

Report of the Results of the  
**Student Opinion Survey**

Office of Institutional Research  
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**ABSTRACT**

This report describes the results of the Spring 2001 administration of the Student Opinion Survey (SOS) to BGSU's main campus undergraduate students. The SOS is a standardized instrument provided by the American College Testing Company. It has been used by many institutions to evaluate student satisfaction with the campus services and the general campus environment. The results of SOS may also be used to assist in BGSU's assessment and institutional improvement efforts.

**BACKGROUND AND METHODOLOGY**

The Office of Institutional Research conducts regular periodic assessment of student satisfaction with a variety of aspects of the University. One of the office's principal means of data collection since 1997 has been the BGSU Undergraduate Experiences Questionnaire (BUEQ), which was constructed in the IR office from a variety of sources. This year the Student Opinion Survey (SOS), a standardized instrument provided by the American College Testing Company, has been used instead of the BUEQ to collect data. The advantage of the SOS is that it provides a vehicle not only for longitudinal comparison of students' satisfaction with BGSU, but also for possible comparison of results with those from comparable institutions across the country.

One thousand three hundred and ninety eight (1,398) copies of the SOS were distributed in a representative sample of 41 undergraduate classes at BGSU's main campus in February 2001. A total of 1,001 usable survey forms were returned for an overall response rate of 71.6%. The majority of the respondents were full-time (97%), single (95%), and in-state (94%) undergraduate students. Most of them arrived at BGSU directly from high school (84%) to obtain a Bachelor's degree (88%).

There was a high degree of similarity between the respondents and the population at BGSU in terms of age, race, residence classification (living on/off campus), and enrollment status (full-time vs. part-time). Women (66% of survey respondents vs. 57% in the population) and junior (33% of survey respondents vs. 23% in the population ) respondents, however, were over represented. Male (34% for the survey respondents vs. 43% for population) and freshmen (13% for the survey respondents vs. 24% for population) tended to be underrepresented in the data set. These limitations require that results from the survey be interpreted with some caution.

The survey results were divided into two sections. The first section deals with student satisfaction with program and service areas at BGSU's main campus. The second focuses on satisfaction with 45 characteristics of the University environment. The results were analyzed by noting the percentages of participants who provided various responses to the survey items. Results were also compared with those of previous similar questionnaires. These included the SOS, which was conducted by Office of Student Life in 1996, and the BUEQ, which was conducted by Office of Institutional Research in 1998. Internal group differences (e.g., gender, race, class level, and residence classification) were examined and significant differences are noted where they occurred. Unfortunately we were not able to find comparable institutions to do cross institution comparisons this year.

A complete listing of the survey responses is included at the end of this report. Unless otherwise stated, all numbers in the report indicate percentages of survey participants. Percentages may not always sum to 100 due to rounding.

## RESULTS

### 1. Satisfaction with College Programs and Services

**Table 1: Percent of Respondents Who Have Used the Services Below:**

	1996	1998	2001
Library facilities and services	90%	NA	98%
Academic advising services	85%	NA	91%
Food services	90%	NA	89%
Parking facilities and services	87%	NA	88%
Computer services	98%	NA	87%
College orientation programs	69%	NA	76%
Recreational & intramural programs and services	78%	NA	71%
Student health services	71%	NA	66%
Residence hall services and programs	80%	NA	66%
Financial aid services	50%	NA	60%
College mass transit services	75%	NA	58%
College-sponsored social activities	64%	NA	55%

Student employment services	44%	NA	33%
Cultural programs	35%	NA	28%
Career planning services	30%	NA	23%
College-sponsored tutorial services	21%	NA	20%
Personal counseling services	23%	NA	16%
Job placement services	18%	NA	14%
Honors programs	13%	NA	12%
Student health insurance program	8%	NA	10%
Credit-by-examination program	8%	NA	4%
Veterans services	2%	NA	3%
Day care services	1%	NA	2%

