

Student Satisfaction

Spring 2004

Institutional Research and Planning

Undergraduate student sample

	2000 (n = 308)	2001 (n = 426)	2002 (n = 468)	2003 (n = 522)	2004 Sample (n = 906)	2004 Actual (n = 5254)
School						
Newark College of Engineering	42%	49%	43%	44%	50%	50%
School of Management	9%	5%	5%	5%	5%	6%
College of Science and Liberal Arts	42%	41%	11%	8%	7%	5%
College of Computing Sciences	*	*	34%	35%	28%	26%
New Jersey School of Architecture	4%	4%	5%	4%	10%	12%

Standing						
Freshman	45%	31%	28%	23%	18%	23%
Sophomore	24%	23%	27%	25%	22%	20%
Junior	18%	17%	24%	24%	29%	25%
Senior	9%	29%	19%	24%	31%	33%

Gender						
Male	76%	80%	82%	78%	79%	80%
Female	24%	20%	18%	20%	21%	20%

Admissions status						
Transfer student	29%	35%	36%	36%	34%	34%
Non-transfer student	71%	65%	64%	61%	66%	66%



Undergraduate student satisfaction

Sorted by importance and satisfaction ($n = 906$)

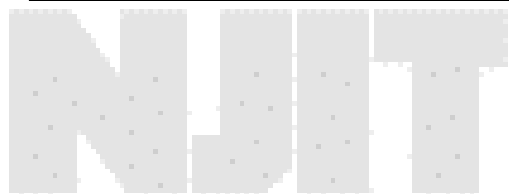
	Importance	Satisfaction
Personal security and safety on campus	4.55	3.89
Quality of own academic program	4.71	3.54
Availability of campus computing resources	4.22	3.45
Fairness of rules and policies governing student conduct	4.06	3.44
Opportunity for involvement in student organizations and events	3.42	3.37
Quality of academic advisement	4.32	3.35
Opportunities to work with other students in teams	3.42	3.32
Billing and fee payment policies and procedure	4.08	3.32
Relevance of coursework to career development	4.53	3.27
Overall quality of instruction	4.68	3.25
Support for computer hardware and software	4.08	3.20
Satisfaction with financial aid services	4.24	3.10
Availability of parking	4.21	3.04
Availability of cultural and social events	3.25	3.01
General condition of buildings and grounds	4.03	2.99
Intercollegiate athletics program	2.96	2.91
Opportunities to participate in research	3.71	2.77
Quality of campus life	3.97	2.45
Feeling of community spirit on campus	3.47	2.38
Satisfaction with food services	4.09	2.22
Overall satisfaction with NJIT	4.56	3.18



