

**NJIT**

New Jersey's Science &  
Technology University

**Student Satisfaction**  
*Spring 2006 (long version)*

**Institutional Research and Planning**

# Undergraduate student sample

20 % response rate

	2005 Sample	2005 Actual	<b>2006 Sample</b>	<b>2006 Actual</b>
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## School

Newark College of Engineering	50%	53%	<b>57%</b>	<b>53%</b>
School of Management	7%	7%	<b>5%</b>	<b>7%</b>
College of Science and Liberal Arts	9%	6%	<b>8%</b>	<b>8%</b>
College of Computing Sciences	20%	20%	<b>18%</b>	<b>18%</b>
New Jersey School of Architecture	14%	14%	<b>12%</b>	<b>14%</b>

## Standing

Freshman	21%	19%	<b>18%</b>	<b>20%</b>
Sophomore	21%	19%	<b>18%</b>	<b>19%</b>
Junior	27%	27%	<b>33%</b>	<b>26%</b>
Senior	30%	35%	<b>31%</b>	<b>35%</b>

## Gender

Male	73%	80%	<b>77%</b>	<b>80%</b>
Female	27%	20%	<b>23%</b>	<b>20%</b>

## Admissions status

Transfer student	31%	33%	<b>32%</b>	<b>33%</b>
Non-transfer student	69%	67%	<b>68%</b>	<b>67%</b>



# Undergraduate student satisfaction

## Sorted by importance and satisfaction

	<b>Importance</b>	<b>Satisfaction</b>
	(n = 936)	(n = 936)
Personal security and safety on campus.	4.54	3.92
Availability of campus computing resources.	4.19	3.66
Quality of your own academic program.	4.66	3.60
Availability of academic advisement.	4.32	3.56
Overall satisfaction with the registration process.	4.33	3.53
Quality of academic advisement.	4.41	3.46
Fairness of rules/policies governing student conduct.	4.06	3.45
Opportunity for involvement in student organizations and events.	3.60	3.45
Overall quality of instruction.	4.62	3.42
Relevance of coursework to career development.	4.50	3.37
Opportunities to work with other students in teams.	3.69	3.36
Support for computer hardware and software.	3.95	3.36
General condition of buildings and grounds.	4.07	3.25
Availability of cultural and social events.	3.45	3.19
Billing and fee payment policies & procedures	4.17	3.15
Availability of parking	4.08	3.14
Intercollegiate athletics program.	3.02	3.08
Overall satisfaction with financial aid services.	4.21	3.03
Opportunities to participate in research.	3.70	2.89
Quality of campus life.	3.88	2.78
Overall satisfaction with food services.	4.10	2.72
Feeling of community spirit on campus.	3.63	2.65
<b>Overall satisfaction with NJIT.</b>	<b>4.53</b>	<b>3.34</b>

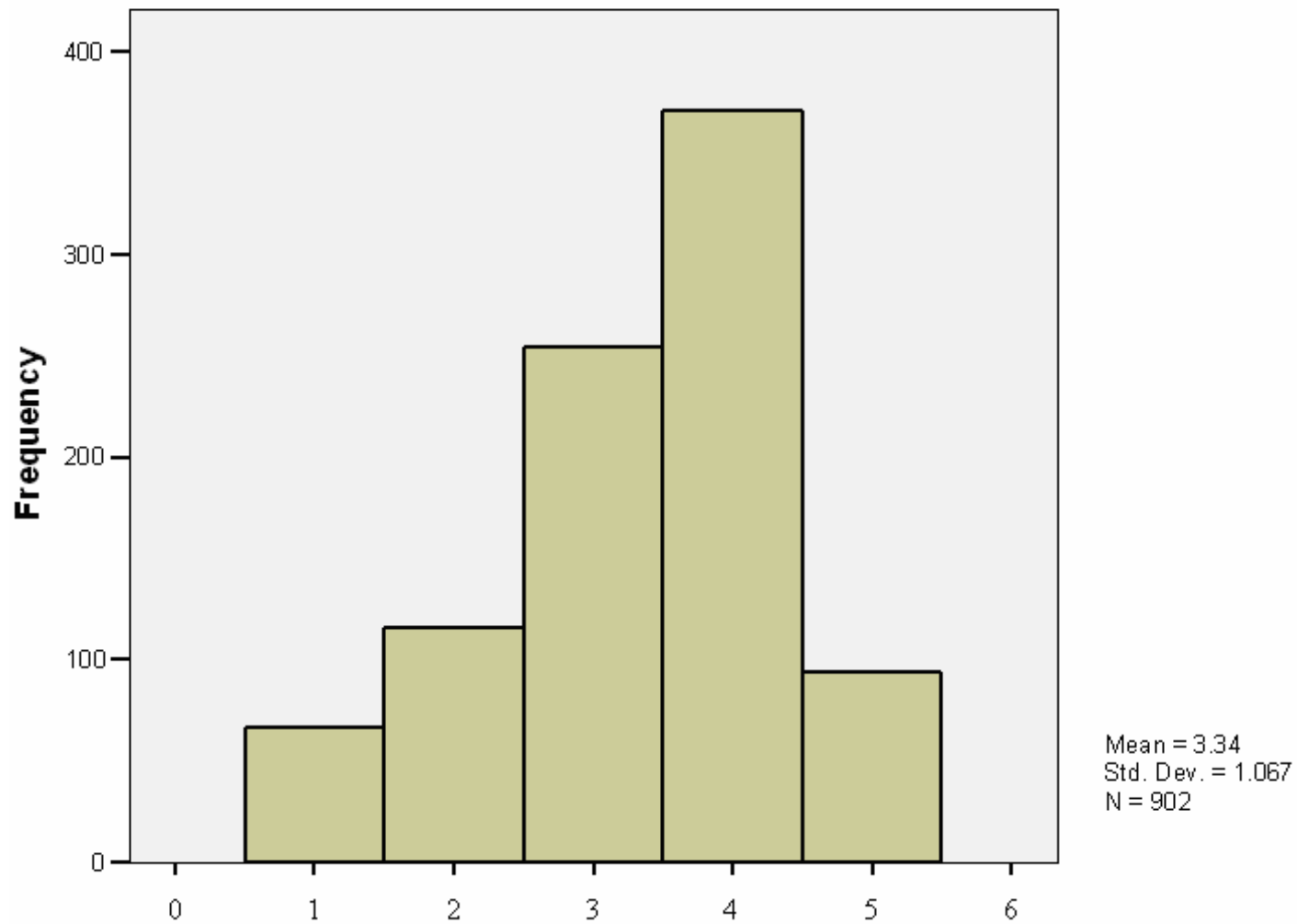
Importance Scale: 5 – Very important, 4 – Important, 3 – Neutral, 2 – Somewhat important, 1 – Little or no importance

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# Histogram of Undergraduate Overall Satisfaction

