

**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 2007 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 has been used by many colleges across the country.

In February 2007, our office randomly selected 36 undergraduate classes, which represented the undergraduate population of BGSU's main campus, and administered the survey in these classes. A total of 868 valid survey forms were returned for an overall response rate of 69% (868/1257). This rate is lower than the one in 2005 (73%), in 2003 (79%), and in 2001 (72%).

The background information shows that the majorities of the respondents were single (95%), full-time (97%), and in-state (88%) undergraduate students. Eighty-eight percent of them were 22 years old or below. The majority of them arrived at BGSU directly from high school (84%) in order to obtain a Bachelor's degree (86%).

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). Females and sophomores, however, were overrepresented (female: 70% of survey respondents vs. 55% in the population; sophomore: 29% of survey respondents vs. 22% in the population), while males and freshmen were underrepresented (freshman: 17% for the survey respondents vs. 24% for population).

The survey results were divided into two 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 42 characteristics of the University environment. 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 is too small\*.

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\* Of the total 879 respondents, only 151 of them provided their Social Security number, which allows us to find out which college they are in.

## 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	2007
Library facilities and services	98%	96%	96%	95%
Academic advising services	91%	88%	93%	95%
Food services	89%	90%	92%	91%
Parking facilities and services	88%	90%	87%	89%
Computer services	87%	84%	82%	83%
College orientation programs	76%	73%	79%	78%
Recreational and intramural programs and services	71%	69%	70%	69%
Student health services	66%	68%	66%	67%
Residence hall services and programs	66%	63%	69%	65%
Financial aid services	60%	61%	65%	62%
College-sponsored social activities	55%	51%	55%	59%
College mass transit services	58%	59%	54%	54%
Student employment services	33%	37%	34%	29%
Career planning services	23%	24%	23%	26%
Cultural programs	28%	21%	20%	25%
College-sponsored tutorial services	20%	18%	20%	22%
Student health insurance program	10%	11%	10%	17%
Personal counseling services	16%	15%	15%	14%
Job placement services	14%	13%	13%	11%
Honors programs	12%	10%	11%	10%
Credit-by-examination program (PEP, CLEP, etc.)	4%	4%	5%	5%
Veterans services	3%	3%	3%	3%

More than half of the survey respondents have used 12 services and programs listed on Table 1 above. The credit-by-examination program and veterans services were rarely used by BGSU undergraduate students. Compared with the respondents in previous years, 2007 respondents were more likely to report that they have participated in the student health insurance program.

Female respondents were more likely than male respondents to claim that they have used academic advising services, residence hall services, food services, and participated in college-sponsored social activities and cultural programs as well as the college orientation program. While European American respondents were more likely to say that they have used parking facilities and services, minority respondents were more likely to

report that they have used services such as tutoring, financial aid, health insurance, career/job placement/employment, and attended college orientation program and social/cultural events.

Compared with full-time students, part-time students were more likely to have used job placement services. Full-time students, on the other hand were more likely than their counterparts to have used facilities/services such as library, dining, residence hall, health center, recreational and intramural sports, and college mass transit services. They were also more likely than part-time students to attend college-sponsored social activities.

Among the undergraduate students in different class levels, freshmen were most likely to report that they have lived in residence halls, but least likely to say that they have used student health services, student employment services, parking facilities, and recreational and intramural services. Seniors were least likely to dine on campus, but were most likely to get help from career planning 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	2007
Recreational/intramural programs and services	89%	88%	91%	88%
Library facilities and services	87%	88%	88%	86%
Computer services	69%	78%	81%	82%
College-sponsored social activities	68%	73%	77%	84%
College-sponsored tutorial services	66%	65%	70%	76%
Cultural programs	64%	75%	78%	75%
Career planning services	66%	62%	65%	75%
Personal counseling services	57%	70%	66%	69%
Academic advising services	61%	62%	66%	69%
Student employment services	68%	61%	66%	68%
College mass transit services	63%	57%	68%	67%
Residence hall services and programs	61%	62%	63%	66%
Student health services	57%	63%	72%	64%
College orientation programs	61%	68%	66%	64%
Financial aid services	58%	61%	64%	64%
Food services	51%	55%	57%	61%
Honors programs	83%	68%	65%	60%
Job placement services	62%	38%	41%	53%
Student health insurance program	49%	54%	57%	46%
Parking facilities and services	10%	9%	14%	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.*

Most of the students, who claimed that they have used the various services and programs provided by BGSU, were satisfied or very satisfied with 18 out of 20 items listed on the Table 2 above. Parking facilities and services remains the area that students were least likely to be happy with.

