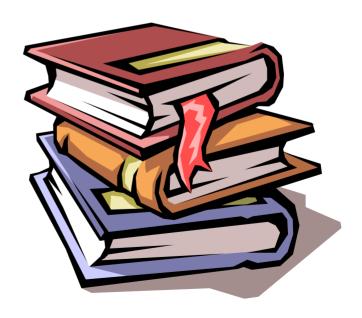# Student Satisfaction: Spring 2003

Office of Institutional Research and Planning

Sample:

Profile of sample and actual student undergraduate population is similar
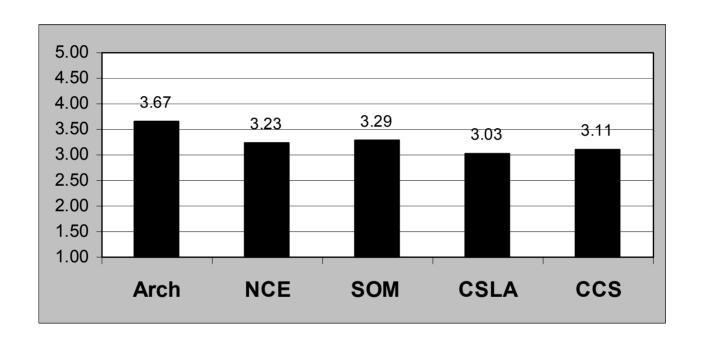
• *72% return rate*

	2000 (n=308) %	2001 (n=426) %	2002 (n=468) %	2003 (n=522) %	2003 Actual %
School					
NCE	42	49	43	**44**	**46**
SOM	9	5	5	**5**	**6**
CSLA	42	41	11	**8**	**5**
CCS			34	**35**	**30**
Arch	4	4	5	**4**	**13**
N/A	3	1	2	**4**	**0**
Honors					
Yes	11	22	14	**10**	**12**
Class Level					
Freshman	45	31	28	**23**	**22**
Sophomore	24	23	27	**25**	**20**
Junior	18	17	24	**24**	**27**
Senior	9	29	19	**24**	**31**
N/A	3		2	**3**	**0**
Gender					
Male	76	80	82	**78**	**79**
Female	24	20	18	**20**	**21**
N/A				**3**	**0**
Ethnicity					
Black-non Hisp	13	13	8	**10**	**11**
Amer.Ind/Alaskan	<1	<1	<1	**<1**	**<1**
Asian, Pacific Islander	22	28	21	**23**	**22**
Hispanic	13	8	10	**10**	**12**
White-non.Hisp.	36	37	48	**36**	**33**
Other	16	12	11	**14**	**23**
N/A			2	**5**	**0**
Transfer					
Yes	29	35	36	**36**	**35**
No	71	65	64	**61**	**65**
N/A				**3**	**0**
Live on Campus					
Yes	34	31	34	**28**	**23**
No	66	69	66	**68**	**77**
N/A				**3**	0
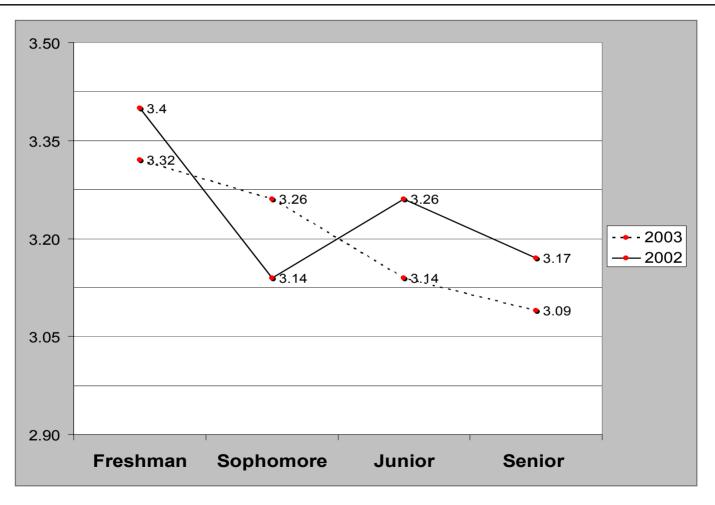
Student Satisfaction Survey: 4 Year Comparison

