



NJIT

NEW JERSEY INSTITUTE OF TECHNOLOGY

Student Satisfaction

Spring 2005

Institutional Research and Planning

Undergraduate student sample

	2004 Sample	2004 Actual	2005 Sample	2005 Actual
School				
Newark College of Engineering	50%	50%	50%	53%
School of Management	5%	6%	7%	7%
College of Science and Liberal Arts	7%	5%	9%	6%
College of Computing Sciences	28%	26%	20%	20%
New Jersey School of Architecture	10%	12%	14%	14%

Standing				
Freshman	18%	23%	21%	19%
Sophomore	22%	20%	21%	19%
Junior	29%	25%	27%	27%
Senior	31%	33%	30%	35%

Gender				
Male	79%	80%	73%	80%
Female	21%	20%	27%	20%

Admissions status				
Transfer student	34%	34%	31%	33%
Non-transfer student	66%	66%	69%	67%

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Undergraduate student satisfaction

Sorted by importance and satisfaction

	Importance	Satisfaction
Personal security and safety on campus	4.50	3.99
Assistance provided by library staff	4.01	3.81
Quality of library web-based resources	4.05	3.70
Quality of own academic program	4.66	3.54
Availability of academic advisement	4.18	3.53
Availability of campus computing resources	4.14	3.49
Use of computing resources in course work	3.96	3.47
Fairness of rules/ policies governing student conduct	4.05	3.44
Quality of academic advisement	3.42	3.42
Library book collection	4.16	3.37
Opportunity for involvement in student organizations/ events	3.53	3.35
Availability of tutoring and learning centers	3.73	3.34
Opportunities to work with other students in teams	3.40	3.31
Support for computer hardware and software	3.96	3.29
Relevance of coursework to career development	4.50	3.28
Out-of-class availability of instructors	3.81	3.27
Billing and fee payment policies and procedures	4.06	3.24
Overall quality of instruction at NJIT	4.66	3.22
Availability of cultural and social events	3.26	3.18
Overall satisfaction with financial aid services	4.27	3.10
General condition of buildings and grounds	4.10	3.08
Availability of parking	4.26	3.03
Intercollegiate athletics program	3.05	3.02
Faculty concern for students as individuals	4.19	2.93
Quality of recreational facilities	3.69	2.85
Opportunities to participate in research	3.51	2.78
Quality of campus life	3.98	2.49
Overall satisfaction with food services	4.13	2.36
Feeling of community spirit on campus	3.55	2.28
Overall satisfaction with NJIT	4.39	3.20

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

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Undergraduate student satisfaction

Comparison of 2004 and 2005

	2004 (n = 906)	2005 (n = 456)
Overall quality of instruction at NJIT	3.25	3.22
Quality of own academic program	3.54	3.54
Availability of tutoring and learning centers		3.34
Availability of academic advisement		3.53
Quality of academic advisement	3.35	3.42
Relevance of coursework to career development	3.27	3.28
Out-of-class availability of instructors		3.27
Opportunities to participate in research	2.77	2.78
Feeling of community spirit on campus	2.38	2.28
Quality of campus life	2.45	2.49
Quality of recreational facilities		2.85
Opportunities to work with other students in teams	3.32	3.31
General condition of buildings and grounds	2.99	3.08
Fairness of rules/ policies governing student conduct	3.44	3.44
Faculty concern for students as individuals		2.93
Opportunity for involvement in student organizations/ events	3.37	3.35
Availability of cultural and social events*	3.01	3.18
Availability of parking	3.04	3.03
Overall satisfaction with food services	2.22	2.36
Overall satisfaction with financial aid services	3.10	3.10
Billing and fee payment policies and procedures	3.32	3.24
Personal security and safety on campus	3.89	3.99
Intercollegiate athletics program	2.91	3.02
Availability of campus computing resources	3.45	3.49
Use of computing resources in course work		3.47
Support for computer hardware and software	3.20	3.29
Overall satisfaction with NJIT	3.18	3.20

