

Aguadilla Campus
Student Satisfaction Survey 2014-15
Graduate Level

Report Results

Purpose

Know the level of satisfaction of graduate students with the services provided by the Institution.

Method

The questionnaire was administered face-to-face to graduate level students at Inter American University during the months of April and May 2015.

A list of the randomly selected course sections that made up the sample was sent to the campuses from the Central Office. The teachers of the selected sections took their students to the designated classrooms with the computers prepared and access to the digital questionnaire. Then, the staff of the Campus Planning Offices explained the purpose of the survey and provided instructions for answering it and clarifying doubts.

The satisfaction scale used was as follows:

	Not Satisfied	Somewh at Satisfied	Satisfied	Very Satisfied	I do not use the service
Service					

To calculate the percentage of **Satisfaction**, the *Very Satisfied and Satisfied* responses were added together and divided by the total number of responses, excluding the "I do not use the service" alternative.

In addition, the importance given by the students to the evaluated services was surveyed using the following scale:

	Not Important	Somewhat Important	Important	Very Important	No Opinion
Service					

To calculate the percentage of **Importance**, the responses *Very Important and Important* were added together and divided by the total number of responses, excluding the "No Opinion" alternative.

Participants

The questionnaire was administered in person to a sample of graduate level students at Inter American University. Out of a total of 242 graduate level students enrolled at the campus, 81 students answered the questionnaire for a participation rate of 33%.

Demographic profile of participants

Variable	Categories	f	%
Gender	Male	23	28%
	Female	58	72%
	Total	81	100%
Age	18 years old or younger	0	0%
	19 to 24 years old	23	28%
	25 to 34 years old	42	52%
	35 to 44 years old	13	16%
	45 years or more	3	4%
	Total	81	100%
Weekly hours worked outside the University	0 hours	19	23%
	1 to 10 hours	8	10%
	11 to 20 hours	16	20%
	21 to 40 hours	23	28%
	more than 40 hours	15	19%
	Total	81	100%

Academic profile of participants

Variables	Categories	f	%
Academic degree	Master's Degree	77	95%
	Doctorate	0	0%
	Professional Certificate	4	5%
	Total	81	100%
Term	Semester	6	7%
	Quarter	75	93%
	Combination	0	0%
	Bimonthly	0	0%
	Another	0	0%
	Total	81	100%
Number of credits	1 to 3 credits	14	17%
	4 to 6 credits	54	67%
	7 to 9 credits	7	9%
	more than 9 credits	6	7%
	Total	81	100%
Schedule	Daytime	1	1%
	Nocturnal (after 5:00 p.m.)	77	95%
	Saturdays	0	0%
	Combined	3	4%
	Total	81	100%
Total credits approved	Less than 12 credits	24	30%
	From 12 to 24 credits	27	33%
	More than 24 credits	30	37%
	Total	81	100%
Total credits taken by distance education	0 credits	66	81%
	Less than 12 credits	12	15%
	From 12 to 24 credits	2	2%
	More than 24 credits	1	1%
	Total	81	100%
Candidate for graduation next May	Yes	17	21%
	No	64	79%
	Total	81	100%

Results

Academic Affairs	Importance	Satisfaction
23. The mastery demonstrated by the professors of the course content.	99%	94%
39. The quality of its curriculum.	97%	80%
5. The speed with which the professor reports the results of the evaluation of his academic work in the courses.	96%	81%
10. The orientation offered by professors about their academic program.	96%	77%
17. Teaching strategies used by teachers.	96%	84%
21. The encouragement given by professors for research.	96%	77%
30. Access to bibliographic resources and other information sources offered by the Information Access Center (CAD).	96%	78%
32. The way you are treated by your teachers.	96%	84%
36. The image that Inter-American University has in the community.	96%	92%
40. The attention given by the faculty to your doubts and questions.	96%	75%
1. The use of technological resources by teachers in the classroom.	95%	91%
6. The information provided by the graded catalog.	95%	77%
9. The availability of courses in your specialty.	94%	71%
28. Opportunities to evaluate teacher performance.	94%	73%
38. The availability of teachers to assist you outside of class time.	94%	74%
19. Academic activities organized by the Campus.	92%	77%

