

# **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 2003 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 the SOS may also be used to assist in BGSU's assessment and institutional improvement efforts.

## **BACKGROUND AND METHODOLOGY**

The Office of Institutional Research (IR) 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 2001 has been the Student Opinion Survey (SOS), a standardized instrument provided by the American College Testing Company.

One thousand four hundred and ten (1,410) copies of the SOS were distributed in a representative sample of 40 undergraduate classes at BGSU's main campus in February 2003. A total of 1,116 usable survey forms were returned for an overall response rate of 79.1%. The majority of the respondents were full-time (98%), single (95%), and in-state (93%) undergraduate students. Most of them arrived at BGSU directly from high school (81%) to obtain a Bachelor's degree (87%). More than 60% of them worked during Spring 2003 semester.

There was a relatively high degree of similarity between the respondents and the population at BGSU in terms of gender, race, college, residence classification (living on campus vs. living off campus), and enrollment status (full-time vs. part-time). Juniors,

however, were over represented in the data set (32% of survey respondents vs. 20% in the population ) while freshmen were underrepresented (13% for the survey respondents vs. 33% for population). This limitation requires that results from the survey be interpreted with some caution.

The survey results were divided into four sections. The first section deals with student satisfaction with programs and services at BGSU's main campus. The second section focuses on satisfaction with 45 characteristics of the University environment. The third section discusses BGSU-developed questions that were appended to the SOS, and the last section shows the comments and suggestions provided by some survey respondents.

The survey 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. Internal group differences (e.g., gender, race\*, college\*, 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 summary and conclusions as well as a complete listing of the survey responses are 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.

- \*Race:** *including European American Students and Minority Students (African American, Native American, Mexican American, Asian American, Puerto Rican, Cuban, and Other Latino or Hispanic)*
- \*College:** *including Academic Enhancement, Arts and Sciences, Business Administration, Education and Human Development, Health and Human Services, Musical Arts, and Technology*
- \*Class Level:** *including Freshman, Sophomore, Junior, and Senior*
- \*Residence Classification:** *including On Campus Residents (those who lived in college residence halls or fraternity/sorority houses) and Off Campus Residents (those who lived in off-campus rooms or apartments, homes of parents or relatives, and in their own houses)*

## RESULTS

### 1. Satisfaction with College Programs and Services

This section describes whether students have used the 22 programs and services provided by BGSU and their level of satisfaction with them. The 1996 data on Table 1 and Table 2 were provided by the Office of Student Life.

**Table 1. Have You Used The Programs And Services Listed Below?  
(Percentage "Yes")**

	1996	2001	2003
Library facilities and services	90%	98%	96%
Food services	90%	89%	90%
Parking facilities and services	87%	88%	90%
Academic advising services	85%	91%	88%
Computer services	98%	87%	84%
College orientation programs	69%	76%	73%
Recreational and intramural programs and services	78%	71%	69%
Student health services	71%	66%	68%
Residence hall services and programs	80%	66%	63%
Financial aid services	50%	60%	61%
College mass transit services	75%	58%	59%
College-sponsored social activities	64%	55%	51%
Student employment services	44%	33%	37%
Career planning services	30%	23%	24%
Cultural programs	35%	28%	21%
College-sponsored tutorial services	21%	20%	18%
Personal counseling services	23%	16%	15%
Job placement services	18%	14%	13%
Student health insurance program	8%	10%	11%
Honors programs	13%	12%	10%
Credit-by-examination program (PEP, CLEP, etc.)	8%	4%	4%
Veterans services	2%	3%	3%

**Table 2. How Satisfied Were You With The Programs And Services  
Provided By BGSU? \* (Percentage "Satisfied" or "Very Satisfied")**

	1996	2001	2003
Recreational/intramural programs and services	94%	89%	88%
Library facilities and services	82%	87%	88%
Computer services	68%	69%	78%
Cultural programs	73%	64%	75%
College-sponsored social activities	72%	68%	73%
Personal counseling services	54%	57%	70%

Honors programs	87%	83%	68%
College orientation programs	56%	61%	68%
College-sponsored tutorial services	64%	66%	65%
Student health services	67%	57%	63%
Academic advising services	59%	61%	62%
Career planning services	60%	66%	62%
Residence hall services and programs	52%	61%	62%
Financial aid services	47%	58%	61%
Student employment services	68%	68%	61%
College mass transit services	67%	63%	57%
Food services	41%	51%	55%
Student health insurance program	43%	49%	54%
Job placement services	49%	62%	38%
Parking facilities and services	12%	10%	9%

*\*Veterans Services and Credit-by Examination Program are not listed on Table 2 since only 8% or less of the respondents have used them.*

As shown on Table 1 more than half of the survey respondents have used the library, food services, parking facilities and services, academic advising services, computer services, college orientation programs, recreational and intramural programs and services, student health services, residence hall services and programs, financial aid services, college mass transit services, and college-sponsored social activities. The credit-by-examination program and veterans services were rarely used by BGSU students.