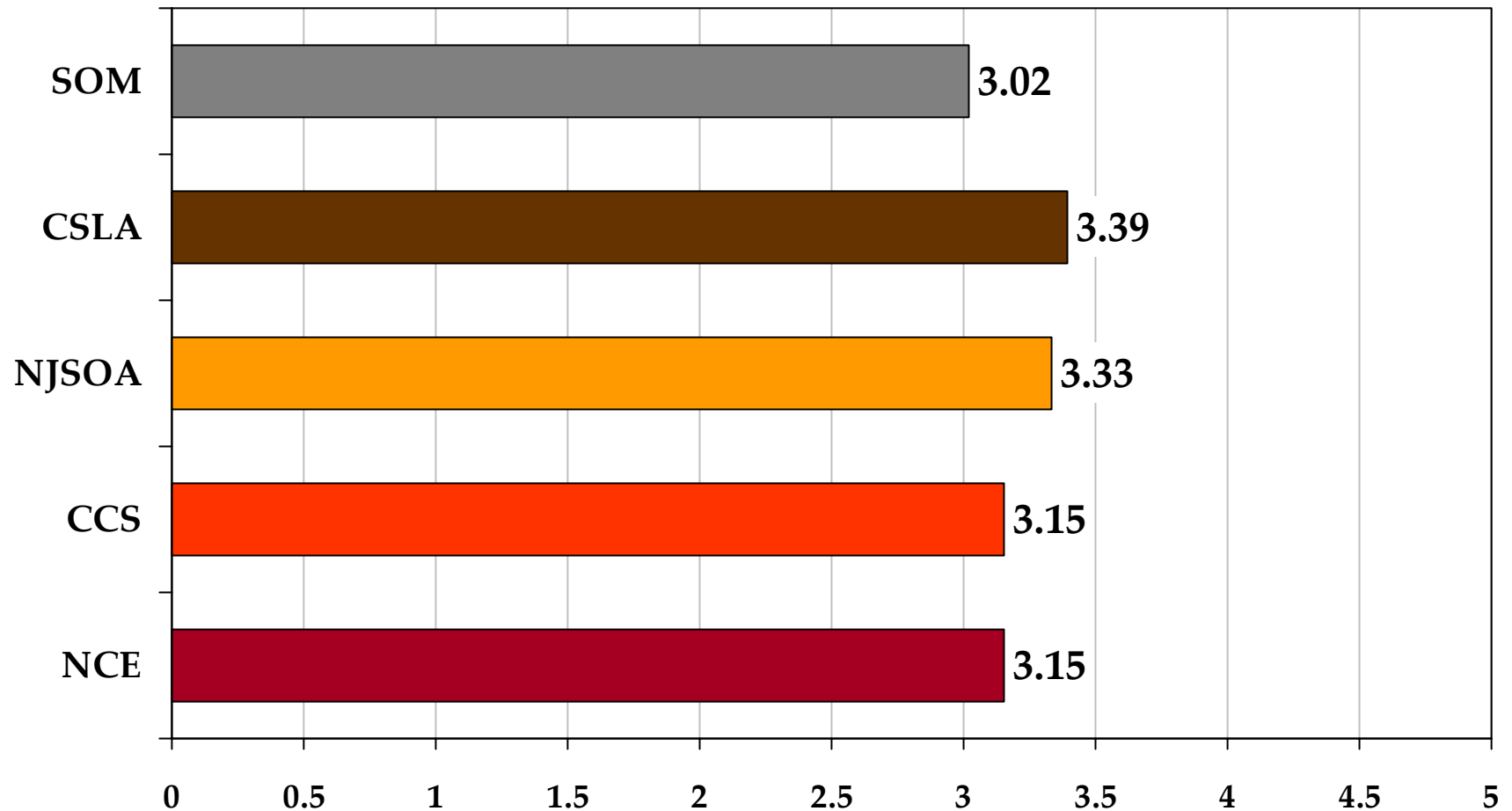
Undergraduate student satisfaction

Five-year comparison

	2000 (n = 308)	2001 (n = 426)	2002 (n = 468)	2003 (n = 522)	2004 (n = 906)
Personal security and safety on campus	3.87	3.82	3.86	3.75	3.89
Quality of own academic program	3.58	3.57	3.58	3.57	3.54
Availability of campus computing resources	3.53	3.27	3.02	3.17	3.45
Fairness of rules and policies governing student conduct	3.50	3.38	3.39	3.33	3.44
Opportunity for involvement in student organizations and events	3.30	3.17	3.02	3.00	3.37
Quality of academic advisement	3.24	3.35	3.27	3.26	3.35
Opportunities to work with other students in teams	3.33	3.32	3.28	3.27	3.32
Billing and fee payment policies and procedure	3.18	3.12	3.14	2.95	3.32
Relevance of coursework to career development	3.28	3.14	3.21	3.19	3.27
Overall quality of instruction	3.47	3.47	3.44	3.39	3.25
Support for computer hardware and software	2.91	2.89	2.70	2.89	3.20
Satisfaction with financial aid services	3.16	2.68	2.59	2.57	3.10
Availability of parking	2.48	2.85	2.65	2.14	3.04
Availability of cultural and social events	3.14	2.98	2.78	2.85	3.01
General condition of buildings and grounds	3.01	3.08	3.08	3.05	2.99
Intercollegiate athletics program	2.94	2.29	2.18	2.24	2.91
Opportunities to participate in research	3.03	2.64	2.50	2.55	2.77
Quality of campus life	2.56	2.44	2.35	2.40	2.45
Feeling of community spirit on campus	2.51	2.41	2.49	2.53	2.38
Satisfaction with food services	2.14	2.24	2.24	2.14	2.22
Overall satisfaction with NJIT	3.23	3.32	3.25	3.21	3.18



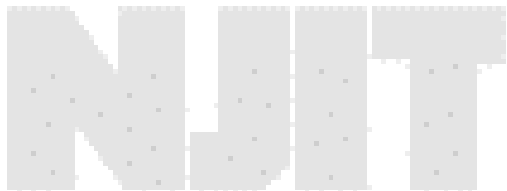
Overall undergraduate satisfaction by school



