

**Miami University Student Satisfaction Survey
Spring 2016**

Office of Institutional Research
Miami University
Oxford, Ohio

For questions, contact Miami University's Office of Institutional Research at 513-529-1660 or
InstitutionalResearch@MiamiOH.edu.

**Miami University Student Satisfaction Survey
Spring 2016**

Response Rates and Demographics..... Page 3
Close-Ended Results..... Page 4
Open-Ended Results..... Page 12

**Miami University Student Satisfaction Survey
Spring 2016**

RESPONSE RATE

The Student Satisfaction Survey included degree-seeking Oxford campus undergraduates as well as Oxford campus undergraduates enrolled in the ACE program.

Total Population	15,653
Invited	9,698
Respondents	1,946
Response Rate	20.1%

DEMOGRAPHICS

	<u>Population</u>		<u>Respondents</u>	
	<u>N</u>	<u>%</u>	<u>n</u>	<u>%</u>
Overall	15,653	---	1,946	---
Students of Color (all)	1,954	12.5%	419	21.5%
Students of Color (excluding Asian)	1,604	10.2%	342	17.6%
White/Unknown	11,910	76.1%	1,346	69.2%
Nonresident Alien	1,789	11.4%	181	9.3%
Women	7,970	50.9%	1,200	61.7%
Men	7,683	49.1%	746	38.3%
First-Year	2,874	18.4%	386	19.8%
Sophomore	4,039	25.8%	476	24.5%
Junior	3,408	21.8%	414	21.3%
Senior	5,219	33.3%	658	33.8%
Non-Degree-Seeking	113	0.7%	12	0.6%
First Generation	2,020	12.9%	278	14.3%
Pell Eligible	1,740	11.1%	265	13.6%

To account for the oversampling of international and domestic minority students, as well as the disproportionate number of women in the sample, a post-stratification weight was assigned to all frequencies and means.

**Miami University Student Satisfaction Survey (Spring 2016)
Overall Responses**

SENSE OF BELONGING

Agreement_1: I feel I am a valued member of Miami University.

	Percent
Strongly Disagree (1)	3.3
Disagree (2)	13.9
Agree (3)	62.7
Strongly Agree (4)	20.2
Total	100.0
Mean	3.00
Std. Deviation	.688

Agreement_2: I feel a sense of belonging to Miami.

	Percent
Strongly Disagree (1)	3.4
Disagree (2)	13.8
Agree (3)	55.9
Strongly Agree (4)	26.9
Total	100.0
Mean	3.06
Std. Deviation	.735

Agreement_3: I see myself as part of the Miami community.

	Percent
Strongly Disagree (1)	3.5
Disagree (2)	13.7
Agree (3)	56.7
Strongly Agree (4)	26.1
Total	100.0
Mean	3.05
Std. Deviation	.733

Agreement_4: If asked, I would recommend Miami to others.

	Percent
Strongly Disagree (1)	2.7
Disagree (2)	8.4
Agree (3)	42.0
Strongly Agree (4)	46.9
Total	100.0
Mean	3.33
Std. Deviation	.745

Agreement_5: Faculty and staff at Miami respect my ideas and beliefs.

	Percent
Strongly Disagree (1)	1.6
Disagree (2)	6.5
Agree (3)	59.4
Strongly Agree (4)	32.5
Total	100.0
Mean	3.23
Std. Deviation	.634

Agreement_6: Students at Miami respect my ideas and beliefs.

	Percent
Strongly Disagree (1)	4.2
Disagree (2)	14.1
Agree (3)	62.4
Strongly Agree (4)	19.4
Total	100.0
Mean	2.97
Std. Deviation	.708

Agreement_7: Making friends at Miami was easy.

	Percent
Strongly Disagree (1)	4.9
Disagree (2)	22.4
Agree (3)	51.6
Strongly Agree (4)	21.1
Total	100.0
Mean	2.89
Std. Deviation	.788

Agreement_8: I feel like I fit in at Miami.