* Significant at $p < .05$

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

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Five year comparison

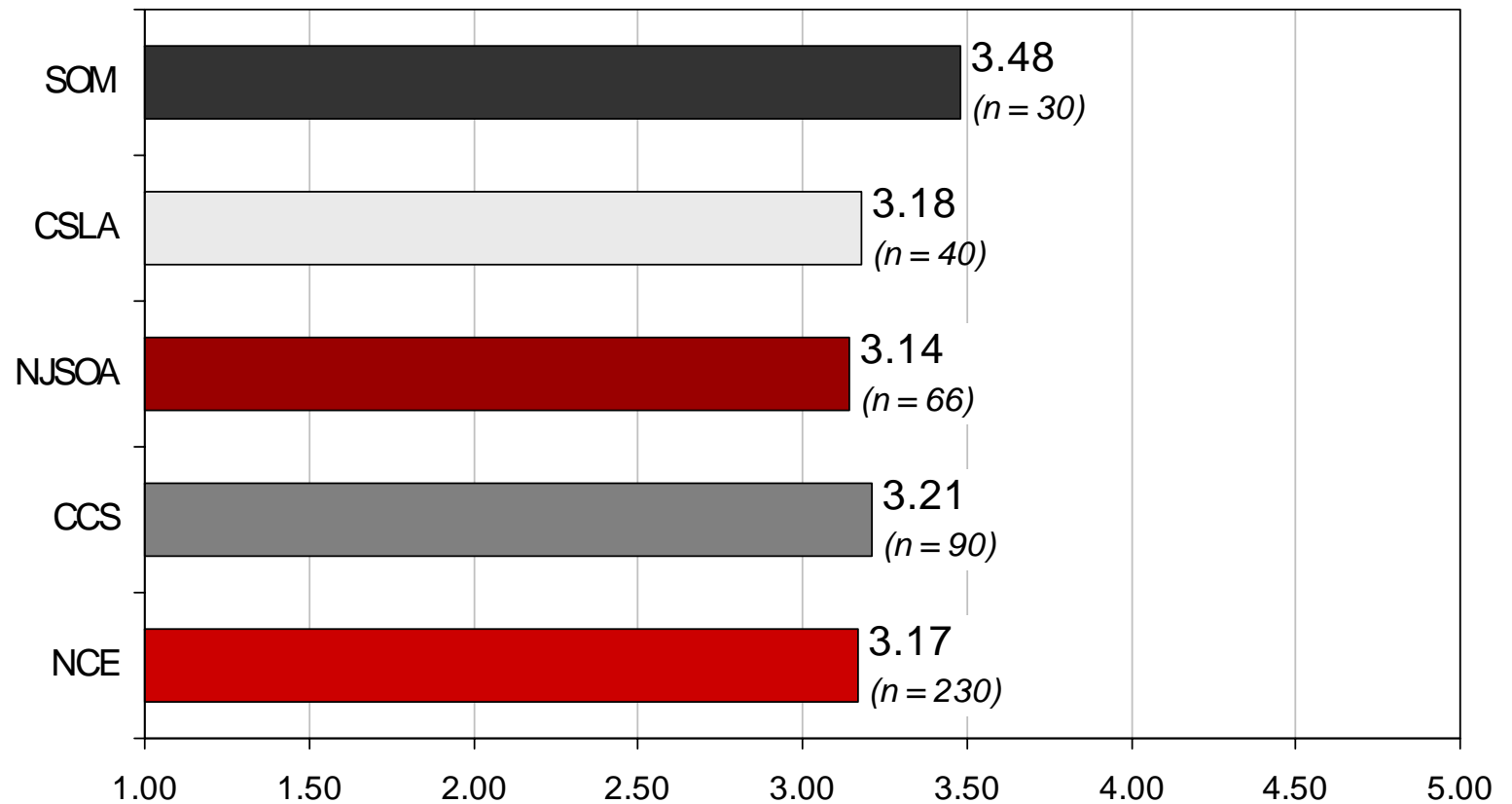
	2001 (n = 426)	2002 (n = 468)	2003 (n = 522)	2004 (n = 906)	2005 (n = 456)
Personal security and safety on campus	3.82	3.86	3.75	3.89	3.99
Overall quality of own academic program	3.57	3.58	3.57	3.54	3.54
Availability of academic advisement	3.43	3.28	3.33		3.53
Availability of computer resources and services	3.27	3.02	3.17	3.45	3.49
Use of computing resources in course work	3.30	3.28	3.27		3.47
Fairness of rules/policies governing students	3.38	3.39	3.33	3.44	3.44
Quality of academic advisement	3.35	3.27	3.26	3.35	3.42
Opportunity to be involved in student orgs./ events	3.17	3.02	3.00	3.37	3.35
Availability of tutoring and learning centers	3.07	2.96	3.08		3.34
Opportunities to work in teams	3.32	3.28	3.27	3.32	3.31
Support for computer software and hardware	2.89	2.70	2.89	3.20	3.29
Relevance of coursework to career	3.14	3.21	3.19	3.27	3.28
Out-of-class availability of instructors	3.28	3.22	3.12		3.27
Billing and fee policies and procedures	3.12	3.14	2.95	3.32	3.24
Overall quality of instruction	3.46	3.44	3.39	3.25	3.22
Availability of cultural and social events	2.98	2.78	2.85	3.01	3.18
Overall financial aid services	2.68	2.59	2.57	3.10	3.10
General condition of buildings and grounds	3.08	3.08	3.05	2.99	3.08
Availability of parking	2.85	2.65	2.14	3.04	3.03
Intercollegiate athletics program	2.29	2.18	2.24	2.91	3.02
Faculty concern for students as individuals*	3.03	3.05	3.04		2.93
Quality of recreational facilities	2.78	2.72	2.74		2.85
Opportunities to participate in research	2.64	2.50	2.55	2.77	2.78
Quality of campus life	2.44	2.35	2.40	2.45	2.49
Overall food services	2.24	2.24	2.14	2.22	2.36
Community spirit on campus	2.41	2.49	2.53	2.38	2.28
Web-based library resources	3.27	3.26	3.23		3.70
Assistance provided by library staff	3.28	3.01	3.11		3.85
Hardcopy publications in library	2.97	2.95	2.91		3.32
Overall satisfaction	3.32	3.25	3.21	3.18	3.20

