

Student Experience Survey

Every three years, since 1997, the Office of Institutional Research has administered a Student Experience Survey. The survey contains approximately 130 items (it is updated based on previous results and innovations). The Students respond to 100 items on a 5 point satisfaction scale and another 30 items on a 5 point importance scale. The participants are all students enrolled in the required English course, EN101, and choosing this course enables the survey to be administered in one day and to cover all curricula. Response rate has been between 80 – 95% (N = 860 – 1,164); participation is voluntary.

This analysis involves identifying highest and lowest items of satisfaction or importance. A comparison between previous administrations is available on the IR website cited at the bottom of this page..

For the Fall 2006 administration, 1,164 students completed the survey.

Top Five (5) Items rated for satisfaction were:

1. The helpfulness of Academic Advisement, located in Library - 434
2. The opportunities to improve writing
3. The helpfulness of the library staff
4. The convenience/location of the student cafeteria
5. The helpfulness of the bookstore staff

Lowest Five (5) Items rated for satisfaction were:

1. Prices of textbooks
2. Prices of food
3. Overall parking facilities at the College
4. The food choices available in the student cafeteria
5. Bathrooms are clean, well maintained, well supplied

Top Five (5) Items rated for importance were:

1. Instructors who are interested in my academic progress
2. Learning to set better goals for myself
3. Academic advisement
4. Improving my study skills
5. Encouragement from my instructors

Lowest Five (5) Items rated for importance were:

1. Totally online classes (asynchronous)
2. Partly online classes (hybrid)
3. The variety of clubs and organizations on campus
4. Friday evening classes
5. The opportunity to make new friends

A complete report and comparison of the results of previous years can be found at <http://www.qcc.cuny.edu/OIRA/assessments.asp>