

University of the West
Student Satisfaction Survey Results – Spring 2021
Percentage Distribution of All Survey Items

Population/Sample size: 230
Response Rate: 114 / 49.5%

	Strongly Agree or Agree		Percentage of responses					Response Details	
	<i>n</i>	Pct. of 114	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	<i>n</i>	Pct. of 230
OVERALL SATISFACTION WITH UWEST EXPERIENCE									
Overall, I am satisfied with my experience at UWest	90	90%	49%	41%	7%	3%	0%	100	43%
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)	88	81%	54%	28%	11%	6%	1%	108	47%
Faculty help me reach my learning goals.	94	89%	54%	35%	11%	0%	0%	106	46%
I am satisfied with faculty availability on-campus (office hours, ability and willingness to meet with students).	91	90%	50%	40%	7%	2%	1%	101	44%
I am satisfied with faculty's responsiveness to email or phone messages.	92	85%	59%	26%	12%	3%	0%	108	47%
Staff help me reach my personal goals.	92	89%	47%	43%	9%	1%	0%	103	45%
I am satisfied with staff availability on-campus (offices are generally open at convenient times).	83	86%	46%	41%	9%	2%	2%	96	42%
I am satisfied with staff responsiveness to email or phone messages.	92	86%	50%	36%	10%	3%	1%	107	47%
I experience good customer service from the staff at UWest.	91	90%	53%	37%	8%	1%	1%	101	44%
EXPERIENCE WITH SERVICES									
I am satisfied with the academic advising available to me.	89	86%	51%	35%	12%	1%	1%	104	45%
I am satisfied with the library's resources (books, databases, etc.)	86	83%	47%	37%	14%	2%	0%	103	45%
I know how to get information I need from the library.	90	88%	51%	37%	10%	2%	0%	102	44%
I am satisfied with the computer labs' availability and accessibility.	66	83%	54%	29%	15%	2%	0%	80	35%
I am satisfied with the tutoring services & academic support available to me.	76	87%	52%	36%	6%	5%	1%	87	38%
I am satisfied with the career services support available to me.	59	76%	45%	31%	15%	3%	6%	78	34%
I am satisfied with the mental health services available to me.	64	79%	51%	28%	20%	1%	0%	81	35%
If I have a complaint, I know who to go to and what to do.	85	84%	45%	40%	7%	7%	1%	101	44%
Financial aid award information is communicated clearly.	88	86%	53%	33%	8%	6%	0%	102	44%
Adequate financial aid is available for most students.	83	85%	51%	34%	9%	5%	1%	98	43%
Billing policies are communicated clearly.	88	86%	43%	43%	7%	5%	2%	102	44%
Billing policies are reasonable.	84	82%	41%	41%	12%	3%	3%	102	44%
I understand how to register for classes each semester.	96	92%	63%	30%	7%	1%	0%	104	45%
Class change policies (add/drop) are reasonable.	97	94%	60%	34%	3%	1%	2%	103	45%
Administrative activities (for example, registering for classes, paying my bill, filing a petition, etc.) are easy to understand and complete.	91	89%	44%	45%	8%	2%	1%	102	44%
UWest has done a good job of communicating important information related to COVID-19.	97	96%	58%	38%	3%	0%	1%	101	44%