* Lowest scores in NCE (n = 230) 2.84 and CSLA (n = 40) 2.88; other colleges above 3.

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Overall undergraduate satisfaction by school



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

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Undergraduate student satisfaction

By class standing

	Freshman (n = 98)	Sophomore (n = 98)	Junior (n = 123)	Senior (n = 137)
Personal security and safety on campus	3.91	3.99	4.10	3.94
Quality of own academic program	3.58	3.79	3.66	3.25
Availability of academic advisement	3.76	3.78	3.53	3.20
Availability of campus computing resources	3.47	3.70	3.56	3.32
Use of computing resources in course work	3.63	3.65	3.54	3.19
Fairness of rules/policies governing student conduct	3.48	3.59	3.53	3.24
Quality of academic advisement	3.65	3.51	3.42	3.21
Opportunity for involvement in student organizations/events	3.28	3.51	3.42	3.23
Availability of tutoring and learning centers	3.45	3.57	3.36	3.07
Opportunities to work with other students in teams	3.14	3.30	3.36	3.39
Support for computer hardware and software	3.49	3.31	3.37	3.06
Relevance of coursework to career development	3.44	3.41	3.29	3.07
Out-of-class availability of instructors	3.31	3.29	3.27	3.24
Billing and fee payment policies and procedures	3.17	3.45	3.22	3.17
Overall quality of instruction at NJIT	3.23	3.38	3.28	3.06
Availability of cultural and social events	3.22	3.13	3.40	3.00
Overall satisfaction with financial aid services	3.31	3.03	3.13	2.99
General condition of buildings and grounds	3.18	3.10	2.98	3.08
Availability of parking	3.07	3.00	3.02	3.04
Intercollegiate athletics program	3.10	3.15	2.98	2.89
Faculty concern for students as individuals	2.94	3.10	2.88	2.86
Quality of recreational facilities	2.84	3.07	2.98	2.59
Opportunities to participate in research	2.91	3.02	2.83	2.52
Quality of campus life	2.64	2.58	2.61	2.20
Overall satisfaction with food services	2.52	2.36	2.43	2.16
Feeling of community spirit on campus	2.32	2.47	2.36	2.02
Overall satisfaction with NJIT	3.23	3.28	3.23	3.10

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

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Undergraduate student satisfaction

By gender

	Female (n = 121)	Male (n = 329)	Female (n = 121)	Male (n = 329)
	Importance	Importance	Satisfaction	Satisfaction
Personal security and safety on campus	4.65	4.45	4.11	3.95
Quality of own academic program	4.69	4.64	3.48	3.56
Availability of academic advisement	4.37	4.13	3.49	3.54
Availability of campus computing resources	4.36	4.07	3.57	3.48
Use of computing resources in course work*	4.17	3.87	3.67	3.41
Fairness of rules/policies governing student conduct	4.10	4.02	3.46	3.43
Quality of academic advisement*	4.38	4.33	3.18	3.50
Opportunity for involvement in student organizations/events	3.88	3.38	3.48	3.29
Availability of tutoring and learning centers	4.01	3.62	3.36	3.33
Opportunities to work with other students in teams	3.44	3.39	3.33	3.31
Support for computer hardware and software	4.20	3.88	3.34	3.27
Relevance of coursework to career development	4.58	4.47	3.35	3.25
Out-of-class availability of instructors	4.06	3.37	3.43	3.21
Billing and fee payment policies and procedures	4.20	4.01	3.29	3.21
Overall quality of instruction at NJIT	4.62	4.68	3.25	3.21
Availability of cultural and social events*	3.67	3.10	3.43	3.07
Overall satisfaction with financial aid services	4.36	4.25	2.96	3.14
General condition of buildings and grounds	4.18	4.08	3.11	3.06
Availability of parking	4.23	4.28	3.17	2.98
Intercollegiate athletics program	3.33	2.92	3.14	2.96
Faculty concern for students as individuals	4.31	4.15	3.06	2.88
Quality of recreational facilities	3.75	3.69	2.78	2.87
Opportunities to participate in research	3.89	3.38	2.80	2.77
Quality of campus life	4.15	3.95	2.55	2.46
Overall satisfaction with food services	4.11	4.13	2.28	2.38
Feeling of community spirit on campus	3.80	3.47	2.42	2.21
Overall satisfaction with NJIT	4.36	4.40	3.35	3.14

