



# **Initial Results of the May 2003 Graduating Senior Satisfaction Survey**

**The Office of Institutional  
Research and Policy Studies**

**October 8, 2003**

**Kevin B. Murphy, Research Analyst**



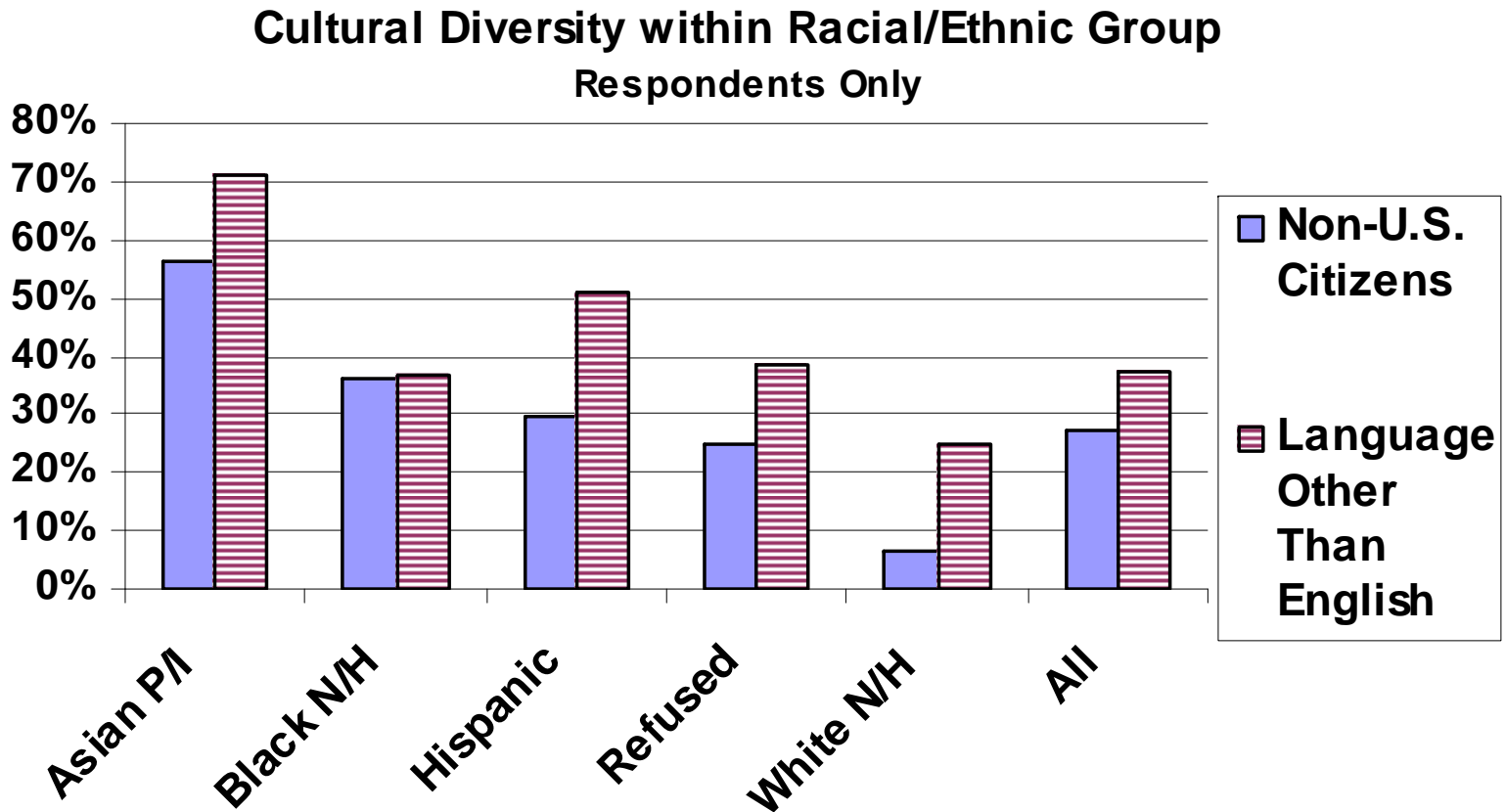
# Background Information

- **Pilot Study of August 2002 Graduation Applicants**
  - 256 Respondents
- **This Study Covers Graduation Applicants from December 2002 through August 2003**
  - 1,150 Responses from Total Group (59%)
  - 946 of 1,390 May Applicants (68%)
- **Four Main Sections**
  - **General Satisfaction**
  - **Satisfaction with Campus Communication**
  - **Satisfaction with the Major**
  - **Miscellaneous**
    - **Employment**
    - **Graduate School Plans**
    - **Language**
    - **Do Again and/or Recommend**