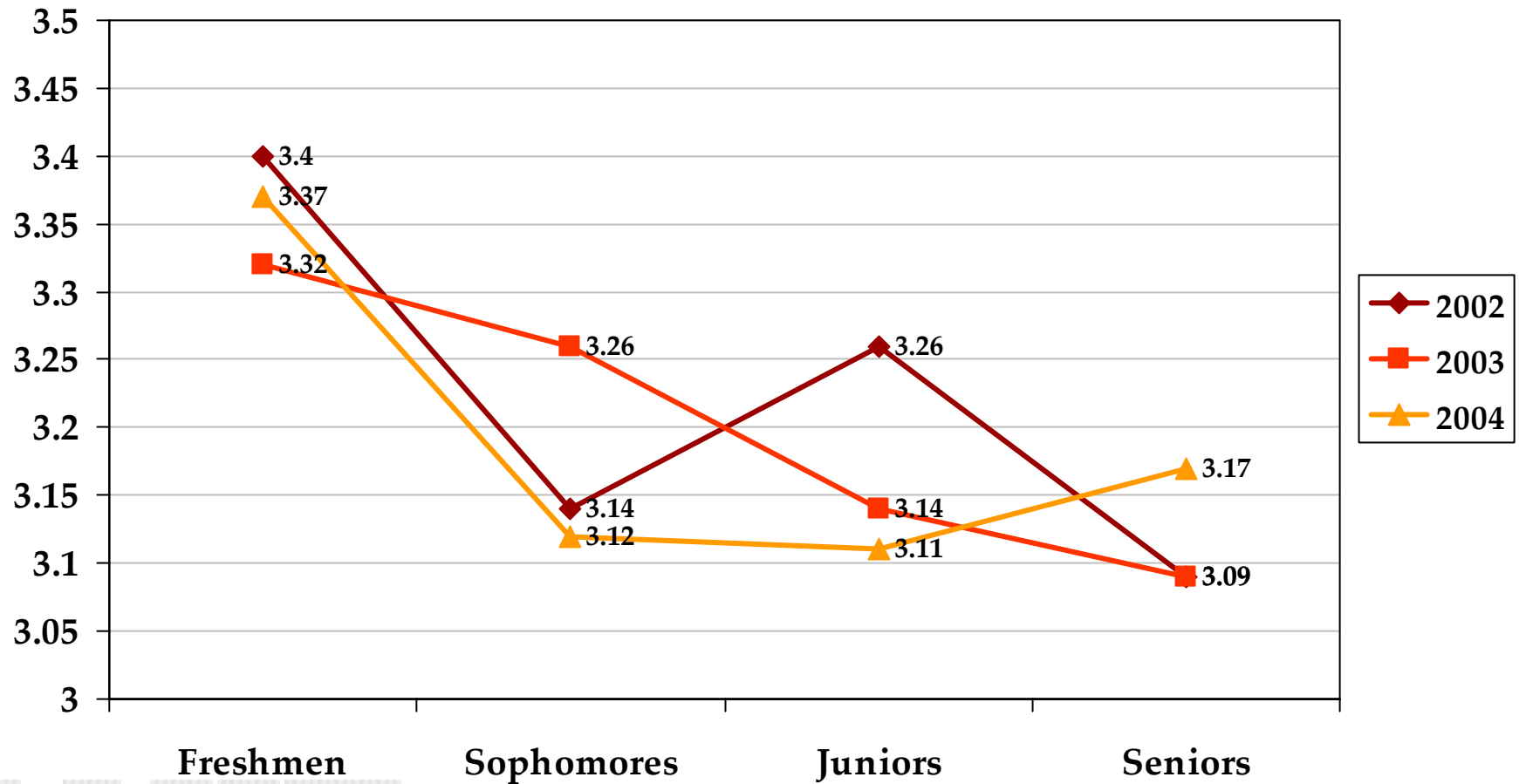
Undergraduate student satisfaction

By class standing

	Freshman (n = 162)	Sophomore (n = 201)	Junior (n = 262)	Senior (n = 281)
Personal security and safety on campus	3.95	3.97	3.78	3.91
Quality of own academic program	3.79	3.60	3.41	3.48
Fairness of rules and policies governing student conduct	3.76	3.56	3.27	3.37
Availability of campus computing resources	3.56	3.48	3.39	3.40
Opportunities to work with other students in teams	3.53	3.46	3.33	3.26
Opportunity for involvement in student organizations/events	3.52	3.31	3.43	3.22
Quality of academic advisement	3.37	3.14	3.34	3.41
Overall quality of instruction	3.50	3.36	3.20	3.29
Relevance of coursework to career development	3.51	3.32	3.20	3.16
Billing and fee payment policies and procedure	3.36	3.14	3.17	3.35
Support for computer hardware and software	3.62	3.22	3.14	3.00
Availability of parking	3.26	3.15	3.03	3.02
Availability of cultural and social events	3.50	3.22	2.78	2.91
General condition of buildings and grounds	3.14	3.04	2.91	2.99
Satisfaction with financial aid services	3.16	2.98	2.87	3.00
Intercollegiate athletics program	3.11	2.92	2.80	2.88
Opportunities to participate in research	2.94	2.71	2.76	2.76
Quality of campus spirit	2.63	2.30	2.38	2.50
Feeling of community spirit on campus	2.50	2.25	2.39	2.39
Satisfaction with food services	2.46	2.40	2.03	2.11
Overall satisfaction with NJIT	3.37	3.12	3.11	3.17



