

NJIT

New Jersey's Science &  
Technology University

# Student Satisfaction

## *Spring 2008*

**Institutional Research and Planning**

# Undergraduate Student Sample

18.4 % response rate

2008 Sample	2008 Actual
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## School

Newark College of Engineering	51%	48%
School of Management	6%	8%
College of Science and Liberal Arts	11%	9%
College of Computing Sciences	19%	15%
New Jersey School of Architecture	12%	13%

## Standing

Freshman	19%	21%
Sophomore	22%	22%
Junior	30%	26%
Senior	29%	32%

## Gender

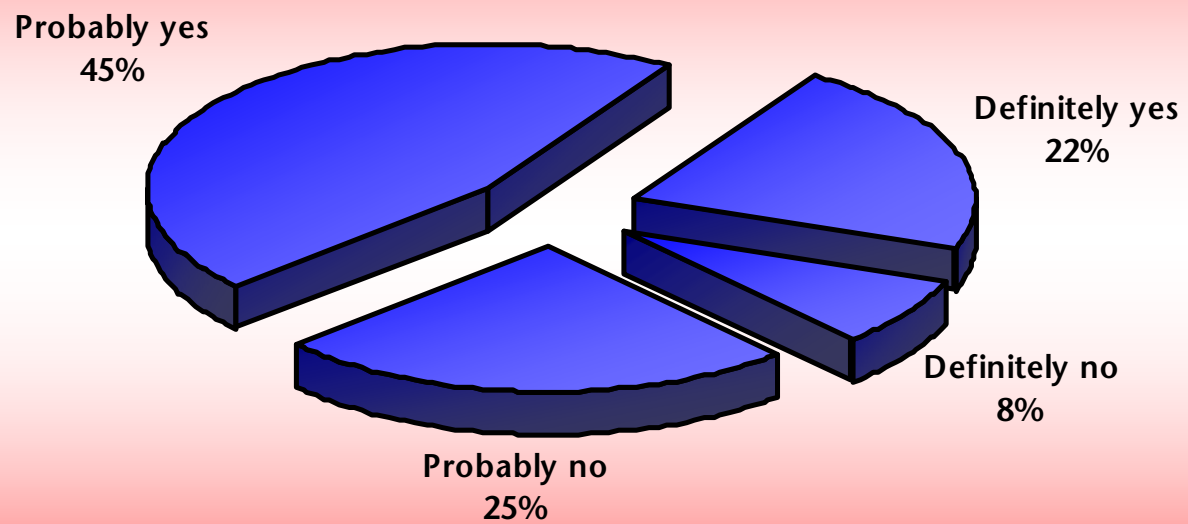
Male	77%	80%
Female	23%	20%

## Admissions status

Transfer student	29%	30%
Non-transfer student	71%	70%

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

## Undergraduate Students



# Undergraduate Student Satisfaction Importance and Satisfaction (percentage)

	Importance (n = 914)	Satisfaction (n = 914)
Availability of campus computing resources	79%	61%
Quality of your own academic program	92%	61%
Fairness of rules concerning student conduct	75%	61%
Personal security and safety on campus	87%	55%
Support for computer hardware and software	75%	55%
Availability of academic advisement	81%	55%
Overall quality of instruction	92%	52%
Opportunities to work with other students in teams	60%	52%
Quality of academic advisement	84%	49%
Overall satisfaction with the registrar's office	75%	49%
Opportunity for involvement in student organizations and events	57%	48%
Billing and fee payment policies & procedures	72%	48%
Relevance of coursework to career development	87%	46%
Availability of parking	78%	46%
Overall satisfaction with financial aid services	78%	46%
General condition of buildings and grounds	80%	43%
Availability of cultural and social events	55%	40%
Feeling of community on campus	66%	32%
Quality of campus life	73%	31%
Opportunities to work on research projects with faculty	61%	31%
Intercollegiate athletics program	39%	27%
Overall satisfaction with food services	78%	25%
<b>Overall satisfaction with NJIT</b>	<b>86%</b>	<b>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



