- 4 No children

16.2 What type of child care do you need?

- 1 Half day
- 2 Full day
- 3 Before/after school
- 4 Evenings
- 5 No children

17.1 Do you use child care in order to attend UNI?

- 1 Yes
- 2 No
- 3 No children

17.2 Does your current child care meet your needs?

- 1 Yes
- 2 No
- 3 No children

18.1 While at UNI, I have studied a language other than my own above and beyond the foreign language requirements for graduation.

- 1 Yes
- 2 No

18.2 How often do you bring a laptop computer with you to class during the academic year?

- 1 Never
- 2 Rarely
- 3 Occasionally
- 4 Often
- 5 Very often
- 6 Do not have my own laptop