## Overall Satisfaction with NJIT



# Undergraduate student satisfaction

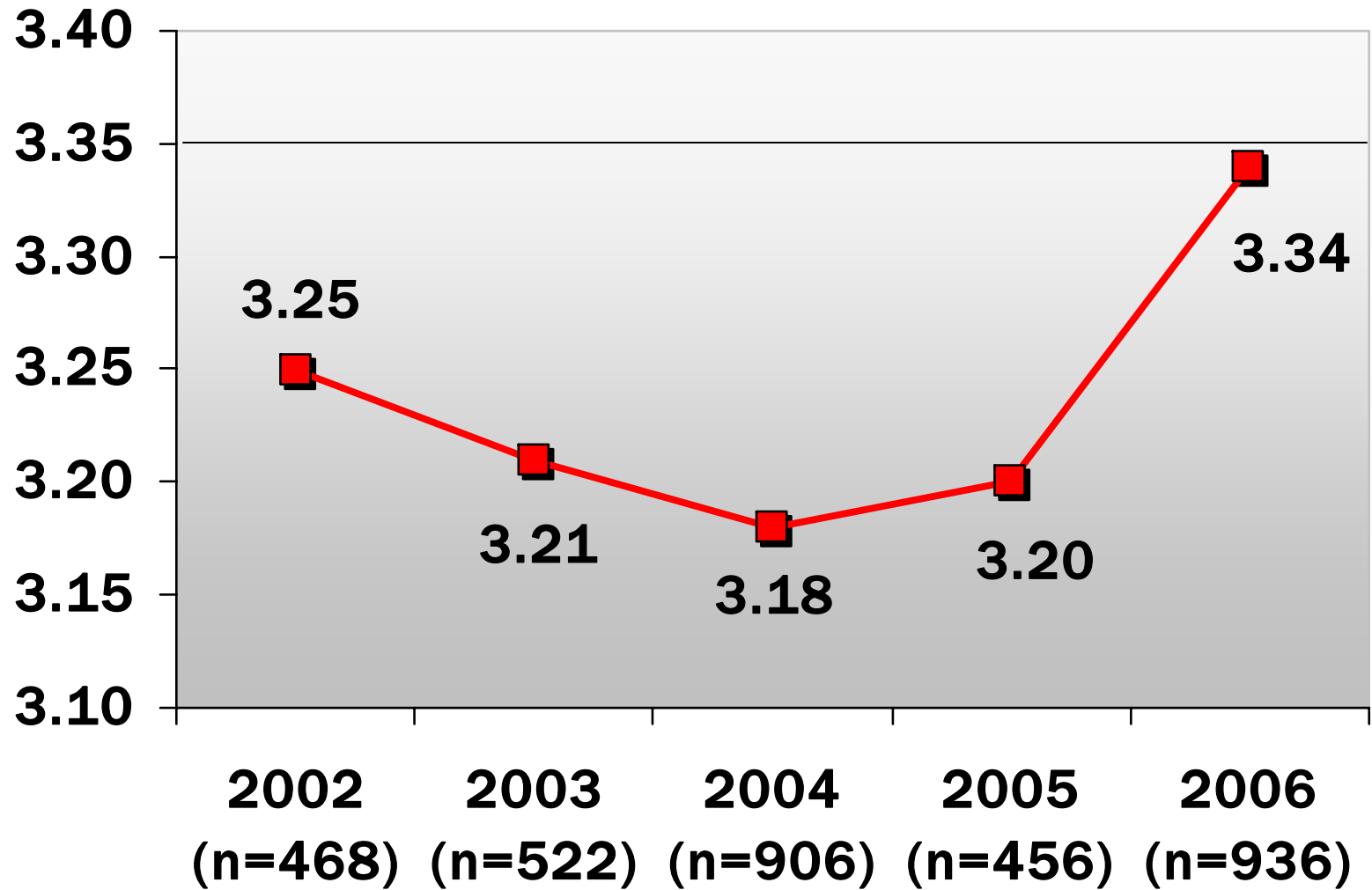
## Comparison of 2004, 2005 and 2006

	<b>2004</b> (n = 906)	<b>2005</b> (n = 456)	<b>2006</b> (n = 936)
Overall quality of instruction at NJIT	3.25	3.22	3.42
Quality of own academic program	3.54	3.54	3.60
Availability of academic advisement		3.53	3.56
Quality of academic advisement	3.35	3.42	3.46
Relevance of coursework to career development	3.27	3.28	3.37
Opportunities to participate in research	2.77	2.78	2.89
Feeling of community spirit on campus	2.38	2.28	2.65
Quality of campus life	2.45	2.49	2.78
Opportunities to work with other students in teams	3.32	3.31	3.36
<b>General condition of buildings and grounds</b>	<b>2.99</b>	<b>3.08</b>	<b>3.25</b>
Fairness of rules/policies governing student conduct	3.44	3.44	3.45
Opportunity for involvement in student organizations/events	3.37	3.35	3.45
Availability of cultural and social events	3.01	3.18	3.19
Availability of parking	3.04	3.03	3.14
Overall satisfaction with food services	2.22	2.36	2.72
Overall satisfaction with financial aid services	3.10	3.1	3.03
Billing and fee payment policies and procedures	3.32	3.24	3.15
Personal security and safety on campus	3.89	3.99	3.92
Intercollegiate athletics program	2.91	3.02	3.08
Availability of campus computing resources	3.45	3.49	3.66
Support for computer hardware and software	3.20	3.29	3.36
Overall satisfaction with the registration process			3.53
<b>Overall satisfaction with NJIT</b>	<b>3.18</b>	<b>3.20</b>	<b>3.34</b>



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

## Overall undergraduate satisfaction with NJIT Five year comparison



Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied

# Five year comparison

	2002 (n = 468)	2003 (n = 522)	2004 (n = 906)	2005 (n = 456)	2006 (n = 936)
Personal security and safety on campus	3.86	3.75	3.89	3.99	3.92
Availability of computer resources and services	3.02	3.17	3.45	3.49	3.66
Overall quality of own academic program	3.58	3.57	3.54	3.54	3.60
Availability of academic advisement	3.28	3.33		3.53	3.56
Overall satisfaction with the registration process					3.53
Quality of academic advisement	3.27	3.26	3.35	3.42	3.46
Fairness of rules/policies governing students	3.39	3.33	3.44	3.44	3.45
Opportunity to be involved in student orgs./events	3.02	3.00	3.37	3.35	3.45
Overall quality of instruction	3.44	3.39	3.25	3.22	3.42
Opportunities to work in teams	3.28	3.27	3.32	3.31	3.36
Support for computer software and hardware	2.70	2.89	3.20	3.29	3.36
General condition of buildings and grounds	3.08	3.05	2.99	3.08	3.25
Availability of cultural and social events	2.78	2.85	3.01	3.18	3.19
Billing and fee policies and procedures	3.14	2.95	3.32	3.24	3.15
Availability of parking	2.65	2.14	3.04	3.03	3.14
Intercollegiate athletics program	2.18	2.24	2.91	3.02	3.08
Overall financial aid services	2.59	2.57	3.10	3.10	3.03
Opportunities to participate in research	2.50	2.55	2.77	2.78	2.89
Quality of campus life	2.35	2.40	2.45	2.49	2.78
Overall food services	2.24	2.14	2.22	2.36	2.72
Community spirit on campus	2.49	2.53	2.38	2.28	2.65
Overall satisfaction	3.25	3.21	3.18	3.20	3.34



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

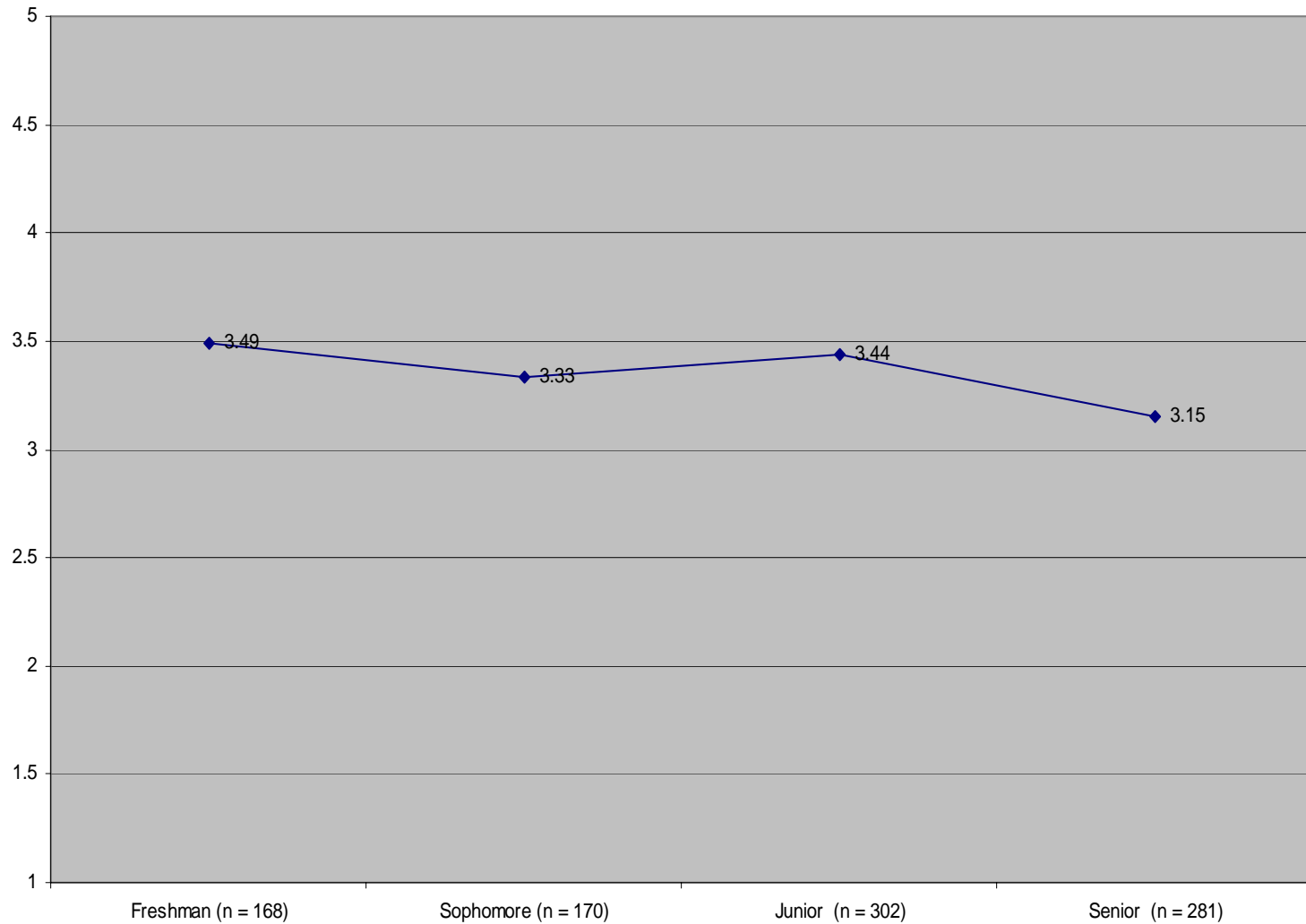
# Overall undergraduate satisfaction by school