Administrative Matters	Importance	Satisfaction
33. The cleanliness of the premises.	99%	91%
7. The physical environment of the classrooms.	98%	90%
13. The payment options offered to you in the enrollment process.	97%	78%
15. The admission process to the Campus.	97%	82%
31. Security at the Campus.	97%	78%
34. The availability of areas with Internet connection.	97%	73%
41. The availability of courses at the times you are interested in.	97%	74%
11. Parking lots for students.	96%	64%
16. The treatment provided by the security personnel.	96%	77%
22. Service at the Collection Office.	96%	76%
27. Services provided by the Financial Assistance Office.	96%	64%
3. The availability of computers for their academic work.	95%	83%
18. The course selection process.	95%	77%
8. The service provided by the bookstore.	94%	74%
2. First aid area services.	93%	68%
12. The services of the Registrar's Office.	92%	73%
20. The schedule of enrollment management.	91%	66%
4. Cafeteria service.	83%	60%

Student affairs	Importance	Satisfaction
37. Services for students with disabilities.	98%	86%
24. Guidance on University rules and regulations.	96%	72%
26. The program of cultural activities.	88%	65%
29. Opportunities for participation in the selection of representatives of the different student organizations.	86%	70%

Religious Affairs	Importance	Satisfaction
35. The availability of areas for prayer and reflection.	96%	76%
25. Spiritual guidance provided by the University Chaplaincy Office.	85%	64%
14. The activities offered by the University Chaplaincy Office (Religious Life).	84%	68%

APPENDIX

General inquiry	Alternatives	f	%
Level of satisfaction with the University in general	Very Satisfied	28	35%
	Satisfied	39	48%
	Somewhat Satisfied	14	17%
	Not Satisfied	0	0%
	Total	81	100%

Academic Affairs

Questions	Importance	f	%	Satisfaction	f	%
1. The use of technological resources by teachers in the classroom.	Very Imp.	57	71%	Very Satisfied.	39	49%
	Important	19	24%	Satisfied	34	42%
	Somewhat Imp.	4	5%	Somewhat Satisfied.	6	8%
	Not Imp.	0	0%	Not Satisfied.	1	1%
	Total	80	100%	Total	80	100%
5. The speed with which the professor reports the results of the evaluation of his academic work in the courses.	Very Imp.	60	76%	Very Satisfied.	35	44%
	Important	16	20%	Satisfied	30	38%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	13	16%
	Not Imp.	0	0%	Not Satisfied.	2	2%
	Total	79	100%	Total	80	100%
6. The information provided by the graded catalog.	Very Imp.	58	73%	Very Satisfied.	27	35%
	Important	17	22%	Satisfied	32	42%
	Somewhat Imp.	4	5%	Somewhat Satisfied.	14	18%
	Not Imp.	0	0%	Not Satisfied.	4	5%
	Total	79	100%	Total	77	100%
9. The availability of courses in your specialty.	Very Imp.	65	81%	Very Satisfied.	23	29%
	Important	10	12%	Satisfied	34	42%
	Somewhat Imp.	4	5%	Somewhat Satisfied.	16	20%
	Not Imp.	1	1%	Not Satisfied.	7	9%
	Total	80	100%	Total	80	100%
10. The orientation offered by professors about their academic program.	Very Imp.	69	87%	Very Satisfied.	31	40%
	Important	7	9%	Satisfied	29	37%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	16	21%
	Not Imp.	0	0%	Not Satisfied.	2	3%
	Total	79	100%	Total	78	100%
17. Teaching strategies used by teachers.	Very Imp.	69	87%	Very Satisfied.	29	37%
	Important	7	9%	Satisfied	37	47%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	12	15%
	Not Imp.	0	0%	Not Satisfied.	1	1%
	Total	79	100%	Total	79	100%
19. Academic activities	Very Imp.	44	67%	Very Satisfied.	20	32%

