

ORAP Research Bulletin

*Office of Research, Assessment & Planning
Adelphi University*

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Student Experience Survey: Trends

Approximately every three to four years, as a part of Adelphi University's outcomes assessment plan, the Office of Research, Assessment and Planning administers Student Experience Surveys (SES) to its current undergraduate and graduate student populations. The first such survey was administered to degree-seeking undergraduate and graduate students at the end of fall 2000, then again in fall 2003, and most recently in fall 2007.

The SES provides information on students use and satisfaction with services, facilities and the college environment, as well as their experiences at Adelphi, and their interactions with the faculty, academic programs, course scheduling, and extracurricular activities. This bulletin highlights results from the undergraduate and graduate student experience surveys.

Undergraduates

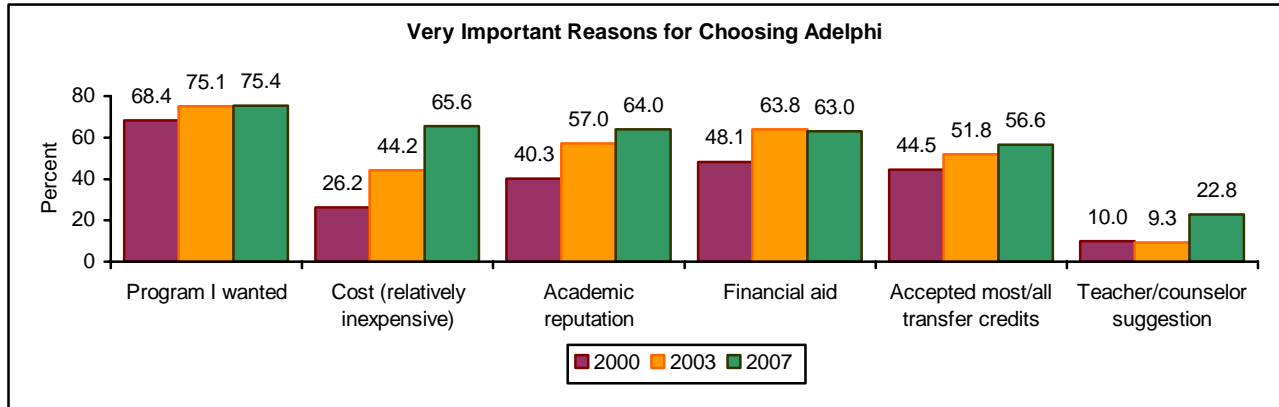
Respondents' Characteristics

Overall, survey respondents broadly reflected the population of Adelphi undergraduate students as a whole, as well as their distribution by schools/programs, for each survey administration, 2000, 2003, and 2007. Below are some changes that have occurred in the respondent population over time:

- ❖ Student participation has steadily declined over time (32% in 2000; 22% in 2003; and 17% in 2007).
- ❖ The mean age of undergraduate respondents has steadily declined from 26.2 in 2000 to 24.6 in 2007.
- ❖ The proportion of respondents born outside of the U.S. has steadily increased over time (12.6% in 2000; 17.8% in 2003; 22.8% in 2007).
- ❖ Similarly, the percent of respondents who speak a language other than English at home rose from 21.5 percent in 2000 to 30.4 percent in 2007.
- ❖ The proportion of respondents reporting that parents have a college or postgraduate degree has increased over time (from 29.1% in 2000 to 43.3% in 2007 for mothers and from 33.1% in 2000 to 44.4% in 2007 for fathers).

