

Graduating Student Survey 2017 – 2018

Students graduating from Southeast each fall and spring are invited to respond to a survey that asks them about their student experiences while attending. Students who complete degree requirements over the summer terms are able to participate in either fall or spring commencement ceremony and are included in the survey. For the 2017-2018 academic year, the surveys were distributed November 27, 2017 and April 30, 2018 for the fall and spring terms, respectively. A total of 624 responses were received out of 2,145 invitations, yielding a response rate of 29 percent. Students are able to respond “N/A” on some question items or skip others, therefore the number of responses will not usually sum to 624. The surveys were virtually identical and have been combined to generate this report covering the academic year.¹

Table 1: Response Rates by Invited Term

	Invited	Responses	Response rate (%)
Fall 2017	664	182	27.4
Spring 2018	1,481	442	29.8
Total	2,145	624	29.1

Overall Satisfaction

Students are asked three questions about their overall rating of Southeast Missouri State University. They are asked to rate their overall preparation for employment, further education, and overall rating of their college experience. The items use a 5 point rating scale with associated numeric weights ranging from “Excellent” to “Poor.” The numeric weights are assigned 1-5 with Excellent equal to 5 meaning higher values are better. Overall student response means to these items are presented in Table 2 below.

Table 2: Mean Value of Overall Rating Items

	N	Mean	SD
How would you rate Southeast’s preparation of you for employment?	523	3.75	1.131
How would you rate Southeast’s preparation of your for further education?	521	3.73	1.141
What is your overall rating of your college experiences at Southeast?	522	3.91	1.046

Students are also asked four questions related to their overall impressions of their education and experience while attending Southeast, asking whether the student would recommend the academic program or institution. The students respond using a 4 point scale ranging from “Definitely yes” to “Definitely not.” The scale is weighted from 1 to 4 beginning with “Definitely not” at 1 so higher values indicate more positive responses. The overall means of these four question items is presented in Table 3 below.

¹ The only difference are the options available when selecting a graduating term.
Prepared by the Office of Institutional Research – 07/23/2018

Table 3: Mean Value of Recommendation Items

	N	Mean	SD
If you were starting over, would you enroll in the same academic program?	536	4.25	0.888
If you had a chance to restart college, would you choose Southeast again?	536	4.20	0.841
Would you recommend your academic program to other students?	535	4.34	0.820
Would you recommend Southeast to someone planning to go to college?	535	4.39	0.785

A second way to analyze the survey responses is to use answer frequencies to create item percentages. By grouping items into simply positive and negative a single, perhaps more intuitive, result can be communicated. The complete frequency tables containing all categories are included as Appendix A.

Table 4: Percentage of Overall Rating Items

	N	Positive (%)	Negative (%)
How would you rate Southeast's preparation of you for employment?	523	61.0	14.3
How would you rate Southeast's preparation of your for further education?	521	60.9	14.6
What is your overall rating of your college experiences at Southeast?	522	68.4	10.4

Student Development

Students are asked to rate their development in 18 areas while attending Southeast. A 5 point rating scale is used, going from "Excellent" to "Poor", with "Excellent" weighted at 5 and "Poor" at 1. The ratings and their weights can then be used to calculate a mean value for each area where a higher value represents better skill development.

Table 5: Mean Value of Student Development Items

	N	Mean	SD
Writing skills	524	3.89	0.899
Speaking/presentation skills	511	3.82	0.959
Reading skills	510	3.82	0.959
Critical thinking skills	522	4.05	0.849
Problem solving skills	522	4.03	0.852
Quantitative analytical skills	509	3.73	0.983
Computer technology	500	3.70	1.040
Research skills	515	3.97	0.898
Scientific principles and methods	487	3.62	1.037
Understanding different philosophies and cultures	502	3.74	1.074
Appreciation of the arts	470	3.59	1.184
Leadership skills	515	4.01	0.986
Management and organizational skills	518	4.11	0.917
Time management	518	4.12	0.938
Working cooperatively in groups	511	4.04	0.962
Planning and carrying out projects	521	4.10	0.897
Citizenship skills	468	3.84	1.006
Strategies for applying skills in my field	523	4.14	0.945

