

# **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 2005 administration of the Student Opinion Survey (SOS) to BGSU's main campus undergraduate students. The SOS is a standardized instrument that has been used by many institutions to evaluate student satisfaction with campus services and the general campus environment. The results of the SOS could 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 2001 has been the Student Opinion Survey (SOS), a standardized instrument provided by the American College Testing Company, and used by many colleges to evaluate student satisfaction with the campus services and the general campus environment.

In February 2005, our office randomly selected 39 undergraduate classes, which represented the undergraduate population of BGSU's main campus, and administered the survey in these classes. A total of 1,192 usable survey forms were returned for an overall response rate of 73%. This rate is lower than the one in 2003 (79%), but slightly higher than the one in 2001 (72%).

The background information shows that the majority of the respondents were single (96%), full-time (98%) undergraduate students. Their ages are mostly between 19 and 21 (75%) and their home state is Ohio (92%). The majority of them arrived at BGSU directly from high school (84%) in order to obtain a Bachelor's degree (87%).

The survey respondents match the undergraduate population at BGSU, relatively, in terms of race, residence classification (living on campus vs. living off campus), and enrollment status (full-time vs. part-time). Female respondents, however, were over represented (female: 67% of survey respondents vs. 55% in the population), while freshmen were underrepresented (17% for the survey respondents vs. 35% for population). In addition, respondents from the College of Education and Human Development were also over represented (46% of survey respondents vs. 30% in the population)\*. This limitation requires that results from the survey be interpreted with some caution.

The survey results were divided into three sections. The first section deals with student satisfaction with programs and services at BGSU's main campus. The second section focuses on student satisfaction with 45 characteristics of the University environment. The last section shows the comments and suggestions provided by some survey respondents. A summary and conclusions is included at the end of this report.

The survey results were analyzed by noting the percentages of participants who provided various responses to the survey items. Percentages may not always sum to 100 due to rounding. Results were also compared with those of previous questionnaires. Internal group differences (e.g., gender, race, class level, and enrollment status) were examined and significant differences are noted where they occurred. College comparisons were not done this year because the sample size (268) is too small\*.

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\* Of the total 1192 respondents, only 268 of them provided their Social Security number, which allows us to find out which college they are in. None of the 268 respondents were in the College of Musical Arts.

## RESULTS

### 1. Satisfaction with College Programs and Services

This section describes whether students have used the 22 programs and services provided by BGSU and if they were satisfied with them.

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

	2001	2003	2005
Library facilities and services	98%	96%	96%
Food services	89%	90%	92%
Academic advising services	91%	88%	93%
Parking facilities and services	88%	90%	87%
Computer services	87%	84%	82%
College orientation programs	76%	73%	79%
Recreational and intramural programs and services	71%	69%	70%
Residence hall services and programs	66%	63%	69%
Student health services	66%	68%	66%
Financial aid services	60%	61%	65%
College-sponsored social activities	55%	51%	55%
College mass transit services	58%	59%	54%
Student employment services	33%	37%	34%
Career planning services	23%	24%	23%
Cultural programs	28%	21%	20%
College-sponsored tutorial services	20%	18%	20%
Personal counseling services	16%	15%	15%
Job placement services	14%	13%	13%
Honors programs	12%	10%	11%
Student health insurance program	10%	11%	10%
Credit-by-examination program (PEP, CLEP, etc.)	4%	4%	5%
Veterans services	3%	3%	3%

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

Full time students were more likely than part time students to use most of the services and programs listed on the survey. Minority students were more likely than European American students to use services such as tutoring, personal counseling, career/job

placement, financial aid, and to attend cultural or social events on campus. European American students on the other hand, were more likely than minority students to use parking facilities and services. While male students more often reported that they have used career/job placement services and college mass transit services, female students more often said that they have used student health services, residence hall services, and participated in college-sponsored social activities.

