

University of the West
Student Satisfaction Survey Results – Spring 2021
Population & Sub-Population Average Means

1-Strongly Disagree; 2-Disagree; 3-Neutral; 4-Agree; 5-Strongly Agree	All n=114	UG n=53	GRAD n=57	Dom. n=67	Intl. n=47	Bus. n=31	Chap. n=22	Eng. n=3	GE-LA n=16	Psych n=25	REL n=13
OVERALL SATISFACTION WITH UWEST EXPERIENCE											
Overall, I am satisfied with my experience at UWest	4.36	4.33	4.38	4.41	4.28	4.28	4.33	4.67	4.33	4.48	4.23
EXPERIENCE WITH FACULTY & STAFF											
Faculty are fair and unbiased in their treatment of individual students (I can give faculty honest feedback without being afraid that if they don't like what I say, they will treat me differently)	4.27	4.35	4.20	4.17	4.44	4.22	4.18	3.67	4.27	4.48	4.31
Faculty help me reach my learning goals.	4.42	4.42	4.43	4.41	4.49	4.27	4.36	4.00	4.53	4.60	4.46
I am satisfied with faculty availability on-campus (office hours, ability and willingness to meet with students).	4.37	4.28	4.46	4.39	4.33	4.38	4.43	4.33	4.43	4.23	4.46
I am satisfied with faculty's responsiveness to email or phone messages.	4.42	4.27	4.54	4.39	4.46	4.37	4.45	4.67	4.40	4.12	4.92
Staff help me reach my personal goals.	4.34	4.35	4.33	4.31	4.43	4.22	4.24	4.00	4.46	4.40	4.58
I am satisfied with staff availability on-campus (offices are generally open at convenient times).	4.26	4.24	4.26	4.18	4.38	4.23	4.32	4.33	4.38	4.05	4.33
I am satisfied with staff responsiveness to email or phone messages.	4.32	4.22	4.39	4.34	4.29	4.18	4.45	4.67	4.29	4.16	4.58
I experience good customer service from the staff at UWest.	4.41	4.33	4.49	4.41	4.41	4.38	4.53	4.33	4.20	4.35	4.67
EXPERIENCE WITH SERVICES											
I am satisfied with the academic advising available to me.	4.33	4.42	4.28	4.27	4.43	4.23	4.14	4.67	4.50	4.54	4.31
I am satisfied with the library's resources (books, databases, etc.)	4.27	4.31	4.23	4.25	4.32	4.21	4.19	4.33	4.13	4.42	4.38
I know how to get information I need from the library.	4.37	4.31	4.40	4.32	4.47	4.46	4.38	4.33	4.13	4.29	4.54
I am satisfied with the computer labs' availability and accessibility.	4.34	4.34	4.35	4.32	4.38	4.36	4.25	4.00	4.30	4.39	4.57
I am satisfied with the tutoring services & academic support available to me.	4.30	4.22	4.39	4.15	4.53	4.27	4.44	3.67	4.08	4.55	4.00
I am satisfied with the career services support available to me.	4.05	3.98	4.19	3.98	4.17	4.26	4.08	3.00	3.73	4.21	4.00
I am satisfied with the mental health services available to me.	4.28	4.25	4.34	4.25	4.38	4.22	4.47	4.33	4.00	4.42	4.25
If I have a complaint, I know who to go to and what to do.	4.19	4.32	4.04	4.18	4.21	4.38	3.81	4.33	4.38	4.21	4.00
Financial aid award information is communicated clearly.	4.33	4.41	4.29	4.29	4.43	4.24	4.45	4.67	4.40	4.25	4.46
Adequate financial aid is available for most students.	4.29	4.40	4.18	4.30	4.28	4.31	4.37	4.67	4.21	4.32	4.08
Billing policies are communicated clearly.	4.21	4.26	4.15	4.09	4.41	4.24	4.15	3.67	4.43	4.08	4.31
Billing policies are reasonable.	4.15	4.10	4.18	4.11	4.22	4.04	4.37	3.67	4.36	4.00	4.15
I understand how to register for classes each semester.	4.54	4.53	4.60	4.47	4.65	4.58	4.65	5.00	4.27	4.67	4.46
Class change policies (add/drop) are reasonable.	4.50	4.57	4.45	4.48	4.51	4.35	4.50	5.00	4.60	4.61	4.46
Administrative activities (for example, registering for classes, paying my bill, filing a petition, etc.) are easy to understand and complete.	4.29	4.39	4.24	4.27	4.35	4.35	4.16	5.00	4.33	4.35	4.23
UWest has done a good job of communicating important information related to COVID-19.	4.52	4.54	4.50	4.52	4.56	4.54	4.53	4.33	4.53	4.55	4.46