	Percent
Strongly Disagree (1)	5.5
Disagree (2)	20.1
Agree (3)	53.5
Strongly Agree (4)	20.9
Total	100.0
Mean	2.90
Std. Deviation	.787

Agreement_9: I enjoy socializing with other Miami students outside of class.

	Percent
Strongly Disagree (1)	2.1
Disagree (2)	7.8
Agree (3)	54.1
Strongly Agree (4)	36.0
Total	100.0
Mean	3.24
Std. Deviation	.681

Agreement_10: Administration is responsive to student needs.

	Percent
Strongly Disagree (1)	7.6
Disagree (2)	23.4
Agree (3)	56.0
Strongly Agree (4)	13.0
Total	100.0
Mean	2.74
Std. Deviation	.776

Agreement_11: Social life on campus meets my needs.

	Percent
Strongly Disagree (1)	4.3
Disagree (2)	15.6
Agree (3)	53.1
Strongly Agree (4)	27.0
Total	100.0
Mean	3.03
Std. Deviation	.773

Agreement_12: I feel a sense of community where I live.

	Percent
Strongly Disagree (1)	4.9
Disagree (2)	19.4
Agree (3)	50.3
Strongly Agree (4)	25.5
Total	100.0
Mean	2.96
Std. Deviation	.801

Agreement_13: The social activities that Miami offers provide me with enough to do.

	Percent
Strongly Disagree (1)	5.4
Disagree (2)	18.5
Agree (3)	53.8
Strongly Agree (4)	22.3
Total	100.0
Mean	2.93
Std. Deviation	.787

Do you feel like you belong at Miami?

	Percent
Never (1)	1.4
Seldom (2)	6.9
Sometimes (3)	25.8
Often (4)	42.4
Always (5)	23.6
Total	100.0
Mean	3.80
Std. Deviation	.923

If you could start over again, would you go to Miami University?

	Percent
Definitely not (1)	3.1
Probably not (2)	13.0
Probably yes (3)	41.0
Definitely yes (4)	42.9
Total	100.0
Mean	3.24
Std. Deviation	.792

SUPPORT STRUCTURE SATISFACTION

Satisfaction_1: Academic advising by department faculty

	Percent
Very Dissatisfied (1)	7.6
Dissatisfied (2)	17.3
Satisfied (3)	52.2
Very Satisfied (4)	22.9
Total	100.0
Mean	2.90
Std. Deviation	.835

Satisfaction_2: Academic advising by divisional advisors

	Percent
Very Dissatisfied (1)	8.3
Dissatisfied (2)	19.8
Satisfied (3)	52.2
Very Satisfied (4)	19.7
Total	100.0
Mean	2.83
Std. Deviation	.837

Satisfaction_3: Career services

	Percent
Very Dissatisfied (1)	4.7
Dissatisfied (2)	13.3
Satisfied (3)	61.0
Very Satisfied (4)	20.9
Total	100.0
Mean	2.98
Std. Deviation	.728

Satisfaction_4: Office of Diversity Affairs

	Percent
Very Dissatisfied (1)	6.3
Dissatisfied (2)	11.8
Satisfied (3)	61.4
Very Satisfied (4)	20.6
Total	100.0
Mean	2.96
Std. Deviation	.758

Satisfaction_5: Howe Writing Center

	Percent
Very Dissatisfied (1)	2.4
Dissatisfied (2)	9.3
Satisfied (3)	62.8
Very Satisfied (4)	25.4
Total	100.0
Mean	3.11
Std. Deviation	.658

Satisfaction_6: International Student office and staff

	Percent
Very Dissatisfied (1)	3.5
Dissatisfied (2)	6.9
Satisfied (3)	51.0
Very Satisfied (4)	38.6
Total	100.0
Mean	3.25
Std. Deviation	.732