Table 6: Percentage of Student Development Items

	N	Positive (%)	Negative (%)
Writing skills	524	67.4	5.3
Speaking/presentation skills	511	65.0	7.8
Reading skills	510	63.1	7.8
Critical thinking skills	522	75.5	3.4
Problem solving skills	522	75.3	3.6
Quantitative analytical skills	509	59.9	10.4
Computer technology	500	59.8	13.2
Research skills	515	70.9	5.8
Scientific principles and methods	487	57.1	15.0
Understanding different philosophies and cultures	502	60.6	13.3
Appreciation of the arts	470	54.0	19.1
Leadership skills	515	71.1	7.2
Management and organizational skills	518	76.4	5.0
Time management	518	78.0	6.0
Working cooperatively in groups	511	73.0	5.7
Planning and carrying out projects	521	76.6	4.0
Citizenship skills	468	64.3	8.8
Strategies for applying skills in my field	523	78.8	5.7

Education and Academic Support Services

In addition to rating skill development, students are asked to rate a number of education and/or academic support services offered at Southeast. Respondents are instructed to respond “N/A” if an item

does not apply to them or was not utilized. There are 20 total areas or services that respondents rate on the same 1-5 scale used in the skill development section.

Table 7: Mean Value of Education and Academic Support Items

	N	Mean	SD
Overall quality of your academic program	526	3.93	0.984
Academic advising	524	3.75	1.147
Faculty availability outside of class	518	3.91	1.039
Faculty attitude towards students	525	3.91	1.063
Content of instruction in major courses	524	3.96	0.973
Quality of instruction in major courses	524	3.94	1.013
Content of instruction in general education courses	493	3.66	1.063
Quality of instruction in general education courses	488	3.65	1.084
Faculty use of technology to enhance teaching	522	3.78	1.039
Course availability	520	3.60	1.159
Communication between faculty and students	523	3.82	1.042
New student orientation program	414	3.61	1.094
Kent library	490	4.02	0.951
Classroom facilities	473	3.82	1.011
Computer labs	464	3.94	0.923
Laboratory/instructional equipment	415	3.89	0.960
Testing services	423	3.80	1.008
Writing center	414	3.93	1.001
Mathematics center	308	3.78	1.014
Center for international programs	265	3.89	0.988

Table 8: Percentage of Education and Academic Support Items

	N	Positive (%)	Negative (%)
Overall quality of your academic program	526	71.5	7.4
Academic advising	524	61.8	15.5
Faculty availability outside of class	518	67.8	9.1
Faculty attitude towards students	525	68.2	10.3
Content of instruction in major courses	524	69.6	7.1
Quality of instruction in major courses	524	69.5	8.6
Content of instruction in general education courses	493	57.2	13.0
Quality of instruction in general education courses	488	57.6	14.5
Faculty use of technology to enhance teaching	522	60.3	11.1
Course availability	520	54.6	15.8
Communication between faculty and students	523	64.6	10.3
New student orientation program	414	55.8	14.7
Kent library	490	70.2	5.9
Classroom facilities	473	63.6	8.7
Computer labs	464	68.5	5.4
Laboratory/instructional equipment	415	67.5	7.7
Testing services	423	62.6	9.9
Writing center	414	68.4	8.2
Mathematics center	308	58.8	8.4
Center for international programs	265	65.3	7.2

Satisfaction with Offices and Services

In addition to many of the academic support services offered, respondents were asked to indicate their satisfaction with specific offices or services at Southeast. Once again a 5 point rating scale was utilized ranging from “Very satisfied” to “Very dissatisfied.” Numeric weights were also assigned 1 through 5 again, beginning with “Very dissatisfied” at 1. Therefore higher values indicate higher levels of satisfaction. Table 9 contains the mean value for each of the 20 items asked and Table 10 contains the item percentages. Students were instructed to respond “N/A” if an item did not apply.

Table 9: Mean Value of Satisfaction Items

	N	Mean	SD
Admissions office	490	4.08	0.790
Registrar's office	490	4.07	0.820
Veteran's services	210	4.03	0.830
Financial aid services	451	3.90	1.033
Billing and payment services	501	3.86	0.993
Information technology	471	4.00	0.859
Career planning services	399	3.99	0.895
Placement services	321	3.85	0.929
Counseling services	321	3.95	0.946
University bookstore	472	3.95	0.919
Food/dining services	409	3.60	1.080
Residence halls	328	3.93	0.903
Campus health clinic	336	3.81	1.049
Student voice in University politics	321	3.72	1.038
Recreational opportunities	385	4.10	0.826
Student government	315	3.88	0.961
Other student organizations	364	3.99	0.894
Safety and security	443	3.88	0.950
Parking facilities	445	2.83	1.433
University media (website, newspaper, radio, TV, etc.)	439	3.88	0.926