# Undergraduate Student Satisfaction Importance and Satisfaction (means)

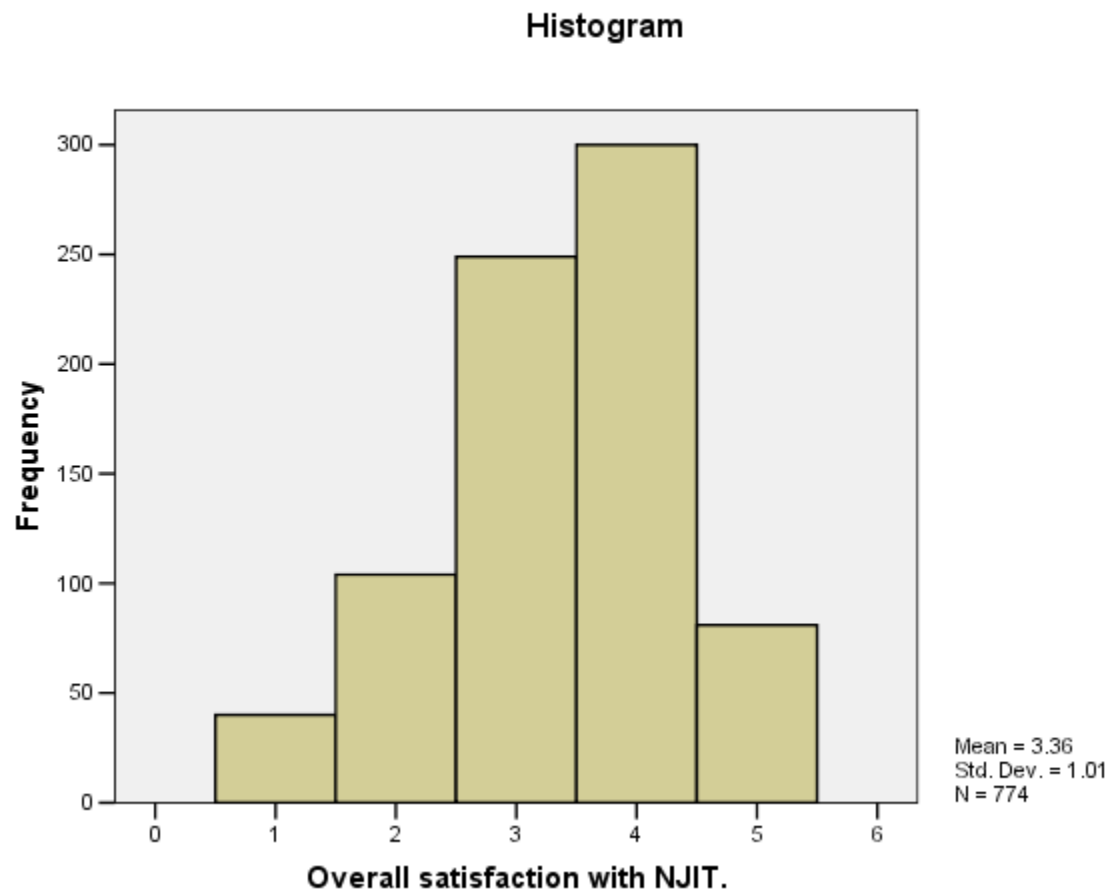
	Importance (n = 914)	Satisfaction (n = 914)
Fairness of rules concerning student conduct	4.13	3.70
Availability of campus computing resources	4.21	3.69
Quality of your own academic program	4.64	3.62
Support for computer hardware and software	4.11	3.57
Availability of academic advisement	4.30	3.50
Opportunities to work with other students in teams	3.70	3.48
Opportunity for involvement in student organizations and events	3.64	3.48
Personal security and safety on campus	4.53	3.46
Overall quality of instruction	4.66	3.45
Quality of academic advisement	4.37	3.40
Relevance of coursework to career development	4.46	3.36
Overall satisfaction with the registrar's office	4.08	3.34
Billing and fee payment policies & procedures	4.06	3.32
Overall satisfaction with financial aid services	4.19	3.29
Availability of parking	4.21	3.27
General condition of buildings and grounds	4.16	3.25
Availability of cultural and social event.	3.55	3.23
Opportunities to work on research projects with faculty	3.76	2.98
Feeling of community on campus.	3.83	2.94
Intercollegiate athletics program	3.13	2.92
Quality of campus life	4.01	2.90
Overall satisfaction with food services	4.15	2.67
<b>Overall satisfaction with NJIT</b>	<b>4.41</b>	<b>3.36</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 Overall Undergraduate Satisfaction



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

*N = only those who answered this question.*

# Undergraduate Student Satisfaction

## Overall Satisfaction

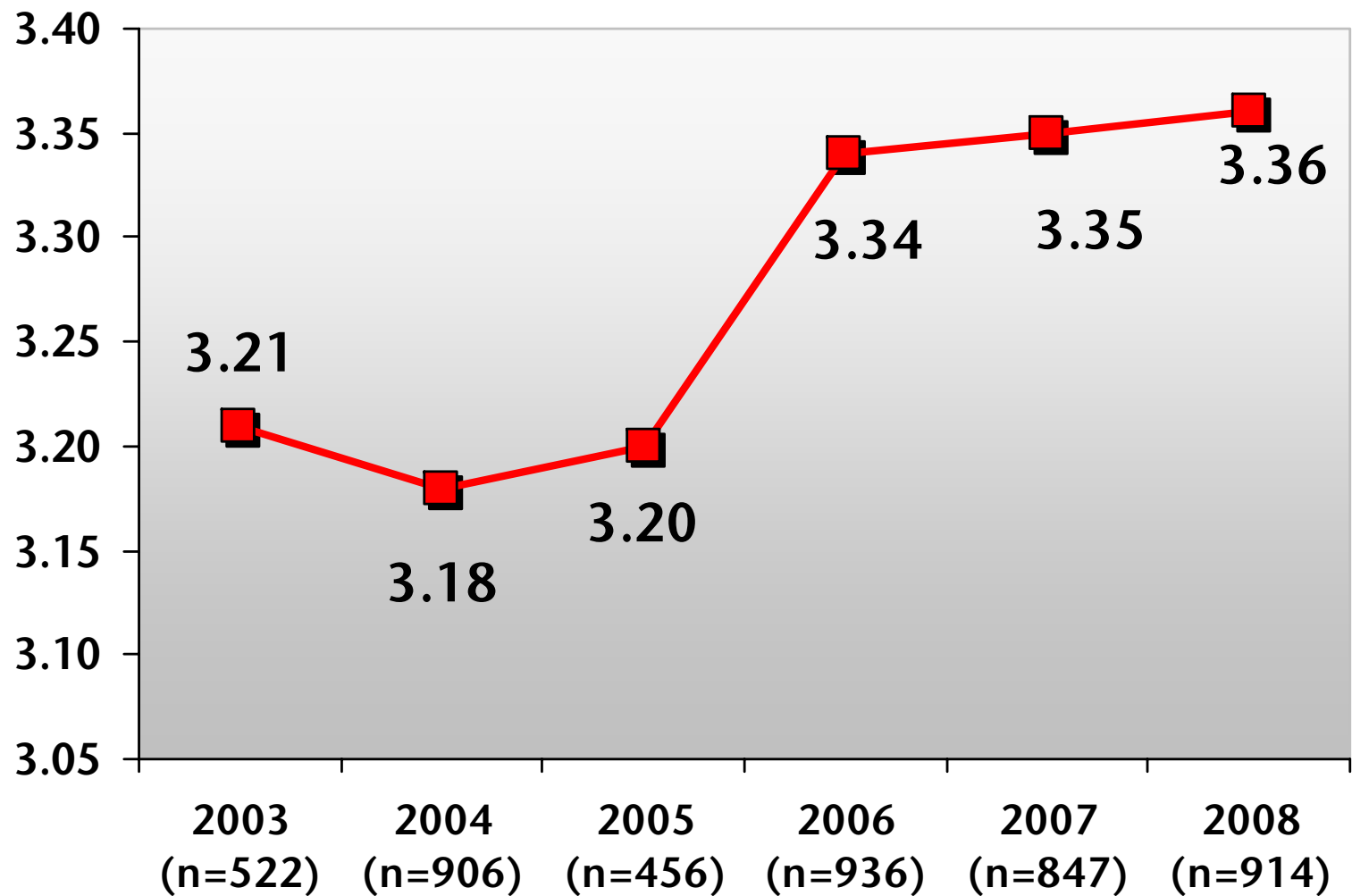
	2006		2007		2008	
	(n = 936)		(n = 847)		(n=914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<b>Overall satisfaction with NJIT</b>	<b>90%</b>	<b>52%</b>	<b>85%</b>	<b>50%</b>	<b>86%</b>	<b>49%</b>