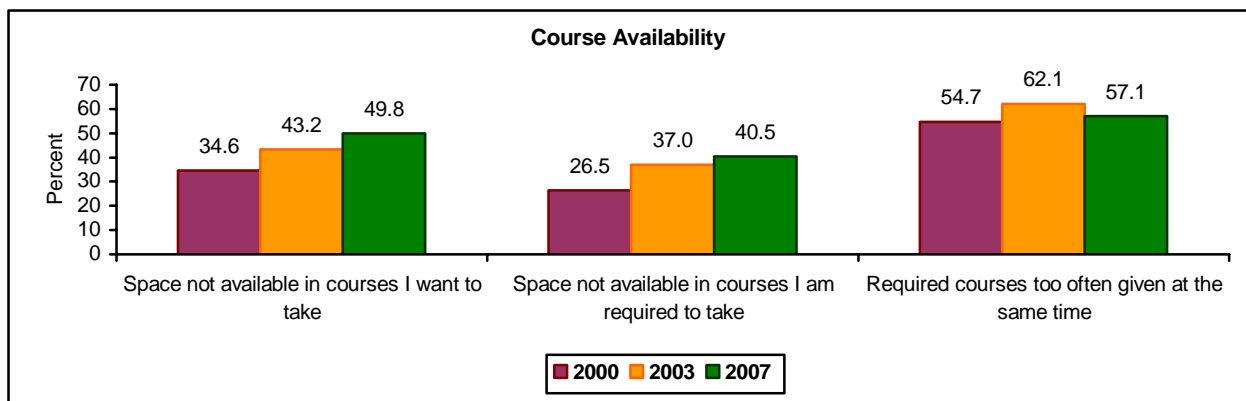
Reasons for Choosing Adelphi

The proportion of respondents selecting 'academic reputation' has steadily increased, as has 'cost of attendance (relatively inexpensive)' and 'accepted most/all transfer credits'. 'Having the academic program I wanted' has consistently been the most important reason for choosing Adelphi. Although not among the top five reasons for choosing Adelphi, the proportion of respondents who indicated that they chose Adelphi because their 'teacher/counselor suggested it' increased as well.

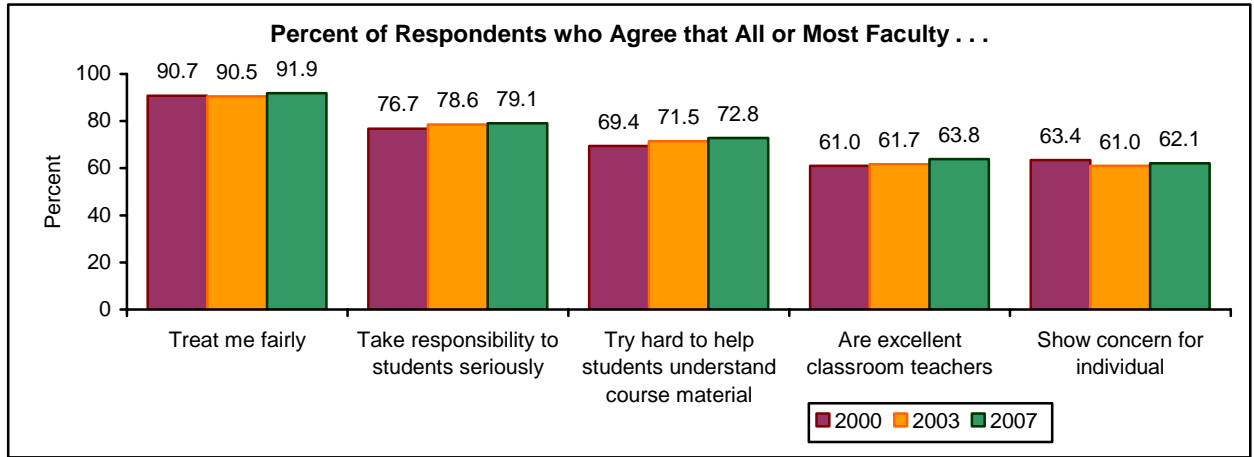


Academic Experiences

- ❖ Respondents continue to report that the courses they have taken were interesting (consistently around 92%) and the course content within their major was satisfactory (between 83% and 87%).
- ❖ Course availability and difficulties with course scheduling continue to be areas of concern.