Overall satisfaction by undergraduate class level, 2002-2004



Undergraduate student satisfaction

By gender

	Female (n = 166)	Male (n = 656)
Personal security and safety on campus	3.91	3.89
Quality of own academic program	3.56	3.53
Availability of campus computing resources	3.50	3.45
Fairness of rules/policies governing student conduct	3.45	3.44
Opportunity for involvement in student organizations/events*	3.57	3.32
Quality of academic advisement	3.48	3.33
Billing and fee payment policies and procedure	3.30	3.34
Opportunities to work with other students in teams	3.37	3.31
Relevance of coursework to career development	3.34	3.25
Overall quality of instruction	3.36	3.23
Support for computer hardware and software	3.19	3.20
Satisfaction with financial aid services	3.05	3.12
Availability of parking	2.99	3.06
Availability of cultural and social events*	3.19	2.97
General condition of buildings and grounds	2.96	2.99
Intercollegiate athletics program*	3.10	2.86
Opportunities to participate in research	2.88	2.75
Quality of campus life*	2.75	2.38
Feeling of community spirit on campus*	2.63	2.31
Satisfaction with food services	2.19	2.22
Overall satisfaction with NJIT*	3.36	3.13

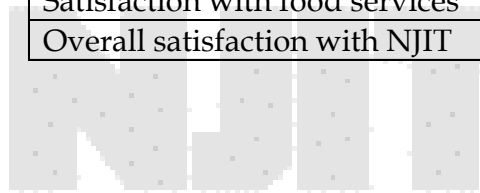
* Significant at $p < .05$



Undergraduate student satisfaction

By ethnicity

	Asian (n = 183)	Black (non-Hispanic) (n = 61)	Hispanic (n = 78)	Native American (n = 3)	White (non-Hispanic) (n = 384)
Personal security and safety on campus	3.72	3.90	3.92	3.33	3.93
Quality of own academic program	3.41	3.43	3.58	2.67	3.62
Availability of campus computing resources	3.34	3.39	3.57	2.67	3.46
Fairness of rules/policies governing student conduct	3.25	3.52	3.55	3.00	3.50
Opportunity for involvement in student organizations/events	3.35	3.39	3.37	3.00	3.38
Quality of academic advisement	3.35	3.11	3.53	2.67	3.36
Opportunities to work with other students in teams	3.28	3.34	3.29	2.33	3.32
Billing and fee payment policies and procedure	3.28	3.34	3.43	2.33	3.41
Relevance of coursework to career development	3.24	3.25	3.39	2.00	3.28
Overall quality of instruction	3.10	3.30	3.37	2.67	3.32
Support for computer hardware and software	3.30	3.57	3.07	2.33	3.06
Satisfaction with financial aid services	2.99	3.09	3.24	2.33	3.14
Availability of parking	2.90	3.11	2.83	2.33	3.13
Availability of cultural and social events	2.98	3.18	3.07	2.67	2.97
General condition of buildings and grounds	2.94	3.26	3.14	2.67	2.97
Intercollegiate athletics program	2.91	3.00	3.02	2.33	2.82
Opportunities to participate in research	2.79	2.98	2.77	1.50	2.73
Quality of campus life	2.46	2.82	2.53	1.67	2.39
Feeling of community spirit on campus	2.41	2.80	2.45	1.67	2.26
Satisfaction with food services	2.33	2.22	2.30	1.67	2.16
Overall satisfaction with NJIT	3.01	3.30	3.41	2.67	3.19

