

## **Results of Student Experience Survey 2008**

In March 2008, the Office of Institutional Research Planning and Effectiveness (IRP&E) administered the Student Experience Survey (SES). The SES consists of 71 questions covering various student experience aspects at UT Arlington. The SES was completed by 1,855 students in selected classes from all UT Arlington schools/colleges and residence halls, representing 7% of the student population in Spring 2008.

### **Methodology**

The SES contains a subset of questions from the Comprehensive Student Survey, an instrument that has been administered periodically since 1973; however, due to concerns in length, the Comprehensive Student Survey was discontinued and two shorter surveys, the SES and the Student Affairs Survey (SAS) were developed for adoption in 2004. Both the SES and SAS were adjusted in conjunction with members from several administrative departments across the university to develop the iterations used in 2008 which include minor changes to the: (a) number of questions, (b) verbiage to a number of the said questions and (c) omission of departmental codes and student classification.

The SES was administered during the first two weeks of March in 150 courses and residence halls at various times during both days and evenings. The surveys completed in courses were handed out in the specific classes at various times and locations.

### **Sample Demographics**

Demographic comparisons showed the survey respondents to be convincingly representative of the overall student population of UT Arlington in terms of ethnicity. The respondents represented the university as a whole by +/- 10% compared to the total number of students enrolled in the Spring 2008 semester.

The number of respondents by classification was also representative of the overall UT Arlington student population with the largest difference being among juniors where the sampled population equaled 29.4% and the overall UT Arlington population equaled 17.6%, making the overall difference 11.8%. In all other cases of student classification, the respondents represented the university as a whole by +/- 7%.

The number of respondents by gender was also representative of the total UT Arlington population with less than a 2% difference between the sample and total population. The number of female respondents was greater than the number of male respondents; however, this is reflective of the overall UT Arlington gender enrollment. Most of the respondents were students who attended UT Arlington full-time and took classes during the day and were working towards either an undergraduate or graduate degree. Approximately 70% of respondents attended another institution prior to UT Arlington whereas 31% percent of students began their college careers at UT Arlington.

### **Student Demographic Highlights**

#### **Semesters at UT Arlington**

- Thirty-two percent of students reported being at UT Arlington for 1-2 semesters; 23% reported 3-4 semesters; 18% reported 5-6 semesters; 12% reported 7-8 semesters; 7% reported 9-10 semesters and 9% reported attendance for more than 10 semesters.

#### **When Classes are Taken**

- Fifty-eight percent of students at UT Arlington took courses during the day; 14% took courses in the evening and 28% took both day and evening courses.

## **Employment**

- About half of the respondents reported being employed during the school year, with 17% working 40 or more hours per week. Twenty-seven percent reported working 20 hours or fewer per week and 23% worked between 21 and 39 hours per week. Nearly 30% were not employed and 5% worked only during semester and summer breaks.

## **Location and Nature of Employment**

- Thirty-seven percent of respondents reported working off campus in a position related to their career goal, 47% of respondents reported working off campus in a position not related to their career goal and 8% reported working on campus in a position related to their career goal. Nine percent work on campus in a position not related to their career goal.

## **Housing**

- The largest percentage of students reported living outside of Arlington, but within 25 miles of campus (28%). Twenty-one percent of students reported living outside of Arlington, 25 or more miles from campus. Eight percent of students live within one mile of campus and 23% live more than one mile from campus but within the city of Arlington. Nineteen percent of respondents reported living on campus.

## **Relationship Status**

- Ten percent of students reported being single; 62% reported being in a committed relationship and 23% reported being married. Less than 1% of students were widowed and 3% percent preferred not to respond to this question.

## **Children**

- Sixteen percent of students reported having one or more children.

### **Educational Goal at UT Arlington**

- Forty-nine percent of students reported attending UT Arlington to earn a Bachelor's degree; 30% attend to obtain a Master's degree and 8% are pursuing a PhD or other professional degree. Less than 1% attend UT Arlington for personal/professional development or to obtain a certification. Three percent report attendance with the intent of transferring credits to another institution.