	CCS	CSLA	NCE	SOA	SOM
	(n = 165)	(n = 77)	(n = 522)	(n = 108)	(n = 49)
	% Very Sat./Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.
<b>Academics</b>					
Availability of academic advisement.	66%	66%	56%	46%	74%
Opportunities to participate in research.	27%	26%	27%	32%	26%
Opportunities to work with other students in teams.	43%	30%	47%	35%	61%
Overall quality of instruction.	54%	59%	52%	54%	45%
Quality of academic advisement.	60%	55%	53%	43%	81%
Quality of your own academic program.	65%	55%	62%	74%	58%
Relevance of coursework to career development.	49%	43%	51%	64%	45%



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Undergraduate student satisfaction By class standing



Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied



# Undergraduate student satisfaction

## By class standing

	<b>Freshman (n = 168)</b>	<b>Sophomore (n = 170)</b>	<b>Junior (n = 302)</b>	<b>Senior (n = 281)</b>
Overall quality of instruction	3.61	3.29	3.49	3.29
Quality of your own academic program	3.63	3.65	3.64	3.49
Availability of academic advisement	3.61	3.39	3.72	3.47
Quality of academic advisement	3.54	3.38	3.53	3.38
Relevance of coursework to career development	3.43	3.37	3.49	3.22
Opportunities to participate in research	2.90	2.72	3.00	2.83
Feeling of community spirit on campus	2.76	2.62	2.77	2.46
Quality of campus life	2.88	2.87	2.84	2.57
Opportunities to work with other students in teams	3.17	3.20	3.48	3.41
General condition of buildings and grounds	3.24	3.24	3.33	3.17
Fairness of rules/policies governing student conduct	3.56	3.36	3.52	3.36
Opportunity for involvement in student organizations and events	3.58	3.36	3.61	3.27
Availability of cultural and social events	3.28	3.17	3.26	3.07
Availability of parking	3.29	3.18	3.19	2.97
Overall satisfaction with food services	2.82	2.69	2.76	2.59
Overall satisfaction with financial aid services	3.18	2.97	3.05	2.92
Billing and fee payment policies & procedures	3.35	3.15	3.28	2.90
Personal security and safety on campus	3.99	3.89	3.99	3.82
Intercollegiate athletics program	3.11	2.90	3.24	2.97
Availability of campus computing resources	3.73	3.68	3.66	3.60
Support for computer hardware and software	3.50	3.31	3.40	3.29
Overall satisfaction with the registration process	3.49	3.47	3.66	3.48
<b>Overall satisfaction with NJIT</b>	<b>3.49</b>	<b>3.33</b>	<b>3.44</b>	<b>3.15</b>

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# Undergraduate student satisfaction

## By gender

	Female (n = 214)	Male (n = 722)	Female (n = 214)	Male (n = 722)
	Importance	Importance	Satisfaction	Satisfaction
Overall quality of instruction	4.53	4.65	3.44	3.42
Quality of your own academic program	4.61	4.67	3.63	3.59
Availability of academic advisement *	4.47	4.28	3.55	3.57
Quality of academic advisement	4.50	4.39	3.44	3.46
Relevance of coursework to career development	4.46	4.52	3.42	3.36
Opportunities to participate in research *	3.72	3.69	3.06	2.83
Feeling of community spirit on campus *	3.70	3.60	2.86	2.59
Quality of campus life	3.88	3.88	2.93	2.74
Opportunities to work with other students in teams	3.68	3.69	3.32	3.37
General condition of buildings and grounds	4.02	4.08	3.28	3.24
Fairness of rules/policies governing student conduct	4.07	4.06	3.48	3.44
Opportunity for involvement in student organizations and events	3.71	3.57	3.54	3.43
Availability of cultural and social events *	3.67	3.39	3.36	3.14
Availability of parking	4.10	4.08	3.18	3.13
Overall satisfaction with food services	4.04	4.12	2.78	2.70
Overall satisfaction with financial aid services	4.19	4.21	3.00	3.03
Billing and fee payment policies & procedures	4.18	4.17	3.14	3.15
Personal security and safety on campus	4.59	4.52	3.88	3.93
Intercollegiate athletics program	3.12	2.99	3.19	3.04
Availability of campus computing resources	4.22	4.19	3.72	3.65
Support for computer hardware and software	4.00	3.94	3.49	3.33
Overall satisfaction with the registration process	4.37	4.33	3.54	3.53
Overall satisfaction with NJIT*	4.39	4.58	3.45	3.31

\* Significant at  $p < .05$



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Undergraduate student satisfaction

## By ethnicity

	<b>Asian (n = 220)</b>	<b>Black (n = 90)</b>	<b>Hispanic (n = 110)</b>	<b>White (n = 354)</b>
Overall quality of instruction	3.35	3.41	3.49	3.42
Quality of your own academic program	3.55	3.59	3.51	3.67
Availability of academic advisement	3.59	3.68	3.62	3.51
Quality of academic advisement	3.49	3.49	3.48	3.37
Relevance of coursework to career development	3.27	3.51	3.52	3.37
Opportunities to participate in research	2.86	2.85	2.95	2.91
Feeling of community spirit on campus	2.83	2.61	2.71	2.49
Quality of campus life	2.87	2.85	2.82	2.66
Opportunities to work with other students in teams	3.49	3.39	3.34	3.29
General condition of buildings and grounds	3.27	3.38	3.27	3.26
Fairness of rules/policies governing student conduct	3.48	3.49	3.51	3.48
Opportunity for involvement in student organizations and events	3.51	3.51	3.50	3.46
Availability of cultural and social events	3.31	3.16	3.24	3.15
Availability of parking	3.10	2.89	2.95	3.28
Overall satisfaction with food services	2.75	2.64	2.77	2.70
Overall satisfaction with financial aid services	2.91	3.09	2.93	3.08
Billing and fee payment policies & procedures	3.19	2.94	3.13	3.26
Personal security and safety on campus	3.85	3.82	3.90	4.00
Intercollegiate athletics program	3.13	3.08	3.05	3.07
Availability of campus computing resources	3.63	3.95	3.80	3.59
Support for computer hardware and software	3.47	3.64	3.40	3.24
Overall satisfaction with the registration process	3.50	3.52	3.57	3.57
<b>Overall satisfaction with NJIT</b>	<b>3.27</b>	<b>3.32</b>	<b>3.42</b>	<b>3.40</b>

The means for Native American students are not shown due to the low number of responses (n =2).

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# Undergraduate student satisfaction

## By honors status

	Honors (n = 206)	Non-honors (n = 730)
Overall quality of instruction	3.43	3.42
Quality of your own academic program	3.54	3.62
Availability of academic advisement	3.60	3.55
Quality of academic advisement	3.43	3.47
Relevance of coursework to career development	3.25	3.41
Opportunities to participate in research	2.95	2.87
Feeling of community spirit on campus	2.70	2.64
Quality of campus life	2.74	2.79
Opportunities to work with other students in teams	3.29	3.38
General condition of buildings and grounds	3.12	3.29
Fairness of rules/policies governing student conduct	3.45	3.45
Opportunity for involvement in student organizations and events *	3.59	3.42
Availability of cultural and social events	3.28	3.17
Availability of parking *	3.39	3.07
Overall satisfaction with food services	2.77	2.70
Overall satisfaction with financial aid services *	3.30	2.94
Billing and fee payment policies & procedures *	3.36	3.09
Personal security and safety on campus	3.98	3.90
Intercollegiate athletics program	3.10	3.07
Availability of campus computing resources	3.63	3.67
Support for computer hardware and software	3.30	3.38
Overall satisfaction with the registration process	3.58	3.52
Overall satisfaction with NJIT	3.34	3.34

\* Significant at  $p < .05$

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied

The means for Native American students are not shown due to the low number of responses (n = 2).



# Undergraduate student satisfaction

## By transfer status

	<b>Non-Transfer (n = 636)</b>	<b>Transfer (n = 300)</b>
Overall quality of instruction *	3.36	3.57
Quality of your own academic program	3.59	3.63
Availability of academic advisement	3.53	3.64
Quality of academic advisement *	3.39	3.61
Relevance of coursework to career development *	3.29	3.54
Opportunities to participate in research *	2.80	3.08
Feeling of community spirit on campus *	2.55	2.89
Quality of campus life *	2.71	2.93
Opportunities to work with other students in teams	3.34	3.38
General condition of buildings and grounds *	3.16	3.44
Fairness of rules/policies governing student conduct	3.42	3.51
Opportunity for involvement in student organizations and events	3.50	3.36
Availability of cultural and social events	3.22	3.14
Availability of parking	3.17	3.09
Overall satisfaction with food services *	2.59	3.00
Overall satisfaction with financial aid services	3.03	3.03
Billing and fee payment policies & procedures	3.12	3.21
Personal security and safety on campus *	3.98	3.79
Intercollegiate athletics program	3.03	3.18
Availability of campus computing resources	3.67	3.65
Support for computer hardware and software	3.32	3.46
Overall satisfaction with the registration process	3.53	3.54
<b>Overall satisfaction with NJIT *</b>	<b>3.28</b>	<b>3.47</b>

\* Significant at  $p < .05$

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied



# Undergraduate student satisfaction

## By EOP status

	<b>EOP (n = 95)</b>	<b>NON-EOP (n = 841)</b>
Overall quality of instruction	3.27	3.44
Quality of your own academic program	3.47	3.61
Availability of academic advisement	3.42	3.58
Quality of academic advisement	3.29	3.48
Relevance of coursework to career development	3.32	3.38
Opportunities to participate in research	2.95	2.88
Feeling of community spirit on campus	2.82	2.63
Quality of campus life	2.83	2.77
Opportunities to work with other students in teams	3.58	3.33
General condition of buildings and grounds	3.27	3.25
Fairness of rules/policies governing student conduct	3.41	3.45
Opportunity for involvement in student organizations and events	3.59	3.44
Availability of cultural and social events	3.2	3.19
Availability of parking	2.92	3.17
Overall satisfaction with food services	2.51	2.75
Overall satisfaction with financial aid services	3.09	3.02
Billing and fee payment policies & procedures	3.07	3.16
Personal security and safety on campus	3.98	3.91
Intercollegiate athletics program	3.1	3.07
Availability of campus computing resources	3.69	3.66
Support for computer hardware and software	3.53	3.35
Overall satisfaction with the registration process	3.51	3.54
<b>Overall satisfaction with NJIT</b>	<b>3.29</b>	<b>3.35</b>

Note: No significant differences.