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 Undergraduate Satisfaction With NJIT Five Year Comparison



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

# Undergraduate Student Satisfaction

## Academics

	2007		2008	
	(n = 847)		(n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<b><u>Academics</u></b>				
Quality of your own academic program	91%	61%	92%	61%
Availability of academic advisement	81%	54%	81%	55%
Quality of academic advisement	83%	49%	84%	49%
Overall quality of instruction	89%	49%	92%	52%
Relevance of coursework to career development	88%	51%	87%	46%
Opportunities to work with other students in teams	60%	51%	60%	52%
Opportunities to work on research projects with faculty	62%	31%	61%	31%

# Undergraduate Student Satisfaction

## Campus Life

	2007 (n = 847)		2008 (n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<b><u>C a m p u s L i f e</u></b>				
Opportunity for involvement in student organizations and events	59%	53%	57%	48%
Availability of cultural and social events	52%	43%	55%	40%
Quality of campus life	75%	30%	73%	31%
Feeling of community on campus	67%	33%	66%	32%

# Undergraduate Student Satisfaction

## Computers

	2007 (n = 847)		2008 (n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<u>Computers</u>				
Availability of campus computing resources	78%	61%	79%	61%
Support for computer hardware and software	76%	56%	75%	55%

# Undergraduate Student Satisfaction

## Special Focus Computer Technology

	2008	
	(n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.
<b>Computer Technology</b>		
The instructor's use information technologies in my courses.	67%	54%
My overall experience with course management systems	66%	54%
The technology readiness of campus facilities	80%	56%
The range of software available to support my courses.	80%	61%
The ease with which problems can be resolved by campus computing support organizations.	71%	46%
The overall usefulness of NJIT's web site.	80%	65%
The overall usefulness of Highlander Pipeline (NJIT's portal).	81%	62%

# Undergraduate Student Satisfaction

## Public Safety/Buildings & Grounds

	2007		2008	
	(n = 847)		(n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<b><u>Public Safety/Buildings &amp; Grounds</u></b>				
Personal security and safety on campus	88%	74%	87%	55%
General condition of buildings and grounds	83%	49%	80%	43%
Availability of parking	79%	42%	78%	46%

# Undergraduate Student Satisfaction

## On-campus Food Services

	2007		2008	
	(n = 847)		(n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<b><u>O n - c a m p u s f o o d s e r v i c e s</u></b>				
Overall satisfaction with food services	81%	28%	78%	25%
The selection of food available	80%	31%	76%	29%
The quality of food available	82%	27%	79%	25%
The value for price paid	80%	18%	78%	16%
Promptness of service	77%	41%	75%	38%
Courteousness of food staff	75%	51%	74%	44%
Hours of food service operation	78%	34%	76%	39%

# Undergraduate Student Satisfaction

## Student Services

	2007		2008	
	(n = 847)		(n = 914)	
	% Very Imp./Imp.	% Very Sat./Sat.	% Very Imp./Imp.	% Very Sat./Sat.
<b><u>Student Services</u></b>				
Overall satisfaction with the registrar's office	75%	48%	75%	49%
Fairness of rules/policies governing student conduct	72%	62%	75%	61%
Billing and fee payment policies & procedures	75%	49%	72%	47%
Overall satisfaction with financial aid services	79%	46%	79%	46%
Assistance provided by library staff			68%	68%
Library resources and facilities			78%	67%

# Undergraduate Satisfaction Five Year Comparison

	2004 (n = 906)	2005 (n = 456)	2006 (n = 936)	2007 (n=847)	2008 (n=914)
Personal security and safety on campus	3.89	3.99	3.92	3.96	3.46
Availability of campus computing resources	3.45	3.49	3.66	3.69	3.69
Fairness of rules concerning student conduct	3.44	3.44	3.45	3.69	3.70
Quality of own academic program	3.54	3.54	3.60	3.64	3.62
Opportunity for involvement in student organizations and events	3.37	3.35	3.45	3.55	3.48
Support for computer hardware and software	3.20	3.29	3.36	3.52	3.57
Availability of academic advisement		3.53	3.56	3.48	3.50
Opportunities to work with other students in teams	3.32	3.31	3.36	3.47	3.48
Quality of academic advisement	3.35	3.42	3.46	3.38	3.40
Overall quality of instruction	3.25	3.22	3.42	3.38	3.45
General condition of buildings and grounds	2.99	3.08	3.25	3.33	3.25
Availability of cultural and social events	3.01	3.18	3.19	3.33	3.23
Billing and fee payment policies & procedures	3.32	3.24	3.15	3.32	3.32
Overall satisfaction with the registrar's office			3.53	3.32	3.34
Overall satisfaction with financial aid services	3.10	3.10	3.03	3.24	3.29
Intercollegiate athletics program	2.91	3.02	3.08	3.17	2.92
Availability of parking	3.04	3.03	3.14	3.06	3.27
Opportunities to work on research projects with faculty	2.77	2.78	2.89	3.01	2.98
Feel of community on campus	2.38	2.28	2.65	2.94	2.94
Quality of campus life	2.45	2.49	2.78	2.91	2.90
Overall satisfaction with food services	2.22	2.36	2.72	2.75	2.67
<b>Overall satisfaction with NJIT</b>	<b>3.18</b>	<b>3.20</b>	<b>3.34</b>	<b>3.35</b>	<b>3.36</b>



