Satisfaction with Student Life: Evidence from the Senior Surveys

Presentation to the ASPP Meeting
September 29, 2010

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Freshman Survey
  • Every year, beginning 2000
Enrolled Student Survey/PULSE
  • Every other year, beginning 2003

Senior Survey
  • Every 4 years, 1994 – 2006
  • Every 2 years, beginning 2010

Alumni Survey
  • 2000, 2005...

Parent Survey
  • 2002, 2007...
### Senior Survey Satisfaction Measures

**How satisfied are you with each of the following aspects of campus life?**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very dissatisfied</th>
<th>Generally dissatisfied</th>
<th>Generally satisfied</th>
<th>Very satisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities to participate in extracurricular activities</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Social life on campus</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Student government</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Extracurricular speakers, cultural offerings, and events</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Climate for minority students on campus</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Sense of community on campus</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Sense of community where you live</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Ethnic/racial diversity of the campus</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
### Senior Survey Satisfaction Measures

**How satisfied are you with each of the following aspects of campus life?**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very Dissatisfied</th>
<th>Generally Dissatisfied</th>
<th>Generally Satisfied</th>
<th>Very Satisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities to participate in extracurricular activities</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Cornell seniors’ overall satisfaction with education, 2010

<table>
<thead>
<tr>
<th>Cornell</th>
<th>Very satisfied</th>
<th>Generally satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>36</td>
<td>53</td>
</tr>
</tbody>
</table>
Overall satisfaction, 2010, comparisons within Cornell

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Generally satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornell</td>
<td>36</td>
<td>53</td>
</tr>
<tr>
<td>Females</td>
<td>36</td>
<td>54</td>
</tr>
<tr>
<td>Males</td>
<td>35</td>
<td>50</td>
</tr>
<tr>
<td>White</td>
<td>42</td>
<td>48</td>
</tr>
<tr>
<td>Asian Am</td>
<td>20</td>
<td>62</td>
</tr>
<tr>
<td>URM</td>
<td>33</td>
<td>55</td>
</tr>
<tr>
<td>Multi</td>
<td>32</td>
<td>55</td>
</tr>
<tr>
<td>Int'l</td>
<td>26</td>
<td>63</td>
</tr>
</tbody>
</table>
Overall satisfaction, 2010, internal and external comparisons

<table>
<thead>
<tr>
<th>Cornell Preferred to CU</th>
<th>Very satisfied</th>
<th>Generally satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>36</td>
<td>53</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head to head</th>
<th>Very satisfied</th>
<th>Generally satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>53</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CU preferred</th>
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<tr>
<td>37</td>
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<td>26</td>
<td>63</td>
<td></td>
</tr>
</tbody>
</table>
Mean overall satisfaction with education: Cornell seniors

5 = very satisfied
4 = generally satisfied
3 = ambivalent

Mean overall satisfaction with education: Cornell and peers

- **5 = very satisfied**
- **4 = generally satisfied**
- **3 = ambivalent**

Year-wise comparison:
- **1994**:
  - CU preferred
  - Head to head
  - Preferred to CU
  - Cornell
- **1998**:
  - CU preferred
  - Head to head
  - Preferred to CU
  - Cornell
- **2002**:
  - CU preferred
  - Head to head
  - Preferred to CU
  - Cornell
- **2006**:
  - CU preferred
  - Head to head
  - Preferred to CU
  - Cornell
- **2010**:
  - CU preferred
  - Head to head
  - Preferred to CU
  - Cornell
Would you encourage a high school senior to attend Cornell?

5 = definitely would
4 = probably would
3 = maybe

Encourage high school senior to attend?: Cornell and peers

5 = definitely would
4 = probably would
3 = maybe

CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with academic advising

In your major

4=very satisfied
3=generally satisfied
2=generally dissatisfied


CU preferred  Head to head  Preferred to CU  Cornell
Overall quality of instruction

4 = very satisfied
3 = generally satisfied
2 = generally dissatisfied


CU preferred  Head to head  Preferred to CU  Cornell
Out-of-class availability of faculty


4=very satisfied

3=generally satisfied

2=generally dissatisfied

CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with faculty

Out-of-class availability of faculty

Opportunities to participate in research with faculty

Very satisfied

Generally satisfied

Generally dissatisfied


CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with extracurricular experience

Speakers, cultural offerings and events


4=very satisfied
3=generally satisfied
2=generally dissatisfied

CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with extracurricular experience

**Speakers, cultural offerings and events**
- Very satisfied
- Generally satisfied
- Generally dissatisfied

**Opportunities to participate**
- Very satisfied
- Generally satisfied
- Generally dissatisfied

Legend:
- CU preferred
- Head to head
- Preferred to CU
- Cornell
Satisfaction with athletics experience

Athletic facilities

- 4=very satisfied
- 3=generally satisfied
- 2=generally dissatisfied


- CU preferred
- Head to head
- Preferred to CU
- Cornell
Satisfaction with athletics experience

