General Student Satisfaction
Fall 2018

Overview

The General Student Survey (GSS) was designed to gather student perceptions related to several components of the educational experience at the University of South Alabama. The GSS was conducted electronically via the Class Climate survey system. The GSS included Likert scale, multiple choice, and open-ended questions. Survey collection occurred from mid-November to early December. Reminder e-mails were sent to invited participants every five days until the close of the survey. Participation was voluntary, and no incentives were provided to students for their participation.

Sampling Method

Stratified random sampling was utilized to select the sample from the institutional census database. Stratification was based on (1) gender, and (2) race. Race was either coded as white or students of color in the sampling process. Each strata was sampled based upon percentage represented within the census population. Under-represented strata were oversampled.

Sample

The final sample consisted of 4,450 students. 1,236 participants responded to the survey for a final response rate of 28.0%. The respondent demographics are displayed in the following tables (*n* = number of respondents).

1. Demographics

Table 1.1: Sex

Sex	*n*	Percent
Female	740	59.9
Male	496	40.1
Total	1,236	100.0

Table 1.2: Classification

Classification	*n*	Percent
Freshman	225	18.2
Sophomore	156	12.6
Junior	183	14.8
Senior	235	19.0

Graduate	430	34.8
Allied Health Professions	4	0.3
Unclassified	3	0.2
Total	1,236	100.0

Table 1.3: Race/Ethnicity

Race/Ethnicity	*n*	Percent
African-American, Non-Hispanic	282	22.8
Asian-American	71	5.7
Hispanic-American	62	5.0
American Indian/Alaska	12	1.0
Multiracial	53	4.3
Non-Resident Alien	62	5.0
Native Hawaiian/Pacific Islander	6	0.5
White, Non-Hispanic	688	55.7
Total	1,236	100.0

Table 1.4: Housing

Question	*n*	On Campus (%)	Off Campus (%)
Do you live on or off campus?	1,208	18.9	81.1

Question – *If you live off campus, please select your current living situation.*	*n*	Percent
Student Apartments	100	10.6
With Family	461	48.7
With Friends	95	10.0
Other	291	30.7
Total	947	100.0

Table 1.6: Personal Education

Question – *What is the highest level of education that you wish to acquire?*	*n*	Percent
Certificate	10	0.9

Bachelor's Degree	287	24.5
Post Baccalaureate Certificate	8	0.7
Master's Degree	475	40.6
Doctoral or Professional Degree	391	33.4
Total	1,171	100.0

Table 1.7: Guardian Education

Question – *What is the highest level of education completed by either of your parents or guardian?*	***n=1,163***	**Percent**
Did not finish high school	43	3.7
High school diploma or G.E.D.	239	20.6
Attended college but did not complete degree	126	10.8
Associate's Degree	134	11.5
Bachelor's Degree	327	28.1
Master's Degree	210	18.1
Doctoral or Professional Degree	84	7.2
Total	1,163	100

Analysis and Charts

The components of educational experiences assessed by the General Student Survey are presented in the following tables in Sections 2-5. Section 6 provides comparisons of the present data with the General Student Survey data from Fall 2014, Fall 2015, and Fall 2016. The tables provide response percentages. Additionally, the tables provide the written question and number of respondents for each specific question (represented by *n*).

2. Learning Engagement

Table 2.1: Work for Pay Hours/Week

Question – *How many hours a week do you work for pay (on & off campus)*	***n=1,216***	**Percent**
0	356	29.3
1 to 10 hours	115	9.5
11 to 20 hours	198	16.3
21 to 30 hours	183	15.0
More than 30 hours	364	29.9

Table 2.2 Learning Engagement Activities

Question	***n***	**Done/In Progress (%)**	**Plan to do (%)**	**Do not plan to do (%)**	**Not decided (%)**
Participate in faculty led research?	1,193	10.8	19.9	42.2	27.0
Work with faculty on creative projects?	1,190	10.4	23.2	37.8	28.6
Participate in Service learning?	1,189	9.8	18.3	43.2	28.8
Volunteer in the community?	1,192	25.9	28.8	25.3	20.0
Present the results of research, scholarly activities, or creative works at a formal conference or exhibition either on campus or elsewhere?	1,200	10.7	28.2	31.9	29.3
Start or help launch a new organization or initiative either on or off campus?	1,197	7.5	15.1	52.0	25.4
Participate in Study Abroad Program?	1,200	4.0	18.6	54.2	23.3
Become an officer in a campus organization?	1,189	10.7	12.5	56.4	20.4