## Demographics of Respondents

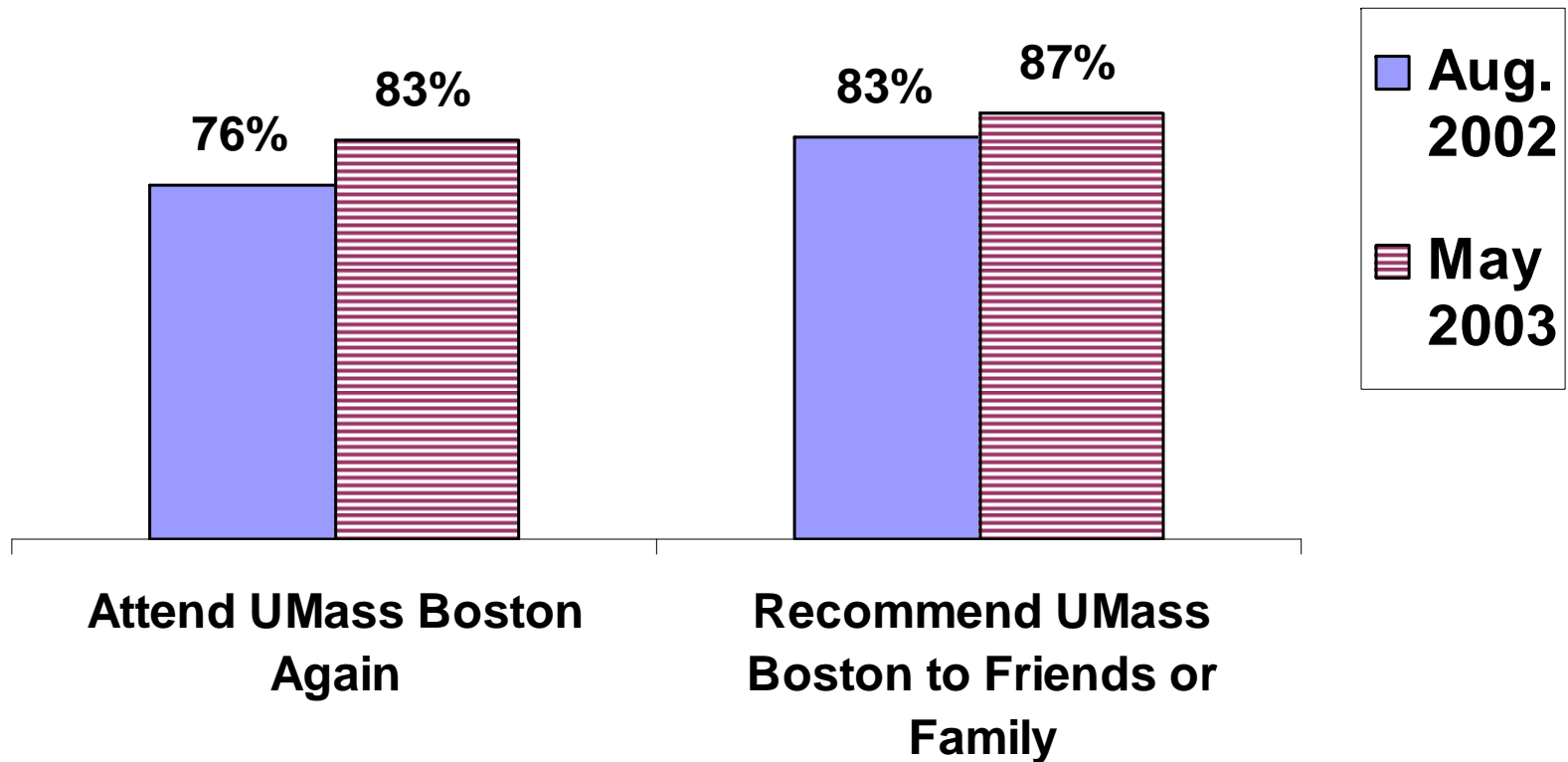
- **62% Female**
- **37% Speak a Language other than English at Home**
- **27% Are Citizens of Nations other than the U.S.**
- **Race/Ethnicity**
  - **9% Asian/Pacific Islander**
  - **13% Black Non-Hispanic**
  - **5% Hispanic**
  - **8% International**
  - **52% White non-Hispanic**
  - **13% Refused/Unknown**
    - **22% Non-U.S. Citizens**
    - **38% Speak a Language other than English at Home**