**Table 2. Student Satisfaction with University Programs and Services**

<b>Percent "Satisfied" or "Very Satisfied" with:</b>	<b>1996</b>	<b>1998</b>	<b>2001</b>
Recreational & intramural programs and services	94%	NA	89%
Library facilities and services	82%	NA	87%
Honors Programs	87%	NA	83%
Computer services	68%	NA	69%
College-sponsored social activities	72%	NA	68%
Student employment services	68%	NA	68%
College-sponsored tutorial services	64%	NA	66%
Career planning services	60%	NA	66%
Cultural programs	73%	NA	64%
College mass transit services	67%	NA	63%
Job placement services	49%	NA	62%
College orientation programs	56%	NA	61%
Academic advising services	59%	NA	61%
Residence hall services and programs	52%	NA	61%
Financial aid services	47%	NA	58%
Student health services	67%	NA	57%
Personal counseling services	54%	NA	57%
Food services	41%	NA	51%
Student health insurance program	43%	NA	49%
Parking facilities and services	12%	NA	10%

As shown on Table 1, more than half of the survey respondents have used 12 out of 23 services and programs provided by BGSU. Among the students who have used the various services or programs, the majority of them were satisfied or very satisfied with most of the services and programs, especially with recreational/intramural programs and services, library facilities and services and honors programs. Students were least likely to be satisfied or very satisfied with parking facilities and services (see Table 2).

Improvements were found in the areas of job placement services, residence hall services and programs, financial aid services, and food services between 1996 and 2001. During the same period of time, however, student health services and cultural programs demonstrated declines in students' satisfaction.

Some differences were found in satisfaction on the basis of gender, ethnicity, class level, and residence classification.

Female students were more satisfied than male students with career services, recreational and intramural programs and services, student employment services, residence hall services and programs, food services, college-sponsored social activities, cultural programs, and honors programs.

Minority students were more satisfied than European-American students with the student health insurance program, financial aid services, student employment services, and cultural programs, but they are less satisfied than European-American students with recreational and intramural programs and services, residence hall services and programs, food services, the college orientation program, and college mass transit services.

Freshmen were more satisfied than sophomores, juniors and seniors with honors programs and residence hall services and programs. They are less satisfied with personal counseling services and cultural programs than were sophomores, juniors and seniors.

Students who lived on campus\* were more satisfied than those who lived off campus\* with college orientation programs. Students who lived off campus were more satisfied with personal counseling services and job placement services than were those who lived on-campus.

*\* On campus residents include those who lived in college residence halls or fraternity/sorority houses. Off campus residents include those who lived in off-campus rooms or apartments, homes of parents or relatives, and in their own homes.*

## 2. Satisfaction with College Environment

In another part of the Student Opinion Survey students were asked to rate their satisfaction level with the [academic environment](#), [admissions and registration process](#), [campus rules & policies](#), [university facilities](#), [safety conditions on campus](#), and [general campus environment](#) at BGSU. The results are shown in the tables below. Again, the 1996 data were provided by the Office of Student Life. The 1998 data are from [Report of the Results of the BGSU Undergraduate Experiences Questionnaire](#).

### 1) Satisfaction with Academic Environment

**Table 3. Academic Components of the Campus Environment**

Percent "Satisfied" or "Very Satisfied" with:	1996	1998	2001
Class size relative to the type of course	74%	NA	82%
Variety of courses offered at this college	71%	NA	77%
Out-of-class availability of your instructors	72%	55%	76%
Attitude of the faculty toward students	70%	NA	75%
Testing/grading system	64%	NA	72%
Course content in your major field	73%	NA	72%
Instruction in your major field	72%	NA	71%
Preparation you are receiving for your future occupation	60%	NA	58%
Availability of your advisor	57%	NA	55%
Value of the information provided by your advisor	52%	NA	54%
Flexibility to design your own program of study	49%	NA	43%

The majorities of the undergraduate students were satisfied or very satisfied with class size, course content and varieties, instructors and instruction in their major field, and the testing/grading system at BGSU. Notably, student satisfaction with the class size, the variety of courses offered at BGSU, the attitude of the faculty toward students, and the testing system increased 5% or more between 1996 and 2001. Student satisfaction with the flexibility to design one's own program of study, however, decreased 6% over the five-year interval.