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied



# Undergraduate importance vs. satisfaction

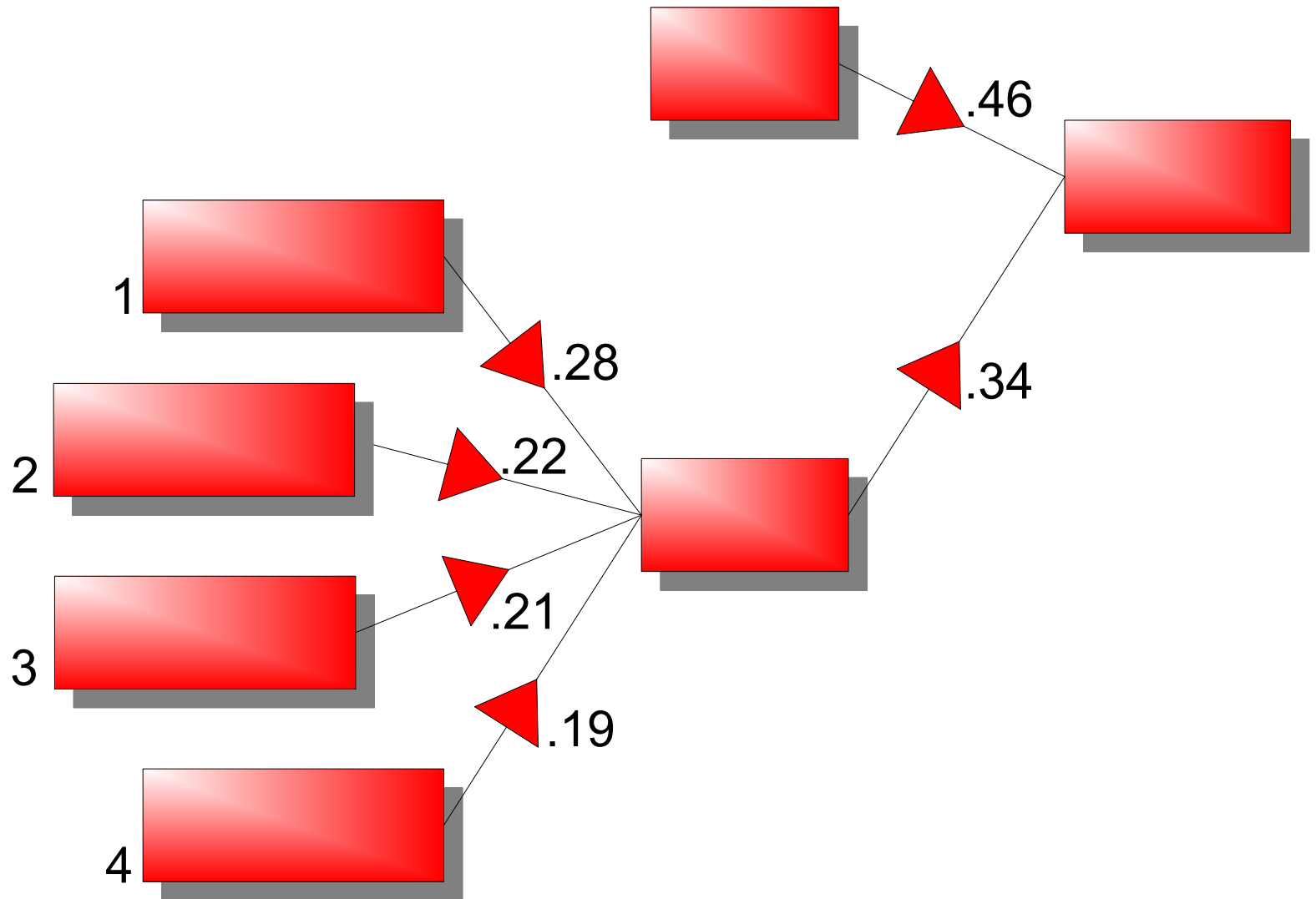
## **High importance, high satisfaction**

- Quality of own academic program
- Personal security and safety on campus
- Overall satisfaction with the registration process
- Quality of academic advisement

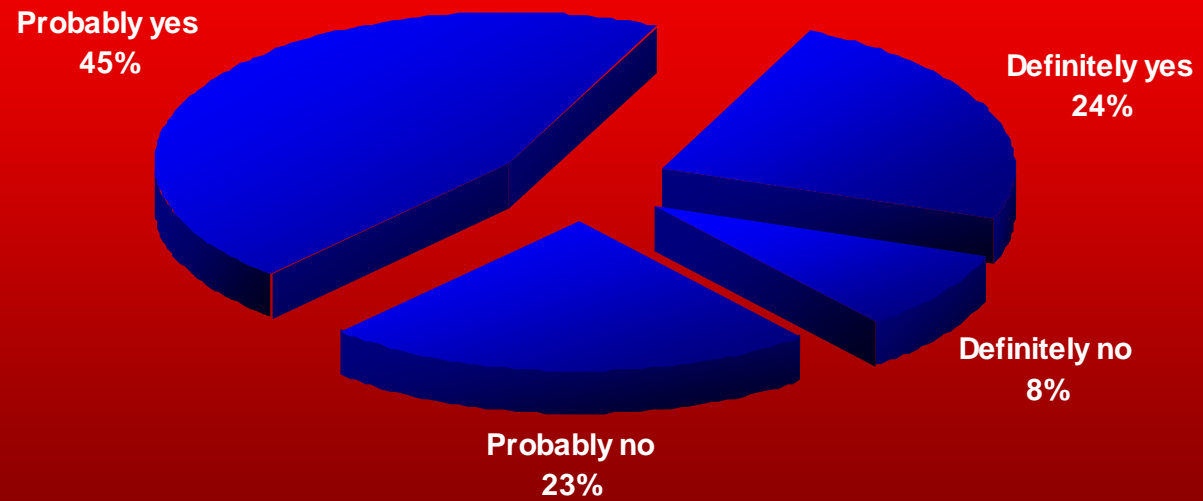
## **High importance, low satisfaction**

- Overall satisfaction with food service

# Undergraduate correlates of satisfaction



# If you could start over again, would you go to NJIT? Undergraduate students



# Graduate student sample (N=507)

20% response rate

	2005 Sample	2005 Actual	<b>2006 Sample</b>	<b>2006 Actual</b>
<b>School</b>				
Newark College of Engineering	42%	47%	<b>45%</b>	<b>44%</b>
School of Management	6%	8%	<b>9%</b>	<b>10%</b>
College of Science and Liberal Arts	9%	12%	<b>11%</b>	<b>11%</b>
College of Computing Sciences	40%	28%	<b>29%</b>	<b>29%</b>
New Jersey School of Architecture	4%	5%	<b>6%</b>	<b>5%</b>
<b>Gender</b>				
Male	71%	70%	<b>68%</b>	<b>71%</b>
Female	29%	30%	<b>32%</b>	<b>29%</b>
<b>Nationality</b>				
US Citizen	49%	55%	<b>49%</b>	<b>62%</b>
International	51%	45%	<b>51%</b>	<b>38%</b>