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organized by the Campus.	Important	17	26%	Satisfied	28	45%
	Somewhat Imp.	5	8%	Somewhat Satisfied.	11	18%
	Not Imp.	0	0%	Not Satisfied.	3	5%
	Total	66	100%	Total	62	100%

Questions	Importance	f	%	Satisfaction	f	%
21. The encouragement given by professors for research.	Very Imp.	61	79%	Very Satisfied.	32	42%
	Important	13	17%	Satisfied	27	35%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	15	19%
	Not Imp.	0	0%	Not Satisfied.	3	4%
	Total	77	100%	Total	77	100%
23. The mastery demonstrated by the professors of the course content.	Very Imp.	66	84%	Very Satisfied.	43	54%
	Important	12	15%	Satisfied	31	39%
	Somewhat Imp.	1	1%	Somewhat Satisfied.	3	4%
	Not Imp.	0	0%	Not Satisfied.	2	3%
	Total	79	100%	Total	79	100%
28. Opportunities to evaluate teacher performance.	Very Imp.	61	77%	Very Satisfied.	25	32%
	Important	13	16%	Satisfied	33	42%
	Somewhat Imp.	4	5%	Somewhat Satisfied.	13	16%
	Not Imp.	1	1%	Not Satisfied.	8	10%
	Total	79	100%	Total	79	100%
30. Access to bibliographic resources and other information sources offered by the Information Access Center (CAI).	Very Imp.	61	81%	Very Satisfied.	37	51%
	Important	11	15%	Satisfied	20	27%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	13	18%
	Not Imp.	1	1%	Not Satisfied.	3	4%
	Total	75	100%	Total	73	100%
32. The way you are treated by your teachers.	Very Imp.	69	87%	Very Satisfied.	44	56%
	Important	7	9%	Satisfied	22	28%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	11	14%
	Not Imp.	0	0%	Not Satisfied.	2	3%
	Total	79	100%	Total	79	100%
36. The image that Inter-American University has in the community.	Very Imp.	63	81%	Very Satisfied.	37	47%
	Important	12	15%	Satisfied	35	45%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	5	6%
	Not Imp.	0	0%	Not Satisfied.	1	1%
	Total	78	100%	Total	78	100%
38. The availability of teachers to assist you outside of class time.	Very Imp.	65	83%	Very Satisfied.	31	41%
	Important	8	10%	Satisfied	25	33%
	Somewhat Imp.	4	5%	Somewhat Satisfied.	17	22%

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	Not Imp.	1	1%	Not Satisfied.	3	4%
	Total	78	100%	Total	76	100%
39. The quality of its curriculum.	Very Imp.	72	91%	Very Satisfied.	32	41%
	Important	5	6%	Satisfied	31	39%

Questions	Importance	f	%	Satisfaction	f	%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	13	16%
	Not Imp.	0	0%	Not Satisfied.	3	4%
	Total	79	100%	Total	79	100%
40. The attention given by the faculty to your doubts and questions.	Very Imp.	66	84%	Very Satisfied.	32	41%
	Important	10	13%	Satisfied	27	34%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	16	20%
	Not Imp.	0	0%	Not Satisfied.	4	5%
	Total	79	100%	Total	79	100%