Satisfaction	n=308 2000	n=426 2001	n=468 2002	n=522 2003
Personal security and safety on campus	3.87	3.82	3.86	3.75
Overall quality of own academic program	3.58	3.57	3.58	3.57
Overall quality of instruction	3.47	3.46	3.44	3.39
Fairness of rules/policies governing students	3.50	3.38	3.39	3.33
Availability of academic advisement	3.36	3.43	3.28	3.33
Faculty enthusiasm for teaching	3.30	3.26	3.38	3.30
Library building, equipment and furniture	3.60	3.40	3.34	3.28
Use of computing resources in course work	3.44	3.30	3.28	3.27
Opportunities to work in teams	3.33	3.32	3.28	3.27
Quality of academic advisement	3.24	3.35	3.27	3.26
Web-based library resources	3.60	3.27	3.26	3.23
Relevance of coursework to career	3.28	3.14	3.21	3.19
Availability of computer resources and services	3.53	3.27	3.02	3.17
Out-of-class availability of instructors	3.32	3.28	3.22	3.12
Assistance provided by library staff	3.59	3.28	3.01	3.11
Availability of tutoring and learning centers	3.50	3.07	2.96	3.08
General condition of buildings and grounds	3.01	3.08	3.08	3.05
Faculty concern for students as individuals		3.03	3.05	3.04
Opportunity to be involved in student orgs./events	3.30	3.17	3.02	3.00
Billing and fee policies and procedures	3.18	3.12	3.14	2.95
Hardcopy publications in library	3.36	2.97	2.95	2.91
Staff concern for students as individuals	3.06	2.97	2.89	2.89
Support for computer software and hardware	2.91	2.89	2.70	2.89
Availability of cultural and social events	3.14	2.98	2.78	2.85
Quality of recreational facilities	2.86	2.78	2.72	2.74
NJIT's freshman PC distribution program	3.16	2.63	2.56	2.62
Overall financial aid services	3.16	2.68	2.59	2.57
Opportunities to participate in research	3.03	2.64	2.50	2.55
Community spirit on campus	2.51	2.41	2.49	2.53
Quality of campus life	2.56	2.44	2.35	2.40
Intercollegiate athletics program	2.94	2.29	2.18	2.24
Availability of parking	2.48	2.85	2.65	2.14
Overall food services	2.14	2.24	2.24	2.14
Satisfaction item mean score	3.20	3.03	2.97	2.95
Overall satisfaction	3.23	3.32	3.25	3.21

Overall Satisfaction by School:

Mean Score by Class Level (2003):

■ *Similar to prior pattern of more positive freshmen*

Gender:

Student Satisfaction Survey 2003 by Gender		
	n=406	n=102
	Male	**Female**
Personal security and safety on campus	3.73	3.80
Overall quality of own academic program	3.56	3.58
Overall quality of instruction	3.38	3.38
Availability of academic advisement	3.32	3.40
Fairness of rules/policies governing students	3.34	3.25
Faculty enthusiasm for teaching	3.28	3.34
Library building, equipment and furniture	3.25	3.36
Opportunities to work in teams	3.27	3.28
Use of computing resources in course work	3.27	3.25
Quality of academic advisement	3.24	3.30
Web-based library resources*	3.15	3.44
Relevance of coursework to career	3.19	3.16
Availability of computer resources and services	3.19	3.05
Out-of-class availability of instructors	3.12	3.11
Assistance provided by library staff	3.09	3.17
Availability of tutoring and learning centers	3.06	3.16
General condition of buildings and grounds	3.01	3.16
Faculty concern for students as individuals	3.06	2.95
Opportunity to be involved in student orgs./events	2.96	3.17
Billing and fee policies and procedures	2.95	2.89
Hardcopy publications in library	2.89	2.94
Staff concern for students as individuals	2.90	2.87
Support for computer software and hardware	2.86	2.98
Availability of cultural and social events	2.80	3.01
Quality of recreational facilities	2.77	2.62
NJIT's freshman PC distribution program	2.62	2.51
Overall financial aid services	2.56	2.68
Opportunities to participate in research	2.53	2.67
Community spirit on campus	2.47	2.71
Quality of campus life	2.33	2.60
Intercollegiate athletics program	2.23	2.34
Availability of parking	2.11	2.18
Overall food services	2.11	2.15
Overall Satisfaction	3.21	3.13
Satisfaction item mean score	2.94	2.99
Significant at $p < .05$		

Transfer:

Student Satisfaction Survey 2003 by Transfer Status		
	n=186	n=319
Satisfaction	**Yes**	**No**
Personal security and safety on campus	3.62	3.82
Overall quality of own academic program	3.59	3.57
Overall quality of instruction	3.46	3.34
Availability of academic advisement	3.33	3.35
Fairness of rules/policies governing students*	3.45	3.26
Faculty enthusiasm for teaching*	3.55	3.15
Library building, equipment and furniture	3.20	3.30
Opportunities to work in teams*	3.42	3.18
Use of computing resources in course work	3.17	3.34
Quality of academic advisement	3.29	3.25
Web-based library resources	3.14	3.26
Relevance of coursework to career	3.23	3.14
Availability of computer resources and services	3.11	3.22
Out-of-class availability of instructors	3.14	3.12
Assistance provided by library staff	3.15	3.07
Availability of tutoring and learning centers*	2.86	3.22
General condition of buildings and grounds*	3.22	2.95
Faculty concern for students as individuals	3.11	2.98
Opportunity to be involved in student orgs./events	2.90	3.10
Billing and fee policies and procedures	2.97	2.93
Hardcopy publications in library	2.85	2.93
Staff concern for students as individuals	3.01	2.81
Support for computer software and hardware	2.90	2.88
Availability of cultural and social events	2.89	2.84
Quality of recreational facilities	2.75	2.73
NJIT's freshman PC distribution program	1.61	3.19
Overall financial aid services	2.54	2.62
Opportunities to participate in research	2.67	2.50
Community spirit on campus	2.67	2.45
Quality of campus life	2.46	2.38
Intercollegiate athletics program	2.28	2.25
Availability of parking	2.24	2.08
Overall food services	2.18	2.11
Overall satisfaction	3.33	3.12
Satisfaction item mean score	2.94	2.96
*Significant at p < .05		

Honors:

Student Satisfaction Survey 2003 by Honors/Non-Honors		
	n=52	n=453
Satisfaction	**Yes**	**No**
Personal security and safety on campus	3.69	3.76
Overall quality of own academic program	3.59	3.56
Overall quality of instruction	3.29	3.39
Availability of academic advisement	3.31	3.33
Fairness of rules/policies governing students	3.20	3.33
Faculty enthusiasm for teaching	3.06	3.32
Library building, equipment and furniture	3.18	3.28
Opportunities to work in teams	3.14	3.29
Use of computing resources in course work	2.96	3.30
Quality of academic advisement	3.27	3.26
Web-based library resources	2.94	3.24
Relevance of coursework to career	3.33	3.17
Availability of computer resources and services	3.22	3.17
Out-of-class availability of instructors	3.15	3.11
Assistance provided by library staff	3.25	3.08
Availability of tutoring and learning centers	3.10	3.09
General condition of buildings and grounds	2.80	3.08
Faculty concern for students as individuals	3.02	3.04
Opportunity to be involved in student orgs./events	3.14	3.00
Billing and fee policies and procedures	3.04	2.93
Hardcopy publications in library	2.55	2.94
Staff concern for students as individuals	2.65	2.91
Support for computer software and hardware*	2.48	2.92
Availability of cultural and social events	2.80	2.85
Quality of recreational facilities	2.47	2.76
NJIT's freshman PC distribution program	2.83	2.58
Overall financial aid services	2.92	2.53
Opportunities to participate in research	2.53	2.56
Community spirit on campus	2.18	2.56
Quality of campus life*	2.27	2.41
Intercollegiate athletics program	1.92	2.27
Availability of parking	1.94	2.15
Overall food services*	1.54	2.19
Overall satisfaction	3.08	3.21
Satisfaction item mean score	2.84	2.96
*Significant at p < .05		

Student Satisfaction Survey 2003 by Importance & Satisfaction

n = 522	Importance	Satisfaction
Personal security and safety on campus	4.50	3.75
Overall quality of own academic program	4.62	3.57
Overall quality of instruction	4.60	3.39
Availability of academic advisement	4.22	3.33
Fairness of rules/policies governing students	4.13	3.33
Faculty enthusiasm for teaching	4.27	3.30
Library building, equipment and furniture	4.08	3.28
Opportunities to work in teams	3.73	3.27
Use of computing resources in course work	4.25	3.27
Quality of academic advisement	4.27	3.26
Web-based library resources	4.05	3.23
Relevance of coursework to career	4.46	3.19
Availability of computer resources and services	4.36	3.17
Out-of-class availability of instructors	3.99	3.12
Assistance provided by library staff	3.90	3.11
Availability of tutoring and learning centers	3.89	3.08
General condition of buildings and grounds	4.17	3.05
Faculty concern for students as individuals	4.27	3.04
Opportunity to be involved in student orgs./events	3.63	3.00
Billing and fee policies and procedures	4.26	2.95
Hardcopy publications in library	3.88	2.91
Staff concern for students as individuals	4.27	2.89
Support for computer software and hardware	4.23	2.89
Availability of cultural and social events	3.51	2.85
Quality of recreational facilities	3.81	2.74
NJIT's freshman PC distribution program	3.73	2.62
Overall financial aid services	4.20	2.57
Opportunities to participate in research	3.78	2.55
Community spirit on campus	3.45	2.53
Quality of campus life	3.83	2.40
Intercollegiate athletics program	3.28	2.24
Availability of parking	4.33	2.14
Overall food services	4.20	2.14
Overall Importance/Satisfaction	4.51	3.21
Importance/Satisfaction Item mean score	4.06	2.95