Among the students in different class levels, freshmen and sophomores were more likely than juniors and seniors to claim that they have used residence hall services and attended the college orientation program; sophomores and juniors were more likely than freshmen and seniors to report that they have used college-sponsored tutorial services. While seniors were most likely to use career and job placement services, they were least likely to participate in college-sponsored social activities. Freshmen were least likely to use academic advising services, personal counseling services, student health and health insurance services, student employment services, and parking facilities and services.

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

	2001	2003	2005
Recreational/intramural programs and services	89%	88%	91%
Library facilities and services	87%	88%	88%
Computer services	69%	78%	81%
Cultural programs	64%	75%	78%
College-sponsored social activities	68%	73%	77%
Student health services	57%	63%	72%
College-sponsored tutorial services	66%	65%	70%
College mass transit services	63%	57%	68%
Personal counseling services	57%	70%	66%
College orientation programs	61%	68%	66%
Academic advising services	61%	62%	66%
Student employment services	68%	61%	66%
Honors programs	83%	68%	65%
Career planning services	66%	62%	65%
Residence hall services and programs	61%	62%	63%
Financial aid services	58%	61%	64%
Food services	51%	55%	57%
Student health insurance program	49%	54%	57%
Job placement services	62%	38%	41%
Parking facilities and services	10%	9%	14%

*\*Veterans Services and Credit-by Examination Program are not listed on Table 2 since only less than 10% of the respondents have used them.*

Among the students who have used the various services provided by BGSU, the majority of them were satisfied or very satisfied with 18 out of 20 items listed on the table above, especially with recreational/intramural programs and services, library facilities and services, computer services, cultural programs, college-sponsored social activities, student health services, and college-sponsored tutorial services. The percentage of students who were satisfied with the student health services increased significantly during past four years, from 57% in 2001 to 63% in 2003 and 72% in 2005. Students' satisfaction with the Honors Program and job placement services, however, were still below the 2001 level. Like the situation in 2001 and 2003, students were least likely to be happy with parking facilities and services.

Female students were more likely than male students to report that they were satisfied with career planning services, job placement services, the student health insurance program, and the college orientation program. Male students, on the other hand, were more likely than females to claim that they are satisfied with student health services. While European American students were more likely to say that they are satisfied with the student health insurance program, minority students were more likely to say they are satisfied with college-sponsored tutorial services. Among the students in different class levels, freshmen were most likely to point out that they are happy with student health services. They, however, were least likely to indicate that they were happy with student employment services. Students' satisfaction with parking facilities and services decreased as the class level increased.

## 2. Satisfaction with College Environment

In another part of the Student Opinion Survey, students were asked to rate their satisfaction level with the University's academic environment, admissions and registration process, campus rules and policies, university facilities, and the general campus environment. The results are shown below.

### 1) Satisfaction with Academic Environment

**Table 3. Satisfaction with Academic Environment  
(Percentage of Respondents who answered "Satisfied" or "Very Satisfied")**

	2001	2003	2005
Class size relative to the type of course	82%	82%	84%
Variety of courses offered at this college	77%	77%	82%
Attitude of the faculty toward students	75%	79%	81%
Out-of-class availability of your instructors	76%	77%	79%
Course content in your major field	72%	75%	76%
Instruction in your major field	71%	75%	76%
Testing/grading system	72%	73%	74%
Preparation you are receiving for your future occupation	58%	61%	66%
Availability of your advisor	55%	58%	62%
Value of the information provided by your advisor	54%	53%	59%
Flexibility to design your own program of study	43%	50%	46%

More than 70% percent of the survey respondents indicated that they were satisfied or very satisfied with class size, course content and variety, the attitude and availability of their instructors, instruction in their major field, and the testing/grading system of BGSU (see Table 3 above). Notably, students' satisfaction with most of the items on Table 3 increased somewhat during the past four years, especially in the areas of the variety of courses offered at BGSU, the availability of their advisors and the quality of advising, and the way BGSU prepared them for their future occupation.

Female students were more likely than male students to report that they were satisfied with the preparation they received from BGSU for their future occupation. Freshmen were more likely than sophomores, juniors, and seniors to say that they were happy with the flexibility to design their own program of study. European American students and full-time students were more likely to indicate that they were satisfied with testing/grading system than were minority students and part-time students. Full-time students were also more likely than part-time students to claim that they were satisfied with the variety of courses offered at BGSU as well as the availability and attitude of the faculty toward students.