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

# Undergraduate Importance Vs. Satisfaction

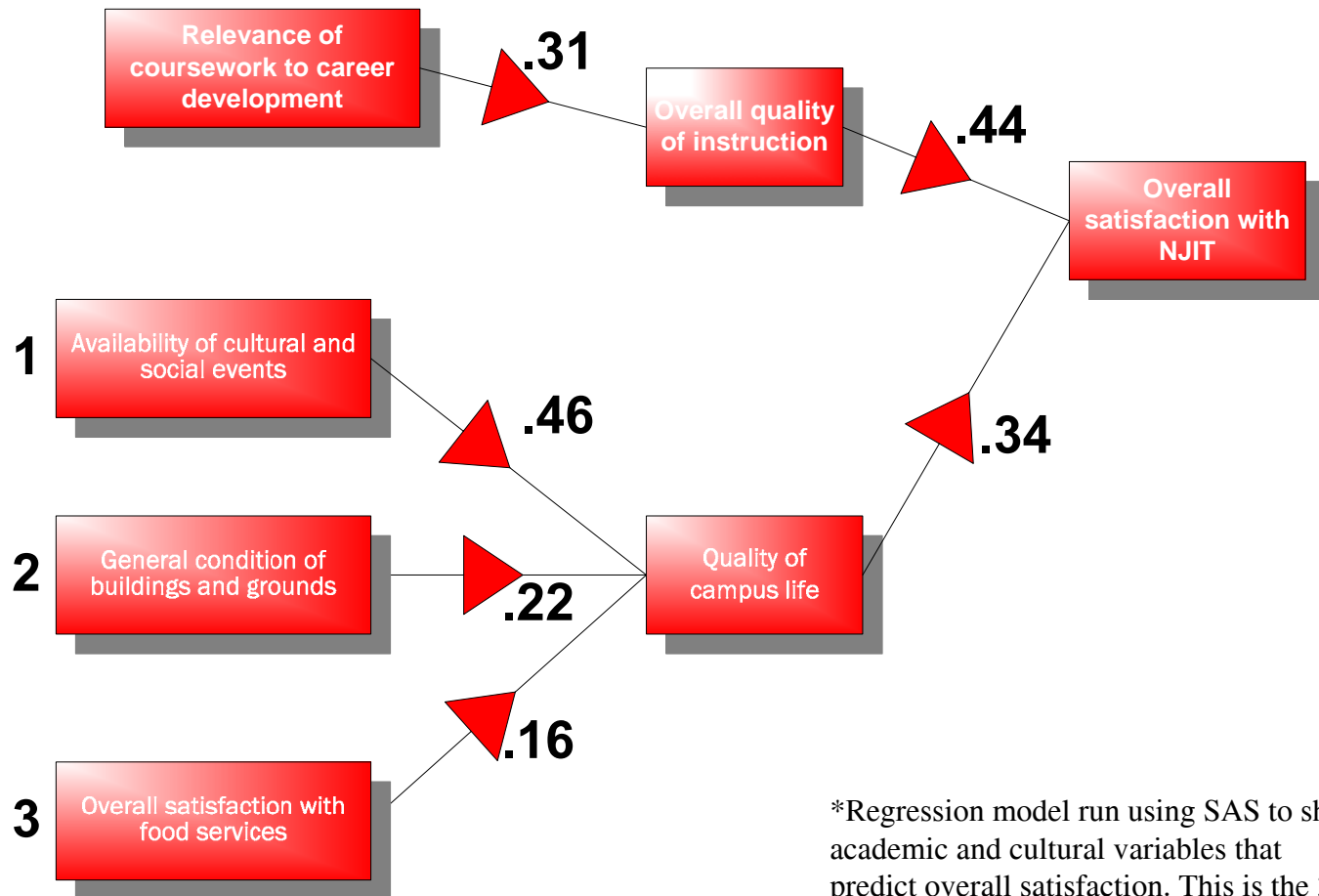
## High importance, high satisfaction

- Personal security and safety on campus
- Quality of own academic program
- Overall quality of instruction
- Library resources and facilities
- Overall usefulness of NJIT's website
- Overall usefulness of Highlander Pipeline

## High importance, low satisfaction

- Overall satisfaction with food services
- The quality of food available
- Value for price paid
- Quality of campus life

# Undergraduate Correlation\* Of Overall Satisfaction



\*Regression model run using SAS to show academic and cultural variables that predict overall satisfaction. This is the 3<sup>rd</sup> year that the basic model has been validated.

# Overall Undergraduate Satisfaction By School Academics

	ARCH	CCS	NCE	SLA	SOM
	(n = 110)	(n = 173)	(n = 467)	(n = 105)	(n = 59)
	% Very Sat./Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.
<b><u>A c a d e m i c s</u></b>					
Quality of your own academic program	58%	62%	62%	55%	64%
Opportunities to work with other students in teams	47%	44%	57%	41%	67%
Availability of academic advisement	49%	60%	52%	49%	78%
Overall quality of instruction	46%	56%	49%	58%	67%
Relevance of coursework to career development	48%	38%	47%	45%	67%
Quality of academic advisement	46%	59%	45%	43%	78%
Opportunities to work on research projects with faculty	23%	28%	31%	42%	32%



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

# Student Satisfaction By Undergraduate/Graduate

Undergraduate Response Rate: 18.4%

Graduate Response Rate: 21.2%

	Undergraduate (n = 914)	Graduate (n = 540)
Fairness of rules/policies concerning student conduct	3.70	3.68
Availability of campus computing resources	3.69	3.75
Quality of your own academic program	3.62	3.65
Support for computer hardware and software	3.57	3.69
Availability of academic advisement	3.50	3.56
Opportunities to work with other students in teams	3.48	3.56
Opportunity for involvement in student organizations and events	3.48	3.42
Personal security and safety on campus	3.46	3.44
Overall quality of instruction	3.45	3.57
Quality of academic advisement	3.40	3.53
Relevance of coursework to career development	3.36	3.52
Overall satisfaction with the registrar's office	3.34	3.54
Billing and fee payment policies & procedures	3.32	3.57
Overall satisfaction with financial aid services	3.29	3.29
Availability of parking	3.27	3.52
General condition of buildings and grounds	3.25	3.54
Availability of cultural and social events	3.23	3.37
Opportunities to work on research projects with faculty	2.98	3.11
Feeling of community on campus	2.94	3.24
Intercollegiate athletics program	2.92	3.20
Quality of campus life	2.90	3.27
Overall satisfaction with food services	2.67	3.18
<b>Overall satisfaction with NJIT</b>	<b>3.36</b>	<b>3.58</b>

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



# Graduate Student Sample (n=540)

21.2% response rate

2008 Sample	2008 Actual
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## School

Newark College of Engineering	52%	48%
School of Management	7%	10%
College of Science and Liberal Arts	11%	10%
College of Computing Sciences	25%	25%
New Jersey School of Architecture	4%	5%
Interdisciplinary Studies	2%	1%