European-American students were more satisfied than minority students with 10 out of 11 items listed on Table 3 (the only exception is the "flexibility to design your own program of study," which had no satisfaction difference across the group). Freshmen/sophomores and students living on-campus were more satisfied than juniors/seniors and students living off-campus with variety of courses offered at BGSU. Freshmen were more satisfied with flexibility to design their own program of study than were sophomore, juniors and seniors.

## 2) Satisfaction with Admissions and Registration

**Table 4. Admissions and Registration Components of the Campus Environment**

Percent "Satisfied" or "Very Satisfied" with:	1996	1998	2001
<b>Admissions</b>			
College catalog/admissions publications	80%	NA	69%
General admissions procedures	40%	NA	62%
Accuracy of college information you received before enrolling	67%	NA	61%
Availability of financial aid information prior to enrolling	40%	NA	44%
<b>Registration</b>			
Academic calendar for this college	60%	NA	68%
General registration procedures	73%	NA	60%
Billing and fee payment procedures	56%	NA	50%
Availability of the courses you want at times you can take them	51%	39%	33%

Sixty percent or more of the students in 2001 were satisfied or very satisfied with the college catalog/admissions publications, accuracy of college information they received before enrolling, general admissions and registration procedures, and the academic calendar for this college. It is particularly noteworthy that the satisfaction score of general admissions procedures increased significantly between 1996 and 2001. The satisfaction scores of the availability of the courses students want at times they can take them, however, decreased 18% at the same period of time. Other areas that also showed decreasing satisfactions were: college publications, the accuracy of college information student received before enrolling, general registration procedures, and billing and fee payment procedures.

European-American students were more satisfied than minority students with general admissions procedures, accuracy of college information their received before enrolling, college catalog/admissions publications, the academic calendar for BGSU, and billing and fee payment procedures. Females were more satisfied than males with the accuracy of college information they received before enrolling and college catalog/admissions publications. Freshmen and students living on campus were more satisfied with the availability of the courses they want at times they can take them than were sophomores, juniors, seniors, and students living off campus. Sophomores were less satisfied with the billing and fee payment procedures than were freshmen, juniors and seniors.

### 3) Satisfaction with Rules & Policies

**Table 5. Rules & Policies Components of the Campus Environment**

<b>Percent "Satisfied" or "Very Satisfied" with:</b>	<b>1996</b>	<b>1998</b>	<b>2001</b>
Personal security/safety at this campus	37%	NA	47%
Rules governing student conduct at this college	50%	NA	44%
Residence hall rules and regulations	44%	NA	41%
Academic probation and suspension policies	33%	NA	34%
Student voice in college policies	24%	NA	27%
Purposes for which student activity fees are used	28%	NA	25%

Students feel better about their personal security and safety on campus in 2001 than they did in 1996. The area where student satisfaction has notably declined is that of rules governing student conduct at BGSU.

Male students and freshmen were more satisfied with personal security and safety at BGSU than were female students and sophomores, juniors and seniors. Freshmen and sophomores were more satisfied with residence hall rules/regulations and the purposes for which student activity fees were used than were juniors and seniors. European-American students were more satisfied than minority students with rules governing student conduct at BGSU, residence hall rules and regulations, and personal security/safety on campus.

### 4) Satisfaction with Facilities

**Table 6. Facilities Components of the Campus Environment**

<b>Percent "Satisfied" or "Very Satisfied" with:</b>	<b>1996</b>	<b>1998</b>	<b>2001</b>
Classroom facilities	81%	54%	73%
Study areas	70%	NA	69%
Athletic facilities	77%	NA	64%
Campus bookstore	73%	NA	62%
General condition of buildings and grounds	73%	NA	60%
Laboratory facilities	58%	57%	58%
Availability of student housing	58%	NA	48%
Student union	51%	NA	14%

Most of the students were satisfied with 6 out of the 8 facility items listed on the survey. Student satisfaction with the student union declined substantially between 1996 and 2001, which is not surprising due to the renovation of the union. There were some areas where more attention may be needed. They were athletic facilities, the campus bookstore, the

general condition of buildings and grounds, and availability of student housing, which all saw a 10% or greater satisfaction rate decrease between 1996 and 2001.