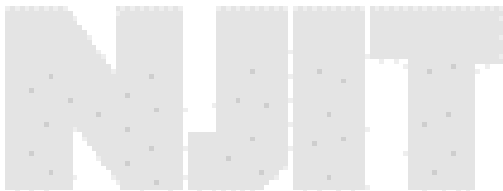


Undergraduate student satisfaction

By Honors college enrollment

	Honors (n = 139)	Non-honors (n = 767)
Personal security and safety on campus*	4.17	3.84
Quality of own academic program	3.64	3.51
Availability of campus computing resources*	3.77	3.40
Fairness of rules/policies governing student conduct*	3.73	3.39
Opportunity for involvement in student organizations/events*	3.69	3.31
Quality of academic advisement	3.32	3.37
Billing and fee payment policies and procedure*	3.67	3.26
Opportunities to work with other students in teams*	3.54	3.28
Relevance of coursework to career development	3.32	3.25
Overall quality of instruction	3.30	3.24
Support for computer hardware and software	3.34	3.17
Satisfaction with financial aid services*	3.52	3.01
Availability of parking*	3.32	3.00
Availability of cultural and social events	3.08	3.00
General condition of buildings and grounds	3.07	2.97
Intercollegiate athletics program*	2.72	2.95
Opportunities to participate in research	2.96	2.74
Quality of campus life	2.62	2.41
Feeling of community spirit on campus	2.46	2.36
Satisfaction with food services	2.14	2.23
Overall satisfaction with NJIT	3.34	3.15

* Significant at $p < .05$



Undergraduate student satisfaction

By transfer status

	Non-transfer (<i>n</i> = 546)	Transfer (<i>n</i> = 271)
Personal security and safety on campus*	4.01	3.64
Quality of own academic program*	3.48	3.65
Availability of campus computing resources	3.49	3.36
Fairness of rules/policies governing student conduct	3.42	3.49
Opportunity for involvement in student organizations/events*	3.46	3.16
Quality of academic advisement*	3.25	3.56
Opportunities to work with other students in teams	3.33	3.31
Billing and fee payment policies and procedure	3.32	3.32
Relevance of coursework to career development*	3.20	3.41
Overall quality of instruction*	3.17	3.41
Support for computer hardware and software	3.18	3.23
Satisfaction with financial aid services	3.10	3.09
Availability of parking	3.01	3.09
Availability of cultural and social events	3.04	2.93
General condition of buildings and grounds	2.96	3.04
Intercollegiate athletics program	2.87	2.99
Opportunities to participate in research	2.75	2.82
Quality of campus life*	2.38	2.61
Feeling of community spirit on campus*	2.29	2.58
Satisfaction with food services*	2.10	2.49
Overall satisfaction with NJIT*	3.09	3.36

* Significant at $p < .05$

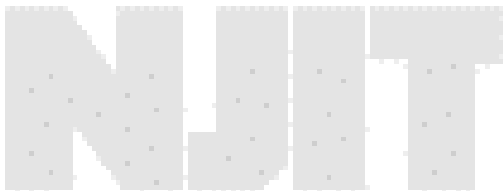


Undergraduate student satisfaction

By EOP status

	EOP (<i>n</i> = 74)	Non-EOP (<i>n</i> = 832)
Personal security and safety on campus	3.98	3.89
Quality of own academic program	3.55	3.53
Availability of campus computing resources	3.35	3.47
Fairness of rules/policies governing student conduct	3.39	3.45
Opportunity for involvement in student organizations/events	3.49	3.36
Quality of academic advisement	3.11	3.38
Billing and fee payment policies and procedure*	3.02	3.36
Opportunities to work with other students in teams	3.27	3.33
Relevance of coursework to career development	3.27	3.26
Overall quality of instruction	3.32	3.25
Support for computer hardware and software	3.22	3.19
Satisfaction with financial aid services	2.98	3.12
Availability of parking*	2.67	3.07
Availability of cultural and social events	3.21	3.00
General condition of buildings and grounds	3.10	2.98
Intercollegiate athletics program	3.00	2.90
Opportunities to participate in research	2.87	2.77
Quality of campus life	2.55	2.44
Feeling of community spirit on campus	2.37	2.38
Satisfaction with food services	2.10	2.23
Overall satisfaction with NJIT	3.35	3.16

* Significant at $p < .05$



Undergraduate student satisfaction

By residence status

	Commuter (n = 554)	Resident (n = 352)
Personal security and safety on campus	3.84	3.98
Quality of own academic program	3.56	3.50
Availability of campus computing resources*	3.38	3.56
Fairness of rules/policies governing student conduct	3.49	3.37
Opportunity for involvement in student organizations/events*	3.27	3.52
Quality of academic advisement	3.39	3.30
Opportunities to work with other students in teams	3.32	3.32
Billing and fee payment policies and procedure	3.36	3.26
Relevance of coursework to career development	3.30	3.21
Overall quality of instruction*	3.32	3.14
Support for computer hardware and software	3.24	3.13
Satisfaction with financial aid services	3.12	3.07
Availability of parking	3.03	3.05
Availability of cultural and social events	2.99	3.03
General condition of buildings and grounds*	3.06	2.87
Intercollegiate athletics program	2.94	2.87
Opportunities to participate in research	2.80	2.73
Quality of campus life*	2.52	2.36
Feeling of community spirit on campus*	2.48	2.23
Satisfaction with food services*	2.46	1.90
Overall satisfaction with NJIT*	3.30	2.99

