

TEXAS SOUTHERN UNIVERSITY
Student Opinion Survey Report
2001 – 2003

Introduction

The Office of Institutional Effectiveness administers the Student Opinion Survey each Spring semester, in an effort to assess student satisfaction with the quality of services that are provided by the University, faculty and staff. The survey also attempts to solicit student satisfaction with general university activities, such as the overall academic component, admissions activities, registration, facilities, and university rules and policies.

This report offers a three-year comparative analysis of student responses to the survey's statements and questions. The years included in the analysis are 2001 to 2003. The survey begins with a series of statements that attempt to determine demographic information, employment status, college major and occupation. Student usage and satisfaction with various services offered by the University and with different aspects of the college environment complete the survey.

Background Information

Figure 1 displays the percentage of the student populations sampled and the size of the student populations for each year of the study. An increase in enrollment over the last three years is accompanied by a decrease in the percentage of respondents to the survey. In Spring 2001 semester 30% of the student sample respond to the survey compared to 17% in 2003.

Table 1 compares several background characteristics collected from the students sampled to those of the Texas Southern University student populations for each corresponding year.

Figure 1: Percentage of Respondents

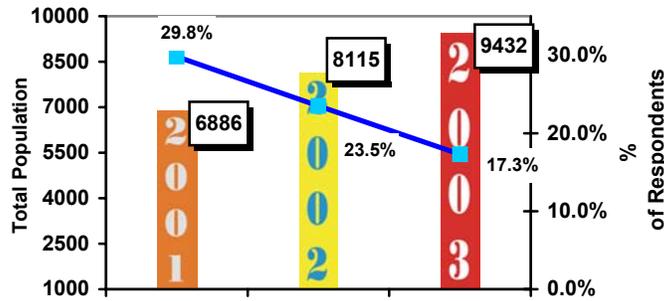


Table 1: General Background Characteristics

| Percentages | | | | | | |
|------------------------------------|------------------|-------------|------------------|-------------|------------------|-------------|
| | 2001 | | 2002 | | 2003 | |
| | Total Population | Sample | Total Population | Sample | Total Population | Sample |
| Gender: | | | | | | |
| Male | 43 | 42 | 44 | 41 | 42 | 39 |
| Female | 57 | 58 | 56 | 59 | 58 | 61 |
| | | | | | | |
| Enrollment Status: | | | | | | |
| Part – Time | 25 | 14 | 23 | 11 | 18 | 9 |
| Full – Time | 75 | 83 | 77 | 86 | 82 | 91 |
| | | | | | | |
| | 2001 | | 2002 | | 2003 | |
| | Total Population | Sample | Total Population | Sample | Total Population | Sample |
| Classification: | | | | | | |
| Freshman | 32 | 18 | 39 | 16 | 38 | 20 |
| Sophomore | 13 | 12 | 15 | 18 | 18 | 18 |
| Junior | 12 | 19 | 11 | 20 | 11 | 20 |
| Senior | 18 | 16 | 15 | 18 | 13 | 18 |
| Graduate/Professional | 25 | 33 | 20 | 24 | 20 | 20 |
| Other | - | 1 | - | 4 | - | 4 |
| School / College | | | | | | |
| Liberal Arts & Behavioral Sciences | 32 | 18 | 35 | 22 | 33 | 17 |
| Business | 14 | 14 | 14 | 18 | 17 | 16 |
| Education | 15 | 20 | 12 | 17 | 7 | 10 |
| Pharmacy & Health Sciences | 17 | 27 | 17 | 25 | 21 | 24 |
| Science and Technology | 14 | 15 | 14 | 19 | 15 | 18 |
| Law | 8 | 6 | 7 | >1 | 7 | 3 |
| Undecided | 1 | >1 | - | - | - | - |
| N | 6886 | 2064 | 8115 | 1903 | 9432 | 1631 |

Approximately 60% of the students sampled each year are female. This percentage is reflective of the overall composition of the student population. An improving trend in the proportion of full-time students compared to part-time students is visible in the samples as well as the student populations for the three-year period. Approximately 78% of the student populations are undergraduates while 72% of the samples are undergraduates. Additional background characteristics are displayed in Table 1.