## 2) Satisfaction with Admissions and Registration

As shown on Table 4 below more than half of the respondents in 2005 were satisfied with seven out of the eight survey items related to admissions and registration, and continuing improvement was also seen in most of the areas between 2001 and 2005.

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

	2001	2003	2005
<b>Admissions:</b>			
College catalog/admissions publications	69%	68%	69%
Accuracy of college information you received before enrolling	61%	65%	69%
General admissions procedures	62%	62%	68%
Availability of financial aid information prior to enrolling	44%	47%	51%
<b>Registration:</b>			
Academic calendar for this college	68%	77%	79%
General registration procedures	60%	61%	65%
Billing and fee payment procedures	50%	53%	57%
Availability of the courses you want at times you can take them	33%	34%	38%

Females were more satisfied than males with general admissions and registration procedures as well as billing and fee payment process. While minority students were more satisfied with availability of financial aid information prior to their enrollment at BGSU, European-American students were more satisfied with billing and fee payment procedures at the University.

### 3) Satisfaction with Rules & Policies

Seventy-one percent of the 2005 survey respondents feel that BGSU is a secure and safe place to study and live (see Table 5 below). This number is higher than the one in 2003 (60%) and much higher than the one in 2001 (47%). Like the results from the previous two surveys, only half or less than half of the 2005 respondents were happy with some University rules and policies and purposes for which student activity fees were used.

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

	2001	2003	2005
Personal security/safety at this campus	47%	60%	71%
Rules governing student conduct at this college	44%	46%	50%
Residence hall rules and regulations	41%	37%	41%
Academic probation and suspension policies	34%	36%	37%
Student voice in college policies	27%	29%	35%
Purposes for which student activity fees are used	25%	25%	30%

Female students were more likely to be satisfied than male students with student voice in college policies, academic probation and suspension policies, residence hall rules and regulations, and rules governing student conduct at BGSU. Freshmen were most likely to be satisfied with student voice in BGSU's policies among the students in different class level. The percentage of students who were happy with the purposes for which student activity fees were used decreased as the class level increased.

### 4) Satisfaction with Facilities

Most of the students were satisfied or very satisfied with the facilities at BGSU (see Table 6). Students' satisfaction with the student union and campus bookstore increased substantially between 2001 and 2003 due to the availability of new student union.

**Table 6. Satisfaction with Facilities**  
(Percentage of Respondents who answered "Satisfied" or "Very Satisfied")

	2001	2003	2005
Student union	14%	84%	91%
Campus bookstore	62%	81%	81%
Classroom facilities	73%	74%	75%
Study areas	69%	72%	74%
Athletic facilities	64%	63%	66%
General condition of buildings and grounds	60%	63%	62%
Laboratory facilities	58%	60%	62%
Availability of student housing	48%	51%	51%

Females were more satisfied with the campus bookstore than were males. European-American students and full time students were more satisfied with the student union than

were minority students and part time students. Seniors were less likely to be happy with the athletic facilities, campus bookstore and the availability of student housing than were freshmen, sophomores, and juniors.

### **5) Satisfaction with the General Campus Environment**

The majority of 2005 undergraduate students were satisfied or very satisfied with BGSU in general. Like the students in 2001 and 2003, 2005 students were more likely to be satisfied with campus media, opportunities for their involvement in campus activities, and the attitude of the non-teaching staff toward them than with student government and religious activities/programs around the campus (see Table 7 below). Notable improvements were found in the areas of concerning for students as individual, campus media, racial harmony at BGSU, and the attitude of staff toward students during the past four years.

