



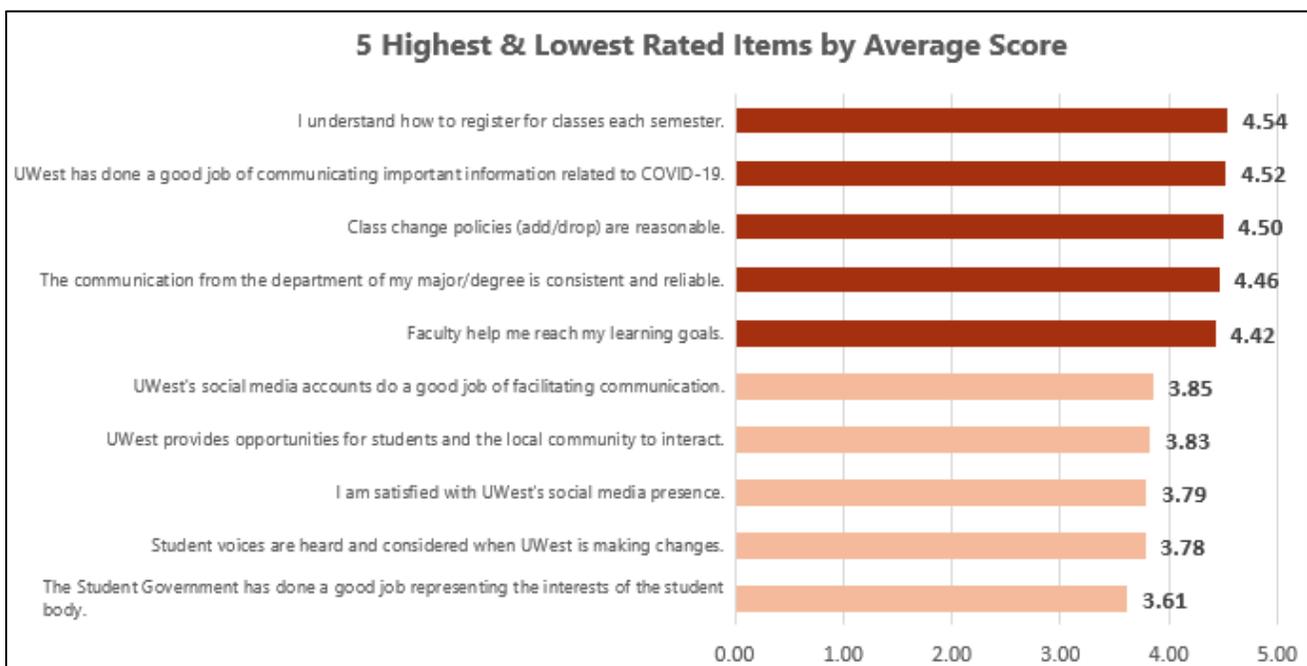
Student Satisfaction Survey Results – Spring 2021 Executive Summary

The 2021 Student Satisfaction Survey was distributed during the Spring 2021 semester, to all students enrolled in credit-bearing and non-credit-bearing classes (n=230); 114 students responded, for a response rate of **49.5%**. The sample population (survey respondents) was fairly representative of the target population (student body), as illustrated in the Student Demographics appendix.

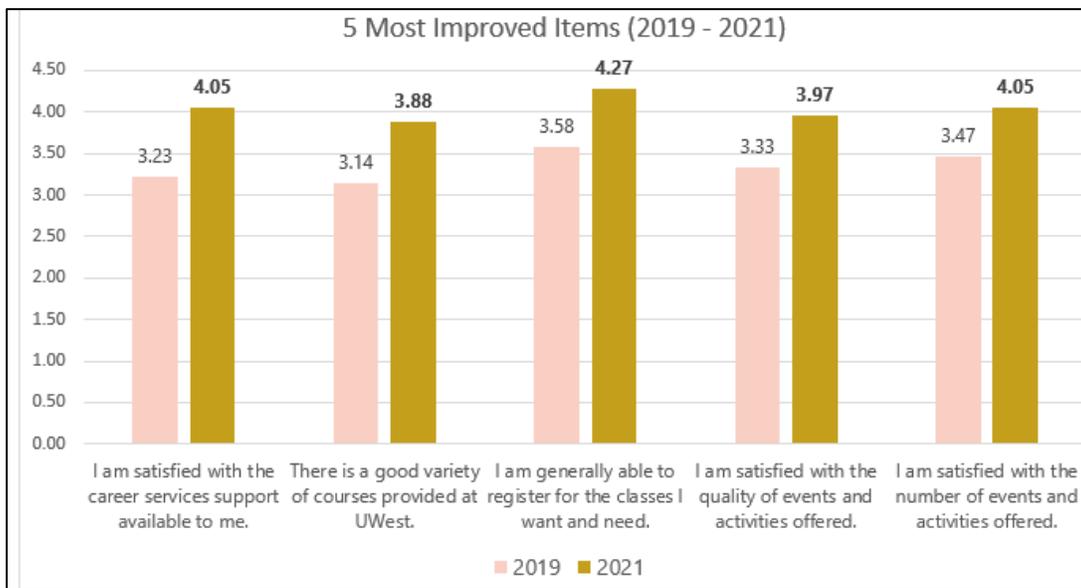
The survey included a variety of questions related to students' perceptions of the university, faculty and staff, academic and student services, facilities, the campus and community, their learning experience, student representation, and technology. Also included were two open-ended questions that asked students to share their favorite aspect of UWest and the one aspect of UWest they would most like to change if they could. Open-ended comment boxes were also available following each survey section. Detailed survey results are included in the Appendices.