# Graduate student satisfaction

## Comparison of 2004, 2005 and 2006

	<b>2004 (n = 338)</b>	<b>2005 (n = 206)</b>	<b>2006 (n = 507)</b>
Personal security and safety on campus	3.61	3.85	3.90
Availability of campus computing resources	3.39	3.47	3.77
Overall satisfaction with the registration process			3.69
Fairness of rules/policies governing student conduct	3.50	3.58	3.61
General condition of buildings and grounds	3.04	3.46	3.59
Quality of own academic program	3.54	3.34	3.57
Opportunities to work with other students in teams	3.55	3.42	3.53
Support for computer hardware and software	3.42	3.36	3.53
Availability of academic advisement		3.16	3.51
Relevance of coursework to career development	3.34	3.25	3.48
Opportunity for involvement in student organizations/events	3.36	3.17	3.48
Quality of academic advisement	3.27	3.11	3.40
Availability of cultural and social events	3.27	3.07	3.40
Billing and fee payment policies and procedures	3.18	3.28	3.36
Availability of parking	3.26	3.06	3.34
Intercollegiate athletics program	3.09	3.28	3.21
Quality of campus life	2.78	2.89	3.17
Overall satisfaction with food services	2.89	2.70	3.12
Feeling of community spirit on campus	2.79	2.90	3.09
Opportunities to participate in research	3.02	2.86	3.06
Overall satisfaction with financial aid services	2.88	2.64	2.95
Overall quality of instruction at NJIT	3.46	3.20	3.51
<b>Overall satisfaction with NJIT</b>	<b>3.31</b>	<b>3.13</b>	<b>3.49</b>



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Graduate student satisfaction

## Sorted by importance and satisfaction

	<b>Importance (n = 507)</b>	<b>Satisfaction (n = 507)</b>
Personal security and safety on campus	4.41	3.90
Availability of campus computing resources	4.19	3.77
Overall satisfaction with the registration process	4.26	3.69
Fairness of rules/policies governing student conduct	3.96	3.61
General condition of buildings and grounds	3.82	3.59
Quality of your own academic program	4.69	3.57
Opportunities to work with other students in teams	3.79	3.53
Support for computer hardware and software	4.12	3.53
Overall quality of instruction	4.63	3.51
Availability of academic advisement	4.30	3.51
Relevance of coursework to career development	4.56	3.48
Opportunity for involvement in student organizations and events	3.39	3.48
Quality of academic advisement	4.39	3.40
Availability of cultural and social events	3.35	3.40
Billing and fee payment policies & procedures	4.14	3.36
Availability of parking	3.79	3.34
Intercollegiate athletics program	3.03	3.21
Quality of campus life	3.58	3.17
Overall satisfaction with food services	3.56	3.12
Feeling of community spirit on campus	3.42	3.09
Opportunities to participate in research	3.91	3.06
Overall satisfaction with financial aid services	3.94	2.95
<b>Overall satisfaction with NJIT</b>	<b>4.49</b>	<b>3.49</b>

Importance Scale: 5 – Very important, 4 – Important, 3 – Neutral, 2 – Somewhat important, 1 – Little or no importance

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



## Graduate student climate satisfaction Sorted by importance and satisfaction

	<b>Importance (n = 507)</b>	<b>Satisfaction (n = 507)</b>
Overall satisfaction with the admissions process	4.23	3.72
Availability of academic support from your department	4.42	3.51
Quality of academic support from your department	4.50	3.50
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	4.30	3.50
Quality of mentoring by a faculty member	4.31	3.38
Availability of mentoring by a faculty member	4.25	3.33
<b>Overall satisfaction with NJIT</b>	<b>4.49</b>	<b>3.49</b>

Importance Scale: 5 - Very important, 4 - Important, 3 - Neutral, 2 - Somewhat important, 1 - Little or no importance

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied

# Overall graduate satisfaction by school

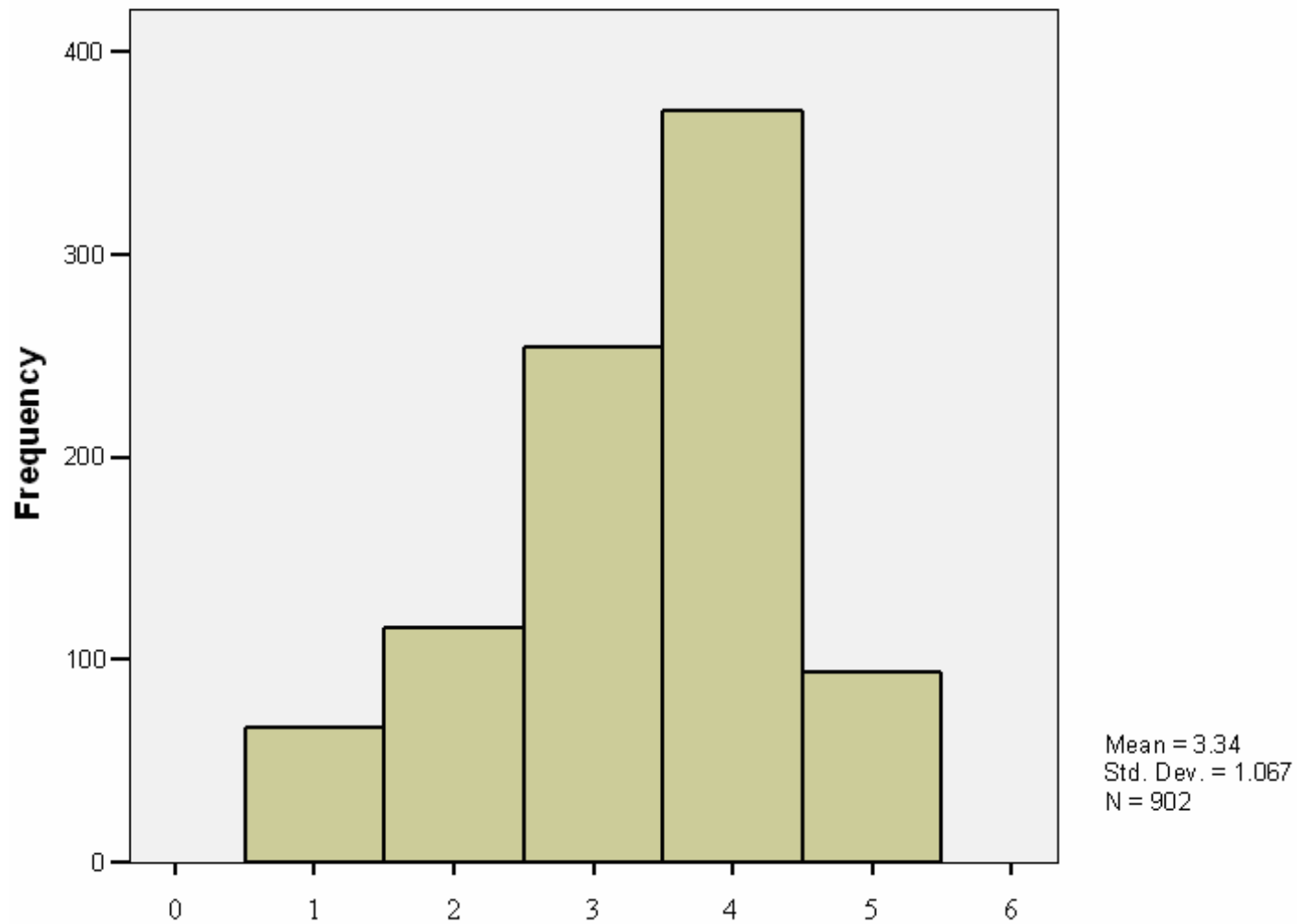
	CCS	CSLA	NCE	SOA	SOM
	(n = 141)	(n = 53)	(n = 220)	(n = 30)	(n = 45)
	% Very Sat./Sat.	% Very Sat./Sat.	% Very Sat./Sat.	% Very Sat./Sat.	% Very Sat./Sat.
Academics					
Availability of academic advisement.	54%	70%	51%	63%	74%
Availability of academic support from your department	59%	71%	53%	66%	66%
Availability of mentoring by a faculty member	48%	64%	47%	38%	47%
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	46%	74%	60%	52%	40%
Opportunities to participate in research.	59%	52%	33%	42%	44%
Opportunities to work with other students in teams.	56%	56%	58%	47%	70%
Overall quality of instruction.	62%	74%	57%	58%	61%
Quality of academic advisement.	58%	70%	45%	58%	61%
Quality of academic support from your department	59%	72%	49%	64%	54%
Quality of mentoring by a faculty member	47%	64%	49%	38%	33%
Quality of your own academic program.	57%	78%	57%	58%	74%
Relevance of coursework to career development.	47%	59%	52%	63%	61%

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied



# Histogram of Undergraduate Overall Satisfaction

## Overall Satisfaction with NJIT



# Graduate student satisfaction

## By school

	<b>ARC** (n= 19)</b>	<b>CCS (n= 92)</b>	<b>NCE (n=154)</b>	<b>SLA** (n= 27)</b>	<b>SOM** (n= 23)</b>
Overall quality of instruction	3.47	3.48	3.45	3.96	3.65
Quality of your own academic program	3.58	3.59	3.50	3.93	3.70
Availability of academic advisement	3.74	3.59	3.38	3.70	3.91
Quality of academic advisement	3.53	3.50	3.26	3.63	3.78
Relevance of coursework to career development	3.68	3.54	3.37	3.63	3.70
Opportunities to participate in research	2.89	3.24	2.95	3.19	3.35
Feeling of community spirit on campus	2.74	3.22	3.03	3.41	3.04
Quality of campus life	2.74	3.25	3.22	3.15	3.17
Opportunities to work with other students in teams	3.42	3.63	3.44	3.56	4.00
General condition of buildings and grounds	3.12	3.67	3.54	3.76	3.72
Fairness of rules/policies governing student conduct	3.71	3.64	3.52	3.76	3.83
Opportunity for involvement in student organizations and events	3.63	3.45	3.51	3.41	3.58
Availability of cultural and social events	3.21	3.48	3.40	3.24	3.53
Availability of parking	3.19	3.42	3.24	3.69	3.38
Overall satisfaction with food services	2.96	3.14	3.08	3.31	3.30
Overall satisfaction with financial aid services	3.27	2.85	2.82	3.50	3.38
Billing and fee payment policies & procedures	3.25	3.35	3.34	3.48	3.40
Personal security and safety on campus	3.57	3.91	3.93	4.13	3.89
Intercollegiate athletics program	3.00	3.39	3.16	3.07	3.41
Availability of campus computing resources	3.59	3.72	3.80	4.05	3.94
Support for computer hardware and software	3.24	3.52	3.52	3.80	3.82
Overall satisfaction with the registration process	3.69	3.65	3.63	3.88	3.91
<b>Overall satisfaction with NJIT</b>	<b>3.37</b>	<b>3.59</b>	<b>3.35</b>	<b>3.73</b>	<b>3.80</b>