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

	<b>2001</b>	<b>2003</b>	<b>2005</b>
This college in general	78%	82%	84%
Campus media (student newspaper, campus radio, etc.)	60%	66%	71%
Opportunities for personal involvement in campus activities	62%	63%	68%
Attitude of the college nonteaching staff toward students	54%	53%	62%
Racial harmony at this college	46%	50%	57%
Concern for you as an individual	37%	41%	50%
Opportunities for student employment	45%	44%	44%
Religious activities and programs	33%	33%	36%
Student government	30%	28%	33%

Females were more likely to be satisfied with religious activities and programs than were males. European American students were more likely to be satisfied with racial harmony at BGSU than were minority students. Full time students in general were more satisfied than their counterparts with the opportunities for personal involvement in campus activities. Freshmen and sophomores were more satisfied than juniors and seniors with the non-teaching staff toward them.



## 6) Comments and Suggestions

Some students wrote comments and suggestions on the survey. The top concern noted was the availability of parking.

<b>Comments and Suggestions</b>	<b>TOTAL</b>
more parking spaces and less parking tickets	65
more variety and better quality of food; Food Service should increase operation hours and decrease food prices	23
adding more major/up-to-date courses and eliminating some general education classes (17); having more course available (6)	23
improving the quality of academic advising	17
improving campus infrastructure	17
I love BGSU/BGSU is a friendly college	10
improving the quality of instructors/TAs/RAs	9
expanding student recreation facilities and adding more athletics equipments	8
student housing (more housing/room options; having female janitors cleaning up lady's bathrooms in residence halls; enforcing quiet hour policy; allowing second year students to live off campus)	7
the Bookstore items are too expensive	6
shuttle bus has to be on time and go as far as to Wal-Mart.	5
problems with non-teaching staff	5
the University needs to shift focus from athletics to academic programs and other student activities	4
more financial aid opportunities	4
President's salary and spouse	4
computer lab (more hours, new printers, more computers)	3
lower tuition	3
finding ways to attract students attending campus activities	2
no more survey please	2
more hours and better service of Student Health Center	2
enforcing safety issues on campus	2
increasing the chance of student employment on campus	2
XXX is a good advisor	1
no Flex Funds	1
better job placement services	1
canceling classes when weather is really bad	1
pay raises for student employees	1
the Orientation day was long and boring	1
having big desks in classrooms for large people	1
the Bursar and Financial Aid Office should work together to help students	1
the administration should focus more on students	1
I enjoyed the learning experience at BGSU but disliked the community	1
Library needs to open 24 hours a day	1

paying more attention to women	1
the grading system is unfair	1
100% refund for first week withdrawing class	1
BG News doesn't cover everything that goes on and when they do, it is usually wrong	1
some rules on this campus are ridiculously strict	1
setting job fair for Technology students	1
Students' voices are not represented at this University	1
a new policy for violations of the student code of conduct	1
I am dissatisfied with main campus	1

## SUMMARY AND CONCLUSIONS

2005 BGSU undergraduate students, in general, were satisfied with their experience at BGSU. In fact, most of the students pointed out that they were satisfied or very satisfied with three-fourths of the survey items which are related to the programs and services provided by BGSU and the University environment. The areas associated with the greatest degree of satisfaction in 2005 were recreational and intramural programs and services (91% satisfied or very satisfied), the student union (91%), library facilities and services (88%), class size relative to the type of course (84%), the variety of courses offered at BGSU (82%), computer services (81%), the attitude of the faculty toward students (81%), the campus bookstore (81%), and BGSU in general (84%). The areas that students were less likely to be happy with were parking facilities and services (14% satisfied or very satisfied), purposes for which student activity fees are used (30%), student voice in college policies (35%), student government (33%), religious activities and programs (36%), academic probation and suspension policies (37%), and availability of the courses students want at the times they can take them (38%).

Improvement was found in more than half of the survey items between 2001 and 2005, especially in the areas of the student union, the campus bookstore, student health services, personal security/safety at BGSU, concern for students as individuals, campus media, and racial harmony at BGSU. Students' satisfaction with job placement services and Honors programs, however, were still below the 2001 levels.

The major limitations of this study are the under-representation of freshmen and over-representation of females as well as students in the College of Education and Human Development. These limitations require that the results from this survey be interpreted with some caution.

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