### **Highest Education Level Planned Ultimately at any College/ University**

- Sixteen percent of students reported attending college to earn a Bachelor's degree; 53% attend to obtain a Master's degree and 28% plan to pursue a PhD or other professional degree. Less than 2% attend college for personal/professional development or to obtain a certification. A little over 1% reported to other when answering this question.

### **Mother's Education Level**

- Twelve percent of students' mothers did not graduate high school, 24% earned a high school diploma, 19% attended some college, 9% earned a two-year or Associate's degree, 24% earned a four-year degree, 2% did some graduate work, 10% earned a Master's degree and 2% earned a Doctoral degree.

### **Father's Education Level**

- Eleven percent of students' fathers did not graduate high school, 19% earned a high school diploma, 19% attended some college, 7% earned a two-year or Associate's degree, 23% earned a four-year degree, 3% did some graduate work, 13% earned a Master's degree and 6% earned a Doctoral degree.

**Household Income (Parents or Own Family)**

- Sixteen percent of students reported a household income of less than \$20,000; 8% reported \$20,000-\$29,999; 8% reported \$30,000-\$39,999; 10% reported \$40,000-\$49,999; 16% reported \$50,000-59,999; 11% reported \$75,000-\$99,999; 15% reported \$100,000 or more and 17% reported that they were unaware of the amount of their household income.

**Main Source of Financial Support**

- Twenty percent of students reported that their main source of income was derived from their own employment; 5% reported their spouse or significant other; 31% reported parents or other family members, 2% reported family savings, 16% reported grants or scholarships and 2% of students cited G.I. benefits as their main source of financial support.

**Student Experience Highlights**

**Factors influencing decision to attend UT Arlington**

- a. Convenience of location relative to home or work (21%)
- b. Availability of major (21%)
- c. Cost of tuition (15%)

**Factors influencing decision to remain at UT Arlington**

- a. Convenience of location relative to home or work (20%)
- b. Quality of major program (17%)
- c. Cost of tuition (14%)

**Recommend UT Arlington to a friend or relative**

- Eighty percent strongly agreed or agreed, while 9% either disagreed or strongly

disagreed. Nine percent of respondents had no opinion.

### **Online Classes**

- Twenty percent of students have already taken an online course at UT Arlington and another 28% of students are either very likely or likely to do so in the future.

### **MyMav Usage**

- Eighteen percent of students access the MyMav system daily; 37% access MyMav weekly; 25% access MyMav two or three times a month; 15% access MyMav several times during the school year; 7% access MyMav once or twice during the academic school year and 1% of respondents do not access the MyMav system at all.

### **Computer and Information Technology Usage**

- Eighteen percent of students reported bringing a laptop to class on a daily basis; 12% reported bringing a laptop to class on a weekly basis; 8% bring a laptop two or three times a month; 20% bring a laptop once or twice to several times a semester and 44% reported that they never bring a laptop to class.
- Forty-seven percent of students reported using the UT Arlington wireless network either daily or weekly; 17% used it two or three times a month to several times a semester and 37% of students only used it once or twice a semester or not at all.
- The majority of students surveyed reported a preference for a moderate use of information technology (51%); 35% reported a preference for an extensive use of information technology; 10% preferred limited use of information technology and 2% reported both the exclusive use and no use of information technology respectively.
- Ninety-four percent of students reported owning a desktop or laptop computer and 6% reported that they did not own a computer.

- Ninety-five percent of students reported having internet access at home or work.
- Students reported their first choice of communication from UT Arlington via personal email (42%); 36% via UT Arlington email; 9% via text messaging; 5% via paper mail; 2% via instant messaging and 3% of students had no preference.

### **Library Services**

- Five percent of students reported using the UT Arlington Library's website daily; 17% used the website weekly; 20% two or three times a month; 21% several times during the academic year; 20% once or twice during the academic year and 18% reported never using the website.
- Thirty-nine percent of students reported using the library's buildings or facilities either daily or weekly; 34% used them two or three times a month to several times within the academic year and 27% of students reported using the library's buildings or facilities either once or twice during the academic year or not at all.
- Seventy percent of students reported that they felt that the Library's services, books, journals and electronic resources are adequate to support their course assignments and research; 7% reported that the above services were inadequate and 22% said that they were not sure.
- Twenty-one percent of students took one course in Fall 2007 that included instruction from either a librarian or archivist; 9% took two; 5% took three or more and 64% of reporting students did not take a class that included any library instruction.