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FACILITIES											
I am satisfied with the physical environment (chairs, tables, technology) of the classrooms.	4.10	4.22	4.00	4.12	4.06	4.26	3.63	4.00	4.33	4.25	4.09
I am satisfied with the physical environment of recreational facilities (the gym, the basketball court, the rec center)	3.95	3.85	4.09	4.04	3.83	4.14	3.71	3.33	4.27	3.67	4.22
The campus is safe and secure for all students.	4.34	4.32	4.36	4.32	4.38	4.44	4.38	4.67	4.31	4.24	4.23
I know what to do in the event of an emergency.	4.14	4.04	4.21	4.07	4.24	4.00	4.25	4.00	3.93	4.32	4.09
CAMPUS & COMMUNITY EXPERIENCE											
I generally know what's happening on campus.	3.98	4.00	3.96	3.80	4.30	4.19	3.72	4.33	3.93	3.95	3.92
I am satisfied with the number of events and activities offered.	4.05	3.96	4.14	3.88	4.33	4.12	4.24	3.67	4.00	4.00	3.85
I am satisfied with the quality of events and activities offered.	3.97	3.93	3.98	3.85	4.17	3.92	4.13	3.33	4.00	4.06	3.77
The events and activities at UWest help me to interact and engage with the broader UWest community.	4.00	4.00	3.98	3.84	4.27	4.00	4.00	3.00	3.93	4.17	4.00
I am satisfied with the events offered that enhance my understanding of the field I am entering.	4.11	4.09	4.11	4.05	4.19	4.16	4.33	3.33	4.15	4.10	3.77
I am satisfied with the events offered that inform me about professional opportunities in my field.	3.95	3.80	4.07	3.77	4.23	4.08	4.39	3.33	3.69	3.74	3.64
UWest has a good relationship with the local surrounding community.	3.92	3.90	3.93	3.77	4.18	4.24	3.73	3.33	3.83	3.82	3.82
UWest provides opportunities for students and the local community to interact.	3.83	3.79	3.83	3.65	4.13	4.12	3.57	3.33	3.77	3.71	3.75
I feel like I belong to the UWest community.	4.20	4.27	4.14	4.10	4.41	4.27	4.05	3.67	4.20	4.36	4.15
I enjoy being a student on this campus.	4.39	4.46	4.35	4.35	4.47	4.42	4.28	4.67	4.29	4.52	4.42
Students are made to feel welcome on this campus.	4.41	4.43	4.40	4.36	4.54	4.36	4.59	4.67	4.14	4.55	4.31
LEARNING EXPERIENCE											
I am able to experience intellectual growth at UWest.	4.40	4.35	4.51	4.51	4.23	4.25	4.53	4.67	4.33	4.52	4.50
There is a commitment to academic excellence at UWest.	4.35	4.39	4.35	4.38	4.31	4.38	4.33	4.33	4.40	4.48	4.17
UWest actively supports students seeking to present research at academic conferences.	4.18	4.28	4.09	4.09	4.31	4.40	4.12	4.33	4.00	4.22	3.92
UWest actively supports students in obtaining internships, CPE placements, and practicum placements.	4.05	3.84	4.25	3.93	4.25	4.22	4.21	3.33	3.40	4.14	4.00
Adjunct faculty are competent as classroom instructors.	4.29	4.34	4.28	4.31	4.30	4.38	4.06	4.00	4.29	4.50	4.36
There is a good variety of courses provided at UWest.	3.88	3.76	4.06	3.83	3.97	4.08	3.84	3.67	3.53	4.09	3.83
I am generally able to register for the classes I want and need.	4.27	4.16	4.40	4.30	4.24	4.12	4.37	4.00	4.07	4.52	4.38
The communication from the department of my major/degree is consistent and reliable.	4.46	4.46	4.47	4.37	4.62	4.52	4.37	3.67	4.27	4.65	4.58
I am satisfied with how Moodle supports the learning and teaching environment at UWest.	4.06	4.06	4.07	4.00	4.21	4.42	3.84	3.67	3.60	4.10	4.33
I feel comfortable sharing my own perspectives and experiences in class.	4.28	4.29	4.29	4.27	4.33	4.31	4.39	3.67	4.40	4.27	4.15

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LEARNING EXPERIENCE cont.											
I have been singled out in class because of my identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)	2.21	2.16	2.20	2.15	2.31	2.82	1.59	1.67	2.13	1.81	2.67
I feel I have to work harder than other students to be perceived as a good student	2.93	2.87	2.91	2.81	3.09	3.73	2.56	3.33	2.71	2.24	3.08
In class, I have heard faculty express stereotypes based on social identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)	2.34	2.24	2.39	2.29	2.41	3.00	1.89	1.67	2.33	1.81	2.73
I don't feel comfortable contributing to class discussions.	2.34	2.22	2.38	2.15	2.66	2.83	1.94	2.33	1.87	2.19	2.54
Overall, I feel confident that my UWest education will prepare me for my future plans.	4.28	4.27	4.29	4.29	4.28	4.16	4.26	4.00	4.13	4.57	4.25
STUDENT REPRESENTATION											
I think it is important to have a Student Government at UWest.	4.22	4.25	4.17	4.19	4.31	4.28	4.21	4.67	4.13	4.27	3.92
The Student Government has done a good job representing the interests of the student body.	3.61	3.73	3.49	3.60	3.67	4.13	3.47	3.00	3.73	3.48	3.00
Student voices are heard and considered when UWest is making changes.	3.78	3.68	3.88	3.78	3.77	4.04	3.82	3.00	3.67	3.85	3.30
TECHNOLOGY											
I am satisfied with the UWest website.	4.18	4.38	3.96	4.11	4.33	4.42	4.05	4.00	4.47	4.14	3.54
UWest's website does a good job of facilitating communication (for example, you can easily find out about events, important information, etc.)	4.02	4.13	3.90	3.92	4.23	4.42	3.79	3.67	4.21	3.91	3.54
I am satisfied with UWest's social media (Instagram, Facebook, etc.) presence.	3.79	3.76	3.82	3.70	3.97	4.13	3.56	3.00	3.57	3.88	3.70
UWest's social media accounts (Instagram, Facebook, etc.) do a good job of facilitating communication for example, you can easily find out about events, important information, etc.)	3.85	3.98	3.70	3.85	3.88	4.12	3.50	4.00	3.92	3.82	3.60
I am satisfied with campus internet speed for academic work.	4.25	4.09	4.41	4.28	4.24	4.28	4.44	5.00	4.00	3.80	4.60