## Gender

Male	67%	71%
Female	33%	29%

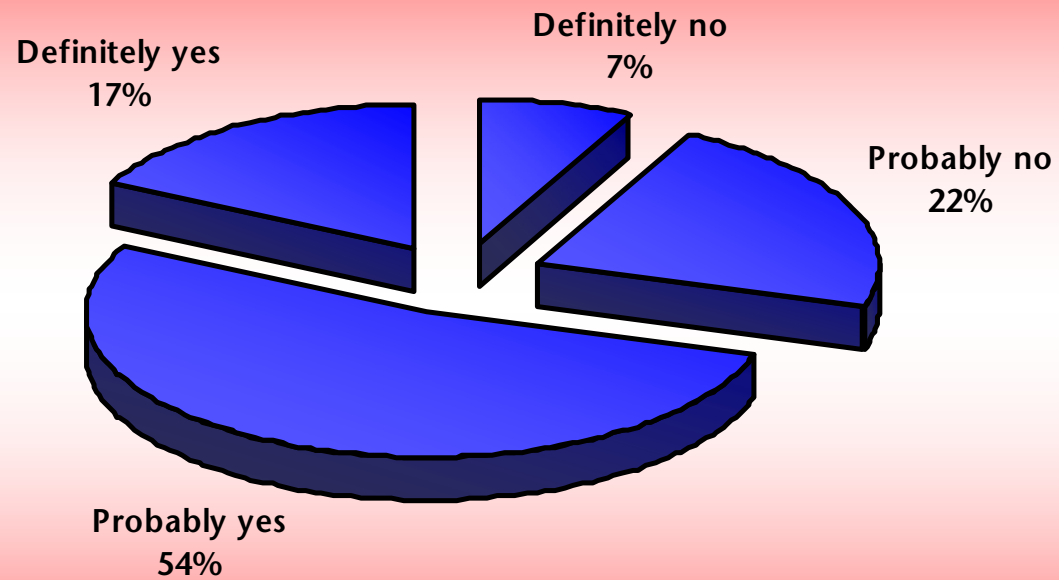
## Nationality

US Citizen	40%	58%
International	60%	42%



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

## Graduate students



# Graduate Student Satisfaction

## Importance and Satisfaction (percentage)

	Importance (n = 540)	Satisfaction (n = 540)
Personal security and safety on campus	88%	56%
Support for computer hardware and software	85%	65%
Availability of campus computing resources	86%	68%
Quality of your own academic program	89%	62%
General condition of buildings and grounds	83%	59%
Fairness of rules/policies concerning student conduct	77%	61%
Billing and fee payment policies & procedures	76%	56%
Relevance of coursework to career development	91%	56%
Overall quality of instruction	92%	59%
Availability of academic advisement	83%	59%
Overall satisfaction with the registrar's office	78%	59%
Opportunities to work with other students in teams	67%	54%
Quality of academic advisement	83%	56%
Availability of cultural and social events	57%	44%
Opportunity for involvement in student organizations and events	53%	45%
Availability of parking	83%	56%
Feeling of community on campus	65%	42%
Overall satisfaction with food services	74%	43%
Quality of campus life	71%	41%
Overall satisfaction with financial aid office	78%	47%
Intercollegiate athletics program	45%	36%
Opportunities to work on research projects with faculty	73%	41%
<b>Overall satisfaction with NJIT</b>	<b>87%</b>	<b>60%</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 Satisfaction Sorted By Importance And Satisfaction (means)

	Importance (n = 540)	Satisfaction (n = 540)
Availability of campus computing resources	4.39	3.75
Support for computer hardware and software	4.31	3.69
Fairness of rules/policies concerning student conduct	4.15	3.68
Quality of your own academic program	4.63	3.65
Billing and fee payment policies & procedures	4.14	3.57
Overall quality of instruction	4.63	3.57
Availability of academic advisement	4.27	3.56
Opportunities to work with other students in teams	3.81	3.56
General condition of buildings and grounds	4.18	3.54
Overall satisfaction with the registrar's office	4.15	3.54
Quality of academic advisement	4.30	3.53
Relevance of coursework to career development	4.53	3.52
Availability of parking	4.24	3.52
Personal security and safety on campus	4.56	3.44
Opportunity for involvement in student organizations and events	3.54	3.42
Availability of cultural and social events	3.54	3.37
Overall satisfaction with financial aid office	4.15	3.29
Quality of campus life	3.96	3.27
Feeling of community on campus	3.77	3.24
Intercollegiate athletics program	3.24	3.2
Overall satisfaction with food services	4.04	3.18
Opportunities to work on research projects with faculty	4.05	3.11
<b>Overall satisfaction with NJIT</b>	<b>4.42</b>	<b>3.58</b>

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# Graduate Student Satisfaction Comparison with 2007