## **Tutoring**

- Seventy-three percent of students reporting were aware of but never used or not aware of tutoring through their academic department; 16% used tutoring within their department regularly while 11% almost never used the service. Among those who used the tutoring services within their department, 39% were either very satisfied or satisfied and 10% were either dissatisfied or very dissatisfied.
- Forty-six percent of students reporting were aware of but never used or not aware of tutoring through the SOAR Program; 9% used tutoring through SOAR with regularity while almost 10% never used the service. Thirty-six percent of reporting students were not aware of the service. Among those who used the SOAR tutoring services, 31% were either very satisfied or satisfied and 10% were either dissatisfied or very dissatisfied.

## **Advising**

- Over fifty-percent of students surveyed used advising services to discuss educational plans and opportunities; 21% almost never use the service and 10% of students were not aware of available advising services. Students were generally very satisfied or satisfied with the advising sought (54%) while 17% were dissatisfied. Thirty percent of students who reported were neutral on the topic.

## **Career Counseling and Placement Services and Part-time Employment Services**

- Sixteen percent of students used Career Counseling and Placement Services a few times to two or more times a month; 48% were aware of, but never used the services and 22%

were not aware of these services. Thirty-eight percent of those utilizing the services were either very satisfied or satisfied with the Career Counseling and Placement Services while 16% were either dissatisfied or very dissatisfied.

- Ten percent of students reported using the Part-time Employment Services regularly throughout the semester; 10% almost never used the service and 58% were aware of the service and never used it. Twenty-four percent of students reporting were not aware of the services offered. Out of the students who used these services, 29% were either very satisfied or satisfied with them while 15% were either dissatisfied or very dissatisfied.

### **Personal Counseling**

- Eleven percent of students used Personal Counseling a few times a semester to two or more times a month; 10% almost never use Personal Counseling; 51% are aware of the service, but never use it and 29% are not aware of it. Thirty-two percent of those who used this service were either very satisfied or satisfied with it while 11% were either dissatisfied or very dissatisfied.

### **Financial Aid Services**

- Forty-six percent of students use Financial Aid services at least a few times during the semester; 17% of students almost never use Financial Aid; 32% are aware of but never use the services and 6% are not aware of Financial Aid. Fifty-one percent of those reporting stated that they were either very satisfied or satisfied with the service, while 16% reported being either very dissatisfied or dissatisfied with the services.

### **The University Center**

- Sixty-two percent of students used the University Center (UC) a few times during the semester to two or more times a month; 18% percent almost never used the UC and

16% were aware of but never used the UC. Four percent were not aware of the UC.

Fifty-seven percent of the students who used the UC were satisfied while 4% of students were not. Thirty percent reported being neutral in terms of satisfaction with the UC.

### **Food Services (University Center Cafeteria, Starbucks, Food Court)**

- Fifty-seven percent of students reported that they use Food Services regularly while 18% do not. Twenty-two percent of responding students are aware of, but never use Food Services; 3% were not aware of Food Services. Fifty-eight percent of those who used Food Services were satisfied and 15% were dissatisfied.

### **Campus Bookstore**

- Seventy-three percent of students used the bookstore during the past semester; 19% almost never used the bookstore and 8% of students were aware of but never used the bookstore or not aware that there was one. Out of the above students, 59% were satisfied with the bookstore while 11% were dissatisfied. Twenty-nine percent of students were neutral in regard to satisfaction with the Campus Bookstore.

### **International Office**

- Eighty-one percent of students surveyed were either aware of but never used or not aware of the International Office; 13% used it a few times during the semester or two or more times a month. Thirty-three percent of students who used the International Office were satisfied while 10% were dissatisfied; 57% reported being neutral.