Administrative Matters

Questions	Importance	f	%	Satisfaction	f	%
2. First aid area services.	Very Imp.	47	68%	Very Satisfied.	15	32%
	Important	17	25%	Satisfied	17	36%
	Somewhat Imp.	5	7%	Somewhat Satisfied.	13	28%
	Not Imp.	0	0%	Not Satisfied.	2	4%
	Total	69	100%	Total	47	100%
3. The availability of computers for their academic work.	Very Imp.	63	81%	Very Satisfied.	35	47%
	Important	11	14%	Satisfied	27	36%
	Somewhat Imp.	4	5%	Somewhat Satisfied.	11	15%
	Not Imp.	0	0%	Not Satisfied.	2	3%
	Total	78	100%	Total	75	100%
4. Cafeteria service.	Very Imp.	45	58%	Very Satisfied.	25	35%
	Important	19	25%	Satisfied	18	25%
	Somewhat Imp.	11	14%	Somewhat Satisfied.	20	28%
	Not Imp.	2	3%	Not Satisfied.	9	12%
	Total	77	100%	Total	72	100%
7. The physical environment of the classrooms.	Very Imp.	61	76%	Very Satisfied.	45	56%
	Important	17	21%	Satisfied	27	34%
	Somewhat Imp.	2	2%	Somewhat Satisfied.	7	9%
	Not Imp.	0	0%	Not Satisfied.	1	1%
	Total	80	100%	Total	80	100%
8. The service provided by the bookstore.	Very Imp.	51	74%	Very Satisfied.	26	40%
	Important	14	20%	Satisfied	22	34%
	Somewhat Imp.	4	6%	Somewhat Satisfied.	12	18%
	Not Imp.	0	0%	Not Satisfied.	5	8%
	Total	69	100%	Total	65	100%
11. Parking lots for students.	Very Imp.	63	81%	Very Satisfied.	23	30%
	Important	12	15%	Satisfied	26	34%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	20	26%
	Not Imp.	1	1%	Not Satisfied.	7	9%
	Total	78	100%	Total	76	100%
12. The services of the	Very Imp.	59	75%	Very Satisfied.	30	38%

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Registrar's Office.	Important	14	18%	Satisfied	28	35%
	Somewhat Imp.	5	6%	Somewhat Satisfied.	18	23%
	Not Imp.	1	1%	Not Satisfied.	3	4%
	Total	79	100%	Total	79	100%

Questions	Importance	f	%	Satisfaction	f	%
13. The payment options offered to you in the enrollment process.	Very Imp.	66	84%	Very Satisfied.	35	45%
	Important	11	14%	Satisfied	26	33%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	15	19%
	Not Imp.	0	0%	Not Satisfied.	2	3%
	Total	79	100%	Total	78	100%
15. The admission process to the Campus.	Very Imp.	62	79%	Very Satisfied.	35	45%
	Important	14	18%	Satisfied	29	37%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	11	14%
	Not Imp.	0	0%	Not Satisfied.	3	4%
	Total	78	100%	Total	78	100%
16. The treatment provided by the security personnel.	Very Imp.	60	76%	Very Satisfied.	32	41%
	Important	16	20%	Satisfied	28	36%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	14	18%
	Not Imp.	1	1%	Not Satisfied.	4	5%
	Total	79	100%	Total	78	100%
18. The course selection process.	Very Imp.	62	78%	Very Satisfied.	29	37%
	Important	13	16%	Satisfied	32	41%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	12	15%
	Not Imp.	1	1%	Not Satisfied.	6	8%
	Total	79	100%	Total	79	100%
20. The schedule of enrollment management.	Very Imp.	60	76%	Very Satisfied.	24	30%
	Important	12	15%	Satisfied	28	35%
	Somewhat Imp.	6	8%	Somewhat Satisfied.	19	24%
	Not Imp.	1	1%	Not Satisfied.	8	10%
	Total	79	100%	Total	79	100%
22. Service at the Collection Office.	Very Imp.	59	75%	Very Satisfied.	29	37%
	Important	17	22%	Satisfied	31	39%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	14	18%
	Not Imp.	0	0%	Not Satisfied.	5	6%
	Total	79	100%	Total	79	100%
27. Services provided by the Financial Assistance Office.	Very Imp.	64	84%	Very Satisfied.	28	38%
	Important	9	12%	Satisfied	19	26%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	20	27%

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	Not Imp.	0	0%	Not Satisfied.	6	8%
	Total	76	100%	Total	73	100%
31. Security at the Campus.	Very Imp.	70	89%	Very Satisfied.	41	52%
	Important	7	9%	Satisfied	21	27%