* Significant at $p < .05$

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

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Undergraduate student satisfaction

By ethnicity

	Asian (n = 89)	Black (non-Hispanic) (n = 48)	Hispanic (n = 49)	White (non-Hispanic) (n = 195)
Personal security and safety on campus	3.85	4.13	3.71	4.12
Availability of academic advisement	3.30	3.70	3.29	3.66
Quality of own academic program	3.33	3.56	3.45	3.65
Availability of campus computing resources	3.66	3.65	3.42	3.42
Fairness of rules/policies governing student conduct	3.29	3.76	3.31	3.56
Use of computing resources in course work	3.62	3.62	3.19	3.42
Quality of academic advisement	3.09	3.75	3.18	3.52
Availability of tutoring and learning centers	3.45	3.36	3.00	3.40
Opportunity for involvement in student organizations/events	3.24	3.71	3.12	3.33
Support for computer hardware and software	3.28	3.65	3.17	3.24
Opportunities to work with other students in teams	3.31	3.63	2.72	3.35
Relevance of coursework to career development	3.09	3.54	3.33	3.31
Out-of-class availability of instructors	3.22	3.36	3.14	3.34
Overall quality of instruction at NJIT	3.14	3.40	3.15	3.28
Billing and fee payment policies and procedures	3.27	3.13	2.89	3.27
Availability of cultural and social events	3.15	3.44	3.09	3.18
General condition of buildings and grounds	2.85	3.68	3.21	3.13
Overall satisfaction with financial aid services	3.19	3.33	2.69	3.14
Availability of parking	2.93	3.15	3.09	3.02
Intercollegiate athletics program	3.00	3.38	2.79	3.01
Faculty concern for students as individuals	2.91	3.16	2.79	2.96
Quality of recreational facilities	2.72	3.27	2.71	2.93
Opportunities to participate in research	2.85	2.70	2.78	2.84
Quality of campus life	2.47	2.87	2.47	2.44
Overall satisfaction with food services	2.47	2.62	2.32	2.28
Feeling of community spirit on campus	2.19	2.84	2.26	2.20
Overall satisfaction with NJIT	3.21	3.53	3.13	3.19

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

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Undergraduate student satisfaction

By Honors college enrollment

	Honors (n = 100)	Non-honors (n = 356)
Personal security and safety on campus	4.15	3.94
Quality of own academic program	3.70	3.49
Availability of academic advisement	3.67	3.49
Availability of campus computing resources	3.64	3.45
Use of computing resources in course work*	3.71	3.41
Fairness of rules/policies governing student conduct	3.48	3.43
Quality of academic advisement	3.54	3.39
Opportunity for involvement in student organizations/events	3.46	3.31
Availability of tutoring and learning centers	3.50	3.29
Opportunities to work with other students in teams	3.35	3.30
Support for computer hardware and software	3.47	3.23
Relevance of coursework to career development	3.36	3.25
Out-of-class availability of instructors	3.56	3.19
Billing and fee payment policies and procedures*	3.53	3.16
Overall quality of instruction at NJIT	3.27	3.20
Availability of cultural and social events	3.27	3.15
Overall satisfaction with financial aid services*	3.51	2.97
General condition of buildings and grounds	3.06	3.08
Availability of parking*	3.35	2.96
Intercollegiate athletics program	3.11	2.99
Faculty concern for students as individuals	2.95	2.92
Quality of recreational facilities	3.01	2.79
Opportunities to participate in research*	3.13	2.67
Quality of campus life	2.59	2.46
Overall satisfaction with food services	2.36	2.36
Feeling of community spirit on campus	2.19	2.31
Overall satisfaction with NJIT	3.31	3.17

* Significant at $p < .05$

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

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Undergraduate student satisfaction