* Significant at $p < .05$



Undergraduate importance vs. satisfaction

High importance, high satisfaction

- Overall quality of own academic program
- Overall quality of instruction
- Personal security and safety on campus
- Quality of academic advisement
- Availability of campus computing resources

High importance, low satisfaction

- Satisfaction with financial aid services
- Satisfaction with food services

Low importance, high satisfaction

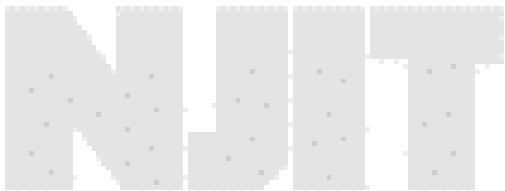
- Opportunity for involvement in student organizations/events
- Opportunities to work with other students in teams

Low importance, low satisfaction

- Quality of campus life
- Intercollegiate athletics program
- Feeling of community spirit on campus
- Opportunities to participate in research

Graduate student sample

	2004 Sample (<i>n</i> = 338)	2004 Actual (<i>n</i> = 2680)
School		
Newark College of Engineering	37%	40%
School of Management	9%	12%
College of Science and Liberal Arts	13%	9%
College of Computing Sciences	35%	34%
New Jersey School of Architecture	6%	5%
Gender		
Male	61%	69%
Female	39%	31%
Nationality		
US Citizen	50%	63%
International	50%	37%



Student satisfaction

By graduate/undergraduate

	Graduate (n = 338)	Undergraduate (n = 906)
Personal security and safety on campus*	3.61	3.89
Quality of own academic program	3.54	3.54
Fairness of rules/policies governing student conduct	3.50	3.44
Availability of campus computing resources	3.39	3.45
Opportunities to work with other students in teams*	3.55	3.32
Opportunity for involvement in student organizations/events	3.36	3.37
Quality of academic advisement	3.27	3.35
Overall quality of instruction*	3.46	3.25
Relevance of coursework to career development	3.34	3.27
Billing and fee payment policies and procedure	3.18	3.32
Support for computer hardware and software*	3.42	3.20
Availability of parking*	3.26	3.04
Availability of cultural and social events*	3.27	3.01
Satisfaction with financial aid services*	2.88	3.10
General condition of buildings and grounds	3.04	2.99
Intercollegiate athletics program*	3.09	2.91
Opportunities to participate in research*	3.02	2.77
Quality of campus life*	2.78	2.45
Feeling of community spirit on campus*	2.79	2.38
Satisfaction with food services*	2.89	2.22
Overall satisfaction with NJIT	3.31	3.18

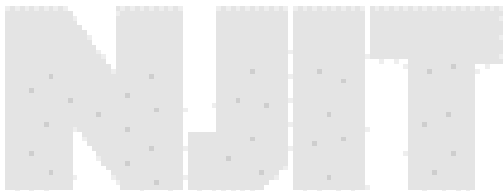
* Significant at $p < .05$



Graduate student satisfaction

Sorted by importance and satisfaction ($n = 338$)

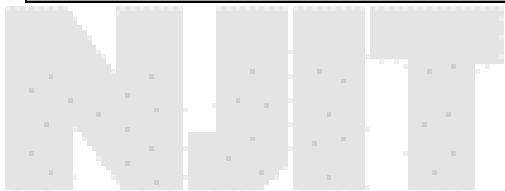
	Importance	Satisfaction
Personal security and safety on campus	4.47	3.61
Opportunities to work with other students in teams	3.49	3.55
Quality of own academic program	4.70	3.54
Fairness of rules and policies governing student conduct	3.88	3.50
Overall quality of instruction	4.67	3.46
Support for computer hardware and software	4.04	3.42
Availability of campus computing services	4.23	3.39
Opportunity for involvement in student organizations/events	3.05	3.36
Relevance of coursework to career development	4.51	3.34
Availability of cultural and social events	3.06	3.27
Quality of academic advisement	4.16	3.27
Availability of parking	4.02	3.26
Billing and fee payment policies and procedures	3.94	3.18
Intercollegiate athletics program	2.85	3.09
General condition of buildings and grounds	3.76	3.04
Opportunities to participate in research	3.84	3.02
Satisfaction with food services	3.44	2.89
Satisfaction with financial aid services	4.02	2.88
Feeling of community spirit on campus	3.22	2.79
Quality of campus life	3.39	2.78
Overall satisfaction with NJIT	4.36	3.31