Continuous improvements were found in the areas of computer services, college-sponsored social activities and tutorial services, academic advising services, career planning services, and food services during the past 4 or 6 years. The level of students' satisfaction with Honors program, however, declined substantially between 2001 and 2007. Although the percentage of students who were satisfied with the job placement services increased from 38% in 2003 to 53% in 2007, it is still lower than the one in 2001 (62%). Students' satisfaction with health services and health insurance program were also below the 2005 level.

Male students were more likely than females to claim that they are satisfied with financial aid services. Female students, on the other hand, were more likely than their counterparts to report that they were satisfied with recreational/intramural programs and services, library facilities and services, residence hall services and programs, and college sponsored social activities and cultural programs. Among the students in different class levels, freshmen and sophomores were more likely than the others to point out that they are happy with academic advising services and student health insurance programs. Students' satisfaction with parking facilities and services decreases as the class level increases.

## **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.

### **2.1. Satisfaction with Academic Environment**

More than 70% percent of the survey respondents indicated that they were satisfied or very satisfied with their class size, course content and variety, course instruction and instructors, and the testing/grading system of BGSU (see Table 3 below). Notably, the percentage of students who were satisfied with the attitude of the faculty toward students, the course content and instruction in their major fields, the availability of their instructors and advisors, and the value of the information provided by their advisors increased slowly, but steadily during the past four or six years.

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

	2001	2003	2005	2007
Class size relative to the type of course	82%	82%	84%	83%
Variety of courses offered at this college	77%	77%	82%	83%
Attitude of the faculty toward students	75%	79%	81%	83%
Out-of-class availability of your instructors	76%	77%	79%	82%
Course content in your major field	72%	75%	76%	82%
Instruction in your major field	71%	75%	76%	78%
Testing/grading system	72%	73%	74%	74%
Preparation you are receiving for your future occupation	58%	61%	66%	64%
Availability of your advisor	55%	58%	62%	64%
Value of the information provided by your advisor	54%	53%	59%	61%
Flexibility to design your own program of study	43%	50%	46%	49%

Female students were more likely than male students to be satisfied with their course content and the variety of classes offered at BGSU. European American students were more likely than their counterparts to be happy with the testing/grading system and course content in their major fields. Compared with full-time students, part-time students were more likely to claim that they were satisfied with instruction in their major fields as well as the services provided by their advisors. Seniors were least likely than freshmen, sophomores, and juniors to feel that BGSU has prepared them for their future occupation.

## 2.2. Satisfaction with Admissions and Registration

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

	2001	2003	2005	2007
<b>Admissions:</b>				
Accuracy of college information you received before enrolling	61%	65%	69%	69%
General admissions procedures	62%	62%	68%	66%
College catalog/admissions publications	69%	68%	69%	64%
Availability of financial aid information prior to enrolling	44%	47%	51%	52%
<b>Registration:</b>				
Academic calendar for this college	68%	77%	79%	78%
General registration procedures	60%	61%	65%	70%
Billing and fee payment procedures	50%	53%	57%	55%
Availability of the courses you want at times you can take them	33%	34%	38%	41%

Like the survey results in previous years, more than half of the 2007 respondents were satisfied with seven out of the eight items that are related to college admissions and registration. Although only 41% of the 2007 respondents were happy with the availability of the courses they want at times they can take them, improvement was shown in this area during the past six years.

Females, part-time students and freshmen were more likely than their counterparts to be happy with general registration procedures. Female students were also more likely than males to be satisfied with college catalog/admissions publications as well as with general admissions procedures. Compared with European-American students, minority students were more likely to be satisfied with availability of financial aid information prior to their enrollment at BGSU. As the class rank increases, students' satisfaction with accuracy of college information their received before enrolling and availability of the course they want at times they can take them decreases.

### 2.3. Satisfaction with Rules & Policies

More than 70% of the 2007 and 2005 survey respondents felt 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%). Only half or less than half of the survey respondents from 2001 to 2007 were happy with the University rules and policies that are listed on the survey. Improvements, however, were seen in the areas of student voice in college policies and the purposes for which student activity fees were used during the past four or six years.

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

	2001	2003	2005	2007
Personal security/safety at this campus	47%	60%	71%	72%
Rules governing student conduct at this college	44%	46%	50%	48%
Residence hall rules and regulations	41%	37%	41%	41%
Academic probation and suspension policies	34%	36%	37%	37%
Student voice in college policies	27%	29%	35%	35%
Purposes for which student activity fees are used	25%	25%	30%	35%

Males and European-American students were less likely to be satisfied with student voice in college policies than were females and minority students. Male students were also less likely than females to be happy with residence hall regulations and rules governing student conduct at BGSU. Part-time students were more likely to feel safe at campus than were full-time students. Freshmen and juniors were more likely than sophomores and seniors to accept residence hall rules and regulations. Freshmen were also most likely to be satisfied with student voice in college policies, rules governing student conduct at BGSU, and purposes for which student activity fees are used among all the undergraduate students in different ranks.