By transfer status

	Non-transfer (n = 313)	Transfer (n = 143)
Personal security and safety on campus*	4.08	3.77
Quality of own academic program	3.53	3.58
Availability of academic advisement	3.56	3.45
Availability of campus computing resources	3.56	3.33
Use of computing resources in course work*	3.60	3.17
Fairness of rules/ policies governing student conduct	3.45	3.42
Quality of academic advisement	3.43	3.40
Opportunity for involvement in student organizations/ events	3.41	3.21
Availability of tutoring and learning centers*	3.44	3.07
Opportunities to work with other students in teams*	3.41	3.08
Support for computer hardware and software*	3.40	3.00
Relevance of coursework to career development	3.25	3.35
Out-of-class availability of instructors	3.29	3.22
Billing and fee payment policies and procedures	3.26	3.18
Overall quality of instruction at NJIT	3.19	3.29
Availability of cultural and social events	3.22	3.09
Overall satisfaction with financial aid services	3.06	3.22
General condition of buildings and grounds*	3.00	3.27
Availability of parking	3.08	2.94
Intercollegiate athletics program	3.06	2.90
Faculty concern for students as individuals	2.92	2.95
Quality of recreational facilities	2.82	2.93
Opportunities to participate in research*	2.87	2.56
Quality of campus life	2.44	2.61
Overall satisfaction with food services*	2.26	2.61
Feeling of community spirit on campus	2.24	2.38
Overall satisfaction with NJIT*	3.13	3.36

* Significant at $p < .05$

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

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Undergraduate student satisfaction

By EOP status

	EOP (n = 34)	Non-EOP (n = 422)
Personal security and safety on campus	3.96	3.99
Quality of own academic program	3.21	3.57
Availability of academic advisement	3.39	3.54
Availability of campus computing resources	3.82	3.47
Use of computing resources in course work	3.75	3.45
Fairness of rules/ policies governing student conduct	3.50	3.44
Quality of academic advisement	3.04	3.45
Opportunity for involvement in student organizations/ events	3.36	3.35
Availability of tutoring and learning centers	3.69	3.30
Opportunities to work with other students in teams	3.32	3.31
Support for computer hardware and software	3.58	3.26
Relevance of coursework to career development	3.00	3.30
Out-of-class availability of instructors	3.07	3.29
Billing and fee payment policies and procedures	2.96	3.26
Overall quality of instruction at NJIT	3.21	3.22
Availability of cultural and social events	3.50	3.15
Overall satisfaction with financial aid services	2.93	3.12
General condition of buildings and grounds	3.14	3.07
Availability of parking	3.25	3.02
Intercollegiate athletics program	3.19	3.00
Faculty concern for students as individuals	2.93	2.93
Quality of recreational facilities	3.00	2.83
Opportunities to participate in research	2.91	2.77
Quality of campus life	2.77	2.46
Overall satisfaction with food services	2.15	2.37
Feeling of community spirit on campus	2.62	2.25
Overall satisfaction with NJIT	3.25	3.20

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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
- Availability of academic advisement

High importance, low satisfaction

- Overall satisfaction with food service

Low importance, high satisfaction

- Quality of academic advisement

Low importance, low satisfaction

- Opportunities to participate in research
- Feeling of community spirit on campus

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Graduate student sample

School	2004 Sample	2004 Actual	2005 Sample	2005 Actual
Newark College of Engineering	37%	40%	42%	47%
School of Management	9%	12%	6%	8%
College of Science and Liberal Arts	13%	9%	9%	12%
College of Computing Sciences	35%	34%	40%	28%
New Jersey School of Architecture	6%	5%	4%	5%

Gender				
Male	61%	69%	71%	70%
Female	39%	31%	29%	30%

Nationality				
US Citizen	50%	63%	49%	55%
International	50%	37%	51%	45%

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Graduate student satisfaction

Comparison of 2004 and 2005

	2004 (n = 338)	2005 (n = 206)
Personal security and safety on campus*	3.61	3.85
Fairness of rules/policies governing student conduct	3.50	3.58
Use of computing resources in course work		3.55
Availability of campus computing resources	3.39	3.47
General condition of buildings and grounds*	3.04	3.46
Opportunities to work with other students in teams	3.55	3.42
Support for computer hardware and software	3.42	3.36
Quality of own academic program*	3.54	3.34
Out-of-class availability of instructors		3.29
Billing and fee payment policies and procedures	3.18	3.28
Intercollegiate athletics program	3.09	3.28
Relevance of coursework to career development	3.34	3.25
Faculty concern for students as individuals		3.22
Overall quality of instruction at NJIT*	3.46	3.20
Opportunity for involvement in student organizations/events	3.36	3.17
Availability of academic advisement		3.16
Quality of academic advisement	3.27	3.11
Availability of cultural and social events	3.27	3.07
Availability of parking	3.26	3.06
Quality of recreational facilities		3.04
Availability of tutoring and learning centers		2.98
Feeling of community spirit on campus	2.79	2.90
Quality of campus life	2.78	2.89
Opportunities to participate in research	3.02	2.86
Overall satisfaction with food services	2.89	2.70
Overall satisfaction with financial aid services	2.88	2.64
Overall satisfaction with NJIT	3.31	3.13