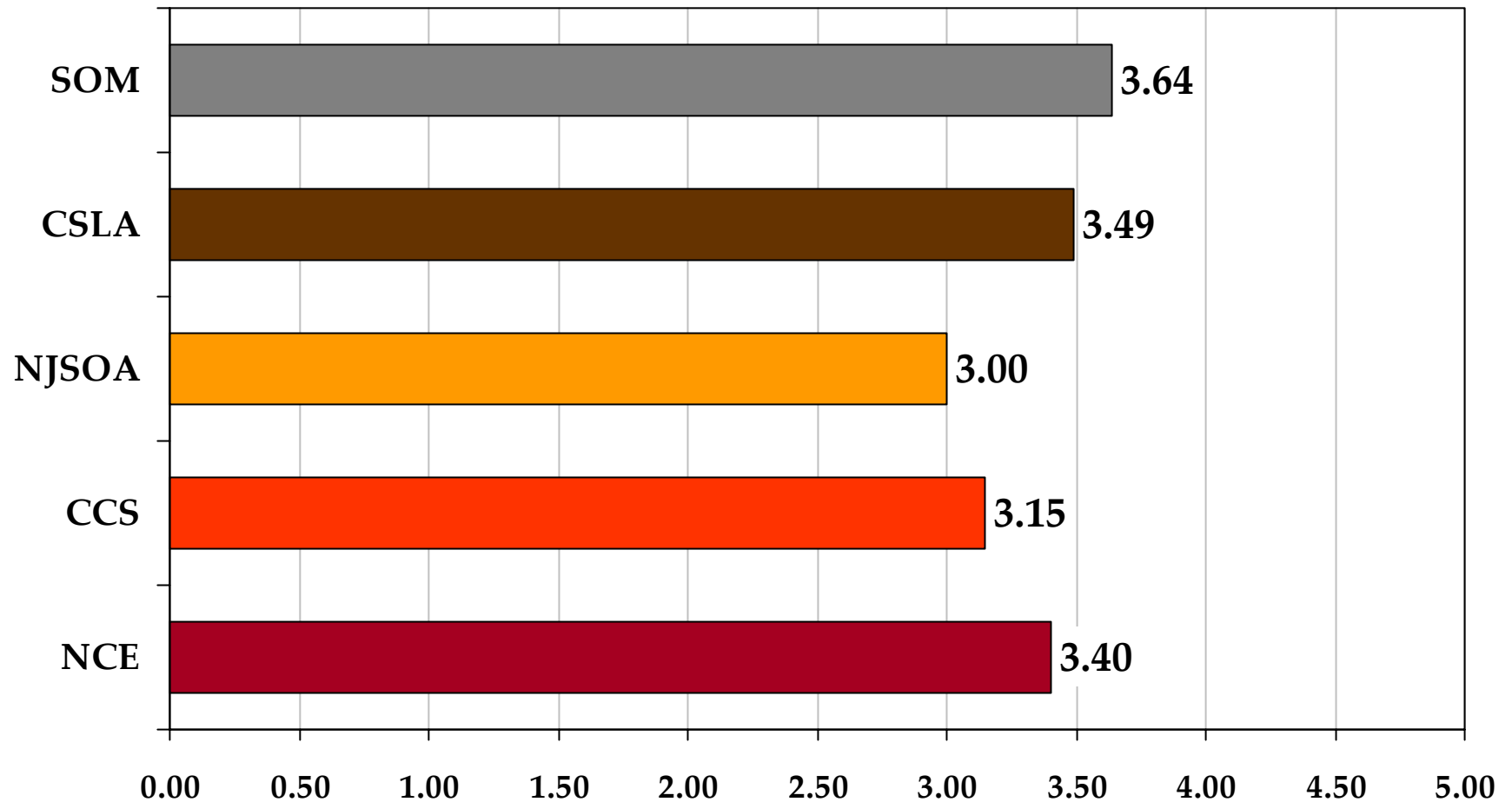
Graduate student satisfaction

By school

	NJSOA (n = 20)	CCS (n = 118)	NCE (n = 125)	CSLA (n = 43)	SOM (n = 32)
Personal security and safety on campus	3.35	3.49	3.58	3.90	4.04
Opportunities to work with other students in teams	3.31	3.61	3.39	3.40	4.19
Quality of own academic program	3.67	3.33	3.61	3.75	3.79
Fairness of rules and policies governing student conduct	3.00	3.58	3.40	3.55	3.88
Overall quality of instruction	3.50	3.34	3.43	3.67	3.76
Support for computer hardware and software	2.89	3.49	3.36	3.65	3.52
Availability of campus computing services	2.88	3.39	3.36	3.48	3.75
Opportunity for involvement in student organizations/events	2.92	3.41	3.24	3.71	3.55
Relevance of coursework to career development	3.59	3.28	3.22	3.47	3.75
Availability of cultural and social events	3.07	3.36	3.14	3.33	3.46
Quality of academic advisement	3.33	3.15	3.30	3.29	3.57
Availability of parking	3.53	3.32	3.19	3.42	3.00
Billing and fee payment policies and procedures	3.18	3.04	3.23	3.03	3.73
Intercollegiate athletics program	2.67	3.04	3.08	3.12	3.44
General condition of buildings and grounds	2.17	3.28	2.89	3.17	3.20
Opportunities to participate in research	2.55	2.85	3.11	3.16	3.41
Satisfaction with food services	2.56	2.81	2.95	2.89	3.24
Satisfaction with financial aid services	2.80	2.67	2.97	2.85	3.37
Feeling of community spirit on campus	1.83	2.87	2.83	2.73	3.21
Quality of campus life	2.00	2.85	2.76	2.82	3.10
Overall satisfaction with NJIT	3.00	3.15	3.40	3.49	3.64



Overall graduate satisfaction by school

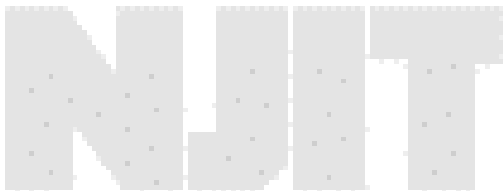


Graduate student satisfaction

By gender

	Female (n = 129)	Male (n = 206)
Personal security and safety on campus	3.60	3.63
Quality of own academic program	3.61	3.51
Opportunities to work with other students in teams	3.57	3.54
Fairness of rules/policies governing student conduct	3.41	3.56
Overall quality of instruction	3.53	3.44
Support for computer hardware and software	3.31	3.50
Availability of campus computing resources	3.31	3.46
Opportunity for involvement in student organizations/events	3.22	3.46
Relevance of coursework to career development	3.41	3.32
Availability of cultural and social events	3.27	3.29