Table 2.3: Internships & Co-ops

Question	*n*	Done/In Progress (%)	Plan to do (%)	Do not plan to do (%)	Not decided (%)
Unpaid internship for academic credit?	1,156	4.9	21.9	45.8	27.4
Paid internship for academic credit?	1,139	2.4	25.4	45.0	27.3
Unpaid internship with no academic credit?	1,129	1.2	8.2	64.2	26.3
Paid internship with no academic credit?	1,127	3.8	17.4	47.8	31.0
Cooperative Education (Co-op)?	1,128	1.7	11.1	51.6	35.6

3. Community Engagement

Table 3.1: Community Engagement Website

Question	*n*	Yes (%)	No (%)
Have you visited the Office of Community Engagement Website?	1,196	5.7	94.3

Table 3.2: Day of Service

Have you participated in a day of service at USA?	1,190	7.5	92.5

Table 3.3: Day of Service Participation

Question – *If yes, please select the day of service event(s). (Select all that apply)*	*n*	Percent
MLK	38	28.1
WOW	56	41.5
Total	135	

Question	*n*	Yes (%)	No (%)

Table 3.4: South Serves

Question	*n*	Yes (%)	No (%)
Have you used SOUTH SERVES?	1,180	8.0	92.0

Table 3.5: Accessibility of SOUTH serves

Question –*How easy is it to use SOUTH serves to:*	***n***	**VD (%)**	**SD (%)**	**SE (%)**	**VE (%)**
Volunteer	93	1.1	8.6	41.9	48.4
Participate in service events	90	3.3	5.6	41.1	50.0
Participate in a service learning course	74	0.0	12.2	44.6	43.2

Note: VD=Very Difficult; SD= Somewhat Difficult; SE= Somewhat Easy; VS = Very Easy

Table 3.6: Community Service Participation

Question– *Are you required to participate in community service or volunteer activities as part of a:*	***n***	**Yes (%)**	**No (%)**
Class(es)?	1,193	9.1	90.9
Team?	1,177	4.8	95.2
Organizations?	1,174	15.5	84.5
Department?	1,177	2.3	97.7
Scholarship?	1,175	2.8	97.2
Other reason?	1,166	5.7	94.3

4. Learning Options

Table 4.1: Online Course Options

Question	*n*	VD (%)	D (%)	S (%)	VS (%)
How satisfied are you with available options to take courses online?	1,044	3.4	11.7	52.4	32.5

Note: VD=Very Dissatisfied; D= Dissatisfied; S= Satisfied; VS = Very Satisfied

Table 4.2: Online Courses

Question	*n*	Yes (%)	No (%)
Would you take more courses that were offered completely online if they were available?	1,169	65.9	34.1

Table 4.3: Course Format Preference

Question – *When taking a course what is your preferred format?*	***1,215***	**Percent**
All class sessions on campus	305	25.1
All class sessions online	378	31.1
Some sessions online and some sessions on campus	532	43.8
Total	1,215	100

Table 4.4: Quality of Instruction

Question	*n*	Poor (%)	Fair (%)	Good (%)	Excellent (%)
Rate the overall quality of instruction in your course(s) taken online.	943	4.0	15.9	42.3	37.8
Please rate the quality of instruction for your blended (some online and some on campus) course(s).	806	2.0	15.1	48.1	34.7
Rate the overall quality of instruction provided in your course(s) taken on campus.	934	1.7	13.2	47.2	37.9

5. Academic Facilities & Technology

Table 5.1: Facilities & Technology

Question	*n*	VD (%)	D (%)	S (%)	VS (%)

Facilities for classrooms.	840	1.8	5.7	62.1	30.4
Facilities for labs (STEM).	739	1.6	5.7	56.0	36.7
Facilities for computer labs.	715	2.0	5.7	59.2	33.1
Quality of technology in classrooms.	819	2.0	7.7	60.9	29.4
Quality of technology in labs (STEM).	674	2.5	5.9	57.9	33.7
Quality of technology in computer labs.	706	1.8	8.2	57.8	32.2
Availability of computers or other technology in labs (STEM).	641	2.3	5.5	57.3	34.9
Availability of computers or other technology in computer labs.	694	2.2	5.2	58.9	33.7
Hours of operation of computer labs.	682	2.2	5.7	60.3	31.8
The use of technology by your professor.	823	1.5	5.5	61.2	31.8