**Athletic facilities**

- Very satisfied
- Generally satisfied
- Generally dissatisfied

**Recreational and intramural athletic opportunities**

- CU preferred
- Head to head
- Preferred to CU
- Cornell
Satisfaction with social aspects of campus life

Social life on campus


4=very satisfied
3=generally satisfied
2=generally dissatisfied

CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with social aspects of campus life

Social life on campus

Sense of community on campus

Very satisfied

Generally satisfied

Generally dissatisfied
Satisfaction with diversity on campus

Climate for minority students on campus

- 4=very satisfied
- 3=generally satisfied
- 2=generally dissatisfied


CU preferred
Head to head
Preferred to CU
Cornell
Satisfaction with diversity on campus

Climate for minority students on campus

- Very satisfied
- Generally satisfied
- Generally dissatisfied

Ethnic/racial diversity of the campus

- CU preferred
- Head to head
- Preferred to CU
- Cornell
Satisfaction with health services

Student health services


4=very satisfied
3=generally satisfied
2=generally dissatisfied

CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with health services

Student health services

- Very satisfied
- Generally satisfied
- Generally dissatisfied

Psychological counseling services

- Very satisfied
- Generally satisfied
- Generally dissatisfied


CU preferred  Head to head  Preferred to CU  Cornell
Satisfaction with housing

**Student housing facilities**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4=very satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3=generally satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2=generally dissatisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Item wording change: 1994 and 1998 surveys simply asked about satisfaction with “student housing.”

Subsequent surveys ask separately about “housing facilities” and “housing office and services.”
Satisfaction with services

Career services

4=very satisfied
3=generally satisfied
2=generally dissatisfied


CU preferred
Head to head
Preferred to CU
Cornell
Satisfaction with administration

Administration’s responsiveness
to student concerns


4=very satisfied

3=generally satisfied

2=generally dissatisfied

CU preferred  Head to head  Preferred to CU  Cornell
IRP Surveys and Results

The regular surveys conducted by IRP (Institutional Research and Planning) are listed below, with links to the instruments used and comprehensive data results.

**Freshman Survey**

This survey explores entering freshmen's high school experiences and expectations of college.

**Surveys of Undergraduate Students**

These surveys ask currently enrolled undergraduate students about their academic and social engagement.

**Senior Survey**

This survey asks graduating seniors about their perceptions of their undergraduate experience and future plans.

**Alumni Survey**

This survey asks alumni about their current activities and perceptions of Cornell.

**Parent Survey**

This survey asks parents about their children's experiences at Cornell.
### Overall, how satisfied have you been with your undergraduate education?

- [ ] Very dissatisfied
- [ ] Generally dissatisfied
- [ ] Ambivalent
- [ ] Generally satisfied
- [ ] Very satisfied

### Thinking about your entire academic experience at Cornell, how satisfied are you with each of the following?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very dissatisfied</th>
<th>Generally dissatisfied</th>
<th>Generally satisfied</th>
<th>Very satisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic advising before declaring a major</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Advising in your major</td>
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<td></td>
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<tr>
<td>Out-of-class availability of faculty</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Opportunities to participate in research with a faculty member</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of tutorial help or other academic assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of courses you wanted to take</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall quality of instruction</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
2010 Senior Survey

<table>
<thead>
<tr>
<th>Row percentages within...</th>
<th>Overall, how satisfied have you been with your undergraduate education?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very dissatisfied</td>
</tr>
<tr>
<td>Cornell and Peers**</td>
<td></td>
</tr>
<tr>
<td>Cornell</td>
<td>.8</td>
</tr>
<tr>
<td>Other Ivies</td>
<td>.5</td>
</tr>
<tr>
<td>Non-Ivy U1</td>
<td>.7</td>
</tr>
<tr>
<td>Non-Ivy U2</td>
<td>.5</td>
</tr>
<tr>
<td>Cornell, by Gender</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>1.3</td>
</tr>
<tr>
<td>Female</td>
<td>.4</td>
</tr>
<tr>
<td>Cornell, by Race**</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>.8</td>
</tr>
<tr>
<td>Asian</td>
<td>.5</td>
</tr>
<tr>
<td>URM</td>
<td>1.6</td>
</tr>
<tr>
<td>Multi</td>
<td>.0</td>
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<tr>
<td>Intl</td>
<td>1.2</td>
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<tr>
<td>Cornell, by College</td>
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<tr>
<td>Arts</td>
<td>.3</td>
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<tr>
<td>Engineering</td>
<td>1.6</td>
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</table>
Institutional Planning

Student and Academic Services Research Group

The Student and Academic Services (SAS) Research Group was established to co-ordinate, support and review research conducted within SAS. Any research activity undertaken by or within SAS falls under the auspices of this committee.

Policy Statement and Activities

The SAS Research Group intends to promote best practices in research by maintaining a calendar of campus research activities, offering guidance on research planning, formally reviewing proposals for research projects that are substantive in scope, and providing opportunities to disseminate research instruments and results. SAS professionals who intend to conduct research are encouraged to contact the SAS Research Group early in their planning process to see whether and how the committee may be of
Is available at:

http://www.dpb.cornell.edu/IP_E_Senior_Survey.htm

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