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FACILITIES									
I am satisfied with the physical environment (chairs, tables, technology) of the classrooms.	67	81%	37%	43%	13%	5%	2%	83	36%
I am satisfied with the physical environment of recreational facilities (the gym, the basketball court, the rec center)	52	68%	37%	32%	24%	5%	2%	76	33%
The campus is safe and secure for all students.	81	86%	53%	33%	10%	3%	1%	94	41%
I know what to do in the event of an emergency.	75	80%	45%	35%	12%	6%	2%	94	41%
CAMPUS & COMMUNITY EXPERIENCE									
I generally know what's happening on campus.	71	72%	29%	44%	26%	<1%	<1%	98	43%
I am satisfied with the number of events and activities offered.	73	78%	34%	44%	17%	4%	1%	94	41%
I am satisfied with the quality of events and activities offered.	67	73%	34%	39%	20%	5%	2%	92	40%
The events and activities at UWest help me to interact and engage with the broader UWest community.	68	75%	36%	38%	16%	7%	3%	91	40%
I am satisfied with the events offered that enhance my understanding of the field I am entering.	75	79%	40%	39%	15%	4%	2%	95	41%
I am satisfied with the events offered that inform me about professional opportunities in my field.	65	71%	38%	33%	18%	8%	3%	92	40%
UWest has a good relationship with the local surrounding community.	59	69%	35%	34%	22%	7%	2%	86	37%
UWest provides opportunities for students and the local community to interact.	57	66%	34%	33%	20%	10%	3%	86	37%
I feel like I belong to the UWest community.	84	83%	42%	42%	12%	4%	0%	101	44%
I enjoy being a student on this campus.	85	88%	55%	33%	9%	3%	0%	97	42%
Students are made to feel welcome on this campus.	82	85%	61%	24%	11%	4%	0%	97	42%
LEARNING EXPERIENCE									
I am able to experience intellectual growth at UWest.	88	89%	53%	36%	10%	1%	0%	99	43%
There is a commitment to academic excellence at UWest.	89	89%	50%	29%	9%	0%	2%	100	43%
UWest actively supports students seeking to present research at academic conferences.	69	78%	47%	30%	17%	5%	1%	89	39%
UWest actively supports students in obtaining internships, CPE placements, and practicum placements.	67	76%	38%	39%	17%	4%	2%	88	38%
Adjunct faculty are competent as classroom instructors.	80	87%	46%	41%	10%	3%	0%	92	40%
There is a good variety of courses provided at UWest.	67	67%	36%	31%	22%	7%	4%	100	43%
I am generally able to register for the classes I want and need.	82	80%	53%	27%	16%	2%	2%	102	44%
The communication from the department of my major/degree is consistent and reliable.	93	93%	58%	35%	2%	5%	0%	100	43%
I am satisfied with how Moodle supports the learning and teaching environment at UWest.	77	81%	36%	45%	12%	4%	3%	95	41%
I feel comfortable sharing my own perspectives and experiences in class.	89	89%	42%	47%	9%	1%	1%	100	43%

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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.)	21	23%	12%	11%	9%	23%	45%	92	40%
I feel I have to work harder than other students to be perceived as a good student	37	39%	16%	23%	19%	20.5%	21.5%	94	41%
In class, I have heard faculty express stereotypes based on social identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)	22	24%	12%	12%	13%	24%	39%	92	40%
I don't feel comfortable contributing to class discussions.	19	20%	10%	9%	20%	25%	36%	96	42%
Overall, I feel confident that my UWest education will prepare me for my future plans.	84	84%	48%	36%	13%	2%	1%	100	43%
STUDENT REPRESENTATION									
I think it is important to have a Student Government at UWest.	81	82%	42%	39%	16%	2%	0%	99	43%
The Student Government has done a good job representing the interests of the student body.	55	57%	26%	31%	28%	7.5%	7.5%	96	42%
Student voices are heard and considered when UWest is making changes.	56	62%	32%	30%	27%	5.5%	5.5%	90	39%
TECHNOLOGY									
I am satisfied with the UWest website.	81	81%	45%	36%	12%	6%	1%	100	43%
UWest's website does a good job of facilitating communication (for example, you can easily find out about events, important information, etc.)	73	74%	40%	33%	14%	12%	0%	99	43%
I am satisfied with UWest's social media (Instagram, Facebook, etc.) presence.	56	64%	30%	34%	22%	13%	1%	87	38%
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.)	60	69%	29%	40%	20%	10%	1%	87	38%
I am satisfied with campus internet speed for academic work.	69	82%	49%	33%	13%	4%	1%	84	37%