In general, the majority of the sampled students are 25 years old or younger (Table 2). Survey results reveal an increase in the percentage of students indicating that they are 22 years old or younger.

Thirty-five percent of the students sampled are younger than twenty-two years old in 2001, 41% in 2002 and 45% in 2003. Our student populations are becoming younger over time. This is also substantiated by an increasing proportion of students indicating that they are entering TSU as first time college entrants. Forty-four percent of the students sampled are first-time freshmen in 2001 compared to 50% in 2003.

A large majority of our students enter the University to pursue a degree. Approximately 70% of the students sampled are on financial aid and in excess of 90% are employed on a part-time basis.

Use of and Satisfaction with University Services

This portion of the survey attempts to assess students' use of various services offered by the University and their satisfaction with the services received. Table 3 displays a ranking of these services. Services are ranked "most" to "least" utilized based on the 2003 sample. Students use library facilities and services most frequently each year.

Table 2: Other Background Characteristics

| Sample Population | | | |
|-------------------------------|--------------------|-------------|-------------|
| | 2001 | 2002 | 2003 |
| | Percentages | | |
| Age: | | | |
| Less than 20 | 13 | 14 | 17 |
| 20-22 | 22 | 27 | 28 |
| 23-25 | 18 | 18 | 17 |
| 26-29 | 16 | 13 | 13 |
| 30-39 | 16 | 17 | 13 |
| 40 and Above | 14 | 11 | 12 |
| Entering Status: | | | |
| First Time College Student | 44 | 45 | 50 |
| Other College Experience | 56 | 55 | 50 |
| Purpose for Enrolling: | | | |
| No Definite Purpose | 2 | 2 | 3 |
| Non – Degree Seeking | 8 | 6 | 5 |
| Degree Seeking | 90 | 92 | 92 |
| Financial Aid Status: | | | |
| Receive Aid | 65 | 68 | 70 |
| No Aid | 35 | 32 | 30 |
| Hours Worked Per Week: | | | |
| 10 or Less | 34 | 35 | 39 |
| 11 – 20 | 22 | 21 | 20 |
| 21 – 30 | 16 | 15 | 14 |
| 31 – 40 | 19 | 20 | 20 |
| Over 40 | 9 | 9 | 6 |
| Living Arrangements: | | | |
| Live On – Campus | 6 | 7 | 8 |
| Live Off – Campus | 94 | 93 | 92 |
| Total N | 2064 | 1903 | 1631 |

Table 3: Use of College Services^ø

| Service | Percentages | | |
|---------------------------------------|-------------|-------------|-------------|
| | 2001 | 2002 | 2003 |
| Library Facilities and Services | 66 | 65 | 62 |
| Computer Services | 56 | 60 | 58 |
| Parking Facilities and Services | 59 | 58 | 55 |
| Financial Aid Services | 53 | 53 | 52 |
| Academic Advising Services | 50 | 50 | 47 |
| College Orientation Program | 39 | 38 | 36 |
| College Sponsored Social Activities | 30 | 31 | 30 |
| Recreational and Intramural Programs | 20 | 21 | 27 |
| Food Services | 28 | 27 | 25 |
| College Sponsored Tutorial Activities | 26 | 31 | 21 |
| Career Planning Services | 22 | 21 | 20 |
| Student Health Services | 19 | 19 | 20 |
| Job Placement Services | 19 | 19 | 18 |
| Residence Hall Services and Programs | 14 | 15 | 17 |
| Honors Program | 14 | 13 | 16 |
| Student Employment Services | 15 | 14 | 15 |
| Veterans Services | 5 | 5 | 5 |
| Day Care Services | 4 | 3 | 4 |
| N | 2064 | 1903 | 1631 |

^ø Services are ranked according to their 2003 sample ranking.

Computer, parking facilities, financial aid and academic services are also use by a majority of students. Although minor fluctuations are evident in the percentages of students utilizing these services from year to year, the ranking of the services that are most used is relatively unchanged over the three-year period.