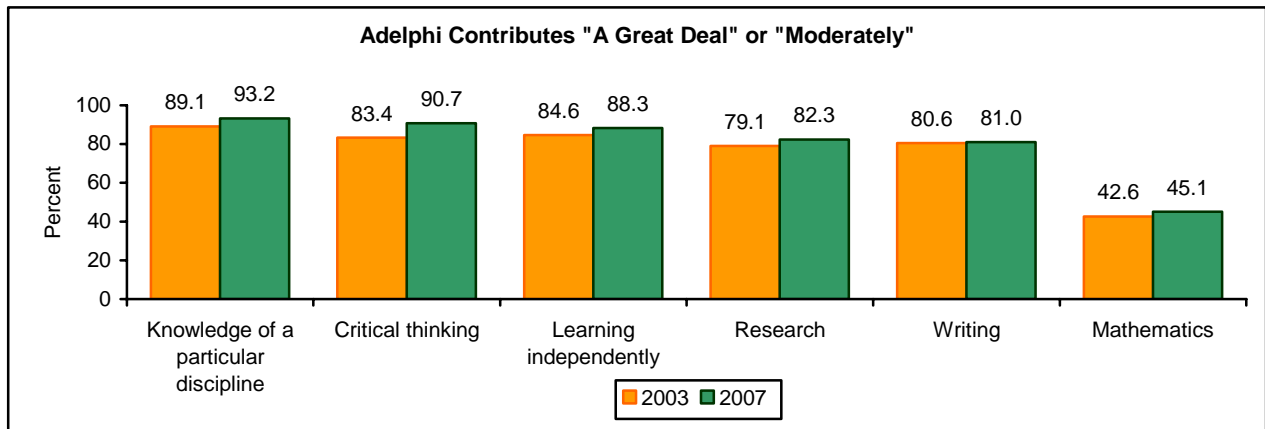


- ❖ Students consistently rate interactions with professors highly, such as 'professors treat me fairly,' 'professors take their responsibility for their students seriously,' and 'professors try to help students understand material.'



Academic Skills and Learning Goals

The proportion of respondents who indicated that Adelphi contributed “a great deal” or “moderately” to academic skills and learning goals has increased since 2003 (the first time it was asked).



Services/Programs/Offices

- ❖ Since 2000, the Computer Help Desk, Career Development, International Student Services, and Student Counseling Center have seen the greatest gains in terms of respondent usage.
- ❖ In terms of satisfaction with Adelphi’s various services, programs, and offices, between 2000 and 2007, the areas with the largest increases in student satisfaction were Services for Students with Disabilities, Child Activity Center, Computer Help Desk, Multicultural programs, Office of the Registrar, and Career Development.

College Environment

In general, undergraduates are satisfied with the college environment at Adelphi. Since 2000, student satisfaction has consistently increased for each of the following:

- ❖ Recreational/intramural programs (85.8% in 2000; 86.9% in 2003; and 91.1% in 2007)
- ❖ Campus clubs (82.8% in 2003, the first time it was asked; and 88.8% in 2007)
- ❖ College sponsored social activities (76.2%; 80.7%; 84.5%)
- ❖ Cultural programs/activities (87.8%; 89.8%; 91.1%)
- ❖ Religious activities/programs (79.9%; 80.9%; 87.2%)

Additionally, 90.9 percent of undergraduates are satisfied with safety on campus, up from 87.8 percent in 2003, but below 2000 (93.8%); satisfaction with representation by student government has hovered around 73 percent. Student voice in college policies has consistently had the lowest ratings (61.7%; 61.5%; and 69.0%) - but in 2007, was at its highest point ever. Overall satisfaction with Adelphi in general has consistently remained at 90 percent.

Facilities

Since 2000, the food store, library facilities, computer facilities, and athletic facilities have seen the greatest gains in terms of respondent usage. The facilities that respondents were most satisfied with, at each time period, appear in the table below.¹

Three Highest Rated Facilities

2000		2003		2007	
Computer facilities	94.8%	Computer facilities	92.2%	Computer facilities	94.3%
General condition of buildings and grounds	93.7%	Library facilities	91.2%	Library facilities	92.7%
Library facilities	93.1%	General condition of buildings and grounds	89.2%	Laboratory facilities	88.3%

Respondents in 2007 reported higher levels of satisfaction with parking, cafeterias, and the food store than those in 2003.

Three Lowest Rated Facilities

2000		2003		2007	
Parking facilities	62.8%	Parking facilities	25.7%	Parking facilities	43.3%
Food store	63.1%	Food store	54.2%	Food store	68.3%
Residence hall facilities	66.2%	Cafeterias/caf�	63.9%	Cafeterias/caf�	71.7%

¹ All satisfaction ratings are based on those who utilized the program/service/office/facility.