Note: VD=Very Dissatisfied; D= Dissatisfied; S= Satisfied; VS = Very Satisfied

Table 5.2 JagTran

Question	*n*	SD (%)	D (%)	A (%)	SA (%)
The JagTran hours of operation are adequate.	566	3.5	7.2	54.8	34.5
The JagTran arrives to stops on its designated route at the correct time.	541	7.4	17.0	49.9	25.7
The JagTran helps you arrive to class on time.	527	10.8	17.1	46.3	25.8

Note: SD= Strongly Disagree; D= Disagree; A= Agree; SA= Strongly Agree

6. Registrar's Office Table 6.1:

Question – *About how many times this semester have you contacted the Registrar's Office?*	***1,188***	**Percent**

1-2	408	34.3
3-4	132	11.1
5 or more times	55	4.6
Have not contacted the Registrar's office this semester	593	49.9
Total	1,188	99.9

Note. By contact, we mean have you visited the office on campus, called the office, and/or emailed the office.

Table 6.2:

Question – *Please indicate the reason for your contact. (Mark all that apply).*	***n =643***	**Percent**
Update academic information	137	21.3
Registrar/Drop a class	255	39.7
Obtain or Submit a form	140	21.8
Enrollment or Degree Verification	93	14.5
Final Exam Schedule	21	3.3
Update personal information	72	11.2
Degree Works	38	5.9
Transcript request	137	21.3
Request/receive final degree audit	30	4.7
Communication & guidance for Family Educational Rights and Privacy Act	4	0.6
Obtain a Catalog or Schedule of classes	21	3.3
Report, Data, Lists, or Mailing Labels	1	0.2
Inquire about/Apply for Graduation	50	7.8
Academic Calendar	31	4.8
NCAA Certification	7	1.1

Other	81	12.6

Table 6.3:

Question	*n*	Yes (%)	No (%)
Have you visited the Registrar's Office this semester?	586	48.5	51.5

Table 6.4:

Question – *Please estimate how quickly you were assisted.*	***n=290***	**Percent**
Immediately	152	52.4
Within first 10 minutes	109	37.6
About 20 minutes	21	7.2
Over half an hour	8	2.8
Total	290	100.3

Table 6.5:

Question	*n*	Yes (%)	No (%)
Have you called the Registrar's office this semester?	588	55.6	44.4

Table 6.6:

Question	*n*	Never (%)	Rarely (%)	Sometimes (%)	Very Often (%)
How often have you had difficulties getting through when you call the Registrar's office?	327	41.6	28.7	24.5	5.2

Table 6.7:

Question – *Please indicate the type of difficulty(ies) you experienced when calling the Registrar's office. (Select all that apply)*	***n=246***	**Percent**
Persistent busy signal	33	13.4
On hold too long	73	29.7

Received recorded message & could not get through to staff member	52	21.1
Referred to the wrong person/office	46	18.7
Other	29	11.8

Table 6.8:

Question	*n*	Yes (%)	No (%)
Have you emailed the Registrar's office?	589	32.1	67.9

Table 6.9:

Question – *How long did it take the Registrar's office to email you back?*	***n***	**Percent**
Within 24 hours	124	67.0
Within 2-3 days	51	27.6
Within a week	7	3.8
Over a week	0	0.0
Never emailed me back	3	1.6
Total	185	100

Table 6.10:

Question	*n*	SD	D	A	SA
I was treated with respect by the Registrar's staff.	587	1.5	3.7	53.5	41.2
The Registrar's staff were professional in their interactions with me.	587	1.9	3.9	53.3	40.9
The Registrar's staff were able to answer my questions.	587	1.5	6.6	51.6	40.2
I feel comfortable contacting the Registrar's for additional services.	586	1.5	5.5	51.7	41.3
I found the web pages easy to navigate.	1,168	3.2	7.6	62.6	26.6

I understand the information in the emails I received from the Registrar's Office.	1,157	1.7	4.6	64.6	29.0

Note: SD= Strongly Disagree; D= Disagree; A= Agree; SA= Strongly Agree **Table 6.11:**

Question	*n*	Poor (%)	Fair (%)	Good (%)	Excellent (%)
How would you rate your overall experiences with the Registrar's Office?	1,167	2.3	13.4	54.5	29.8

7. Career Services Table 7.1:

Question	*n*	Yes (%)	No (%)
Have you ever used the Career Services Center?	1,181	16.6	83.4

Table 7.2:

Question –*If you have used Career Services, approximately how many times did you utilize its services?*	*n*	Percent
1-2	144	72.0
3-4	34	17.0
5 or more times	22	11.0
Total	200	100

Table 7.3:

Question – *Please indicate the reason for your contact. (Mark all that apply).*	*n=200*	Percent
Explore academic major options	70	27.9
Explore career options	76	30.3
Internship search assistance	45	17.9
Cooperative Education (Co-op) assistance	23	9.2
Resume writing assistance	64	25.5

Cover Letter writing assistance	16	6.4
Full-time job search assistance	27	10.8
Preparing for graduate or professional school assistance	10	4.0
Other	31	12.4

Table 7.4:

Question– If you have used one of the services below, please indicate your satisfaction:	***n***	**Poor (%)**	**Fair (%)**	**Good (%)**	**Excellent (%)**
Career-Assessment Inventories	335	3.3	14.3	52.5	29.9
Career Fair	351	3.4	16.0	50.1	30.5
Career Resource Library	260	3.1	16.9	51.5	28.5
Career Services Website	303	3.0	13.9	51.8	31.4
Handshake career management system	399	3.5	18.5	47.1	30.8
Mock Interview	220	2.3	15.0	48.2	34.5
Resume Critique	266	2.6	13.5	47.4	36.5
Scheduled Appointment	382	2.1	12.6	48.2	37.2
Special Event	243	1.6	16.0	48.1	34.2
Walk-in Assistance	277	3.2	13.4	46.6	36.8
Class Presentation	366	1.9	12.8	52.5	32.8
Club/Organization Presentation	275	2.5	13.5	49.8	34.2
Information Table	304	3.3	13.2	49.7	33.9

8. Comparison Data

The following or tables will compare the current data from Tables 3.1, 3.2, and 3.5 with the data from Fall 2014, 2015, 2016, 2017, and 2018.

Table 8.1: Online course options

Question – *How satisfied are you with available options to take courses online?*	***n***	**VD (%)**	**D (%)**	**S (%)**	**VS (%)**
Fall 2014	809	7.5	16.1	56.7	19.7
Fall 2015	1,002	5.5	15.1	62.8	16.7
Fall 2016	1,046	4.3	14.9	64.9	15.9
Fall 2017	1,402	5.0	11.8	55.2	28.0
Fall 2018	1,044	3.4	11.7	52.4	32.5

Note: VD=Very Dissatisfied; D= Dissatisfied; S= Satisfied; VS = Very Satisfied

Table 8.2: Online courses

Question – *Would you take more courses that were offered completely online if they were available?*	***n***	**Yes (%)**	**No (%)**
Fall 2014	812	62.3	37.7
Fall 2015	1,000	62.1	37.9
Fall 2016	1,047	64.4	35.6
Fall 2017	1,596	64.7	35.3
Fall 2018	1,169	65.9	34.1

Table 8.3: Quality of instruction – online courses

Question – *Rate the overall quality of instruction in your course(s) taken online.*	***n***	**Poor (%)**	**Fair (%)**	**Good (%)**	**Excellent (%)**
Fall 2014	640	8.3	16.4	49.7	25.6
Fall 2015	752	4.9	13.6	51.1	30.5
Fall 2016	807	4.0	12.6	47.0	36.4
Fall 2017	1,327	4.7	18.4	48.4	28.5
Fall 2018	943	4.0	15.9	42.3	37.8

Table 8.4: Quality of instruction – blended courses

Question – *Please rate the quality of instruction for your blended (some online and some on campus) course(s).*	***n***	**Poor (%)**	**Fair (%)**	**Good (%)**	**Excellent (%)**
Fall 2014	589	6.3	13.6	49.2	30.9
Fall 2015	824	2.8	11.0	52.8	33.4
Fall 2016	873	2.6	9.2	53.7	34.5
Fall 2017	1,188	3.7	14.0	49.7	32.7
Fall 2018	806	2.0	15.1	48.1	34.7

Table 8.5: Quality of instruction – on campus courses

Question – *Rate the overall quality of instruction provided in your course(s) taken on campus.*	***n***	**Poor (%)**	**Fair (%)**	**Good (%)**	**Excellent (%)**
Fall 2014	670	1.8	7.9	51.5	38.8
Fall 2015	963	1.5	8.7	50.6	39.3
Fall 2016	1,009	1.5	5.7	51.9	40.8
Fall 2017	1,347	1.7	12.7	49.0	36.6
Fall 2018	934	1.7	13.2	47.2	37.9