Quality of academic advisement	3.30	3.26
Availability of parking	3.23	3.27
Billing and fee payment policies and procedure	3.27	3.14
Intercollegiate athletics program	3.02	3.14
General condition of buildings and grounds	3.01	3.05
Opportunities to participate in research	3.02	3.03
Satisfaction with food services	3.05	2.81
Satisfaction with financial aid services	2.97	2.84
Feeling of community spirit on campus	2.82	2.79
Quality of campus life*	3.00	2.64
Overall satisfaction with NJIT	3.38	3.29

* Significant at $p < .05$



Graduate student satisfaction

By citizenship

	International (n = 170)	US Citizen (n = 168)
Personal security and safety on campus	3.66	3.57
Quality of own academic program	3.54	3.56
Opportunities to work with other students in teams	3.65	3.44
Fairness of rules/policies governing student conduct	3.47	3.54
Overall quality of instruction	3.42	3.53
Support for computer hardware and software	3.40	3.46
Availability of campus computing resources	3.39	3.42
Opportunity for involvement in student organizations/events	3.47	3.24
Relevance of coursework to career development	3.26	3.43
Availability of cultural and social events	3.31	3.24
Quality of academic advisement	3.25	3.30
Availability of parking	3.19	3.32
Billing and fee payment policies and procedure	3.14	3.23
Intercollegiate athletics program	3.16	3.02
General condition of buildings and grounds	3.14	2.91
Opportunities to participate in research	3.03	3.03
Satisfaction with food services	2.91	2.88
Satisfaction with financial aid services	2.87	2.92
Feeling of community spirit on campus*	2.94	2.63
Quality of campus life	2.80	2.73
Overall satisfaction with NJIT	3.22	3.42

* Significant at $p < .05$

Graduate importance vs. satisfaction

High importance, high satisfaction

- Overall quality of own academic program
- Overall quality of instruction
- Personal security and safety on campus

High importance, low satisfaction

- Satisfaction with financial aid services

Low importance, high satisfaction

- Opportunity for involvement in student organizations/events
- Availability of cultural and social events

Low importance, low satisfaction

- Quality of campus life
- Feeling of community spirit on campus
- Satisfaction with food services