Among the students who have used the various services or programs provided by BGSU, 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, computer services, cultural programs, college-sponsored social activities, and personal counseling services. Students were least likely to be satisfied or very satisfied with parking facilities and services (see Table 2).

Continual improvements were found in the areas of computer services, personal counseling services, college orientation programs, residence hall services and programs, financial aid services, food services, the student health insurance program, library facilities and services, and academic advising services for the past six years. During the same period of time, however, recreational/ intramural programs and service, honors programs, student employment services, and college mass transit services demonstrated declines in students' satisfaction. The satisfaction with job placement services went up between 1996 and 2001, then down between 2001 and 2003.

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

Male students were more likely than female students to use personal counseling services, job placement services, and college mass transit services. Female students, on the other

hand, were more likely than male students to use academic advising services, student health services, college-sponsored tutorial services, student employment services, residence hall services, food services, and the college orientation program. They were also more satisfied than male students with career planning services, the student health insurance program, college-sponsored tutorial services and social activities, food services, the college orientation program, and honors programs.

Between European-American students and minority students, the former were more likely to use academic advising services as well as parking facilities and services, and the latter were more likely to use career planning services, financial aid services, cultural programs, and college-sponsored tutorial services as well as social activities. European-American students were more likely to be satisfied or very satisfied with job placement services and cultural programs than were minority students.

Among the students in different class levels, seniors were least likely to use residence hall services, and freshmen were least likely to use academic advising services, career planning services, parking facilities and services, and student health services. Juniors and seniors were more likely than freshmen and sophomores to use job placement services. Seniors and freshmen were more likely than sophomores and juniors to use financial aid services.

Freshmen and sophomores were more satisfied than juniors and seniors with personal counseling services and career planning services. Freshmen and juniors were more satisfied than sophomores and seniors with honors programs. While freshmen were most satisfied with student health insurance program as well as student health services, they were least satisfied with student employment services. Seniors were least satisfied with job placement services. The higher the class level the lower the students' satisfaction with computer services.

Students who lived on campus were less likely to use parking facilities and services, but more likely to use recreational and intramural programs and services, residence hall services, food services, college-sponsored social activities, and college mass transit services than were students who lived off campus. They were less likely to be satisfied with college mass transit services, but more likely to be satisfied with career planning services, job placement services, the student health insurance program, college-sponsored tutorial services, honors programs, and computer services than were the students living off campus.

Among the students in the seven colleges, Academic Enhancement students were most likely to be satisfied with financial aid services, but least likely to be satisfied with food services. Business Administration students were most likely to use career planning services and be satisfied with student employment services. Musical Arts students were most likely to use student health services, but least likely to use college-sponsored tutorial services, financial aid services, and student employment services. Students in the College of Technology were most likely to use job placement services, but least likely to be satisfied with college orientation program.

Compared with students in other colleges, students in Academic Enhancement and College of Musical Arts were more satisfied with academic advising services; students in Arts and Sciences as well as in Business Administration were more satisfied with job placement services; and students in Business Administration as well as in Health and Human Services were more satisfied with college-sponsored tutorial services.

## 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](#), and [general campus environment](#). The results are shown in the tables below. Again, the 1996 data were provided by the Office of Student Life.

### 1) Satisfaction with Academic Environment

More than 70% percent of the survey respondents were satisfied or very satisfied with class size, attitude and availability of their instructors, course content and variety, instruction in their major field, and the testing/grading system at BGSU (see Table 3). Notably, satisfaction with the attitude of the faculty toward students, the out-of-class availability of instructors, and the testing/grading system continued to improve.

**Table 3. Satisfaction with Academic Environment  
(Percentage "Satisfied" or "Very Satisfied")**

	1996	2001	2003
Class size relative to the type of course	74%	82%	82%
Attitude of the faculty toward students	70%	75%	79%
Out-of-class availability of your instructors	72%	76%	77%
Variety of courses offered at this college	71%	77%	77%
Course content in your major field	73%	72%	75%
Instruction in your major field	72%	71%	75%
Testing/grading system	64%	72%	73%
Preparation you are receiving for your future occupation	60%	58%	61%
Availability of your advisor	57%	55%	58%
Value of the information provided by your advisor	52%	54%	53%
Flexibility to design your own program of study	49%	43%	50%

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 and the flexibility to design their own programs of study. Sophomores, juniors, and seniors were more satisfied than freshmen with instruction in their major fields and the value of the information provided by their advisors. Among the students in the seven colleges, Musical Arts students were most satisfied with course content and instruction in their major field, availability and attitude of their instructors, variety of course offerings, class size relative to the type of course, and preparation they received for their future occupation.