Females and freshmen were more satisfied with the campus bookstore than were males and sophomores, juniors and seniors. Freshmen and sophomores were more satisfied than juniors and seniors with athletic facilities and the availability of student housing. Seniors were less satisfied with study areas than were freshmen, sophomores and juniors. European-American students were more satisfied than minority students with classroom facilities, study areas, the campus bookstore, and the availability of student housing.

### 5) Satisfaction with General Campus Environment

**Table 7. General Campus Environment**

<b>Percent "Satisfied" or "Very Satisfied" with:</b>	<b>1996</b>	<b>1998</b>	<b>2001</b>
This college in general	76%	65%	78%
Opportunities for personal involvement in campus activities	75%	NA	62%
Campus media (student newspaper, campus radio, etc.)	71%	NA	60%
Attitude of the college nonteaching staff toward students	50%	NA	54%
Racial harmony at this college	74%	NA	46%
Opportunities for student employment	55%	NA	45%
Concern for you as an individual	40%	NA	37%
Religious activities and programs	38%	NA	33%
Student government	27%	NA	30%

The majority of students were satisfied or very satisfied with BGSU in general. Although more than 60% of the students were satisfied with campus media and the opportunities for personal involvement in campus activities, the satisfaction rates in 2001 were lower than the rates in 1996. Student satisfaction with employment opportunities also decreased over the past five years. Another area that may lead to concern was that the rate of satisfaction with racial harmony at BGSU decreased 28% between 1996 and 2001.

Freshmen were more satisfied than sophomores, juniors, and seniors with concern for them as an individual, racial harmony at BGSU, and religious activities and programs on campus. Female students were more satisfied than male students with campus media. European-American students were more satisfied than minority students with racial harmony at BGSU, attitude of the college nonteaching staff toward students, opportunities for personal involvement in campus activities, campus media, and BGSU in general.

## 6) Satisfaction with Safety Conditions on Campus

**Table 8. Safety Conditions on Campus**

<b>Percent "Satisfied" or "Very Satisfied" with:</b>	<b>1996</b>	<b>1998</b>	<b>2001</b>
Safety conditions of science laboratories	NA	NA	58%
Health and safety conditions for student employees	NA	61%	55%
Fire safety conditions in residential buildings	NA	64%	51%

There are three questions specifically asked by BGSU to address the safety conditions on campus. As shown in Table 8, more than half of the respondents were satisfied with the safety conditions in science laboratories, fire safety conditions in residential buildings, and health /safety conditions for student employees. The satisfaction rates for 2 out of 3 items, however, decreased between 1998 and 2001.

Freshmen were more satisfied with health and safety conditions for student employees than were sophomores, juniors, and seniors. Female students were more satisfied than male students with the safety conditions in science laboratories. European-American students were more satisfied than minority students with all three safety conditions listed in Table 8.

## **SUMMARY AND CONCLUSIONS**

Most of the undergraduate students at BGSU's main campus were generally satisfied with most of the items listed on the Student Opinion Survey. Areas associated with the greatest degree of satisfaction were library facilities and services, recreational and intramural programs and services, class size, BGSU in general, the variety of courses offered at BGSU, out-of-class availability of instructors, and attitude of the faculty toward students.

Considerable improvement in student satisfaction levels was seen in the areas of admission procedures, personal security/safety on campus, class size relative to the type of course, and the testing/grading system between 1996 and 2001. Other areas, however, experienced a 10% or greater satisfaction rate decrease over the past few years. Those areas were: racial harmony at this college (decreased 28%), availability of the courses students want at times they can take them (decreased 18% ), general registration procedures, student health services, college-sponsored social activities, college mass transit services, college catalog/admissions publications, athletic facilities, campus bookstore, general condition of buildings and grounds, availability of student housing, opportunities for personal involvement in campus activities, campus media, opportunities for student employment, and fire safety conditions in residential buildings. Parking facilities and services received the lowest satisfaction score both in 1996 (12% satisfied or very satisfied) and 2001 (10% satisfied or very satisfied).

Another disturbing finding was that minority students were generally less satisfied than European-American students with half of the total 68 survey items.

The Office of Institutional Research welcomes feedback concerning this and other studies and how they can continue to be improved.