\*\* Numbers should be used with caution due to a low n



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Graduate student climate satisfaction

## By school

	<b>ARC*</b> <b>(n = 19)</b>	<b>CCS</b> <b>(n = 92)</b>	<b>NCE</b> <b>(n = 154)</b>	<b>SLA*</b> <b>(n = 27)</b>	<b>SOM*</b> <b>(n = 23)</b>
Overall satisfaction with the admissions process	3.82	3.73	3.67	3.84	3.86
Availability of academic support from your department	3.76	3.53	3.40	3.73	3.74
Quality of academic support from your department	3.71	3.54	3.40	3.82	3.54
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.19	3.31	3.34	3.60	3.29
Quality of mentoring by a faculty member	3.29	3.34	3.40	3.68	3.26
Availability of mentoring by a faculty member	3.24	3.46	3.52	3.94	3.32
<b>Overall satisfaction with NJIT</b>	<b>3.37</b>	<b>3.59</b>	<b>3.35</b>	<b>3.73</b>	<b>3.80</b>

\* Numbers should be used with caution due to a low n

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Graduate student satisfaction

## By gender

	Female (n = 160)	Female (n = 160)	Male (n = 342)	Male (n = 342)
	Importance	Satisfaction	Importance	Satisfaction
Overall quality of instruction	4.70	3.64	4.59	3.44
Quality of your own academic program	4.78	3.59	4.65	3.55
Availability of academic advisement *	4.45	3.64	4.23	3.45
Quality of academic advisement *	4.51	3.58	4.33	3.33
Relevance of coursework to career development	4.64	3.63	4.53	3.42
Opportunities to participate in research	3.97	3.11	3.88	3.04
Feeling of community spirit on campus	3.31	3.16	3.47	3.05
Quality of campus life	3.44	3.23	3.65	3.14
Opportunities to work with other students in teams	3.74	3.61	3.81	3.50
General condition of buildings and grounds	3.84	3.70	3.81	3.54
Fairness of rules/policies governing student conduct	4.11	3.67	3.89	3.59
Opportunity for involvement in student organizations and events	3.34	3.50	3.42	3.47
Availability of cultural and social events	3.28	3.48	3.40	3.36
Availability of parking	3.96	3.33	3.70	3.33
Overall satisfaction with food services	3.62	3.21	3.54	3.07
Overall satisfaction with financial aid services *	3.97	3.25	3.94	2.82
Billing and fee payment policies & procedures *	4.24	3.56	4.10	3.26
Personal security and safety on campus	4.54	3.92	4.35	3.89
Intercollegiate athletics program	2.91	3.24	3.09	3.20
Availability of campus computing resources	4.31	3.88	4.13	3.72
Support for computer hardware and software	4.22	3.60	4.07	3.50
Overall satisfaction with the registration process *	4.41	3.82	4.18	3.63
Overall satisfaction with NJIT *	4.62	3.63	4.43	3.42

\* Significant at  $p < .05$

Importance Scale: 5 – Very important, 4 – Important, 3 – Neutral, 2 – Somewhat important, 1 – Little or no importance

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# Graduate student satisfaction

## By gender

	<b>Female (n = 160)</b>	<b>Female (n = 160)</b>	<b>Male (n = 342)</b>	<b>Male (n = 342)</b>
	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>
Overall satisfaction with the admissions process *	4.41	3.84	4.13	3.66
Availability of academic support from your department *	4.60	3.59	4.33	3.46
Quality of academic support from your department *	4.68	3.64	4.42	3.43
Availability of mentoring by a faculty member *	4.40	3.43	4.18	3.28
Quality of mentoring by a faculty member	4.44	3.45	4.25	3.36
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	4.39	3.54	4.25	3.48

\* Significant at  $p < .05$



Importance Scale: 5 – Very important, 4 – Important, 3 – Neutral, 2 – Somewhat important, 1 – Little or no importance

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Graduate student satisfaction

## By citizenship

	<b>US Citizen (n = 247)</b>	<b>International (n = 260)</b>
Overall quality of instruction	3.50	3.51
Quality of own academic program	3.65	3.52
Availability of academic advisement	3.44	3.55
Quality of academic advisement	3.43	3.39
Relevance of coursework to career development*	3.69	3.37
Opportunities to participate in research*	3.25	2.97
Feeling of community spirit on campus*	2.91	3.18
Quality of campus life	3.06	3.23
Opportunities to work with other students in teams	3.61	3.48
General condition of buildings and grounds	3.51	3.66
Fairness of rules/policies governing student conduct*	3.74	3.51
Opportunity for involvement in student organizations and events	3.46	3.50
Availability of cultural and social events	3.34	3.44
Availability of parking	3.42	3.26
Overall satisfaction with food services	3.06	3.16
Overall satisfaction with financial aid services*	3.16	2.82
Billing and fee payment policies & procedures	3.46	3.26
Personal security and safety on campus	3.82	3.96
Intercollegiate athletics program*	3.07	3.30
Availability of campus computing resources	3.72	3.82
Support for computer hardware and software	3.50	3.55
Overall satisfaction with the registration process*	3.84	3.54
Overall satisfaction with the admissions process*	3.87	3.58
Availability of academic support from your department	3.57	3.46
Quality of academic support from your department	3.56	3.44
Availability of mentoring by a faculty member	3.27	3.38
Quality of mentoring by a faculty member	3.38	3.38
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.54	3.46
Overall satisfaction with NJIT*	3.68	3.32

\* Significant at  $p < .05$

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied



# Graduate student satisfaction

## By enrollment status

	<b>Full-time (n = 352)</b>	<b>Part-time (n = 155)</b>
Overall quality of instruction	3.49	3.58
Quality of own academic program	3.57	3.54
Availability of academic advisement	3.54	3.37
Quality of academic advisement	3.41	3.37
Relevance of coursework to career development	3.45	3.61
Opportunities to participate in research	3.07	3.04
Feeling of community spirit on campus	3.09	3.06
Quality of campus life	3.19	3.10
Opportunities to work with other students in teams	3.53	3.54
General condition of buildings and grounds	3.59	3.61
<b>Fairness of rules/policies governing student conduct*</b>	<b>3.53</b>	<b>3.82</b>
Opportunity for involvement in student organizations and events	3.48	3.49
Availability of cultural and social events	3.44	3.24
Availability of parking	3.28	3.47
Overall satisfaction with food services	3.15	3.02
Overall satisfaction with financial aid services	2.97	2.91
Billing and fee payment policies & procedures	3.31	3.47
Personal security and safety on campus	3.93	3.80
Intercollegiate athletics program	3.25	3.08
Availability of campus computing resources	3.82	3.63
Support for computer hardware and software	3.54	3.48
Overall satisfaction with the registration process	3.64	3.81
<b>Overall satisfaction with the admissions process*</b>	<b>3.65</b>	<b>3.88</b>
Availability of academic support from your department	3.46	3.64
Quality of academic support from your department	3.46	3.59
Availability of mentoring by a faculty member	3.36	3.23
Quality of mentoring by a faculty member	3.40	3.34
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.52	3.46
<b>Overall satisfaction with NJIT*</b>	<b>3.38</b>	<b>3.75</b>

\* Significant at  $p < .05$

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# Graduate importance vs. satisfaction