Graduates

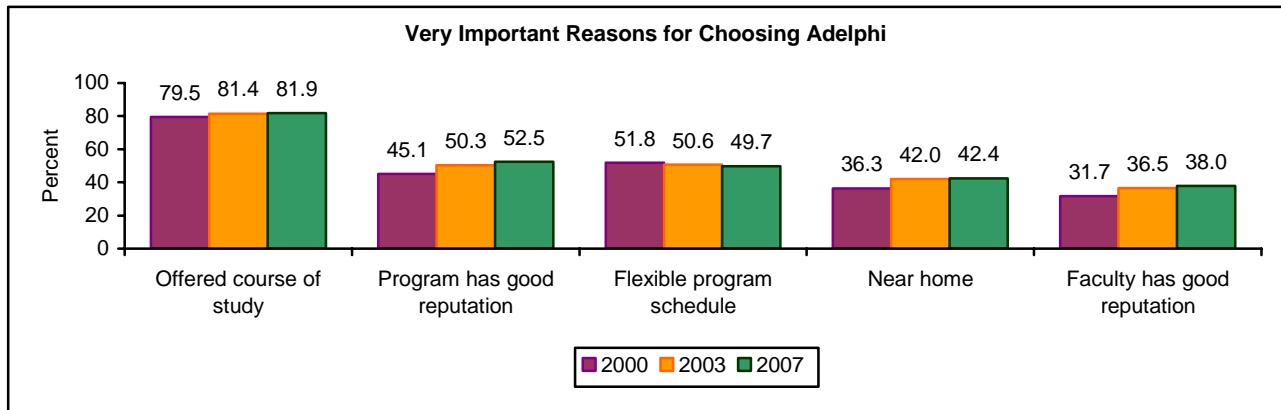
Respondents' Characteristics

Overall, for each survey administration (2000, 2003, and 2007) survey respondents broadly reflected the population of Adelphi graduate students as a whole. Below are some trends:

- ❖ Graduate student participation has steadily declined over time (36.2% in 2000; 26.1% in 2003; and 25.0% in 2007).
- ❖ The mean age of respondents remains 34.
- ❖ The proportion of respondents born outside of the U.S. has remained stable.
- ❖ The percent of respondents reporting having a father with a college or postgraduate degree has remained stable; the proportion indicating the same for their mothers increased slightly (30.9% in 2000 to 35.5% in 2007).
- ❖ The proportion identifying themselves as white declined from 75 percent in 2000 to 70 percent in 2007; this statistic corresponds with the overall trend seen in Adelphi's graduate population since 2000.
- ❖ The proportion of respondents from Nursing and Social Work master's program have increased while those from Education master's program have declined; again, this corresponds with the trends in Adelphi's graduate population.

Reasons for Choosing Adelphi

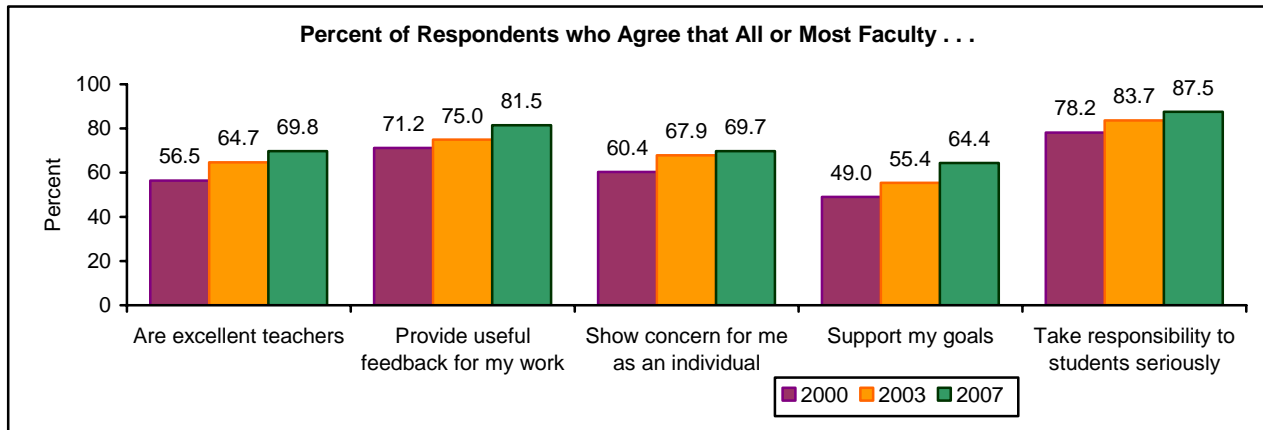
In each of the three survey administrations, respondents were asked to identify reasons that were "very important" in their decision to attend Adelphi. Since 2000, the top five most important reasons for choosing Adelphi have remained the same: 'offered course of study,' 'program has a good reputation,' 'program schedule was flexible,' 'it is near my home,' and 'faculty has a good reputation.'