### **ITEM RESPONSES**

#### **Age:**

18 or Younger	6%
19	19%
20	25%
21	25%
22	12%
23 - 25	9%
26 - 29	1%
30 - 39	2%
40 - 61	1%
62 or Over	0%

#### **Gender:**

Male	34%
Female	66%

#### **What is your racial or ethnic identification?**

American Indian/other Native American	0%
Asian or Pacific Islander	0%
Black or African American	6%
White	85%
Mexican American	1%
Puerto Rican, Cuban, Other Latino or Hispanic	1%
Other	2%
I prefer not to respond	5%

#### **Indicate your class level at this college:**

Freshman	13%
Sophomore	24%
Junior	33%
Senior	30%
Graduate or Professional Student	1%
Special Student	0%
Other/Unclassified	1%
Does Not Apply to This College	0%

**Marital Status:**

Unmarried (Including Single, Divorced, and Widowed)	95%
Married	3%
Separated	0%
Prefer Not to Respond	2%

**For what purpose did you enter this college? ( select only one)**

No Definite Purpose in Mind	3%
To Take a Few Job-Related Courses	0%
To Take a Few Courses for Self-Improvement	0%
To Take Courses Necessary for Transferring to Another College	0%
To Obtain or Maintain a Certification	2%
To Complete a Vocational/Technical Program	0%
To Obtain an Associate Degree	1%
To Obtain a Bachelor's Degree	88%
To Obtain a Master' Degree	4%
To Obtain a Doctorate or a Professional Degree	1%

**Indicate the number of hours per week you are currently employed.**

0 or Only Occasional Jobs	39%
1 to 10	14%
11 to 20	27%
21 to 30	13%
31 to 40	5%
Over 40	2%

**What is your current enrollment status at this college?**

Full-time	97%
Part-time	3%

**What type of tuition do you pay at this college?**

In-State Tuition	93%
Out-of-State Tuition	5%
Does not apply to this college	2%

**What is your residence classification at this college:**

In-State Student	94%
Out-of-State Student	5%
International Student (Not U.S. Citizen)	1%

**What types of school did you attend just prior to entering this college?**

High School	84%
Vocational-Technical School	1%
2-Year College	7%
4-Year College or University	6%
Graduate/Professional College	1%
Other	1%

**Indicate your current college residence.**

College Residence Hall	35%
Fraternity or Sorority House	5%
College Married Student Housing	0%
Off-Campus Room or Apartment	49%
Home of Parents or Relatives	7%
Own Home	4%
Other	1%

**Do you receive any type of federal, state, or college-sponsored student financial aid?**

Yes	62%
No	38%

**Please indicate whether or not you have used the service listed below (percentage YES):**

Academic advising services	91%
Personal counseling services	16%
Career planning services	23%
Job placement services	14%
Recreational and intramural programs and services	71%
Library facilities and services	98%
Student health services	66%
Student health insurance program	10%
College-sponsored tutorial services	20%
Financial aid services	60%
Student employment services	33%
Residence hall services and programs	66%
Food services	89%
College-sponsored social activities	55%
Cultural programs	28%
College orientation programs	76%

Credit-by-examination program (PEP, CLEP, etc.)	4%
Honors programs	12%
Computer services	87%
College mass transit services	58%
Parking facilities and services	88%
Veterans services	3%
Day care services	2%

**If you have used the service above, please indicate your level of satisfaction with it:**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Academic advising services	12%	48%	19%	16%	5%
Personal counseling services	12%	26%	46%	13%	4%
Career planning services	8%	38%	40%	10%	4%
Job placement services	7%	30%	53%	6%	4%
Recreational/intramural programs and services	29%	56%	12%	2%	1%
Library facilities and services	26%	60%	10%	4%	0%
Student health services	12%	42%	25%	16%	5%
Student health insurance program	6%	26%	58%	6%	5%
College-sponsored tutorial services	11%	37%	43%	6%	4%
Financial aid services	11%	42%	29%	13%	5%
Student employment services	15%	40%	30%	10%	5%
Residence hall services and programs	8%	50%	30%	11%	2%
Food services	6%	43%	27%	17%	7%
College-sponsored social activities	7%	54%	31%	7%	2%
Cultural programs	8%	42%	43%	4%	3%
College orientation programs	10%	49%	33%	5%	2%
Credit-by-examination program	4%	18%	74%	2%	2%
Honors programs	17%	23%	56%	3%	1%
Computer services	12%	55%	21%	9%	2%
College mass transit services	11%	46%	25%	14%	5%
Parking facilities and services	1%	9%	14%	34%	42%
Veterans services	3%	10%	82%	2%	2%
Day care services	4%	6%	87%	0%	3%