### **Campus Parking**

- Twenty-two percent of students were satisfied with parking on campus while 53% of students were dissatisfied.

### **Bursar's Office**

- Forty-one percent of students were satisfied with the Bursar's office and 14% were dissatisfied.

### **Community College Transfer Process**

- Eighty-seven percent of students felt that it is very important to provide a smooth process of transferring from a community college to UT Arlington and 68% percent of students surveyed were satisfied with the university's ability to provide such a transition.

## **20. Academic Affairs**

- Over 87% of students believed that it is *important for faculty members to be available to help students outside of class* and 67% of students were satisfied with their faculty members' performance in this area.
- Ninety Percent of students surveyed felt that it was *important that faculty members assist students in a helpful, understanding, considerate manner* and 68% of students were satisfied that faculty members did so.
- Eighty-seven percent of students thought that it was *important for offices in their academic department to be adequately staffed to assist students in a timely manner* and 63% of students believed that the offices did so.
- Eighty-five percent of students felt that it is *important for offices in their academic department to be open at convenient times for students to visit* and 62% of students believed that the departments were open at convenient times.
- Over 88% of students believed that it is *important for their academic department to answer questions quickly, clearly and accurately* and 60% of students believe that this is being done within their respective departments.

- Eighty-eight percent of students believe it is *important for departmental office staff members in their academic department to assist students in a helpful, understanding, considerate manner* and 66% of students feel as if they do so.
- Over 89% of students believe it is *important to receive their course grades in a timely manner* and 71% percent of students believed that they receive their grades in such a manner.

### **University Offices**

- Eighty-seven percent of students believed that it is *important for University office staff to assist students in a helpful, understanding manner* and 61% of students were satisfied that they did.
- Eighty-seven percent of students held that it is *important that University offices be adequately staffed to assist students in a timely manner* and 66% of students were satisfied that offices had the staff to do so.
- Over 83% of students reported that it is *important for University offices to be open at convenient times* and 60% of students thought that university offices hold convenient hours.
- Eighty-five percent of students felt that inquiries to University offices should be answered quickly, clearly and accurately and 57% of students were satisfied with the offices' ability to do so.

### **UT Arlington Web resources**

- Almost 91% of students expressed that it is *important that web-based tuition and fee payment be efficient* and 73% of students were satisfied that it was efficient.
- Eighty-seven percent of students stated that it is *important for the UT Arlington website*

*to make available useful information* and 71% of students were satisfied that the information on the website was useful.

### **Class Size**

- Eighty-three percent of students believed that the class sizes at UT Arlington were appropriate and 72% of students felt that their courses were the right size.

### **Cost of Attending UT Arlington**

- Over 91% of students felt that it is important for the cost of attending UT Arlington to be reasonable and 50% of students who responded were satisfied that it was.

### **Internship Opportunities**

- Eighty percent of students reported that having an adequate amount of internship opportunities is important and 43% were satisfied that there were enough internship opportunities.

### **UT Arlington's Commitment to Student Need**

- Eighty-eight percent of students felt that it was important for UT Arlington to have a commitment to their needs and 44% of students were satisfied with UT Arlington's commitment to those needs.

### **Significant Differences in Responses Based on Student Classification and Housing**

- ✓ Upper Division students agreed more than Lower Division students when asked about their knowledge and understanding in their respective academic fields.
- ✓ Upper Division students also felt better about a substantial increase in their knowledge, technical skills and/or competencies compared to Lower Division students.
- ✓ Upper Division students have taken and are more likely to take an online course compared to Lower Division students.

- ✓ About twice as many students living off campus own a PC/IBM compatible computer compared to those who live on campus.
- ✓ Graduate students, compared to undergraduates, prefer personal email as their first choice for getting information from UT Arlington.
- ✓ Students who live on campus utilize tutoring through their academic department and SOAR about twice as much as students who live off campus.
- ✓ Students who live on campus use part-time employment services about three times as much as students who live off campus.
- ✓ Students who live on campus utilize the UC almost twice as much as students who live off campus.