Students are most satisfied with recreational and intramural programs, college-sponsored social activities, tutorial services, orientation programs and academic advising (Table 4). In general, these programs and activities are rated in the neutral to somewhat satisfied categories.

Table 4: Satisfaction with University Services

| Level of Satisfaction ^a | | | |
|--|------|------|------|
|  | | | |
| 1-Very Dissatisfied 2-Dissatisfied 3-Neutral 4-Satisfied 5-Very Satisfied | | | |
| Mean Satisfaction Rating | | | |
| Top Ten Services Used in 2003 | 2001 | 2002 | 2003 |
| Recreational and Intramural Programs | 3.71 | 3.69 | 4.04 |
| College Sponsored Social Activities | 3.81 | 3.79 | 3.88 |
| College Sponsored Tutorial Activities | 3.84 | 3.84 | 3.79 |
| College Orientation Program | 3.75 | 3.73 | 3.79 |
| Academic Advising Services | 3.73 | 3.77 | 3.65 |
| Library Facilities and Services | 3.64 | 3.55 | 3.65 |
| Financial Aid Services | 3.26 | 3.52 | 3.53 |
| Food Services | 3.14 | 3.12 | 3.45 |
| Computer Services | 3.52 | 3.24 | 3.41 |
| Parking Facilities and Services | 3.08 | 2.80 | 2.52 |

^a Services are ranked according to their 2003 sample ranking.

College Activities

The section of the survey consists of a battery of statements that addresses student satisfaction with various aspects of the University environment. These statements of grouped into six different university areas: academic, admissions, rules and policies, facilities, registration, and general university concerns. These categories and their mean satisfaction scores are presented in Table 5.

Despite minor fluctuations in the mean scores, the ranking of these categories is unchanged throughout the three-year period. Students were most satisfied with academic services and least satisfied with university facilities. It is important to note that “academics” is the only overall college service that is consistently rated in the somewhat satisfied range. Other college services are rated in the neutral response range. Admissions shows the most consistency of all areas, receiving a 3.47 mean score each year.

Table 5: Satisfaction Rankings of Overall College Services

|  1-Very Dissatisfied 2-Dissatisfied 3-Neutral 4-Satisfied 5-Very Satisfied | | | |
|---|---------------------------------------|-------------|-------------|
| Activity | Mean Satisfaction Levels ^o | | |
| | 2001 | 2002 | 2003 |
| Academic | 3.71 | 3.64 | 3.64 |
| Admissions | 3.47 | 3.47 | 3.47 |
| General Concerns | 3.40 | 3.33 | 3.34 |
| Registration | 3.21 | 3.20 | 3.24 |
| Rules and Policies | 3.29 | 3.18 | 3.24 |
| Facilities | 3.21 | 3.12 | 3.20 |
| N | 2064 | 1902 | 1631 |

^o Responses to individual items included in each general area were summed and then divided by the total number of items in the area.

To better understand satisfaction levels associated with each university area, the statements affiliated with each overall area are listed in Tables 6 through 11. The mean rating reflects students' response to that particular item.

Although the area of academics consistently receives the highest rating among overall university areas, variation is evident in the items in this area (Table 6). In 2003, students are most satisfied with “class size relative to the type of course taken” with an average rating of 3.91. The 2002 sample rates “instruction in their major field of study” highest, with a mean score of 3.86. “Course content in the major” field of study receives the highest rating in 2001 (3.91). In 2001, “out-of-class-availability of instructor” receives the lowest rating with a mean score of 3.65. However this score still remains within the somewhat satisfied range. In 2002, two services “out-of-class availability of instructor” and “value of information provided by the advisor” receive a score of 3.63,

the lowest score for that year. Other academic services and their respective mean score are displayed in Table 6.