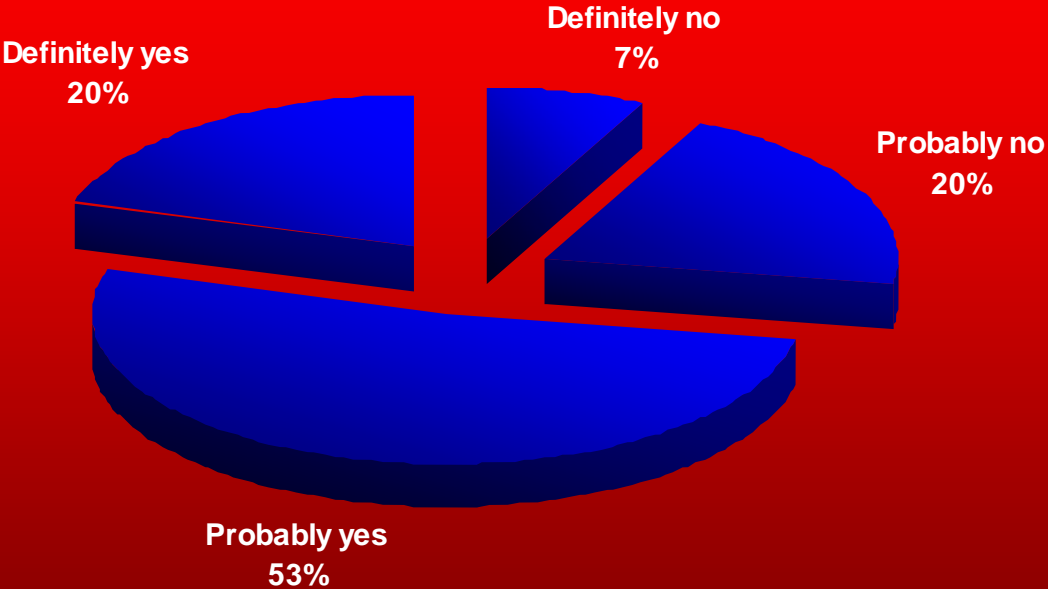
## **High importance, high satisfaction**

- Personal security and safety on campus
- Availability of campus computing resources
- Overall satisfaction with the registration process

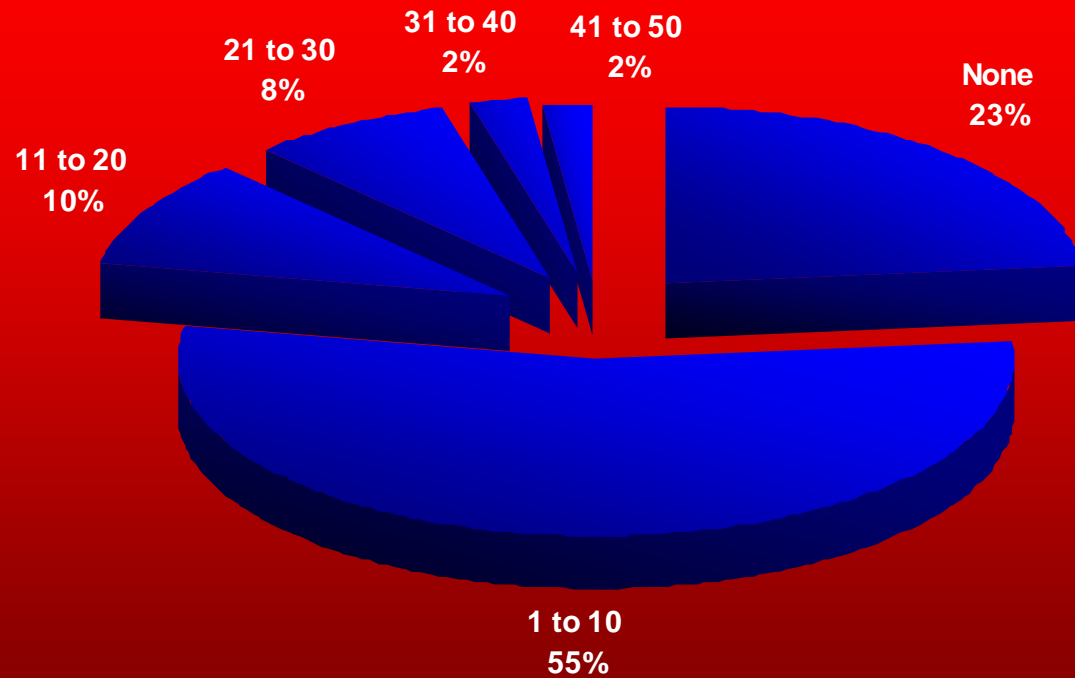
## **High importance, low satisfaction**

- Overall satisfaction with financial aid services

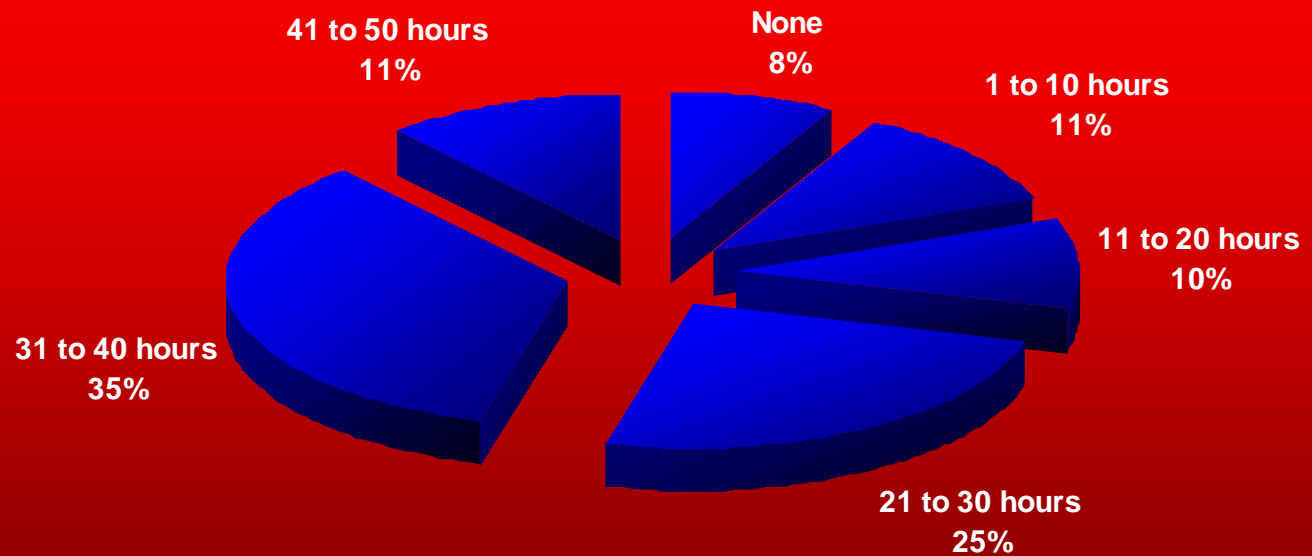
# If you could start over again, would you go to NJIT? Graduate students



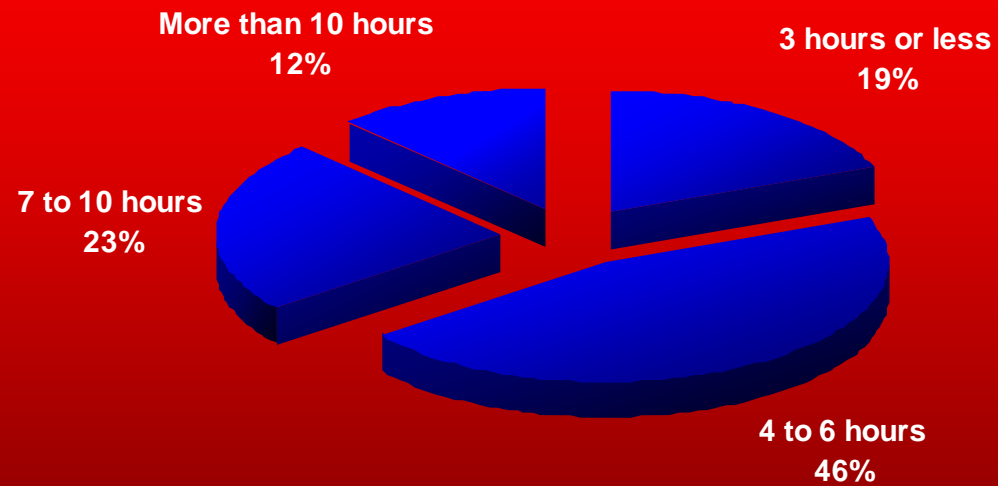
How many hours per week do you spend working for pay on campus?



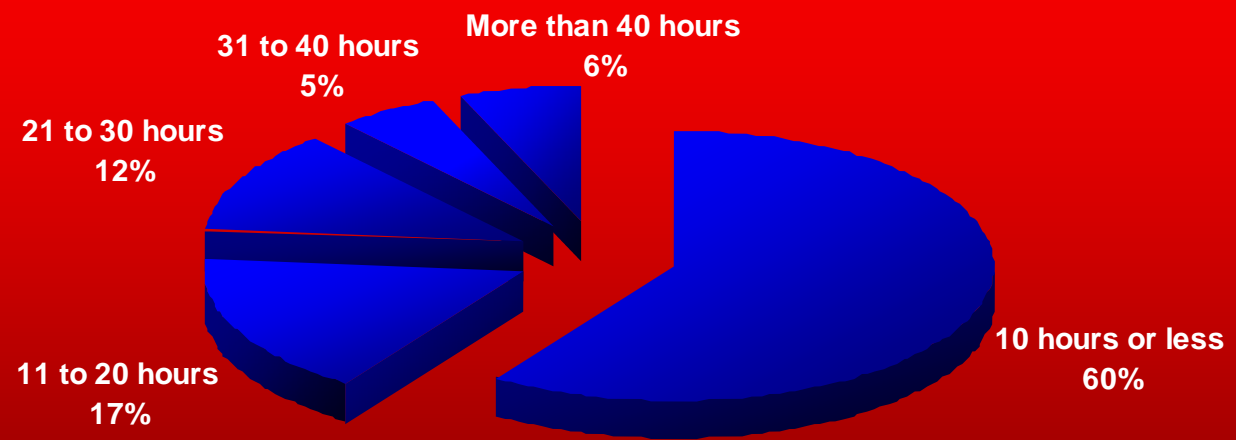
## How many hours per week do you spend working for pay off campus?



