

Aguadilla Campus
Student Satisfaction Survey 2017-18
Undergraduate Level

Results Report

Purpose

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

Method

The digital questionnaire was administered face-to-face to undergraduate students at Inter American University in April 2018.

From the Central Office, a list of the randomly selected course sections that made up the sample was sent to the campuses. 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 gave instructions on how to answer it.

The satisfaction scale used was as follows:

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Not applicable
Service					

To calculate the percentage of **Satisfaction**, the responses were summed up as follows *Very Satisfied* and *Satisfied* and were divided by the total number of responses, excluding the "Not Satisfied" category "Does not apply".

Participants

The digital questionnaire was administered in person to a sample of undergraduate students at Inter American University. Out of a total of 3,140 undergraduate students enrolled at the campus, 407 students answered the questionnaire, for a participation rate of 13%. The results obtained have a margin of error of 5% with a confidence level of 95%.

Academic-demographic profile of the participants

Variables	Categories	f	%
Genre	Female	245	60%
	Male	162	40%
	Total	407	100%
Age	18 years or less	78	19%
	19 to 24 years	294	72%
	25 to 34 years	30	7%
	35 to 44 years	4	1%
	45 years or more	1	0%
	Total	407	100%
Weekly working hours	0 hours	220	55%
	1 - 20 hours	105	26%
	21 - 34 hours	57	14%
	35 - 40 hours	17	4%
	More than 40 hours	4	1%
	Total	403	100%
Academic goal	Baccalaureate	357	88%
	Associate Degree	48	12%
	Non-degree courses degree	2	0%
	Total	407	100%
Admission mode	Regular	376	93%
	ADVANCE	19	5%
	Special Student	9	2%
	Total	404	100%
Academic term	Semester	389	97%
	Quarter	3	1%
	Bimonthly	4	1%
	Combination	3	1%
	Another	2	0%
	Total	401	100%
Class schedule	Full-time (12 credits or more)	377	93%
	Part-time (less than 12 credits)	28	7%
	Total	405	100%
Study schedule	Daytime	334	82%
	Nocturnal	6	1%
	Saturday	1	0%
	Combined	65	16%
	Total	406	100%

STUDENT SATISFACTION AT THE UNDERGRADUATE LEVEL 2017-18

Variables	Categories	f	%
Approved credits	0 credits	9	2%
	1 to 29 credits	195	48%
	30 to 59 credits	88	22%
	60 to 89 credits	66	16%
	90 to 119 credits	38	9%
	120 credits or more	9	2%
	Total	405	100%
Distance credits	0 credits	274	68%
	1 to 29 credits	112	28%
	30 to 59 credits	2	0%
	60 to 89 credits	8	2%
	90 to 119 credits	3	1%
	120 credits or more	6	1%
	Total	405	100%

Results Satisfaction

with the University in general: 85%

Academic Services	% Satisfaction
4. The mastery demonstrated by the professors of the course content.	92%
10. The way you are treated by your teachers.	90%
1. The quality of your program of (concentration).	89%
17. Access to bibliographic resources and other sources of information offered by the Information Access Center (CAI).	88%
11. The availability of teachers to assist you outside of class time.	87%
12. The orientation offered by the professors about their academic program (concentration).	87%
7. The use of technological resources by teachers in the classroom.	87%
16. The availability of computers for their academic work.	84%
18. The availability of tutorials (face-to-face or online).	83%
8. The encouragement given by teachers for information seeking and research.	83%
13. Opportunities to evaluate teacher performance.	82%
5. Teaching strategies used by teachers.	82%
6. The promptness with which the faculty attends to your doubts and questions.	82%
9. The speed with which the professor reports the results of the evaluation of his academic work in the courses.	79%
The opportunities for enrichment offered by the Honor Program.	78%
2. The practical experiences of the laboratories of the courses of your concentration.	76%
3. Practical experiences outside the classroom.	76%
15. The availability of courses of your concentration in different modalities (online, face-to-face, blended, portfolio).	68%
14. The availability of courses at the times of interest.	61%

Administrative Services	%
12. The treatment provided by the security personnel.	88%
11. Security on the Campus.	87%
15. The cleanliness of the restrooms.	86%
13. First aid services.	85%
9. The service provided by the bookstore.	85%
8. The physical environment of the classrooms.	84%
14. The cafeteria service.	82%
1. The speed of the university admission process.	81%
2. The course selection process.	81%
16. The availability of areas, with Internet connection, for the use of personal computers.	79%
7. The availability of online student services (admissions, registration, among others).	76%
6. Service at the Takings Office.	74%
4. The payment options offered in the enrollment process.	72%
10. Parking lots for students.	71%
5. The services provided by the Economic Assistance Office.	71%
3. The speed with which the services of the Registrar's Office are offered.	59%

Student Services	%
1. The help provided by professional counselors in setting goals.	84%
5. The availability of information on university rules and regulations.	84%
8. Services for students with functional diversity.	84%
7. Opportunities for participation in student organizations.	80%
2. Opportunities to do volunteer (community) work as part of their college experience.	79%
4. Opportunities for participation in the selection of representatives of the different student organizations.	78%
9. Recreational opportunities.	78%
6. Activities on prevention of sexually transmitted diseases, drug, alcohol, and tobacco use.	77%
10. The program of cultural activities.	76%
11. The spaces available on the Campus for spending free time.	75%
3. Opportunities for the development of special skills and talents (sports, musical, artistic...).	75%

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