## 2) Satisfaction with Admissions and Registration

As shown on Table 4 below more than half of the respondents in 2003 were satisfied with six out of the eight survey items related to admissions and registration. More students are satisfied with the academic calendar now than before, and a great improvement was found in the area of general admissions procedures between 1996 and 2001. During the same period of time, however, a 10% or greater decrease in satisfaction was found in the areas of college catalog/admissions publications, general registration procedures, and availability of the courses students want at times they can take them. Satisfaction in these areas did not change significantly between 2001 and 2003.

**Table 4. Satisfaction with Admissions and Registration  
(Percentage "Satisfied" or "Very Satisfied")**

	1996	2001	2003
<b>Admissions</b>			
College catalog/admissions publications	80%	69%	68%
Accuracy of college information you received before enrolling	67%	61%	65%
General admissions procedures	40%	62%	62%
Availability of financial aid information prior to enrolling	40%	44%	47%
<b>Registration</b>			
Academic calendar for this college	60%	68%	77%
General registration procedures	73%	60%	61%
Billing and fee payment procedures	56%	50%	53%
Availability of the courses you want at times you can take them	51%	33%	34%

Females were more satisfied than males with general admissions and registration procedures and college catalog/admissions publications. Students living on campus were more satisfied with the accuracy of college information they received before enrolling and college catalog/admissions publications than were students living off campus. While European-American students were more satisfied with general admissions procedures, minority students were more satisfied with the availability of the courses they want at times they can take them. Compared with students in the six other colleges, Technology students were least satisfied with availability of the courses they want at times they can take them.

## 3) Satisfaction with Rules & Policies

Satisfaction with the personal security and safety on campus continually improved. Only 50% or less of the respondents were satisfied or very satisfied with other rules and policies at BGSU (see Table 5).

**Table 5. Satisfaction with Rules & Policies  
(Percentage "Satisfied" or "Very Satisfied")**

	<b>1996</b>	<b>2001</b>	<b>2003</b>
Personal security/safety at this campus	37%	47%	60%
Rules governing student conduct at this college	50%	44%	46%
Residence hall rules and regulations	44%	41%	37%
Academic probation and suspension policies	33%	34%	36%
Student voice in college policies	24%	27%	29%
Purposes for which student activity fees are used	28%	25%	25%

Female students were more satisfied than male students with residence hall rules and regulations as well as rules governing student conduct at BGSU. Male students were more likely to be dissatisfied than females with purposes for which student activity fees were used. Dissatisfaction with the purposes for which student activity fees were used increased as the class level increased.

Among the students in the seven colleges, Musical Arts students were most satisfied with rules governing student conduct at BGSU, and Academic Enhancement students were most satisfied with purposes for which student activity fees were used.

#### 4) Satisfaction with Facilities

Most of the students were satisfied with most of facilities at BGSU (see Table 6). Student satisfaction with the student union and campus bookstore increased substantially between 2001 and 2003 due to the availability of new student union. More attention may be needed in the areas of classroom facilities, athletic facilities, the general condition of buildings and grounds, and availability of student housing.

**Table 6. Satisfaction with Facilities  
(Percentage "Satisfied" or "Very Satisfied")**

	<b>1996</b>	<b>2001</b>	<b>2003</b>
Student union	51%	14%	84%
Campus bookstore	73%	62%	81%
Classroom facilities	81%	73%	74%
Study areas	70%	69%	72%
Athletic facilities	77%	64%	63%
General condition of buildings and grounds	73%	60%	63%
Laboratory facilities	58%	58%	60%
Availability of student housing	58%	48%	51%

Females were more satisfied with the campus bookstore than were males. European-American students were more satisfied than minority students with the availability of student housing. Freshmen and sophomores were more satisfied than juniors and seniors with classroom facilities and the availability of student housing. Students living on campus were more satisfied than students living off campus with laboratory facilities,



athletic facilities, and availability of student housing. Technology students were least satisfied with the classroom facilities among the students in the seven colleges.

### 5) Satisfaction with General Campus Environment

The majority of students were satisfied or very satisfied with BGSU in general. Although more than 60% of the students for the past seven years were satisfied with campus media and the opportunities for personal involvement in campus activities, satisfaction in 2003 was lower than in 1996. More efforts are needed to improve the racial harmony and employment opportunities at BGSU.