* Significant at $p < .05$

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

NJIT



Graduate student satisfaction

Sorted by importance and satisfaction

	Importance	Satisfaction
Assistance provided by library staff	4.34	3.93
Personal security and safety on campus	4.53	3.85
Quality of library resources	4.38	3.69
Fairness of rules/policies governing student conduct	4.08	3.58
Use of computing resources in course work	4.23	3.55
Availability of campus computing resources	4.37	3.47
General condition of buildings and grounds	4.02	3.46
Opportunities to work with other students in teams	3.61	3.42
Support for computer hardware and software	4.27	3.36
Quality of own academic program	4.73	3.34
Out-of-class availability of instructors	4.03	3.29
Billing and fee payment policies and procedures	4.13	3.28
Intercollegiate athletics program	3.10	3.28
Relevance of coursework to career development	4.62	3.25
Faculty concern for students as individuals	4.29	3.22
Overall quality of instruction at NJIT	4.69	3.20
Library book collection	4.49	3.19
Opportunity for involvement in student organizations/events	3.45	3.17
Availability of academic advisement	4.26	3.16
Quality of academic advisement	3.11	3.11
Availability of cultural and social events	3.33	3.07
Availability of parking	4.01	3.06
Quality of recreational facilities	3.61	3.04
Availability of tutoring and learning centers	3.77	2.98
Feeling of community spirit on campus	3.40	2.90
Quality of campus life	3.74	2.89
Opportunities to participate in research	4.13	2.86
Overall satisfaction with food services	3.81	2.70
Overall satisfaction with financial aid services	4.43	2.64
Overall satisfaction with NJIT	4.54	3.13

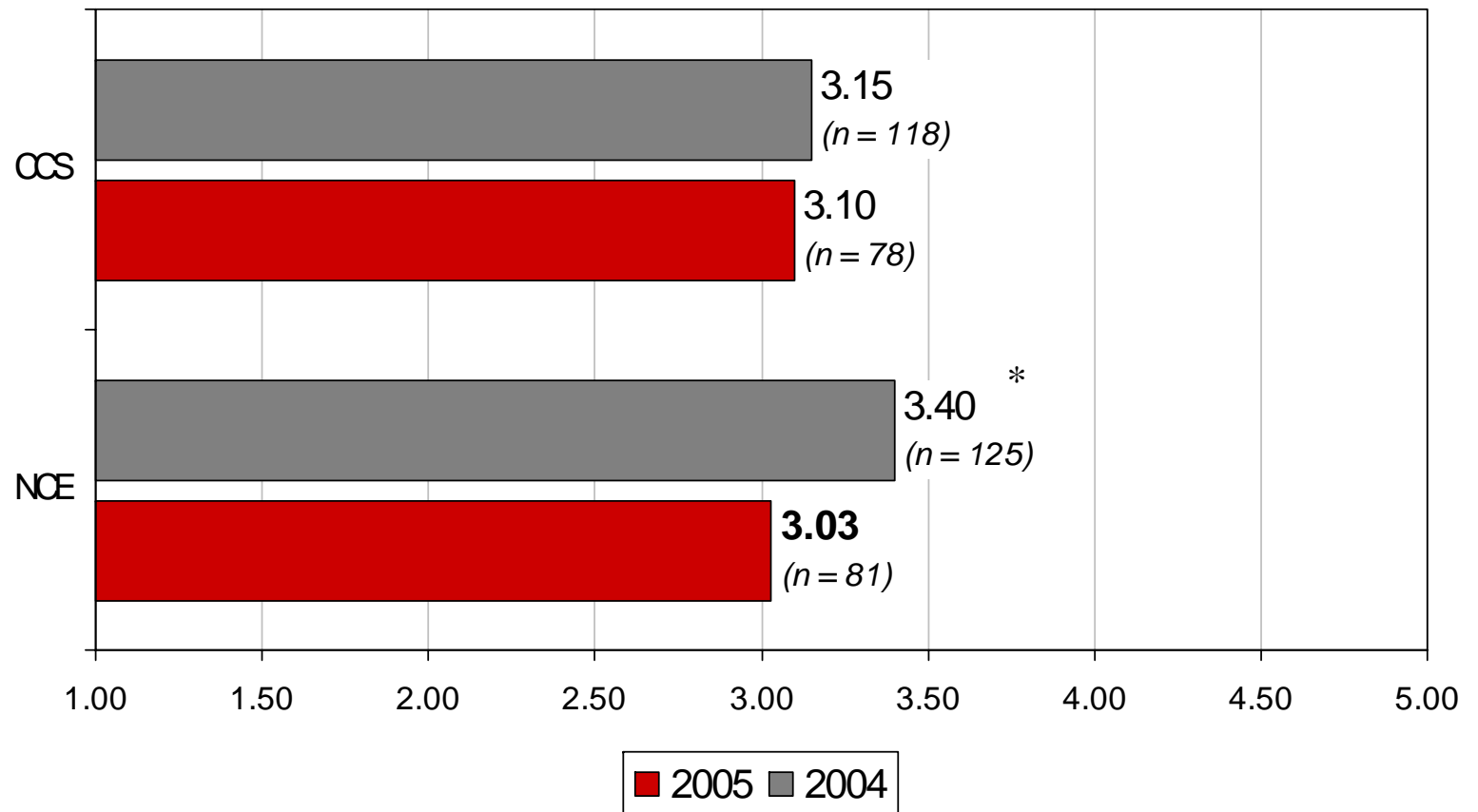
Importance Scale: 5 – Very important, 4 – Important, 3 – Neutral, 2 – Somewhat important, 1 – Little or no importance