Questions	Importance	f	%	Satisfaction	f	%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	14	18%
	Not Imp.	0	0%	Not Satisfied.	3	4%
	Total	79	100%	Total	79	100%
33. The cleanliness of the premises.	Very Imp.	71	90%	Very Satisfied.	50	63%
	Important	7	9%	Satisfied	22	28%
	Somewhat Imp.	1	1%	Somewhat Satisfied.	5	6%
	Not Imp.	0	0%	Not Satisfied.	2	3%
	Total	79	100%	Total	79	100%
34. The availability of areas with Internet connection.	Very Imp.	70	90%	Very Satisfied.	29	38%
	Important	6	8%	Satisfied	27	35%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	16	21%
	Not Imp.	0	0%	Not Satisfied.	5	6%
	Total	78	100%	Total	77	100%
41. The availability of courses at the times you are interested in.	Very Imp.	70	89%	Very Satisfied.	27	35%
	Important	7	9%	Satisfied	30	39%
	Somewhat Imp.	2	3%	Somewhat Satisfied.	13	17%
	Not Imp.	0	0%	Not Satisfied.	7	9%
	Total	79	100%	Total	77	100%

Student affairs

Questions	Importance	f	%	Satisfaction	f	%
24. Guidance on University rules and regulations.	Very Imp.	49	64%	Very Satisfied.	25	33%
	Important	24	32%	Satisfied	29	39%
	Somewhat Imp.	3	4%	Somewhat Satisfied.	13	17%
	Not Imp.	0	0%	Not Satisfied.	8	11%
	Total	76	100%	Total	75	100%
26. The program of cultural activities.	Very Imp.	36	55%	Very Satisfied.	12	22%
	Important	22	33%	Satisfied	23	43%
	Somewhat Imp.	7	11%	Somewhat Satisfied.	13	24%
	Not Imp.	1	2%	Not Satisfied.	6	11%
	Total	66	100%	Total	54	100%
29. Opportunities for participation in the selection of representatives of the different student organizations.	Very Imp.	42	64%	Very Satisfied.	25	40%
	Important	15	23%	Satisfied	19	30%
	Somewhat Imp.	8	12%	Somewhat Satisfied.	14	22%
	Not Imp.	1	2%	Not Satisfied.	5	8%
	Total	66	100%	Total	63	100%
37. Services for students with disabilities.	Very Imp.	55	83%	Very Satisfied.	25	50%
	Important	10	15%	Satisfied	18	36%
	Somewhat Imp.	1	2%	Somewhat Satisfied.	6	12%
	Not Imp.	0	0%	Not Satisfied.	1	2%
	Total	66	100%	Total	50	100%

University Chaplaincy Office Affairs

Questions	Importance	f	%	Satisfaction	f	%
14. The activities offered by the University Chaplaincy Office (Religious Life).	Very Imp.	34	61%	Very Satisfied.	17	41%
	Important	13	23%	Satisfied	11	27%
	Somewhat Imp.	8	14%	Somewhat Satisfied.	10	24%
	Not Imp.	1	2%	Not Satisfied.	3	7%
	Total	56	100%	Total	41	100%
25. Spiritual guidance provided by the University Chaplaincy Office.	Very Imp.	35	64%	Very Satisfied.	13	33%
	Important	12	22%	Satisfied	12	31%
	Somewhat Imp.	7	13%	Somewhat Satisfied.	10	26%
	Not Imp.	1	2%	Not Satisfied.	4	10%
	Total	55	100%	Total	39	100%
35. The availability of areas for prayer and reflection.	Very Imp.	45	80%	Very Satisfied.	19	41%
	Important	9	16%	Satisfied	16	35%
	Somewhat Imp.	2	4%	Somewhat Satisfied.	6	13%
	Not Imp.	0	0%	Not Satisfied.	5	11%
	Total	56	100%	Total	46	100%

Concentration of participants

Concentration	f
Family Psychological Counseling (MS) (405)	25
Criminal Justice (MA) (302)	17
Education - Teaching English as a Second Language (MA) (300)	8
Psychological Counseling (MA) (323)	8
Accounting (MBA) (315)	5
Industrial Management (MBA) (328)	4
Education - Elementary Level Teaching (M.Ed.) (395)	3
Business Administration (General) (MBA) (316)	3
Management Information Systems (MBA) (361)	2
Education - Educational Management and Leadership (MA) (402)	2

This document is a translation of the original document in Spanish. If any discrepancies arise due to translation, the Spanish version will prevail.