**Table 7. Satisfaction with General Campus Environment  
(Percentage "Satisfied" or "Very Satisfied")**

	1996	2001	2003
This college in general	76%	78%	82%
Campus media (student newspaper, campus radio, etc.)	71%	60%	66%
Opportunities for personal involvement in campus activities	75%	62%	63%
Attitude of the college nonteaching staff toward students	50%	54%	53%
Racial harmony at this college	74%	46%	50%
Opportunities for student employment	55%	45%	44%
Concern for you as an individual	40%	37%	41%
Religious activities and programs	38%	33%	33%
Student government	27%	30%	28%

Females were more satisfied than males with opportunities for personal involvement in campus activities. Students living on campus were more satisfied than students living off campus with concern for them as an individual as well as with opportunities for personal involvement in campus activities. Minority students were more likely to be dissatisfied than European American students with religious activities/programs, opportunities for student employment, and racial harmony at BGSU.

Freshmen and sophomores were more satisfied than juniors and seniors with concern for them as individuals. As the class level increased, however, the students' satisfaction with BGSU in general decreased. Technology students were least satisfied with campus media and BGSU in general among the students in the seven colleges.

## Locally-Developed Questions

A number of BGSU-developed questions were appended to the Student Opinion Survey. Two offices have been involved in the development of the local questions. One is Academic Services and the other is Continuing Education, International & Summer Programs.

### 1) Questions Developed by Office of Academic Services

Three areas were highlighted: classes, academic advising, and residential living.

Forty-seven percent of the respondents were satisfied or very satisfied with the availability of classes in their majors. Sixty percent of them were satisfied or very satisfied with the availability of general education classes and 48% of them were satisfied or very satisfied with the content of general education classes. About half of the respondents were satisfied or very satisfied with the availability as well as the content of elective classes. Although 81% of the respondents agree or strongly agree that faculty in their classes stressed the importance of attending class, only 9% of them never missed classes, and 79% of them missed classes two or more times last semester.

Seventy-five percent of the survey respondents indicated that they met their academic advisors one to three times last semester, and 19% of them stated that they never met with their advisors last semester.

Less than 40% of the respondents were satisfied or very satisfied with study environment and overall living conditions in the residence halls as well as the willingness of students in the residence halls to follow the quiet hours policy.

Eighty percent of survey respondents planned to continue their study at BGSU next fall (2003).

Female students were more satisfied with the availability of elective classes and the content of general education classes than were male students. Students living on campus were more satisfied with the availability of classes in their major than were the students living off campus. Freshmen were least likely to meet with an academic advisor two or more times last semester among the students in different class level. Satisfaction with the availability of classes in the major decreased as the class level increased.

Compared with students in the other colleges, Academic Enhancement students were most likely to miss classes six or more times last semester. Technology students were most likely to see their academic advisors four or more times a semester, but least likely to be satisfied with the availability of classes in their major. Students in Technology and Academic Enhancement were also less satisfied with the availability of elective classes than were students in the other colleges. Students in Health and Human Services were most satisfied with the content of general education classes. They and the students in Musical Arts were also more satisfied than the students in other colleges with the content

of elective classes. Musical Arts students were most likely to be dissatisfied with the study environment in the residence halls among the students in the seven colleges.

## 2) Questions Developed by Continuing Education, International & Summer Programs

The questions developed by Continuing Education, International and Summer Programs mainly concerned with web-based courses and summer classes.

- **Web Based Courses**

Twenty-seven percent of the survey respondents have enrolled in online, web-based credit courses, and 38% of them were satisfied or very satisfied with these courses. Seventy-four percent of the respondents were satisfied with the access to high-speed World Wide Web and Internet research tools at BGSU, 35% of them were satisfied with the opportunities to enroll in online, web-based credit courses to satisfy their general education and major requirements, and only 26% of them were satisfied with the availability of online, web-based credit courses in their major.

It's important or very important to most of the respondents that BGSU provides 24/7 online access to current course materials, cumulative semester grades, advising tools, and other support systems, that BGSU faculty gain competence in and stay up to date with technological trends that will enhance student learning opportunities, and that instructors use my.bgsu.edu, the World Wide Web, and other multimedia tools to enhance and complement their face to face classroom instruction.

Fifty-seven percent of the respondents predicted that they were likely to enroll an online course if more general education courses and more courses in their major were available for online, web-based delivery *during the summer*. About half of the respondents stated that they were likely to enroll an online course if more courses satisfying general education requirements and courses in their major were available for online, web-based delivery *during the regular Fall and Spring semesters*.