How many hours per week do you spend preparing for a typical 3-credit course that you are taking?



# How many hours per week do you spend on thesis or dissertation research?



How many hours per week do you spend in total doing classwork, research and paid employment (on or off campus)?



# Student satisfaction

## By graduate/undergraduate

Response Rate: 20%

	<b>Undergraduate (n= 936)</b>	<b>Graduate (n = 507)</b>
Personal security and safety on campus.	3.92	3.90
Availability of campus computing resources.	3.66	3.77
Quality of your own academic program.	3.60	3.57
Availability of academic advisement.	3.56	3.51
Overall satisfaction with the registration process.*	3.53	3.69
Quality of academic advisement.	3.46	3.4
Fairness of rules/policies governing student conduct.*	3.45	3.61
Opportunity for involvement in student organizations and events.	3.45	3.48
Overall quality of instruction.	3.42	3.51
Relevance of coursework to career development.	3.37	3.48
Opportunities to work with other students in teams.*	3.36	3.53
Support for computer hardware and software. *	3.36	3.53
General condition of buildings and grounds. *	3.25	3.59
Availability of cultural and social events.*	3.19	3.40
Billing and fee payment policies & procedures.*	3.15	3.36
Availability of parking.*	3.14	3.34
Intercollegiate athletics program. *	3.08	3.21
Overall satisfaction with financial aid services.	3.03	2.95
Opportunities to participate in research.*	2.89	3.06
Quality of campus life.*	2.78	3.17
Overall satisfaction with food services. *	2.72	3.12
Feeling of community spirit on campus.*	2.65	3.09
<b>Overall satisfaction with NJIT. *</b>	<b>3.34</b>	<b>3.49</b>

\* Significant at  $p < .05$



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# **Appendix 1**

## **Overall undergraduate satisfaction**

# Appendix 1

## Overall undergraduate satisfaction by school

### CCS

	Satisfaction (n = 165)	
	Mean	% Very Sat./Sat.
<b>Academics</b>		
Availability of academic advisement.	3.75	66%
Quality of your own academic program.	3.66	65%
Quality of academic advisement.	3.59	60%
Overall quality of instruction.	3.47	54%
Relevance of coursework to career development.	3.30	49%
Opportunities to work with other students in teams.	3.39	43%
Opportunities to participate in research.	2.92	27%



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Appendix 1

## Overall undergraduate satisfaction by school

### CSLA

	Satisfaction (n = 77)	
	Mean	% Very Sat. / Sat.
<b>Academics</b>		
Availability of academic advisement.	3.66	66%
Overall quality of instruction.	3.53	59%
Quality of your own academic program.	3.43	55%
Quality of academic advisement.	3.49	55%
Relevance of coursework to career development.	3.28	43%
Opportunities to work with other students in teams.	3.06	30%
Opportunities to participate in research.	3.04	26%



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

# Appendix 1

## Overall undergraduate satisfaction by school

### NCE

	Satisfaction	
	(n = 522)	
	Mean	% of Very Sat. / Sat.
<b>Academics</b>		
Quality of your own academic program.	3.58	62%
Availability of academic advisement.	3.50	56%
Quality of academic advisement.	3.38	53%
Overall quality of instruction.	3.38	52%
Relevance of coursework to career development.	3.35	51%
Opportunities to work with other students in teams.	3.40	47%
Opportunities to participate in research.	2.81	27%

Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied



# Appendix 1

## Overall undergraduate satisfaction by school

### NJSOA

	Satisfaction	
	(n = 108)	
	Mean	% Very Sat. / Sat.
<b>Academics</b>		
Quality of your own academic program.	3.81	74%
Relevance of coursework to career development.	3.68	64%
Overall quality of instruction.	3.42	54%
Availability of academic advisement.	3.41	46%
Quality of academic advisement.	3.36	43%
Opportunities to work with other students in teams.	3.14	35%
Opportunities to participate in research.	3.04	32%

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# Appendix 1

## Overall undergraduate satisfaction by school

### SOM

Satisfaction		
(n = 49)		
	Mean	% Very Sat. / Sat.
<b>Academics</b>		
Quality of academic advisement.	4.00	81%
Availability of academic advisement.	3.90	74%
Opportunities to work with other students in teams.	3.74	61%
Quality of your own academic program.	3.35	58%
Overall quality of instruction.	3.42	45%
Relevance of coursework to career development.	3.35	45%
Opportunities to participate in research.	3.00	26%

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



# **Appendix 2**

## **Overall graduate satisfaction**

## Appendix 2

### Overall graduate satisfaction by school CCS

	Satisfaction	
	(n = 141)	
	Mean	% Very Sat./Sat.
<b>Academics</b>		
Overall quality of instruction.	3.48	62%
Availability of academic support from your department	3.53	59%
Opportunities to participate in research.	3.24	59%
Quality of academic support from your department	3.54	59%
Quality of academic advisement.	3.50	58%
Quality of your own academic program.	3.59	57%
Opportunities to work with other students in teams.	3.63	56%
Availability of academic advisement.	3.59	54%
Availability of mentoring by a faculty member	3.31	48%
Relevance of coursework to career development.	3.54	47%
Quality of mentoring by a faculty member	3.34	47%
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.46	46%



Satisfaction Scale: 5 - Very satisfied, 4 - Satisfied, 3 - Neutral, 2 - Dissatisfied, 1 - Very dissatisfied

## Appendix 2

### Overall graduate satisfaction by school

#### CSLA

	Satisfaction	
	(n = 53)	
	Mean	% Very Sat./Sat.
<b>Academics</b>		
Quality of your own academic program.	3.93	78%
Overall quality of instruction.	3.96	74%
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.94	74%
Quality of academic support from your department	3.82	72%
Availability of academic support from your department	3.73	71%
Availability of academic advisement.	3.70	70%
Quality of academic advisement.	3.63	70%
Availability of mentoring by a faculty member	3.60	64%
Quality of mentoring by a faculty member	3.68	64%
Relevance of coursework to career development.	3.63	59%
Opportunities to work with other students in teams.	3.56	56%
Opportunities to participate in research.	3.19	52%



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

## Appendix 2

### Overall graduate satisfaction by school

#### NCE

	Satisfaction	
	(n = 220)	
	Mean	% Very Sat./Sat.
<b>Academics</b>		
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.52	60%
Opportunities to work with other students in teams.	3.44	58%
Overall quality of instruction.	3.45	57%
Quality of your own academic program.	3.50	57%
Availability of academic support from your department	3.40	53%
Relevance of coursework to career development.	3.37	52%
Availability of academic advisement.	3.38	51%
Quality of academic support from your department	3.40	49%
Quality of mentoring by a faculty member	3.40	49%
Availability of mentoring by a faculty member	3.34	47%
Quality of academic advisement.	3.26	45%
Opportunities to participate in research.	2.95	33%

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied



## Appendix 2

### Overall graduate satisfaction by school

#### SOA

	Satisfaction	
	(n = 30)	
	Mean	% Very Sat./Sat.
<b>Academics</b>		
Availability of academic support from your department	3.76	66%
Quality of academic support from your department	3.71	64%
Availability of academic advisement.	3.74	63%
Relevance of coursework to career development.	3.68	63%
Overall quality of instruction.	3.47	58%
Quality of academic advisement.	3.53	58%
Quality of your own academic program.	3.58	58%
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.24	52%
Opportunities to work with other students in teams.	3.42	47%
Opportunities to participate in research.	2.89	42%
Availability of mentoring by a faculty member	3.19	38%
Quality of mentoring by a faculty member	3.29	38%

Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied

## Appendix 2

### Overall graduate satisfaction by school SOM

	Satisfaction	
	(n = 45)	
	Mean	% Very Sat./Sat.
<b>Academics</b>		
Availability of academic advisement.	3.91	74%
Quality of your own academic program.	3.70	74%
Opportunities to work with other students in teams.	4.00	70%
Availability of academic support from your department	3.74	66%
Overall quality of instruction.	3.65	61%
Quality of academic advisement.	3.78	61%
Relevance of coursework to career development.	3.70	61%
Quality of academic support from your department	3.54	54%
Availability of mentoring by a faculty member	3.29	47%
Opportunities to participate in research.	3.35	44%
Intellectual climate of your department (e.g. seminars, discussion groups, etc.)	3.32	40%
Quality of mentoring by a faculty member	3.26	33%



Satisfaction Scale: 5 – Very satisfied, 4 – Satisfied, 3 – Neutral, 2 – Dissatisfied, 1 – Very dissatisfied