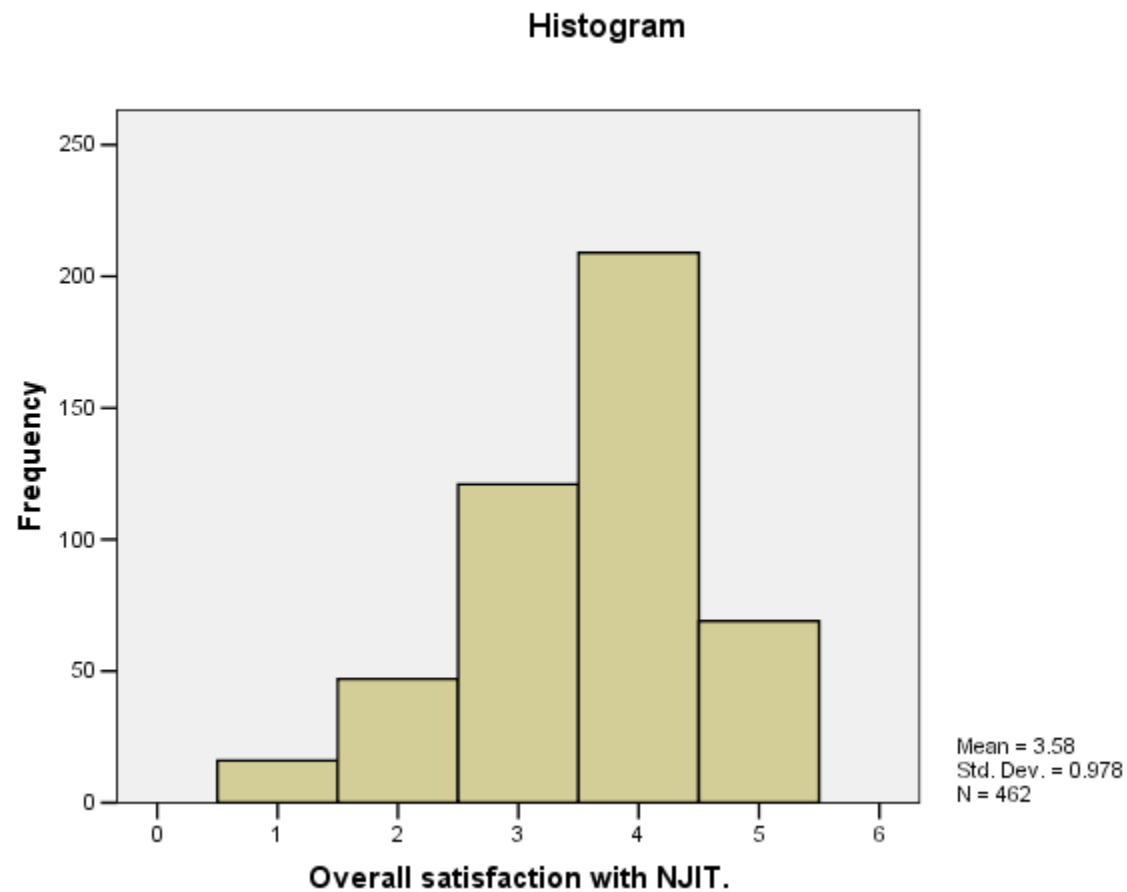
	2007 Satisfaction (n = 566)	2008 Satisfaction (n = 540)	Difference ('08 - '07)
Feeling of community on campus	46%	42%	-4%
Billing and fee payment policies & procedures	62%	56%	-6%
Support for computer hardware and software	67%	65%	-2%
Quality of campus life	45%	41%	-4%
Intercollegiate athletics program	38%	36%	-2%
Quality of academic advisement	57%	56%	-1%
Overall satisfaction with food services	45%	43%	-2%
General condition of buildings and grounds	63%	59%	-4%
Availability of academic advisement	59%	56%	-3%
Overall satisfaction with financial aid office	39%	47%	8%
Relevance of coursework to career development	59%	56%	-3%
Availability of cultural and social events	50%	44%	-6%
Quality of your own academic program	63%	62%	-1%
Fairness of rules/policies concerning student conduct	63%	61%	-2%
Personal security and safety on campus	74%	56%	-18%
Overall quality of instruction	59%	59%	0%
Opportunities to work with other students in teams	58%	54%	-4%
Availability of parking	48%	56%	8%
Opportunity for involvement in student organizations and events	49%	45%	-4%
Availability of campus computing resources	65%	68%	3%
Opportunities to work on research projects with faculty	36%	41%	5%
Overall satisfaction with the registrar's office	59%	56%	-3%
<b>Overall satisfaction with NJIT</b>	<b>56%</b>	<b>60%</b>	<b>4%</b>

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



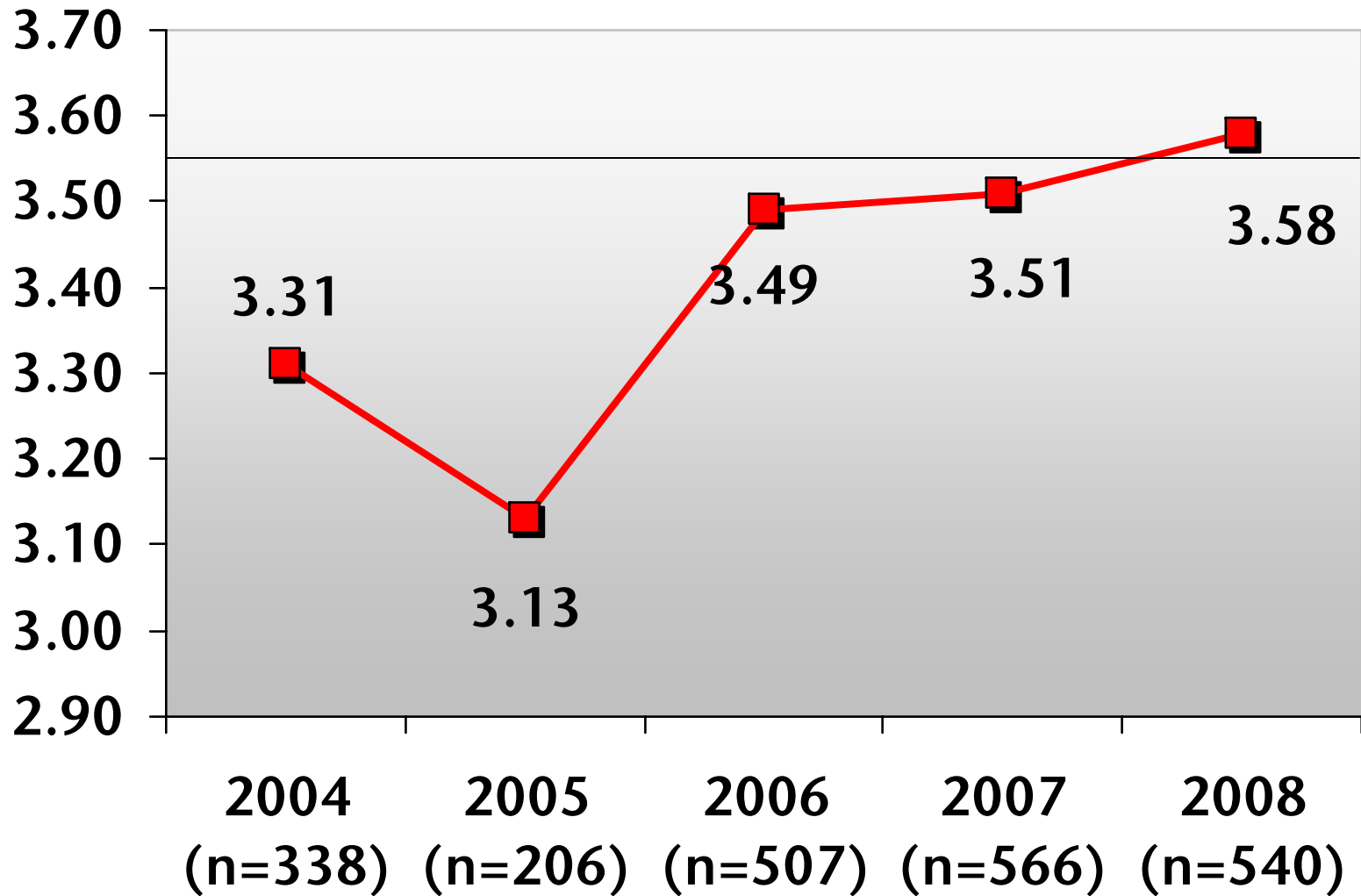
# Histogram of Overall Graduate Satisfaction