Satisfaction_7: IT (Information Technology) support and resources at Miami

	Percent
Very Dissatisfied (1)	5.9
Dissatisfied (2)	16.7
Satisfied (3)	57.0
Very Satisfied (4)	20.4
Total	100.0
Mean	2.92
Std. Deviation	.776

Satisfaction_8: Internet access on campus

	Percent
Very Dissatisfied (1)	19.4
Dissatisfied (2)	32.8
Satisfied (3)	40.6
Very Satisfied (4)	7.1
Total	100.0
Mean	2.35
Std. Deviation	.872

Satisfaction_9: Rinella Learning Center

	Percent
Very Dissatisfied (1)	2.3
Dissatisfied (2)	9.4
Satisfied (3)	59.9
Very Satisfied (4)	28.3
Total	100.0
Mean	3.14
Std. Deviation	.672

Satisfaction_10: Student Counseling Service

	Percent
Very Dissatisfied (1)	6.1
Dissatisfied (2)	11.5
Satisfied (3)	58.2
Very Satisfied (4)	24.2
Total	100.0
Mean	3.01
Std. Deviation	.775

Satisfaction_11: Student Disability Services

	Percent
Very Dissatisfied (1)	2.6
Dissatisfied (2)	8.7
Satisfied (3)	53.4
Very Satisfied (4)	35.3
Total	100.0
Mean	3.21
Std. Deviation	.706

Satisfaction_12: Student Health Service

	Percent
Very Dissatisfied (1)	7.1
Dissatisfied (2)	18.8
Satisfied (3)	57.0
Very Satisfied (4)	17.1
Total	100.0
Mean	2.84
Std. Deviation	.785

Satisfaction_13: Study abroad office and advisors

	Percent
Very Dissatisfied (1)	1.4
Dissatisfied (2)	6.4
Satisfied (3)	58.0
Very Satisfied (4)	34.2
Total	100.0
Mean	3.25
Std. Deviation	.633

Satisfaction_14: Office of Residence Life staff

	Percent
Very Dissatisfied (1)	3.1
Dissatisfied (2)	11.0
Satisfied (3)	59.4
Very Satisfied (4)	26.5
Total	100.0
Mean	3.09
Std. Deviation	.700

Satisfaction_15: University Library services & staff

	Percent
Very Dissatisfied (1)	0.6
Dissatisfied (2)	1.6
Satisfied (3)	61.6
Very Satisfied (4)	36.2
Total	100.0
Mean	3.33
Std. Deviation	.540

ONE STOP SATISFACTION

One Stop_1: In-person support

	Percent
Very Dissatisfied (1)	2.9
Dissatisfied (2)	8.4
Satisfied (3)	62.1
Very Satisfied (4)	26.7
Total	100.0
Mean	3.13
Std. Deviation	.671

One Stop_2: Email support

	Percent
Very Dissatisfied (1)	4.0
Dissatisfied (2)	9.9
Satisfied (3)	65.4
Very Satisfied (4)	20.7
Total	100.0
Mean	3.03
Std. Deviation	.682

One Stop_3: Online support

	Percent
Very Dissatisfied (1)	4.2
Dissatisfied (2)	13.8
Satisfied (3)	64.9
Very Satisfied (4)	17.2
Total	100.0
Mean	2.95
Std. Deviation	.689

One Stop_4: Phone support

	Percent
Very Dissatisfied (1)	6.9
Dissatisfied (2)	13.3
Satisfied (3)	58.3
Very Satisfied (4)	21.6
Total	100.0
Mean	2.95
Std. Deviation	.788

MISCELLANEOUS

What do you think you will be doing in Fall 2016?

	Percent
Attending Miami University	91.2
Attending another institution	2.0
Don't know / have not decided yet	1.9
Other (please specify)	4.9
Total	100.0

Are you willing to be contacted by a Miami faculty or staff member to discuss your responses on this survey?

