



FLORIDA POLYTECHNIC
UNIVERSITY

Student Satisfaction Inventory

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SSI Survey Description

- **National survey provided by Ruffalo Noel-Levitz**
 - 63 questions
 - Likert scales are from 1 to 7, with 7 being the highest for importance or satisfaction
- **Conducted at Florida Poly in Spring 2017 semester**
 - Undergraduate students were invited
 - Survey made available electronically
 - Response Rate 28%

Strengths

1. Campus is safe and secure
2. Faculty are available to students outside of class
3. Students are made to feel welcome here
4. Coursework is challenging and demands effort
5. Faculty are fair and unbiased

Improvements since 2016...

1. Quality of Instruction (17% ↑)
2. Sufficient Courses offered - program of study (17% ↑)
3. Academic Advisor is available (13 % ↑)
4. Help applying major to career goals (13 % ↑)
5. Mentors available to guide life and career goals (13 % ↑)

Challenges

Results show improvement in these areas, but a satisfaction gap remains:

1. Advising (academic, career)
2. Registration/Course Offerings
3. Quality of Instruction/Value of Course Content
4. Quality/Selection of Food
5. Library Resources

President's Priorities for 2017-2018

Priority 2: Strengthen the academic programs with focus on instructional delivery, rigor, advising and engagement.

- 2.1 Improve **instructional effectiveness, registration and scheduling** to within 5% of national averages for public Universities. (Academic Affairs, Registrar, Faculty)
- 2.2 Improve **advising effectiveness** to within 5% of the national averages for public Universities. (Academic Support Services)

University Responds (President's Priorities)

Priority 4: Deliver excellent services and foster a climate of active and engaged student life.

- 4.1 Improve **satisfaction with career support** to within 5% of the national averages for public Universities. (Academic Support Services)
- 4.3 Foster a **climate of student-centeredness** to within 5% of the national averages for public Universities. (Student Development)
- 4.4 Improve **satisfaction with student engagement programs** by engaging 70% of incoming freshman in a program and increasing overall participation in student life events by 5%. (Student Development)

Instructional Effectiveness

1. Focus on programmatic accreditation (ABET)
2. Creation of formal departments and Department Chairs (establish structure and standards)
3. New position dedicated to developing faculty and improving instructional effectiveness

Registration and Scheduling

1. New University Registrar (rebuilding the shop)
2. Reorganizing and training office staff to meet student needs and minimize the student run-around.
3. Forming a strong partnership between ASC and Registrar departments to provide accurate advising for registration needs.

Registration and Scheduling (cont.)

4. Register all new incoming freshman and transfer students their first semester to start them on a solid path.
5. Removing obstacles by reviewing and rewriting policy, processes, and procedures.
6. Developing 2-year course rotation (includes fall registration period for spring/summer combined)
7. New Student Information System (SIS) implementation in progress (will have a student focus group meeting in March 2018).

Advising Effectiveness

1. ASC Coaches—positionality and availability
2. Registration Advising
3. Behind the scenes—Degree Audit
4. Library—Constantly evaluating usage and working to optimize materials. In-class workshops. Out-of-class workshops.

Career Support

1. Resume Workshops
2. Career and Internship Fair
3. Mock Interviews
4. Career Day

Climate of Student-Centeredness

1. New food service vendor (more options coming in fall 2018)
2. Bookstore offering more services based demand
3. Working with housing partner to offer more programming

Student Engagement Satisfaction

1. Intramural sports have increased not only with activities but participants
2. Clubs and Orgs are doing more events geared toward personal and academic growth
3. Volunteer Opportunities to engage in Community Events
4. Soft skill workshops to aid in personal growth

Noel-Levitz Survey *will be administered again*
spring 2018:

March 19th to April 6th

Stay Tuned for More Information.

We Want to Hear from YOU!