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

*N = only those who answered this question.*

## Overall Graduate Satisfaction With NJIT Five Year Comparison



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

# Graduate Student Satisfaction

## Five Year Comparison

	2004 (n = 338)	2005 (n = 206)	2006 (n = 507)	2007 (n=566)	2008 (n=540)
Personal security and safety on campus	3.61	3.85	3.90	4.00	3.44
Availability of campus computing resources	3.39	3.47	3.77	3.71	3.75
Support for computer hardware and software	3.42	3.36	3.53	3.71	3.69
Fairness of rules/policies concerning student conduct	3.50	3.58	3.61	3.70	3.68
General condition of buildings and grounds	3.04	3.46	3.59	3.65	3.54
Quality of own academic program	3.54	3.34	3.57	3.63	3.65
Availability of academic advisement		3.16	3.51	3.61	3.56
Opportunities to work with other students in teams	3.55	3.42	3.53	3.57	3.56
Billing and fee payment policies and procedures	3.18	3.28	3.36	3.57	3.57
Overall satisfaction with the registrar's office			3.69	3.56	3.54
Overall quality of instruction at NJIT	3.46	3.20	3.51	3.56	3.57
Relevance of coursework to career development	3.34	3.25	3.48	3.54	3.52
Quality of academic advisement	3.27	3.11	3.40	3.54	3.53
Opportunity for involvement in student organizations/events	3.36	3.17	3.48	3.43	3.42
Availability of cultural and social events	3.27	3.07	3.40	3.43	3.37
Quality of campus life	2.78	2.89	3.17	3.29	3.27
Feeling of community on campus	2.79	2.90	3.09	3.28	3.24
Availability of parking	3.26	3.06	3.34	3.27	3.52
Overall satisfaction with food services	2.89	2.70	3.12	3.25	3.18
Overall satisfaction with financial aid office	2.88	2.64	2.95	3.23	3.29
Intercollegiate athletics program	3.09	3.28	3.21	3.18	3.20
Opportunities to work in research projects with faculty	3.02	2.86	3.06	2.99	3.11
<b>Overall satisfaction with NJIT</b>	<b>3.31</b>	<b>3.13</b>	<b>3.49</b>	<b>3.51</b>	<b>3.58</b>

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



# Overall Graduate Satisfaction By School Academics

ARCH	CCS	NCE	SLA	SOM
(n = 20)	(n = 130)	(n = 275)	(n = 59)	(n = 36)
% Very Sat./Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.	% Very Sat. / Sat.

## Academics

Quality of your own academic program	53%	65%	61%	64%	68%
Relevance of coursework to career development	56%	56%	58%	50%	59%
Overall quality of instruction	65%	58%	57%	67%	71%
Quality of academic advisement	65%	58%	54%	68%	48%
Availability of academic advisement	65%	61%	53%	67%	50%
Opportunities to work with other students in teams	39%	59%	52%	45%	70%
Opportunities to work on research projects with faculty	60%	39%	42%	47%	35%



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

# Graduate Student Satisfaction By Enrollment Status

	Full-time (n = 387)	Part-time (n = 153)	Difference (FT – PT)
Assistance provided by library staff	73%	67%	6%
The overall usefulness of Highlander Pipeline (NJIT's portal)	73%	71%	2%
The overall usefulness of NJIT's web site	70%	71%	-1%
My overall experience with course management systems	68%	64%	3%
Availability of campus computing resources	68%	63%	5%
The technology readiness of campus facilities	66%	66%	0%
Support for computer hardware and software	66%	58%	8%
The range of software available to support my courses	65%	66%	-1%
The instructor's use information technologies in my courses	63%	65%	-2%
The ease with which problems can be resolved by campus computing support organizations	63%	53%	10%
Fairness of rules concerning student conduct	61%	62%	-1%
Quality of your own academic program	61%	66%	-6%
General condition of buildings and grounds	59%	59%	0%
Overall quality of instruction	59%	60%	-1%
Library resources and facilities	58%	70%	-13%
Billing and fee payment policies & procedures	57%	52%	5%
Overall satisfaction with the registrar's office	57%	54%	3%
Relevance of coursework to career development	56%	57%	-1%
Availability of academic advisement	56%	58%	-2%
Availability of parking	55%	56%	-1%
Quality of academic advisement	55%	60%	-5%
Personal security and safety on campus	55%	59%	-4%
Opportunities to work with other students in teams	53%	55%	-2%
Overall satisfaction with financial aid services	48%	45%	3%
Opportunity for involvement in student organizations and events	45%	46%	-1%
Feeling of community on campus	44%	33%	11%
Availability of cultural and social events	44%	45%	-1%
Quality of campus life	43%	35%	8%
Overall satisfaction with food services	41%	51%	-9%
Opportunities to work on research projects with faculty	39%	44%	-4%
Intercollegiate athletics program	35%	41%	-7%
<b>Overall satisfaction with NJIT</b>	<b>59%</b>	<b>63%</b>	<b>-4%</b>

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
- Quality of own academic program
- Relevance of coursework to career development
- Availability of campus computing resources

## High importance, low satisfaction

- Overall satisfaction with food services
- The quality of food available.
- Value for price paid.
- Overall satisfaction with financial aid services
- Opportunities to work on research projects with faculty