	Percent
Yes	35.2
No	64.8
Total	100.0

**Miami University Student Satisfaction Survey (Spring 2016)
Open-Ended Responses**

Please tell us what Miami University could do (or could have done) to improve your experience (n = 1,165)

	Percent
Student Support Services	30.4
Internet and Wi-Fi	13.2
Student activities	10.2
The Rec Center	2.2
One Stop, including difficulty obtaining assistance and experiences with poor staff attitudes	2.0
Impersonal service or difficult to find the right person or office for assistance	1.8
OESCR	0.7
More study locations and study rooms across campus	0.8
Other	2.5
Academics	23.0
Academic advising	10.7
Scheduling difficulties, including ability to get into desired classes	3.9
Faculty	3.0
Lack of departmental resources, including access to field-specific tools	1.5
Engineering program(s)	1.3
Miami Plan	1.1
Other	5.6
Dining, Housing, and Residence Life	17.0
Improved dining halls and/or meal plans	10.7
Residence Life issues (e.g., RAs, LLCs, staffing, social life within the residence halls)	3.6
Physical condition of dorms (rooms, bathrooms)	2.1
Other	1.9
Sense of Belonging	14.9
Disconnect with other students/not fitting in with student culture	6.5
Disconnect with the administration or university, including the admin/univ not listening to students	4.5
Opportunities for students to meet new people	3.3
Commuter or transfer student disconnect	1.2
Other	1.6
Tuition and Fees	14.8
Costs related to any area, excluding housing, dining and meal plans	7.8
Costs related to housing, dining, and meal plans	3.9
Financial aid	2.4
Other	3.5
Diversity	8.6
Increased diversity or support for diversity and cultural awareness	7.0
Experiences of discrimination	1.4
Other	1.0

Please tell us what Miami University could do (or could have done) to improve your experience (n = 1,165)
[Continued]

	Percent
Health and Safety	8.1
Reduced drinking culture at Miami (including increased availability of non-drinking-related activities)	4.1
Student Health Center	2.5
Response to sexual assaults/safety	0.9
Stronger enforcement of tobacco policies	0.6
Decreased university control of drinking (e.g., less harassment of students about drinking)	0.3
Other	0.4
Greek Life	7.1
Reduced Greek life, including increased university control over Greek parties	3.3
Increased support for and involvement with Greek life	2.3
Other	1.7
Transportation and Parking	6.8
Parking and parking services	5.5
Bus service	1.1
Other	0.6
No Improvements Needed - student provided only positive feedback	5.3
Professional Development (e.g., internships, connections with potential employers)	3.4
Crowding	1.3
Miscellaneous	13.6
Resources for freshmen	3.2
Websites/communication	2.4
Construction complaints	1.1
Other	7.5

Please describe what you like best about being a student at Miami University (n = 1,274)

	Percent
Flags <i>(These items are also coded in categories 1 -6, but arose frequently enough to justify a separate flag)</i>	
Faculty/staff	24.3
Greek life	4.4
Farmer School of Business	4.4
Sense of Belonging	50.2
Sense of belonging with other students	23.6
Sense of belonging with faculty and staff	8.6
Sense of pride in Miami	2.8
Other	22.0
Academics	44.4
Quality of education	25.9
Educational opportunities (total), including (but not limited to):	11.8
-Research opportunities	3.8
-Study abroad opportunities	1.6
The intellectual challenge, appreciation of the learning process, and/or being held to a high standard	9.4
Small class sizes	1.6
Other	3.2
Student Support Services	16.3
Student activities and organizations	14.0
Other	3.2
Campus Environment	15.2
Campus beauty	6.5
Safety	1.1
Other	8.5
Professional Development	5.3
Miscellaneous	26.9
Miami reputation or prestige	4.5
Personal development	2.8
References to negative aspects of Miami	2.6
Financial aid or reasonable tuition	1.0
Unspecified positive comments (e.g., "Everything")	0.7
Other	16.7