# The Cultural Diversity Represented by Language And Citizenship Extends Across the Major Racial/Ethnic Groups



**There Were Significant Increases in the Percentages Of Respondents Who Reported that They Would Attend UMass Boston Again or Recommend UMass Boston to a Friend or Family Member from August 2002 to May 2003**

**Percent of "Yes" Responses  
By Year**



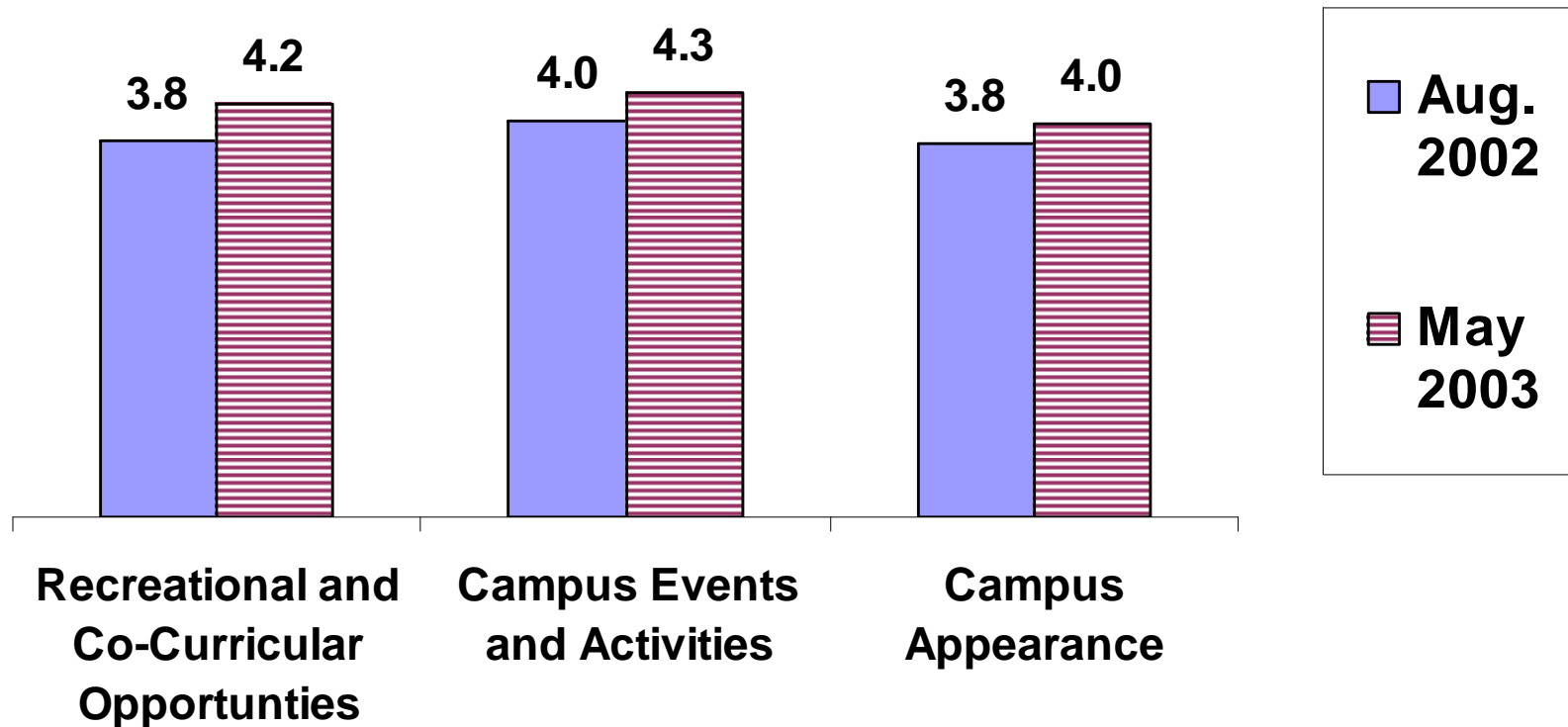
## **Mean General Satisfaction Ratings**

**Scale: 1= Least Satisfied to 7 = Most Satisfied**

<b>Public Transit (If Used)</b>	<b>5.7</b>
<b>Email &amp; Internet Access</b>	<b>5.3</b>
<b>Safety</b>	<b>5.3</b>
<b>Overall Experience</b>	<b>5.3</b>
<b>Computing Facilities</b>	<b>5.1</b>
<b>Library Resources</b>	<b>5.1</b>
<b>Registration Procedures</b>	<b>5.0</b>
<b>Science Labs</b>	<b>4.9</b>
<b>Financial Aid Services</b>	<b>4.7</b>
<b>Academic Adv. Center</b>	<b>4.4</b>
<b>Campus Events &amp; Activities *</b>	<b>4.3</b>
<b>Recreation &amp; Co-Curricular *</b>	<b>4.2</b>
<b>Campus Appearance *</b>	<b>4.0</b>
<b>Social Life</b>	<b>4.0</b>
<b>Parking (If Used)</b>	<b>3.1</b>