Health and Human Services students were most satisfied with online, web-based credit courses among the students in the seven colleges,

Female students were more satisfied with the online, web-based credit courses than were male students. They were more likely than male students to state that it is important that instructors use my.bgsu.edu, the World Wide Web, and other multimedia tools to enhance and complement their face to face classroom instruction. They were also more likely than males to enroll an online course if more general education courses and more courses in their major were available for online, web-based delivery during the summer.

Among the students in four different class levels, freshmen were most likely to indicate that it is important that instructors use my.bgsu.edu, the World Wide Web, and other multimedia tools to enhance and complement their face to face classroom instruction. They were, however, least likely to enroll an online course even if more general education courses and more courses in their major were available for online, web-based delivery during the summer, or if more courses satisfying general education requirements and courses in their major were available for online, web-based delivery during the regular fall and spring semesters. Juniors and seniors were more likely to be dissatisfied than freshmen and sophomores with the availability of online, web-based credit courses in their major, and the opportunities to enroll in online, web-based credit courses to satisfy general education and major requirements.

- **Summer Classes**

Twenty-four percent of the survey respondents have taken summer classes at BGSU, and most of them usually take them the summer before their sophomore, junior, or senior years.

Thirty-nine percent of the respondents were planning to enroll summer 2003 classes at BGSU. The reasons for them to do so were "to graduate on time"(37%), "other reason"(18%), "to lighten my load next year"(17%), "I couldn't get classes I needed in Fall or Spring semester"(12%), and "to graduate early"(10%). The main reason for students not to take summer 2003 classes was "I need to work and earn money"(40%), followed by "other reason"(17%), "I can graduate on time without taking summer classes"(14%), "tuition is too expensive"(11%), and "I don't need any additional courses." In terms of the summer class schedule, 60% of the respondents prefer both day and evening classes, 38% prefer day classes only (before 4:30 pm), and 2% prefer evening classes only (after 4:30 pm).

Minority students and Juniors/Seniors were more likely have taken summer classes than were European American students and Freshmen/Sophomores. Juniors and seniors were also more likely to enroll summer 2003 classes at BGSU than were freshmen and sophomores. While the strongest reason for freshmen to enroll summer 2003 class was "to lighten my load next year," "to graduate on time" was the primary reason for sophomores, juniors and seniors to enroll summer class at BGSU this year.

## **Comments and Suggestions**

Some students wrote comments and suggestions on the survey. The top concerns noted were the availability of classes (including online classes) and parking options/spaces.

	<b>TOTAL</b>
more classes available	44
more parking options/spaces available	43
more online courses available	33
will not take summer class at BGSU because... have to work; don't have money; don't live in town; will take summer classes at community college; will be in co-op or summer internship; need a break; learned very little from pervious summer class	32
was disappointed with on campus living because ... dirty/smelling residence halls; leaking bathrooms; housekeeping; the people in Residence Life; residence hall policy.	19
lower tuition	17
discount summer classes	16
improving course/student advising services	12
improving campus infrastructure: adding quiet reading area to residence halls; improving the conditions of classrooms, side walking area, Athletics building, and Moseley-University-Hanna halls.	12
on campus dining is too expensive; more variety and better quality of food; improving the food service	9
wish to see President more often at campus events; the renovation of President's house; President's salary	7
more financial aid options available	6
improving the quality of TA and instructors	6
more computers are available to students	6
improving bus service	4
cheaper parking violation fees	4
class attendance should be decided by students	3
improving the services of Bursar, Health Center, and Police Department	3
more attention to non-traditional students	3
items in the book store are overpriced	3
improving the safety conditions on campus (police may ride bike to patrol the area that cars can not reach.)	3
summer classes should start right after finals week	2
liked BGSU	1
had a bad experience with web-based course	1
improving BG News	1
improving Honors Program	1
more evening class available	1
more dorm rooms available for students who wish to live on campus	1
shouldn't force student to live on campus and join the food plan	1
improving the grading system	1
class is too large	1

## **SUMMARY AND CONCLUSIONS**

The Student Opinion Survey is a standardized instrument that has been used by many institutions to evaluate student satisfaction with the campus services and programs as well as the general campus environment. The Office of Institutional Research has used it since 2001 to collect data of undergraduate students' satisfaction with a variety of aspects of the University BGSU undergraduate students in general were satisfied with most of the items listed on the Student Opinion Survey. Areas associated with the greatest degree of satisfaction in 2003 were library facilities and services (88% satisfied or very satisfied), recreational and intramural programs and services (88%), the student union (84%), class size relative to the type of course (82%), BGSU in general (82%), the campus bookstore (81%), the attitude of the faculty toward students (79%), computer services (78%), the variety of courses offered at BGSU (77%), out-of-class availability of instructors (77%), the academic calendar for BGSU (77%), cultural programs (75%), and course content as well as instruction in students' major fields (75%). Students were least satisfied with parking facilities and services.