# **Appendix 1**

## **Overall Undergraduate Satisfaction**

### **By School**

# Appendix 1

## Overall Undergraduate Satisfaction By School

### CCS

	Overall CCS Satisfaction		
	2007 (n = 149)	2008 (n = 173)	Difference (‘08 – ‘07)
<b>A c a d e m i c s</b>			
Opportunities to work on research projects with faculty	36%	28%	-8%
Opportunities to work with other students in teams	50%	44%	-6%
Overall quality of instruction	55%	56%	1%
Quality of academic advisement	56%	59%	3%
Relevance of coursework to career development	44%	38%	-6%
Availability of academic advisement	58%	60%	2%
Quality of your own academic program	56%	62%	6%

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



# Appendix 1

## Overall Undergraduate Satisfaction By School

### CSLA

	Overall CSLA Satisfaction		
	2007 (n = 83)	2008 (n = 105)	Difference ( '08 - '07)
<b>A c a d e m i c s</b>			
Opportunities to work on research projects with faculty	36%	42%	6%
Opportunities to work with other students in teams	38%	41%	3%
Overall quality of instruction	60%	58%	-2%
Relevance of coursework to career development	44%	45%	1%
Quality of academic advisement	47%	43%	-4%
Availability of academic advisement	55%	49%	-6%
Quality of your own academic program	44%	55%	11%



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

# Appendix 1

## Overall Undergraduate Satisfaction By School

### NCE

	Overall NCE Satisfaction		
	2007 (n = 449)	2008 (n = 467)	Difference ( '08 - '07)
<b>A c a d e m i c s</b>			
Opportunities to work with other students in teams	55%	57%	-2%
Availability of academic advisement	63%	52%	-11%
Opportunities to work on research projects with faculty	31%	31%	0%
Relevance of coursework to career development	50%	47%	-3%
Overall quality of instruction	48%	49%	1%
Quality of academic advisement	47%	45%	-2%
Quality of your own academic program	51%	62%	11%

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



# Appendix 1

## Overall Undergraduate Satisfaction By School

### ARCH

	Overall ARCH Satisfaction		
	2007 (n = 122)	2008 (n = 110)	Difference (’08 – ’07)
<b>A c a d e m i c s</b>			
Quality of academic advisement	53%	46%	-7%
Opportunities to work with other students in teams	42%	47%	5%
Availability of academic advisement	46%	49%	3%
Relevance of coursework to career development	60%	48%	-12%
Overall quality of instruction	43%	46%	3%
Opportunities to work on research projects with faculty	18%	23%	5%
Quality of your own academic program	54%	58%	4%



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

# Appendix 1

## Overall Undergraduate Satisfaction By School

### SOM

	Overall SOM Satisfaction		
	2007 (n = 42)	2008 (n = 59)	Difference ( '08 - '07)
<b>A c a d e m i c s</b>			
Overall quality of instruction	68%	67%	-1%
Opportunities to work on research projects with faculty	41%	32%	-9%
Relevance of coursework to career development	58%	67%	9%
Opportunities to work with other students in teams	67%	67%	0%
Quality of your own academic program	57%	64%	7%
Availability of academic advisement	65%	78%	13%
Quality of academic advisement	68%	78%	10%



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

# **Appendix 2**

## **Overall Graduate Satisfaction**

### **By School**



## Appendix 2

### Overall Graduate Satisfaction By School

#### CCS

	Overall CCS Satisfaction		
	2007 (n=180)	2008 (n=130)	Difference (’08 – ’07)
<b>A c a d e m i c s</b>			
Relevance of coursework to career development	58%	56%	-2%
Quality of your own academic program	61%	65%	4%
Opportunities to work with other students in teams	59%	59%	0%
Availability of academic advisement	55%	61%	6%
Overall quality of instruction	60%	58%	-2%
Quality of academic advisement	55%	58%	3%
Opportunities to work on research projects with faculty	32%	39%	7%

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



## Appendix 2

### Overall Graduate Satisfaction By School

#### CSLA

	Overall CSLA Satisfaction		
	2007 (n = 57)	2008 (n = 59)	Difference ( '08 - '07)
<b>A c a d e m i c s</b>			
Opportunities to work on research projects with faculty	55%	47%	-8%
Relevance of coursework to career development	60%	50%	-10%
Availability of academic advisement	69%	67%	-2%
Quality of academic advisement	67%	68%	1%
Opportunities to work with other students in teams	51%	45%	-6%
Quality of your own academic program	70%	64%	-6%
Overall quality of instruction	61%	67%	6%



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

## Appendix 2

### Overall Graduate Satisfaction By School

#### NCE

	Overall NCE Satisfaction		
	2007 (n = 253)	2008 (n = 275)	Difference (’08 – ’07)
<b>A c a d e m i c s</b>			
Quality of academic advisement	56%	54%	-2%
Relevance of coursework to career development	61%	58%	-3%
Availability of academic advisement	58%	53%	-5%
Quality of your own academic program	61%	61%	0%
Opportunities to work on research projects with faculty	37%	42%	5%
Overall quality of instruction	58%	57%	-1%
Opportunities to work with other students in teams	55%	52%	-3%



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

## Appendix 2

### Overall Graduate Satisfaction By School

#### ARCH

	Overall ARCH Satisfaction		
	2007 (n = 22)	2008 (n = 20)	Difference (’08 – ’07)
<b>A c a d e m i c s</b>			
Availability of academic advisement	85%	65%	-20%
Quality of academic advisement	71%	65%	-6%
Opportunities to work with other students in teams	60%	39%	-21%
Overall quality of instruction	62%	65%	3%
Quality of your own academic program	62%	53%	-9%
Relevance of coursework to career development	57%	56%	-1%
Opportunities to work on research projects with faculty	22%	60%	38%

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



## Appendix 2

### Overall Graduate Satisfaction By School

### SOM

	Overall SOM Satisfaction		
	2007 (n = 48)	2008 (n = 36)	Difference ( '08 - '07)
<b>A c a d e m i c s</b>			
Opportunities to work with other students in teams	74%	70%	-4%
Overall quality of instruction	61%	71%	10%
Quality of your own academic program	67%	68%	1%
Relevance of coursework to career development	53%	59%	6%
Quality of academic advisement	49%	48%	-1%
Availability of academic advisement	51%	50%	-1%
Opportunities to work on research projects with faculty	17%	35%	18%



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