Major Findings in Quantitative Data

- 90% or more of respondents agreed or strongly agreed with the following statements:
 - "Overall, I am satisfied with my experience at UWest."*
 - "I am satisfied with faculty availability on-campus (office hours, ability and willingness to meet with students)."*
 - "I experience good customer service from the staff at UWest."*
 - "I understand how to register for classes each semester."*
 - "Class change policies (add/drop) are reasonable."*
 - "UWest has done a good job of communicating important information related to COVID-19."*
 - "The communication from the department of my major/degree is consistent and reliable."*
- The majority of UWest students reported satisfaction (average rating > 3.5/5) with all areas covered by the survey.



- *"I understand how to register for classes each semester"* received the highest average rating across all students, followed by *"UWest has done a good job communicating important information about COVID-19."*
 - *"The Student Government has done a good job of representing the interests of the study body"* received the lowest average rating across all students, and the greatest number of average ratings lower than 3.5 (Chaplaincy, English Dept., Psychology, and Religious Studies students, 2+2 students, graduate students). *"Student voices are heard and considered when UWest is making changes"* received the second lowest average rating across all students.
3. Satisfaction in all survey areas has improved from Spring 2019, except for the item *"I think it is important to have a student government at UWest,"* which decreased from an average rating of 4.25/5 to 4.22/5.
- *"I am satisfied with the career services support"* showed the greatest improvement from Spring 2019, followed by *"There is a good variety of courses provided at UWest."* However, both these areas received multiple negative comments in the open-ended responses and no positive comments.
 - *"I know how to get information I need from the library"* showed the least improvement from Spring 2019, followed by *"I feel comfortable sharing my own perspectives and experiences in class."* Both these items received average ratings over 4.1 in both survey administrations.



4. The vast majority of students were satisfied with the academic advising available to them. Certificate and English Language Institute students reported the lowest satisfaction with academic advising, while English students reported the highest satisfaction. However, English Dept. students were the least satisfied with the tutoring services available to them.
5. English Dept. students were, on average, the least satisfied with the number and quality of UWest events, including events that encourage them to connect with the broader campus community, events that provide deeper understanding of their field, and events that inform them of professional opportunities in their field. In these three areas, English Dept. students were the only sub-population with average ratings below 3.5 (all scores were higher than 3.0).

6. English Dept. students were also least likely to report feeling like they belong to the UWest community and the least likely to report feeling comfortable sharing their own perspectives and experiences in class. They were the only sub-population with an average rating below 4.0 in this area (all scores were higher than 3.5).
7. There was a high amount of variance in satisfaction with career services between students enrolled in different departments, ranging from an average rating of 3.00 (English Dept.) to 4.26 (Business).
8. International students were more likely than domestic students to report that they generally knew what was happening on campus.
9. Students who matriculated at UWest prior to the COVID-19 pandemic were significantly less likely than their peers who matriculated during the COVID-19 pandemic to agree with the statement *"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)."* They were significantly more likely to agree that they know what to do during an emergency and to be satisfied with the physical facilities of the campus.
10. The survey included several negative questions (i.e., questions for which the lower the rating is, the more positive the answer is).
 - All sub-populations either disagreed or strongly disagreed with the statement *"I have been singled out in class because of my identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)"* Chaplaincy students were the most likely to strongly disagree and REL students were the least likely to strongly disagree.
 - All sub-populations either disagreed or strongly disagreed with the statement *"I don't feel comfortable contributing to class discussions."* GE-Liberal Arts students were the most likely to strongly disagree and Business students were the least likely to strongly disagree.
 - All sub-populations except for Business students either disagreed or strongly disagreed with the statement *"In class, I have heard faculty express stereotypes based on social identity (such as race/ethnicity, gender, sexual orientation, disability status, religious affiliation, etc.)"* English students were the most likely to strongly disagree. Business students gave this item an average rating of Neutral, making them the sub-population least likely to strongly disagree.

Major Findings in Qualitative Responses

1. Students were overwhelmingly positive about the campus community and environment, with multiple comments noting that the campus was "peaceful," that staff and faculty were "helpful," "friendly," and "warm," and that the diversity, openness, and inclusivity of the UWest campus and community was valued.
2. Students expressed concern about the availability and variety of classes, with several noting delays in graduation and disappointment related to not being able to take anticipated classes.
3. Students expressed mixed sentiments about the effectiveness of the Moodle Learning Management System, primarily noting that faculty seemed to display a wide range of proficiency with online teaching, both from a pedagogical and a technical standpoint.

4. Several comments noted that, despite the small size of the community, there seemed to be a high level of separation between academic departments and between functional areas. A few of these comments suggested holding morale-boosting all-campus events; however, lack of student participation/enthusiasm was also cited in multiple comments.
5. Multiple comments expressed a desire for a larger student body. Reasons included "more students to interact with," "bring more diversity and perspectives to campus as well as student involvement," and "campus is dull."
6. Multiple comments expressed a desire for increased job preparedness and placement opportunities.
7. Multiple students expressed dissatisfaction with the UWest website, noting that it seems disorganized, provides insufficient information about programs, contains irrelevant or unappealing pictures, and does not provide good communication about news or events. Religious Studies students were the least likely to be satisfied with the UWest website.
8. Several students expressed dissatisfaction with being required to pay a comprehensive fee as they were unable to access campus services during the COVID-19 pandemic.