**Please indicate your level of satisfaction with each of the following aspects of this college.**

	Does Not Apply	Very Satisfied	Satisfied	Neutral	Dis-satisfied	Very Dis-satisfied
<b>Academic:</b>						
Testing/grading system	0%	6%	66%	23%	4%	1%
Course content in your major field	2%	15%	57%	16%	9%	2%
Instruction in your major field	2%	18%	53%	17%	8%	1%
Out-of-class availability of your instructors	0%	18%	58%	19%	4%	1%
Attitude of the faculty toward students	0%	17%	58%	17%	5%	2%
Variety of courses offered at this college	0%	20%	57%	15%	8%	1%
Class size relative to the type of course	0%	19%	63%	13%	4%	1%
Flexibility to design your own program of study	13%	9%	34%	31%	11%	2%
Availability of your advisor	2%	15%	40%	24%	14%	6%
Value of the information provided by your advisor	3%	15%	39%	23%	12%	9%
Preparation you are receiving for your future occupation	2%	11%	47%	27%	9%	3%
<b>Admissions:</b>						
General admissions procedures	2%	7%	55%	31%	4%	1%
Availability of financial aid information prior to enrolling	14%	7%	37%	27%	11%	4%
Accuracy of college information you received before enrolling	1%	9%	52%	27%	8%	3%
College catalog/admissions publications	2%	10%	59%	25%	4%	1%
<b>Rules &amp; Policies:</b>						
Student voice in college policies	11%	3%	24%	40%	15%	7%
Rules governing student conduct at this college	5%	4%	40%	40%	8%	4%
Residence hall rules and regulations	13%	4%	37%	30%	11%	5%
Academic probation and suspension policies	25%	4%	30%	35%	4%	3%
Purposes for which student activity fees are used	6%	1%	24%	42%	19%	8%
Personal security/safety at this campus	1%	5%	42%	29%	17%	6%
<b>Facilities:</b>						
Classroom facilities	0%	7%	66%	19%	7%	1%
Laboratory facilities	11%	5%	53%	24%	7%	1%
Athletic facilities	12%	12%	52%	18%	4%	2%
Study areas	2%	8%	61%	21%	7%	2%
Student union	45%	2%	12%	17%	7%	18%
Campus bookstore	0%	6%	56%	21%	12%	5%
Availability of student housing	15%	5%	43%	27%	8%	2%
General condition of buildings and grounds	0%	7%	53%	24%	13%	2%

<b>Registration:</b>						
General registration procedures	1%	6%	54%	24%	11%	4%
Availability of the courses you want at times you can take them	0%	5%	28%	23%	29%	15%
Academic calendar for this college	0%	17%	51%	19%	8%	4%
Billing and fee payment procedures	3%	5%	45%	32%	10%	5%
<b>General:</b>						
Concern for you as an individual	1%	4%	33%	41%	14%	8%
Attitude of the college nonteaching staff toward students	2%	7%	47%	34%	8%	3%
Racial harmony at this college	3%	5%	41%	37%	9%	5%
Opportunities for student employment	16%	6%	39%	28%	9%	2%
Opportunities for personal involvement in campus activities	5%	12%	50%	27%	4%	1%
Student government	20%	3%	27%	40%	6%	3%
Religious activities and programs	21%	6%	27%	40%	4%	2%
Campus media (student newspaper, campus radio, etc.)	4%	11%	49%	23%	7%	4%
This college in general	0%	16%	62%	16%	5%	2%

**Additional question: Please rate your level of satisfaction with each of the following items**

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
Fire safety conditions in residential buildings	6%	45%	31%	10%	8%
Health and safety conditions for student employees	5%	50%	34%	8%	4%
Safety conditions of science laboratories	6%	52%	34%	4%	4%