### 2.4. Satisfaction with Facilities

Most of the students were satisfied or very satisfied with the facilities at BGSU (see Table 6 below). Students' satisfaction with the availability of student housing increased substantially between 2005 and 2007.

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

	2001	2003	2005	2007
Student union	14%	84%	91%	92%
Campus bookstore	62%	81%	81%	79%
Classroom facilities	73%	74%	75%	73%
Study areas	69%	72%	74%	72%
General condition of buildings and grounds	60%	63%	62%	64%
Athletic facilities	64%	63%	66%	63%
Availability of student housing	48%	51%	51%	62%
Laboratory facilities	58%	60%	62%	61%

Female students were more likely to be satisfied with the campus bookstore, study areas, and laboratory facilities than were male students. Minority students were more likely than European-American students to be satisfied with classrooms and labs. Among the students in different class ranks, seniors were least likely to be happy with the athletic facilities and the availability of student housing. Students' satisfaction with classroom and laboratory facilities decreases as the class rank increases,

### 2.5. Satisfaction with the General Campus Environment

The majority of 2007 undergraduate students were satisfied or very satisfied with BGSU in general. Improvements were found in all the areas listed on the table below between 2001 and 2007, especially in campus media, opportunities for personal involvement in campus activities, attitude of the college nonteaching staff toward students, concerning for student as an individual, and racial harmony at BGSU.

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

	2001	2003	2005	2007
This college in general	78%	82%	84%	85%
Opportunities for personal involvement in campus activities	62%	63%	68%	72%
Campus media (student newspaper, campus radio, etc.)	60%	66%	71%	70%
Attitude of the college nonteaching staff toward students	54%	53%	62%	63%
Racial harmony at this college	46%	50%	57%	58%
Concern for you as an individual	37%	41%	50%	50%
Opportunities for student employment	45%	44%	44%	48%
Religious activities and programs	33%	33%	36%	41%
Student government	30%	28%	33%	35%

Females and full-time students were more likely than their counterparts to indicate that they were satisfied with campus media and opportunities for personal involvement in campus activities. Female students were also more likely than males to say that they were satisfied with concerning for them as an individual, student government, and racial harmony at BGSU. While minority students were more likely to be happy with religious

activities and programs, European American students were more likely to be satisfied with racial harmony at BGSU. Compared with juniors and seniors, freshmen and sophomores were more likely to say they were satisfied with student government, religious activities and programs, and opportunities for student employment. Students' satisfaction with opportunities for personal involvement in campus activities decreases as class rank increases.

## SUMMARY AND CONCLUSIONS

BGSU undergraduate students, in general, had good experiences with the programs and services provided by BGSU and were satisfied with the University environment. In fact more than 70% of the 2007 students were satisfied or very satisfied with:

- Academics: class size, course content and variety, attitude of the faculty toward students, out-of-class availability of instructors, instruction in students' major fields, tutorial center, and testing/grading system;
- Services/Facilities: recreational/intramural programs and services, library facilities and services, computer services, career planning services, student union, campus bookstore, classroom facilities, and study areas;
- Programs/Activities: college sponsored social activities, cultural programs, and opportunities for personal involvement in campus activities; and
- Others: personal security/safety at this campus, general registration procedures, academic calendar, campus media, and BGSU in general.

Notable improvements were found in the areas of college sponsored social activities and tutorial services, career planning services, course content in student's major fields, general registration procedures, availability of student housing, and purposes for which student activity fees are used during the past two years. The percentage of students who were satisfied with job placement services also increased significantly between 2005 and 2007, but it is still below the 2001 level.

Parking facilities and services (14% satisfied and 69% dissatisfied), availability of the courses students want at times they can take them (41% satisfied and 33% dissatisfied), and some rules/policies for students (see Table 5 on page 7) remain as the areas that students were least likely to be happy with. Students' satisfaction with health services and the health insurance program decreased somewhat for the past two years. In addition the percentage of students who were satisfied with the Honors program decreased from 83% in 2001, to 68% in 2003, 65% in 2005, and 60% in 2007.

The major limitations of this study are the over-representation of females and sophomores and under-representation of males and freshmen in the survey respondents. The results from this survey must 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.