Considerable improvement occurred in satisfaction with the student union, the campus bookstore, and cultural programs over the past two years. Improvement was also seen in the areas of library facilities and services, computer services, personal counseling services, college orientation programs, academic advising services, residence hall services and programs, financial aid services, food services, the student health insurance program, class size relative to the type of course, the attitude of the faculty toward students, out-of-class availability of instructors, variety of courses offered at BGSU, the testing/grading system, general admissions procedures, availability of financial aid information prior to enrolling, the academic calendar for BGSU, personal security/safety at BGSU, academic probation and suspension policies, student voice in college policies, and BGSU in general between 1996 and 2003. During the same period of time, however, some areas experienced a 10% or greater decline in students' satisfaction. Those areas were: honors programs, college mass transit services, college catalog/admissions publications, general registration procedures, the availability of the courses students want at times they can take them, athletic facilities, the general condition of buildings and grounds, opportunities for personal involvement in campus activities, opportunities for student employment, and racial harmony at BGSU. Students' satisfaction with job placement services went up significantly between 1996 and 2001, then down dramatically between 2001 and 2003.

A number of BGSU-developed questions were appended to the Student Opinion Survey. Those questions were mainly associated with academic services, web-based courses, and summer classes.

Most of undergraduate students met their academic advisors one to three times last semester. Although 81% of the respondents agree or strongly agree that faculty in their classes stressed the importance of attending class, only 8.5% of them never missed classes and 79% of them missed classes two or more times last semester. Eighty percent of respondents planned to continue their study at BGSU in Fall 2003.

Less than 30% of the survey respondents have taken web-based courses or summer classes. It's important or very important to the majority of the respondents that BGSU provides 24/7 online access to current course materials, cumulative semester grades, advising tools, and other support systems, that BGSU faculty gain competence in and stay up to date with technological trends that will enhance student learning opportunities, and that instructors use my.bgsu.edu, the World Wide Web, and other multimedia tools to enhance and complement their face to face classroom instruction.

Class availability and more parking space/options were the two subjects mentioned by the largest number of students in their comments.

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	7%
19	17%
20	25%
21	27%
22	13%
23 - 25	7%
26 - 29	2%
30 - 39	1%
40 - 61	1%
62 or Over	0%

#### **Gender:**

Male	40%
Female	60%

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

American Indian/other Native American	0%
Asian or Pacific Islander	1%
Black or African American	4%
White	88%
Mexican American	0%
Puerto Rican, Cuban, Other Latino or Hispanic	1%
Other	1%
I prefer not to respond	5%

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

Freshman	13%
Sophomore	25%
Junior	32%

Senior	29%
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	1%
To Take a Few Courses for Self-Improvement	0%
To Take Courses Necessary for Transferring to Another College	1%
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	87%
To Obtain a Master' Degree	5%
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	37%
1 to 10	15%
11 to 20	28%
21 to 30	14%
31 to 40	4%
Over 40	2%

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

Full-time	98%
Part-time	2%

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

In-State Tuition	93%
Out-of-State Tuition	6%
Does not apply to this college	1%

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

In-State Student	93%
Out-of-State Student	6%
International Student (Not U.S. Citizen)	1%



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

High School	81%
Vocational-Technical School	1%
2-Year College	9%
4-Year College or University	8%
Graduate/Professional College	0%
Other	1%

**Indicate your current college residence.**

College Residence Hall	34%
Fraternity or Sorority House	6%
College Married Student Housing	0%
Off-Campus Room or Apartment	48%
Home of Parents or Relatives	7%
Own Home	3%
Other	1%

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

Yes	68%
No	32%

**Please indicate whether or not you have used the services listed below:**

	Not Available at this College	I have not used this service	I have used this service
Academic advising services	0%	12%	88%
Personal counseling services	1%	84%	15%
Career planning services	1%	75%	24%
Job placement services	2%	85%	13%
Recreational and intramural programs and services	0%	31%	69%
Library facilities and services	0%	3%	96%
Student health services	1%	31%	68%
Student health insurance program	1%	88%	11%
College-sponsored tutorial services	1%	81%	18%
Financial aid services	1%	38%	61%
Student employment services	1%	62%	37%
Residence hall services and programs	1%	36%	63%
Food services	0%	10%	90%
College-sponsored social activities	1%	49%	51%
Cultural programs	1%	78%	21%
College orientation programs	1%	26%	73%
Credit-by-examination program (PEP, CLEP, etc.)	3%	93%	4%
Honors programs	1%	89%	10%