Academic Experiences

- ❖ Although respondents in 2003 were less positive about course scheduling (41.2%) and selection (36.7%) than were those in 2000, those ratings improved in 2007 (46.3% and 37.6% respectively).
- ❖ Respondents continue to rate the content of their courses and their progress toward their degree highly (consistently in the 91% to 95% range).
- ❖ Additionally, the proportion of respondents who report that they "consider a faculty member to be a mentor" has increased over time (38% in 2000; 39.8% in 2003; and 47.1% in 2007).

- ❖ The proportion who responded positively to each of the questions pertaining to faculty has consistently increased since 2000.



[Placement Experience \(Internship/Externship/Fieldwork/Student Teaching/Clinical Placement\)](#)

Overall satisfaction ratings have remained stable over the years (hovering around 88%). Respondents report that placements are relevant to the curriculum (consistently around 95%); are reflected upon in their coursework (ranging from 87.7% in 2000 to 91.8% in 2007); and are well supervised (ranging from 83.8% in 2000 to 87.4% in 2007).

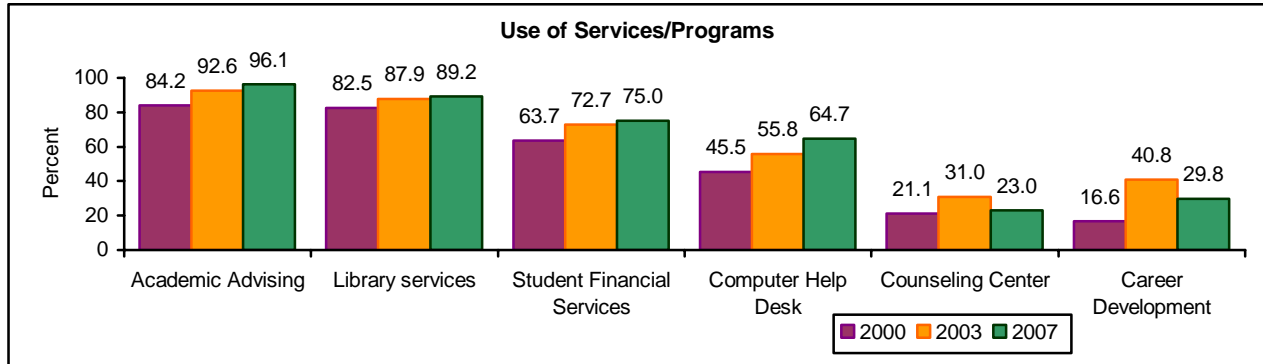
[Finances](#)

- ❖ Over time, larger proportions of respondents reported receiving financial aid for graduate school expenses (35% in 2000; 42% in 2003; 51% in 2007).
- ❖ Since 2000, the average amount of student debt has increased considerably (from \$27,690 in 2000 to \$42,232 in 2007).
- ❖ Earnings from employment, personal savings, family support or aid, and federal loans continue to be the most utilized financial resources to pay for college.

