

**INTER AMERICAN UNIVERSITY OF PUERTO RICO  
RESEARCH, ASSESSMENT, AND PLANNING OFFICE**

Aguadilla Campus

Student Satisfaction Survey 2018 - 2019

Graduate Level

## Results Report

### **Purpose**

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

### **Method**

The digital questionnaire was administered in person to graduate level students at Inter American University during the months of March and April 2019.

A list of randomly selected course sections that completed the sample was sent to the campuses from the Central Office. Teachers from the selected sections took their students to the designated classrooms with computers ready and access to the digital questionnaire. Then, staff from the planning offices of the campuses explained the purpose of the survey and provided instructions for answering it voluntarily and anonymously.

The satisfaction scale used was as follows:

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Not Satisfied</b>	<b>Not applicable</b>
<b>Service</b>					

To calculate the percentage of **Satisfaction** we added the responses *Very Satisfied* and *Satisfied* and were divided by the total number of responses, excluding the not applicable".

### **Participants**

The digital questionnaire was administered in person to a sample of graduate level students at Inter American University. Out of a total of 199 graduate level students enrolled at the campus, 112 students completed the questionnaire for a participation rate of 56%.

## STUDENT SATISFACTION GRADUATE LEVEL 2018-19

Academic-demographic period of the participants

<b>Variables</b>	<b>Categories</b>	<b>f</b>	<b>%</b>
<b>Gender:</b>	Female	68	61%
	Male	44	39%
	Total	112	100%
<b>Age:</b>	18 years old or younger	0	0%
	19 to 24 years old	25	22%
	25 to 34 years old	66	59%
	35 to 44 years	16	14%
	45 years old or more	5	4%
	Total	112	100%
<b>Academic goal:</b>	Master's Degree	105	94%
	Doctorate	7	6%
	Professional Certificate	0	0%
	Total	112	100%
<b>Academic Term:</b>	Semester	1	1%
	Quarter	110	98%
	Bimonthly	0	0%
	Combination	1	1%
	Another	0	0%
	Total	112	100%
<b>Classes Program;</b>	Full-time (9 credits or more)	20	18%
	Part-time (less than 9 credits)	90	82%
	Total	110	100%
<b>Study schedule:</b>	Daytime	4	4%
	Nocturnal	108	96%
	Saturdays	0	0%
	Combined	0	0%
	Total	112	100%
<b>Approved credits:</b>	0 credits	20	18%
	From 1 to 12 credits	42	38%
	From 12 to 24 credits	21	19%
	More than 24 credits	29	26%
	Total	112	100%
<b>Distance credits:</b>	0 credits	77	69%
	From 1 to 12 credits	34	30%
	From 12 to 24 credits	1	1%
	More than 24 credits	0	0%
	Total	112	100%

## Results

### Satisfaction with the University in general

- 2016-17: 85%
- 2018-19: 81 %

<b>Academic Services</b>	<b>% Satisfaction</b>
1. The influence that Inter American University has in the community.	95%
10. The way you are treated by your teachers.	91%
5. The mastery demonstrated by the professors of the course content.	87%
7. The use of technological resources by teachers in the classroom.	85%
8. The speed with which the professor reports the results of the evaluation of your academic work in the courses.	82%
12. The availability of teachers to assist you outside of class time.	82%
11. The attention given by the faculty to your doubts and questions.	80%
9. The encouragement given by teachers for research.	79%
16. Access to bibliographic resources and other sources of information offered by the Information Access Center (CAI).	79%
6. Teaching strategies used by teachers.	77%
15. The availability of computers for their academic work.	77%
2. The quality of its curriculum.	76%
17. Academic activities organized by the Campus.	76%
13. The orientation offered by professors about their academic program.	75%
18. The information provided by the graded catalog.	74%
4. The availability of courses at the times you are interested in.	73%
14. Opportunities to evaluate teacher performance.	71%
3. The availability of courses in your specialty.	58%
9. The cleanliness of the premises.	91%
10. Security on the Campus.	91%
8. The physical environment of the classrooms.	85%

13. The availability of areas with Internet connection.	85%
11. The treatment provided by the security personnel.	84%
14. First aid area services.	84%
12. The parking lots for students.	82%
1. Admission Process of the Campus.	78%
4. Payment options that the enrollment process offers.	75%
6. Service at the Takings Office.	74%
15. The service provided by the bookstore.	74%
2. The process of selection of courses.	72%
3. The services of the Registrar's Office.	71%
5. The services that the Financial Aid Office provides.	69%
7. Management's schedule of registration	67%
16. Cafeteria service.	30%
4. The services for students with disabilities.	88%
3. Opportunities for participation in the selection of representatives of the different student organizations.	77%
Guidance on University rules and regulations.	73%
2. The program of cultural activities.	67%
1. The activities offered by the University Chaplaincy Office.	85%
2. Spiritual guidance provided by the University Chaplaincy Office.	83%
3. The availability of areas for prayer and reflection.	83%

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