Table 10: Percentage of Satisfaction Items

	N	Positive (%)	Negative (%)
Admissions office	490	77.3	1.8
Registrar's office	490	77.1	2.9
Veteran's services	210	71.4	1.4
Financial aid services	451	70.1	8.9
Billing and payment services	501	70.1	8.2
Information technology	471	72.6	3.4
Career planning services	399	71.4	3.8
Placement services	321	65.4	4.7
Counseling services	321	69.2	5.3
University bookstore	472	72.5	5.5
Food/dining services	409	59.7	15.6
Residence halls	328	72.6	6.1
Campus health clinic	336	68.5	10.7
Student voice in University politics	321	62.9	9.3
Recreational opportunities	385	79.7	3.1
Student government	315	67.6	5.1
Other student organizations	364	71.2	3.6
Safety and security	443	69.5	7.2
Parking facilities	445	37.5	42.9
University media (website, newspaper, radio, TV, etc.)	439	66.5	5.7

Appendix A

Rate your development in the following areas:

	N	Excellent (%)	Very good (%)	Good (%)	Fair (%)	Poor (%)	Total (%)
Writing skills	524	27.7	39.7	27.3	4.2	1.1	100
Speaking/presentation skills	511	26.8	38.2	27.2	5.9	2.0	100
Reading skills	510	27.8	35.3	29.0	6.5	1.4	100
Critical thinking skills	522	33.5	42.0	21.1	2.7	0.8	100
Problem solving skills	522	32.2	43.1	21.1	2.7	1.0	100
Quantitative analytical skills	509	24.8	35.2	29.7	8.8	1.6	100
Computer technology	500	26.0	33.8	27.0	11.0	2.2	100
Research skills	515	32.0	38.8	23.3	5.4	0.4	100
Scientific principles and methods	487	22.4	34.7	27.9	12.7	2.3	100
Understanding different philosophies and cultures	502	29.5	31.1	26.1	10.8	2.6	100
Appreciation of the arts	470	28.9	25.1	26.8	14.3	4.9	100
Leadership skills	515	38.8	32.2	21.7	5.6	1.6	100
Management and organizational skills	518	40.7	35.7	18.5	3.9	1.2	100
Time management	518	41.5	36.5	16.0	4.4	1.5	100
Working cooperatively in groups	511	38.7	34.2	21.3	3.7	2.0	100
Planning and carrying out projects	521	39.2	37.4	19.4	2.7	1.3	100
Citizenship skills	468	30.8	33.5	26.9	6.6	2.1	100
Strategies for applying skills in my field	523	43.2	35.6	15.5	3.8	1.9	100

Rate the following areas related to the education and academic support services at Southeast:

	N	Excellent (%)	Very good (%)	Good (%)	Fair (%)	Poor (%)	Total (%)
Overall quality of your academic program	526	32.1	39.4	21.1	4.6	2.9	100
Academic advising	524	32.8	29.0	22.7	11.5	4.0	100
Faculty availability outside of class	518	34.7	33.0	23.2	6.2	2.9	100
Faculty attitude towards students	525	35.8	32.4	21.5	7.2	3.0	100
Content of instruction in major courses	524	35.4	34.2	23.3	5.5	1.5	100
Quality of instruction in major courses	524	35.1	34.4	21.9	6.3	2.3	100
Content of instruction in general education courses	493	25.4	31.8	29.8	9.5	3.4	100
Quality of instruction in general education courses	488	25.8	31.8	27.9	11.1	3.5	100
Faculty use of technology to enhance teaching	522	30.8	29.5	28.5	9.4	1.7	100
Course availability	520	26.9	27.7	29.6	9.6	6.2	100
Communication between faculty and students	523	30.8	33.8	25.0	7.5	2.9	100
New student orientation program	414	24.4	31.4	29.5	10.4	4.3	100
Kent library	490	38.6	31.6	23.9	5.1	0.8	100
Classroom facilities	473	30.0	33.6	27.7	6.1	2.5	100
Computer labs	464	32.3	36.2	26.1	4.3	1.1	100
Laboratory/instructional equipment	415	30.4	37.1	24.8	6.3	1.4	100
Testing services	423	28.8	33.8	27.4	8.0	1.9	100
Writing center	414	34.5	33.8	23.4	6.3	1.9	100
Mathematics center	308	29.5	29.2	32.8	6.2	2.3	100
Center for instructional programs	265	32.8	32.5	27.5	5.3	1.9	100