Computer services	0%	15%	84%
College mass transit services	1%	41%	59%
Parking facilities and services	0%	9%	90%
Veterans services	2%	94%	3%
Day care services	2%	96%	2%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Academic advising services	11%	51%	21%	13%	3%
Personal counseling services	18%	52%	19%	7%	4%
Career planning services	12%	50%	23%	13%	2%
Job placement services	9%	29%	26%	24%	12%
Recreational/intramural programs and services	26%	62%	9%	3%	0%
Library facilities and services	26%	62%	10%	2%	0%
Student health services	20%	43%	19%	13%	5%
Student health insurance program	9%	44%	28%	15%	3%
College-sponsored tutorial services	16%	49%	22%	10%	3%
Financial aid services	14%	47%	25%	9%	4%
Student employment services	16%	45%	20%	15%	5%
Residence hall services and programs	9%	53%	25%	10%	3%
Food services	8%	46%	26%	15%	4%
College-sponsored social activities	11%	63%	23%	3%	1%
Cultural programs	14%	62%	20%	4%	1%
College orientation programs	9%	59%	24%	7%	1%
Credit-by-examination program	19%	46%	19%	11%	5%
Honors programs	27%	41%	18%	9%	5%
Computer services	20%	58%	15%	6%	1%
College mass transit services	9%	48%	23%	17%	4%
Parking facilities and services	2%	7%	11%	32%	48%
Veterans services	28%	36%	20%	8%	8%
Day care services	23%	39%	8%	15%	15%

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

	Does Not Apply	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Academic:</b>						
Testing/grading system	0%	7%	65%	22%	4%	1%
Course content in your major field	2%	17%	58%	16%	6%	1%
Instruction in your major field	2%	20%	55%	17%	6%	1%
Out-of-class availability of your instructors	1%	19%	58%	18%	4%	1%
Attitude of the faculty toward students	0%	21%	58%	17%	3%	1%
Variety of courses offered at this college	0%	19%	58%	15%	6%	1%

Class size relative to the type of course	0%	20%	62%	12%	5%	1%
Flexibility to design your own program of study	14%	10%	40%	26%	9%	2%
Availability of your advisor	2%	14%	45%	26%	9%	4%
Value of the info. provided by your advisor	2%	14%	39%	26%	13%	6%
Preparation you are receiving for your future occupation	2%	13%	47%	27%	8%	2%
<b>Admissions:</b>						
General admissions procedures	2%	8%	54%	31%	4%	1%
Availability of financial aid information prior to enrolling	11%	8%	39%	28%	10%	4%
Accuracy of college information you received before enrolling	2%	9%	56%	25%	6%	2%
College catalog/admissions publications	3%	12%	56%	26%	3%	1%
<b>Rules &amp; Policies:</b>						
Student voice in college policies	10%	3%	26%	44%	12%	5%
Rules governing student conduct at this col.	6%	5%	42%	37%	8%	2%
Residence hall rules and regulations	14%	3%	34%	29%	15%	5%
Academic probation and suspension policies	21%	4%	32%	35%	5%	3%
Purposes for which student activ. fees are used	7%	3%	22%	41%	18%	8%
Personal security/safety at this campus	1%	11%	49%	28%	8%	2%
<b>Facilities:</b>						
Classroom facilities	0%	9%	65%	17%	8%	1%
Laboratory facilities	11%	6%	54%	23%	5%	2%
Athletic facilities	13%	13%	50%	18%	5%	1%
Study areas	2%	10%	62%	20%	6%	1%
Student union	1%	32%	52%	9%	6%	1%
Campus bookstore	1%	26%	55%	10%	6%	3%
Availability of student housing	16%	9%	43%	24%	6%	2%
General condition of buildings and grounds	1%	8%	55%	24%	10%	2%
<b>Registration:</b>						
General registration procedures	1%	9%	53%	27%	8%	3%
Availability of the courses you want at times you can take them	0%	6%	28%	21%	30%	14%
Academic calendar for this college	0%	20%	57%	18%	4%	2%
Billing and fee payment procedures	3%	7%	46%	33%	8%	3%
<b>General:</b>						
Concern for you as an individual	1%	4%	37%	39%	14%	5%
Attitude of the college nonteaching staff toward students	3%	9%	45%	33%	8%	2%
Racial harmony at this college	4%	6%	44%	36%	8%	3%
Opportunities for student employment	15%	6%	38%	30%	8%	3%
Opportunities for personal involvement in campus activities	5%	11%	52%	28%	3%	1%
Student government	20%	3%	26%	46%	5%	2%
Religious activities and programs	22%	5%	28%	42%	2%	1%
Campus media (student newspaper, campus radio, etc.)	4%	12%	54%	23%	6%	2%
This college in general	0%	17%	64%	14%	4%	1%