[Services/Programs](#)

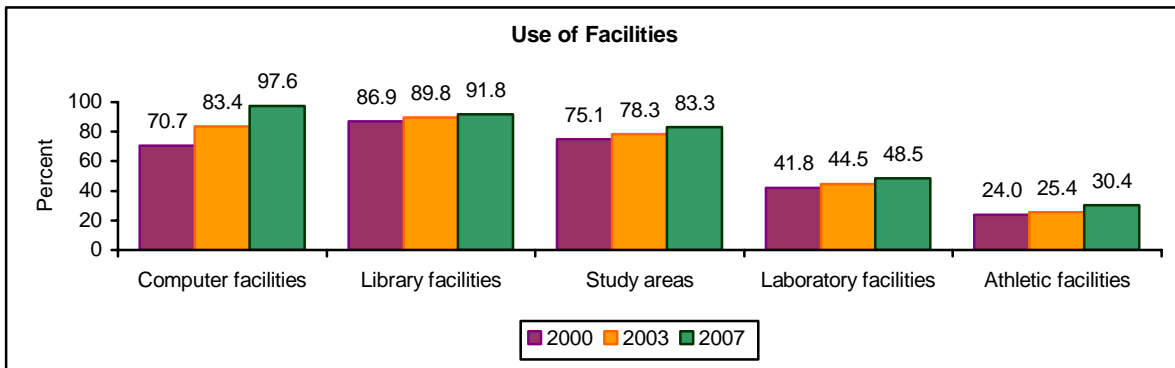
- ❖ From 2000 to 2007, the most notable increases in graduate student satisfaction were with:
 - Career Development (64.8% to 87.4%);
 - Student Counseling Center (74.8% to 90.5%);
 - Computer Help Desk (80.7% to 92.5%);
 - Library Services (82.2% to 92.2%).
- ❖ Satisfaction with Campus Security/Public Safety remains high (consistently around 92%).
- ❖ Since 2000, the proportion of respondents noting satisfaction with Academic Advising has consistently increased (71% in 2000; 77.6% in 2003; and 80.3% in 2007); however it is still among the lowest rated services, along with Financial Services (74.2% in 2000; 73% in 2003; and 82.4% in 2007).

- ❖ In terms of usage, since 2000, academic advising, library services, Student Financial Services, and the Computer Help Desk, have seen consistent gains. Use of the Student Counseling Center and the Center for Career Development declined in 2007, after notable increases from 2000 to 2003.



Facilities

Consistently larger proportions of respondents have made use of computer facilities, library facilities, study areas, laboratory facilities, and athletic facilities since 2000.



The proportions of respondents reporting satisfaction with facilities in the areas of classrooms, laboratories, library, computer, study areas, and food services have increased; respondents reported less satisfaction with restroom facilities. In 2007, satisfaction with parking was higher than in 2003 (56% vs. 46%), but notably lower than 2000 (82%). The facilities that respondents were most satisfied and least satisfied with, at each time period, are as follows:

Three Highest Rated Facilities

2000		2003		2007	
University Center	90.5%	University Center	91.6%	Computer facilities	93.3%
General condition of buildings and grounds	90.9%	General condition of buildings and grounds	90.5%	University Center	92.1%
Computer facilities	90.5%	Computer facilities	90.4%	Library facilities	91.6%

Three Lowest Rated Facilities

2000		2003		2007	
Food Services/cafeteria/cafe	72.0%	Parking facilities	46.4%	Parking facilities	55.8%
Classroom facilities	72.7%	Food Services/cafeteria/cafe	74.1%	Restroom facilities	69.1%
Athletic facilities	76.2%	Restroom facilities	74.4%	Athletic facilities	74.7%

College Environment

- ❖ In 2007, graduate student participation was at its lowest point in all areas (recreational/intramural programs; college sponsored social activities; cultural programs/activities; religious activities/programs; graduate student voice in college policies; and safety on campus). For example, in 2000, 22.5 percent of graduate students participated in recreational/intramural programs while in 2007, it was 17.1 percent.
- ❖ Although 'graduate student voice in college policies' has consistently increased in satisfaction ratings, it still ranked the lowest in each of the three survey administrations (53.3% in 2000; 58.8% in 2003; and 75.9% in 2007).
- ❖ Campus safety has consistently rated the highest satisfaction scores (hovering around 94%).
- ❖ Over time, respondents have consistently noted satisfaction with Adelphi in general (around 90%).

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