Table 6: Mean Ranking of Academics

|  | | | |
|--|---------------------------------------|-------------|-------------|
| Academic Factors | Mean Satisfaction Levels ^o | | |
| | 2001 | 2002 | 2003 |
| Class size relative to the type of course | 3.89 | 3.82 | 3.91 |
| Course content in major | 3.91 | 3.84 | 3.81 |
| Instruction in major | 3.85 | 3.86 | 3.79 |
| Testing /grading system | 3.69 | 3.73 | 3.72 |
| Out-of-class availability instructor | 3.65 | 3.63 | 3.62 |
| Value of the information provided by advisor | 3.67 | 3.63 | 3.59 |
| Preparation you are receiving for your future occupation | 3.68 | 3.64 | 3.57 |
| Attitude of faculty toward students | 3.57 | 3.50 | 3.55 |
| Availability of your advisor | 3.57 | 3.55 | 3.55 |
| Variety of courses offered | 3.49 | 3.43 | 3.42 |
| N | 2064 | 1902 | 1631 |

^o Mean Scores are calculated by summing the responses to each item and dividing them by the number of respondents.

“Admissions” is made up of four items illustrated in Table 7. Students are most satisfied with “college catalog/ admissions publications” each year. In 2001 and 2002, “availability of financial aid information prior to enrollment” received the lowest mean rating with scores of 3.35 and 3.44 respectively. “Accuracy of college information prior to enrolling” receives the lowest rating in 2003 with a mean score of 3.43.

Within the area of “university rules and policies,” “rules governing student conduct” receives the highest rating while the “use of student activity fees” is rated lowest each year (Table 8).

Table 7: Mean Ranking of Admissions

|  1-Very Dissatisfied 2-Dissatisfied 3-Neutral 4-Satisfied 5-Very Satisfied | | | |
|---|---------------------------------------|-------------|-------------|
| Admissions Factors | Mean Satisfaction Levels ^o | | |
| | 2001 | 2002 | 2003 |
| Catalog / Admissions Publications | 3.60 | 3.59 | 3.55 |
| General Admission Procedures | 3.49 | 3.46 | 3.48 |
| Availability of Financial Aid Information Prior to Enrolling | 3.35 | 3.44 | 3.44 |
| Accuracy of College Information Prior to Enrolling | 3.45 | 3.45 | 3.43 |
| N | 2064 | 1902 | 1631 |

^o Mean Scores are calculated by summing the responses to each item and dividing them by the number of respondents.

Table 8: Mean Ranking of College Rules and Regulations

|  1-Very Dissatisfied 2-Dissatisfied 3-Neutral 4-Satisfied 5-Very Satisfied | | | |
|---|---------------------------------------|-------------|-------------|
| Rules and Regulations | Mean Satisfaction Rating ^o | | |
| | 2001 | 2002 | 2003 |
| Rules Governing Student Conduct | 3.50 | 3.41 | 3.44 |
| Academic Probation and Suspension Policies | 3.36 | 3.36 | 3.41 |
| Personal Security / Safety | 3.24 | 3.18 | 3.27 |
| Residence Hall Rules and Regulations | 3.23 | 3.13 | 3.19 |
| Student Voice in College Policies | 3.21 | 3.16 | 3.14 |
| Uses of Student Activity Fees | 2.94 | 2.87 | 2.91 |
| N | 2064 | 1902 | 1631 |

^o Mean Scores are calculated by summing the responses to each item and dividing them by the number of respondents.

Within the area of “university facilities,” “study areas” are rated most satisfactory in 2001 and 2002, with mean scores of 3.37 and 3.35 respectively (Table 9). The 2003 sample rates “athletic facilities” as most satisfactory with a mean rating of 3.55. The 2001 sample rates “general conditions of the building and grounds” as least satisfactory with a mean rating of 2.99. The 2002 and 2003 samples rate “availability of student housing” as least satisfactory with mean ratings of 2.85 and 2.99 respectively.