Comparison of high and low importance and satisfaction scores

Satisfaction

Importance

High Imp./High Sat.	High Imp./Low Sat.
•Overall quality of own academic program	•Overall financial aid services
•Overall quality of instruction	•Availability of parking
•Personal security and safety on campus	•Overall food services
•Quality of academic advisement	
•Faculty enthusiasm for teaching	
•Use of computing resources in coursework	
•Availability of academic advisement	

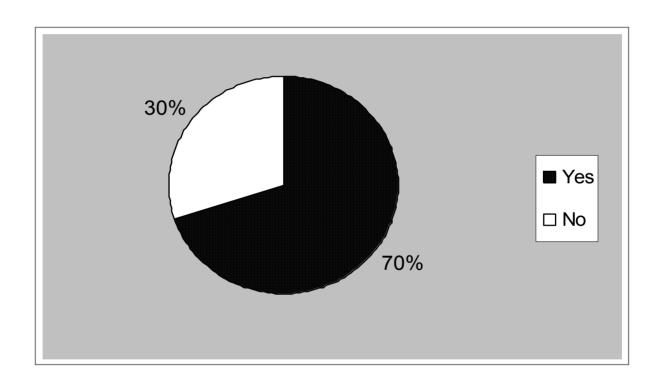| Low Imp./High Sat.	Low/Low
•Opportunities to work in teams	•Quality of recreational facitilities
	•Quality of campus life
	•Intercollegiate athletics program
	•Community spirit on campus
	•Availability of cultural and social events
	•NJIT's freshman PC distribution program

Rate your own improvement in the following skills during your enrollment at NJIT :

	n=121	n=133	n=126	n=124
	Freshman	**Sophmore**	**Junior**	**Senior**
Writing	2.88	2.78	2.94	3.06
Math	3.79	3.89	3.56	3.82
Intellectual skills	3.31	3.50	3.51	3.73
Technology	3.31	3.63	3.62	3.89
Teamwork	2.78	3.09	3.45	3.57
Understanding scientific principles & methods	3.12	3.46	3.38	3.67
Speaking effectiveness	2.92	3.06	3.16	3.23
Develop career options & goals	2.96	3.18	3.11	3.02
Understanding different peoples and culture	3.23	3.19	3.17	3.41
Project design & development	2.92	3.13	3.18	3.52
Problem solving	3.33	3.45	3.42	3.66
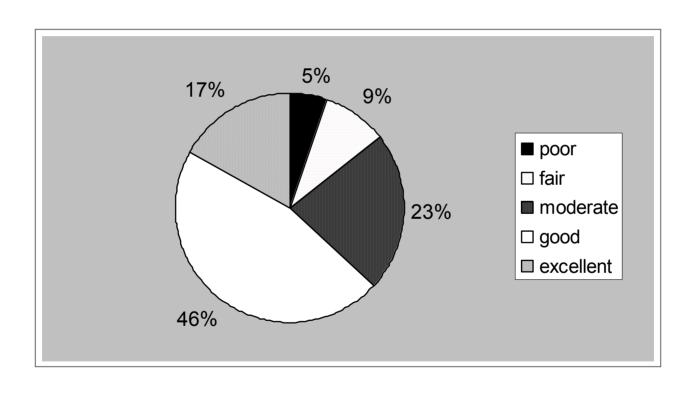
Rate your development in the following as a student at NJIT :

	n=121 Freshman	n=133 Sophmore	n=126 Junior	n=124 Senior
Plans for the Future	3.39	3.56	3.54	3.40
Discipline applied to study	3.41	3.40	3.39	3.43
Sense of value & standards	2.94	3.11	3.28	3.18
Adequate time applied to study	3.09	3.19	3.29	3.30
Care for physical & mental health	3.08	3.23	3.21	3.21
Feeling about belonging to NJIT community	2.73	2.85	2.66	2.71
Ability to particpate in group/community	2.88	2.89	2.91	3.06
Ability to organize	3.22	3.17	3.23	3.29

Would you recommend NJIT to a friend?

How would you rate NJIT as an investment for your future?

The End