Please tell us how satisfied you are with the following offices and services at Southeast:

	N	Very satisfied (%)	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Very dissatisfied (%)	Total (%)
Admissions office	490	32.7	44.7	20.8	1.4	0.4	100
Registrar's office	490	33.1	44.1	20.0	2.2	0.6	100
Veteran's services	210	33.3	38.1	27.1	1.0	0.5	100
Financial aid services	451	32.2	37.9	21.1	5.1	3.8	100
Billing and payment services	501	27.9	42.1	21.8	4.6	3.6	100
Information technology	471	31.8	40.8	24.0	2.5	0.8	100
Career planning services	399	32.6	38.8	24.8	2.3	1.5	100
Placement services	321	27.1	38.3	29.9	2.2	2.5	100
Counseling services	321	33.3	35.8	25.5	3.4	1.9	100
University bookstore	472	29.9	42.6	22.0	3.4	2.1	100
Food/dining services	409	20.8	38.9	24.7	10.8	4.9	100
Residence halls	328	28.4	44.2	21.3	4.6	1.5	100
Campus health clinic	336	27.4	41.1	20.8	6.3	4.5	100
Student voice in University politics	321	23.7	39.3	27.7	4.0	5.3	100
Recreational opportunities	385	34.3	45.5	17.1	2.1	1.0	100
Student government	315	28.6	39.0	27.3	1.6	3.5	100
Other student organizations	364	33.2	37.9	25.3	2.2	1.4	100
Safety and security	443	28.0	41.5	23.3	5.0	2.3	100
Parking facilities	445	15.5	22.0	19.6	16.0	27.0	100
University media (website, newspaper, radio, TV, etc.)	439	28.5	38.0	27.8	4.1	1.6	100

Rate your agreement level regarding the following areas:

	N	Strongly agree (%)	Agree (%)	Neither agree or disagree (%)	Disagree (%)	Strongly disagree (%)	Total (%)
The goals, objectives, and requirements for my academic programs were clearly defined.	519	40.3	46.1	9.2	4.0	0.4	100
My academic program was intellectually challenging and stimulating.	519	41.4	48.2	6.9	2.1	1.3	100
Courses in my curriculum contributed to the skills and knowledge required in my field.	519	44.7	43.7	7.5	2.9	1.2	100
Courses were offered frequently enough for timely completion of my degree program.	517	36.4	41.8	10.6	8.7	2.5	100
The intellectual caliber of students in my academic program was high.	518	32.4	45.6	15.4	4.8	1.7	100
The degree program in which I enrolled was valuable for me in my future employment.	519	48.4	39.7	8.9	2.3	0.8	100
Southeast faculty cared about students as individuals.	519	42.2	42.2	10.0	4.0	1.5	100
Southeast faculty were helpful with my career plan.	516	39.3	38.4	14.9	5.8	1.6	100
Southeast was responsive to the needs of its students.	519	34.1	41.6	17.0	5.4	1.9	100
The tuition and fees I paid at Southeast were a worthwhile investment.	517	34.4	40.8	17.8	4.6	2.3	100

Provide your overall ratings of Southeast:

	N	Excellent (%)	Very good (%)	Good (%)	Fair (%)	Poor (%)	Total (%)
How would you rate Southeast's preparation of you for employment?	523	31.9	29.1	24.7	10.3	4.0	100
How would you rate Southeast's preparation of your for further education?	521	31.3	29.6	24.6	10.0	4.6	100
What is your overall rating of your college experiences at Southeast?	522	35.1	33.3	21.3	7.9	2.5	100

(Rated 1-4)	N	Definitely yes (%)	Probably yes (%)	Probably not (%)	Definitely not (%)	Total (%)
If you were starting over, would you enroll in the same academic program?	536	48.7	33.6	11.6	6.2	100
If you had a chance to restart college, would you choose Southeast again?	536	42.0	41.6	11.0	5.4	100
Would you recommend your academic program to other students?	535	51.8	35.7	7.7	4.9	100
Would you recommend Southeast to someone planning to go to college?	535	54.0	35.0	7.1	3.9	100