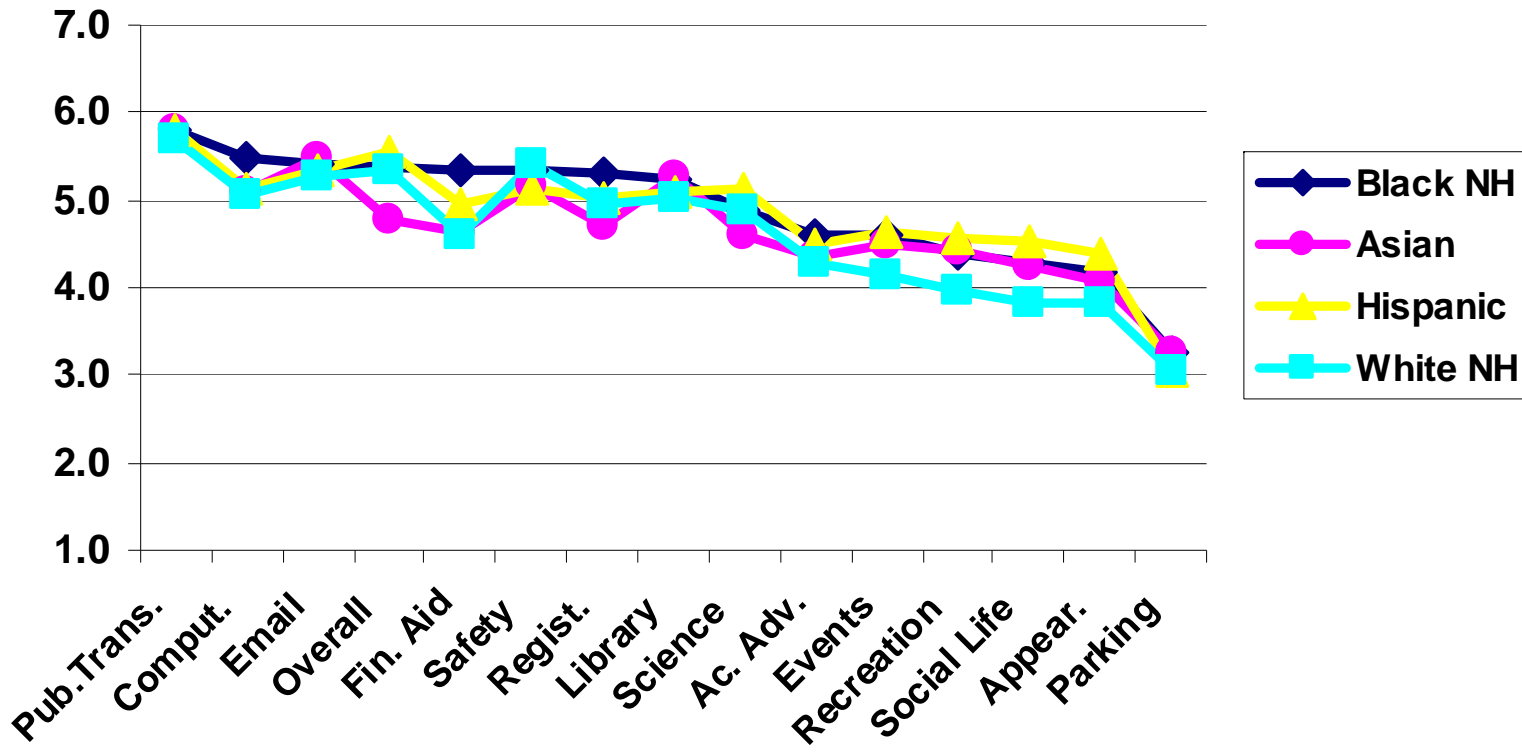
**Three Areas in the General Satisfaction Section Showed Significant Improvement from August 2002 to May 2003.  
Parking Was Not One of Them**