### What was your college at BGSU?

Academic Enhancement 22 2%

Arts and Sciences	312	29%
Business Administration	186	17%
Education and Human Development	341	31%
Health and Human Services	115	11%
Musical Arts	11	1%
Technology	96	9%
Graduate College	4	0%
Guest/Non-degree Student/Other	8	1%

**How many times last semester did you meet with an academic advisor?**

Never	19%
Once	40%
Two or three times	35%
Four or five times	4%
Six or more times	2%

**How many times last semester did you miss classes?**

Never	9%
Once	12%
Two or three times	31%
Four or five times	26%
Six or more times	23%

**Faculty in my classes stress the importance of attending class.**

Strongly agree	27%
Agree	54%
Unsure/no opinion	8%
Disagree	5%
Strongly disagree	6%

**Have you ever enrolled in online, Web-based credit courses?**

Yes	27%
No	73%

**Please indicate your satisfaction with each of the following.**

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
The availability of classes in my major	7%	40%	29%	15%	8%
The availability of general education classes	7%	53%	28%	9%	2%
The availability of elective classes	6%	48%	33%	10%	4%
The content of general education classes	4%	44%	36%	13%	4%
The content of elective classes	5%	50%	37%	6%	2%
The study environment in the residence halls	4%	34%	36%	18%	9%
The overall living conditions in the residence halls	5%	36%	35%	17%	8%
The willingness of students in the residence halls to follow the quiet hours policy	4%	33%	33%	19%	11%

Online, Web-based credit courses	5%	33%	50%	7%	5%
The availability of online, web-based credit courses in your major	2%	24%	41%	21%	13%
Opportunities to enroll in online, Web-based credit courses to satisfy general education and major requirements	6%	30%	41%	15%	8%
Access to high-speed World Wide Web and Internet research tools at BGSU	28%	45%	17%	6%	4%

**If more general education courses and more courses in your major were available for online, Web-based delivery during the summer, how likely is it that you would enroll?**

Very likely 29%  
Likely 28%  
Unsure/no opinion 20%  
Unlikely 10%  
Very Unlikely 13%

**If more courses satisfying general education requirements and courses in your major were available for online, Web-based delivery during the regular Fall and Spring semesters, how likely is it that you would enroll?**

Very likely 23%  
Likely 28%  
Unsure/no opinion 24%  
Unlikely 13%  
Very Unlikely 12%

**How important is it to you that your instructors use my.bgsu.edu, the World Wide Web, and other multimedia tools to enhance and complement their face-to-face classroom instruction?**

Very important 18%  
Important 41%  
Unsure/no opinion 20%  
Unimportant 15%  
Very Unimportant 7%

**How important is it to you that BGSU provides 24/7 online access to current course materials, cumulative semester grades, advising tools, and other support systems?**

Very important 47%  
Important 38%  
Unsure/no opinion 7%  
Unimportant 3%  
Very Unimportant 5%

**How important is it to you that BGSU faculty gain competence in and stay up to date with technological trends that will enhance student learning opportunities?**

Very important 43%

Important	39%
Unsure/no opinion	9%
Unimportant	3%
Very Unimportant	6%

**Have you ever taken summer classes at BGSU?**

Yes	24%
No	76%

**If you have taken summer classes previously at BGSU, when was this?**

The summer before my freshman year	8%
The summer before my sophomore year	25%
The summer before my junior year	26%
The summer before my senior year	20%
I don't remember	21%

**Are you planning to enroll in classes at BGSU this summer (2003)?**

Yes	39%
No	61%

**If you are planning to enroll in classes at BGSU this summer, please indicate your strongest reason for doing so.**

To lighten my load next year	17%
I couldn't get classes I needed in Fall 2002 and/or Spring 2003	12%
To graduate on time	37%
To graduate early	10%
To save money on tuition	4%
I have to take required classes that are only offered in the summer	2%
Other	18%

**If you are not planning to enroll in classes at BGSU this summer, please indicate your strongest reason why.**

I need to work and earn money	40%
I don't need any additional courses	10%
I need a break	8%
Tuition is too expensive	11%
I can graduate on time without taking summer classes	14%
Other	17%

**When do you typically decide if you are going to enroll in summer classes?**

Fall	15%
Early Spring	27%
Late Spring	13%
I never take summer classes	19%
Unsure/No Opinion	25%

**When do you take your classes?**

Only during the day (before 4:30)	38%
Only in the evening (after 4:30)	2%
Both day and evening	60%

**What are your plans for next fall semester?**

I will continue to enroll at BGSU	80%
I will have graduated	13%
I will transfer to another college/university	3%
I will postpone my education to work	1%
Other	2%