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

NJIT



Overall graduate satisfaction by school



The means for CSLA, NJSOA and SOM are not shown due to the low number of responses.

* Significant at $p < .05$. Instruction and advisement are areas of decline.

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

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Graduate student satisfaction

By school

	CCS (n = 78)	NCE (n = 81)
Personal security and safety on campus	3.90	3.82
Fairness of rules/ policies governing student conduct	3.56	3.50
Use of computing resources in course work	3.60	3.52
General condition of buildings and grounds	3.54	3.48
Availability of campus computing resources	3.46	3.45
Opportunities to work with other students in teams	3.48	3.45
Support for computer hardware and software	3.46	3.19
Quality of own academic program	3.27	3.39
Out-of-class availability of instructors	3.33	3.12
Intercollegiate athletics program	3.21	3.29
Billing and fee payment policies and procedures	3.14	3.40
Relevance of coursework to career development	3.21	3.14
Faculty concern for students as individuals	3.32	3.06
Overall quality of instruction at NJIT	3.28	3.06
Availability of academic advisement	3.60	2.69
Opportunity for involvement in student organizations/ events	3.19	3.05
Quality of academic advisement	3.38	2.77
Availability of parking	3.10	3.14
Quality of recreational facilities	3.31	2.92
Availability of cultural and social events	3.02	2.97
Availability of tutoring and learning centers	3.10	2.85
Feeling of community spirit on campus	3.18	2.56
Quality of campus life	3.06	2.65
Opportunities to participate in research	2.66	2.98
Overall satisfaction with food services	2.68	2.55
Overall satisfaction with financial aid services	2.33	2.80
Overall satisfaction with NJIT	3.10	3.03

NJIT



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

Graduate student satisfaction

By gender

	Female (n = 59)	Male (n = 145)
Personal security and safety on campus	3.84	3.88
Fairness of rules/ policies governing student conduct	3.85	3.49
Use of computing resources in course work	3.64	3.55
Availability of campus computing resources	3.71	3.42
General condition of buildings and grounds	3.62	3.39
Opportunities to work with other students in teams	3.62	3.36
Support for computer hardware and software	3.61	3.29
Quality of own academic program*	3.65	3.22
Billing and fee payment policies and procedures	3.32	3.31
Intercollegiate athletics program	3.46	3.24
Out-of-class availability of instructors*	3.62	3.17
Relevance of coursework to career development*	3.60	3.12
Faculty concern for students as individuals*	3.60	3.08
Overall quality of instruction at NJIT*	3.47	3.09
Opportunity for involvement in student organizations/ events*	3.50	3.08
Availability of academic advisement	3.32	3.12
Quality of academic advisement	3.43	3.01
Availability of cultural and social events*	3.49	2.96
Availability of parking	2.76	3.18
Quality of recreational facilities	3.17	3.02
Availability of tutoring and learning centers	3.29	2.92
Feeling of community spirit on campus*	3.27	2.79
Quality of campus life*	3.28	2.76
Opportunities to participate in research	3.18	2.72
Overall satisfaction with food services	2.97	2.62
Overall satisfaction with financial aid services	2.65	2.63
Overall satisfaction with NJIT*	3.46	3.02

* Significant at $p < .05$
No significant differences in importance.