Table 9: Mean Ranking of University Facilities

|  1-Very Dissatisfied 2-Dissatisfied 3-Neutral 4-Satisfied 5-Very Satisfied | | | |
|---|---------------------------------------|-------------|-------------|
| University Facilities | Mean Satisfaction Rating ^o | | |
| | 2001 | 2002 | 2003 |
| Athletic Facilities | 3.27 | 3.18 | 3.55 |
| Study Areas | 3.37 | 3.35 | 3.45 |
| Classrooms | 3.29 | 3.34 | 3.39 |
| Student Union | 3.26 | 3.18 | 3.17 |
| Campus Bookstore | 3.34 | 3.17 | 3.17 |
| Laboratories | 3.08 | 3.08 | 3.16 |
| General Condition of Buildings and Grounds | 2.99 | 2.99 | 3.04 |
| Availability of Student Housing | 3.01 | 2.85 | 2.99 |
| N | 2064 | 1902 | 1631 |

^o Mean Scores are calculated by summing the responses to each item and dividing them by the number of respondents.

Many of the services affiliated with the registration process receive neutral ratings (Table 10). Students are somewhat satisfied with the academic calendar and they are consistently least satisfied with availability of courses at times that are convenient to them.

Table 10: Mean Ranking of Registration Activities

|  1-Very Dissatisfied 2-Dissatisfied 3-Neutral 4-Satisfied 5-Very Satisfied | | | |
|---|---------------------------------------|-------------|-------------|
| Registration Activities | Mean Satisfaction Rating ^o | | |
| | 2001 | 2002 | 2003 |
| Academic Calendar | 3.57 | 3.53 | 3.57 |
| Billing and Fee Payment Procedures | 3.17 | 3.15 | 3.24 |
| General Registration Procedures | 3.08 | 3.17 | 3.18 |
| Availability of Courses at Times You Can Take Them | 3.02 | 2.96 | 2.97 |
| N | 2064 | 1902 | 1631 |

^o Mean Scores are calculated by summing the responses to each item and dividing them by the number of respondents.

The final section of the survey is a series of statements addressing general university areas. Included are items such as the university's concern for the student as an individual, attitudes of non-teaching staff, opportunities for student employment, opportunities for personal involvement in campus activities, student government, religious activities, and the campus media (Table 11).

Table 11: Mean Ranking of General College Activities

|  | | | |
|--|---------------------------------------|-------------|-------------|
| General College Activities | Mean Satisfaction Rating ^o | | |
| | 2001 | 2002 | 2003 |
| TSU in General | 3.55 | 3.53 | 3.53 |
| Opportunities for Personal Involvement in Campus Activities | 3.52 | 3.45 | 3.47 |
| Campus Media | 3.43 | 3.33 | 3.35 |
| Student Government | 3.36 | 3.31 | 3.29 |
| Religious Activities and Programs | 3.34 | 3.27 | 3.29 |
| Concern for You as Individual | 3.24 | 3.16 | 3.23 |
| Opportunities for Student Employment | 3.32 | 3.16 | 3.15 |
| Attitudes of Non-Teaching Staff | 3.23 | 3.15 | 3.20 |
| N | 2064 | 1902 | 1631 |

^o Mean Scores are calculated by summing the responses to each item and dividing them by the number of respondents.

Student satisfaction with “TSU in general” receives the highest rating each year followed by “opportunities for personal involvement in campus activities.” The ratings of many areas in the neutral range indicate a need for further improvements in the quality of services that are offered to our students.

Summary

The library, computer labs, parking services, financial aid, and academic services continue to be the most utilized services by our students. Students use career planning,

job placement, residence halls and student employment services least frequently. Students are most satisfied with academic advising and the quality of services offered by the library. Student satisfaction with parking facilities and services has consistently declined each year while their satisfaction with financial aid services has improved every year. Satisfaction ratings for a majority of areas continue to dwell in the neutral range with the exception of parking facilities and services with a somewhat dissatisfied rating in the 2002 and 2003 samples.

Students are most satisfied with the quality of academic of academic services received. This is a recurring trend in a number of surveys administered by the Office of Institutional Effectiveness. There is a higher level of satisfaction with departmental-type functions such as classroom instruction, content of course work, and academic advising.

Students continue to be least satisfied with the quality of facilities. This section consists of items measuring satisfaction with classroom and laboratory facilities, as well as availability of student housing and the general conditions of buildings and grounds.

The University has attempted to improve the quality of services provided to its students. Information collected from future surveys will determine if these improvements equate to more satisfied students.