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

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Graduate student satisfaction

By citizenship

	International (n = 105)	US Citizen (n = 101)
Personal security and safety on campus	3.69	3.98
Fairness of rules/policies governing student conduct	3.59	3.56
Use of computing resources in course work	3.51	3.59
Availability of campus computing resources	3.34	3.57
General condition of buildings and grounds*	3.21	3.67
Opportunities to work with other students in teams	3.41	3.43
Support for computer hardware and software	3.22	3.49
Quality of own academic program	3.46	3.21
Out-of-class availability of instructors	3.33	3.27
Billing and fee payment policies and procedures	3.19	3.37
Intercollegiate athletics program	3.09	3.39
Relevance of coursework to career development*	3.42	3.09
Faculty concern for students as individuals	3.25	3.19
Overall quality of instruction at NJIT	3.23	3.16
Opportunity for involvement in student organizations/events	3.22	3.12
Availability of academic advisement	3.18	3.15
Quality of academic advisement	3.17	3.05
Availability of cultural and social events	3.07	3.07
Availability of parking	2.91	3.23
Quality of recreational facilities	2.84	3.18
Availability of tutoring and learning centers*	2.73	3.17
Feeling of community spirit on campus	2.75	3.01
Quality of campus life	2.68	3.04
Opportunities to participate in research	2.95	2.78
Overall satisfaction with food services	2.56	2.80
Overall satisfaction with financial aid services	2.81	2.53
Overall satisfaction with NJIT	3.20	3.06

* Significant at $p < .05$

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

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Graduate student satisfaction

By enrollment status

	Full-time (n = 118)	Part-time (n = 88)
Personal security and safety on campus	3.86	3.82
Fairness of rules/policies governing student conduct	3.55	3.61
Use of computing resources in course work	3.64	3.42
Availability of campus computing resources	3.51	3.38
General condition of buildings and grounds*	3.62	3.20
Opportunities to work with other students in teams	3.44	3.40
Support for computer hardware and software	3.41	3.28
Quality of own academic program	3.29	3.40
Out-of-class availability of instructors	3.25	3.35
Billing and fee payment policies and procedures	3.27	3.31
Intercollegiate athletics program	3.37	3.07
Relevance of coursework to career development*	3.12	3.44
Faculty concern for students as individuals	3.21	3.23
Overall quality of instruction at NJIT	3.11	3.31
Opportunity for involvement in student organizations/events	3.14	3.21
Availability of academic advisement	3.17	3.16
Quality of academic advisement	3.03	3.20
Availability of cultural and social events	3.06	3.08
Availability of parking	3.05	3.07
Quality of recreational facilities	3.09	2.96
Availability of tutoring and learning centers*	3.08	2.84
Feeling of community spirit on campus	2.93	2.86
Quality of campus life	2.92	2.83
Opportunities to participate in research	2.86	2.84
Overall satisfaction with food services	2.59	2.95
Overall satisfaction with financial aid services	2.52	2.88
Overall satisfaction with NJIT	3.04	3.25

* Significant at $p < .05$

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

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Graduate importance vs. satisfaction

High importance, high satisfaction

- Personal security and safety on campus
- Availability of campus computing resources

High importance, low satisfaction

- Overall satisfaction with financial aid services

Low importance, high satisfaction

Low importance, low satisfaction

- Feeling of community spirit on campus

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Student satisfaction By graduate/undergraduate

Response Rate: 16%

	Graduate (n = 206)	Undergraduate (n = 456)
Personal security and safety on campus	3.85	3.99
Assistance provided by library staff	3.93	3.81
Quality of library resources	3.69	3.70
Quality of own academic program*	3.34	3.54
Availability of academic advisement*	3.16	3.53
Availability of campus computing resources	3.47	3.49
Use of computing resources in course work	3.55	3.47
Fairness of rules/policies governing student conduct	3.58	3.44
Quality of academic advisement*	3.11	3.42
Library book collection	3.19	3.37
Opportunity for involvement in student organizations/events	3.17	3.35
Availability of tutoring and learning centers*	2.98	3.34
Opportunities to work with other students in teams	3.42	3.31
Support for computer hardware and software	3.36	3.29
Relevance of coursework to career development	3.25	3.28
Out-of-class availability of instructors	3.29	3.27
Billing and fee payment policies and procedures	3.28	3.24
Overall quality of instruction at NJIT	3.20	3.22
Availability of cultural and social events	3.07	3.18
Overall satisfaction with financial aid services*	2.64	3.10
General condition of buildings and grounds*	3.46	3.08
Availability of parking	3.06	3.03
Intercollegiate athletics program*	3.28	3.02
Faculty concern for students as individuals*	3.22	2.93
Quality of recreational facilities	3.04	2.85
Opportunities to participate in research	2.86	2.78
Quality of campus life*	2.89	2.49
Overall satisfaction with food services*	2.70	2.36
Feeling of community spirit on campus*	2.90	2.28
Overall satisfaction with NJIT	3.13	3.20

* Significant at $p < .05$

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

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