**These Areas Were Among the Lower Ranked Areas In  
Both August 2002 and May 2003**



# Mean General Satisfaction Ratings Were Very Similar Across Racial/Ethnic Groups

## Mean General Satisfaction Ratings By Race/Ethnicity (Permanent U.S. Residents Only)



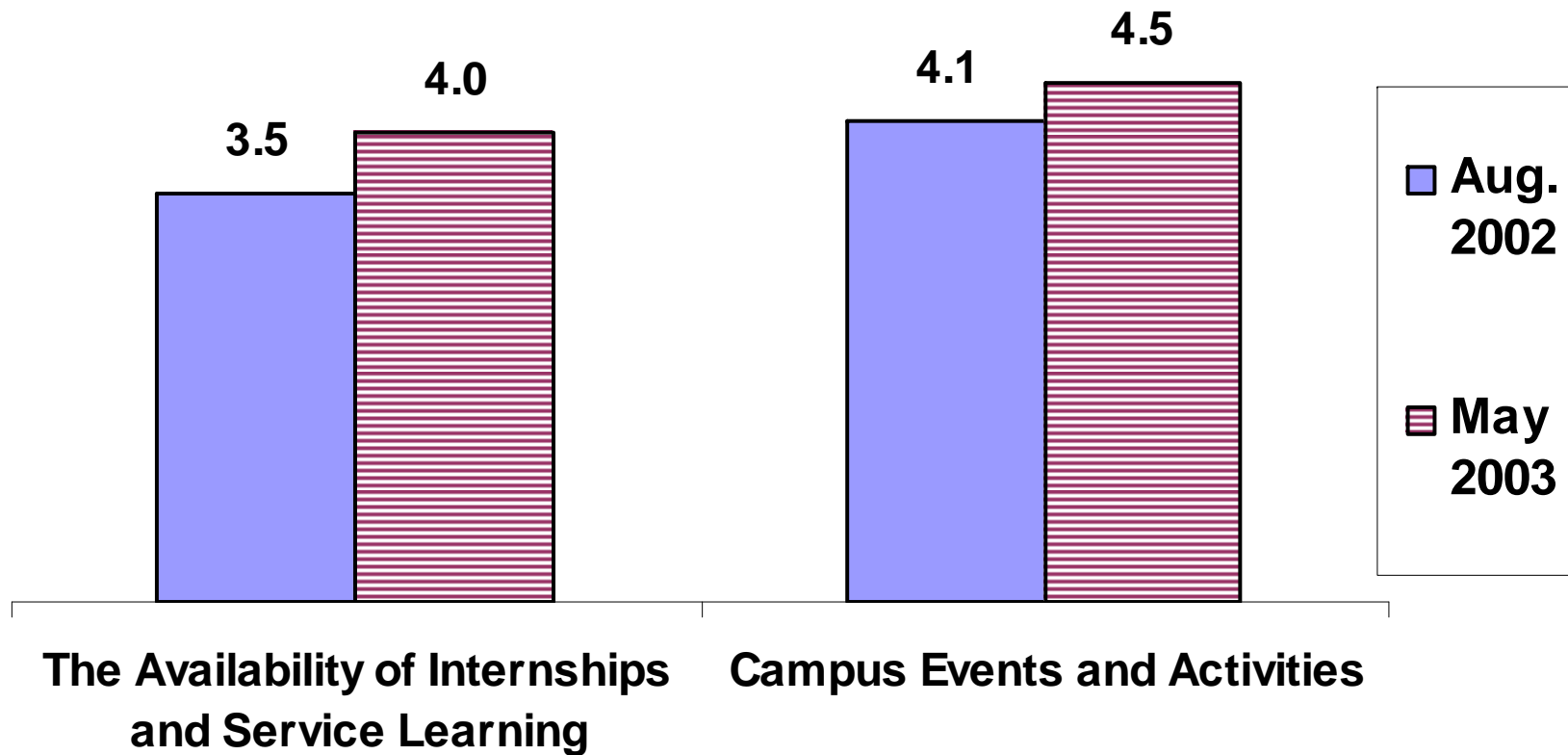
## **Mean Satisfaction with Campus Communication Ratings**

**Scale: 1=Never Had Needed Information to  
7 = Always Had Needed Information**

<b>Major Requirements</b>	<b>5.5</b>
<b>The Writing Proficiency Requirement</b>	<b>5.3</b>
<b>General Education Requirements</b>	<b>5.3</b>
<b>Placement Testing at First Enrollment</b>	<b>5.1</b>
<b>Other Graduation Requirement</b>	<b>5.1</b>
<b>Health Services</b>	<b>5.0</b>
<b>Academic Support Services</b>	<b>4.8</b>
<b>Disability Accommodations</b>	<b>4.8</b>
<b>Campus Events and Activities *</b>	<b>4.5</b>
<b>Internships and Service Learning *</b>	<b>4.0</b>

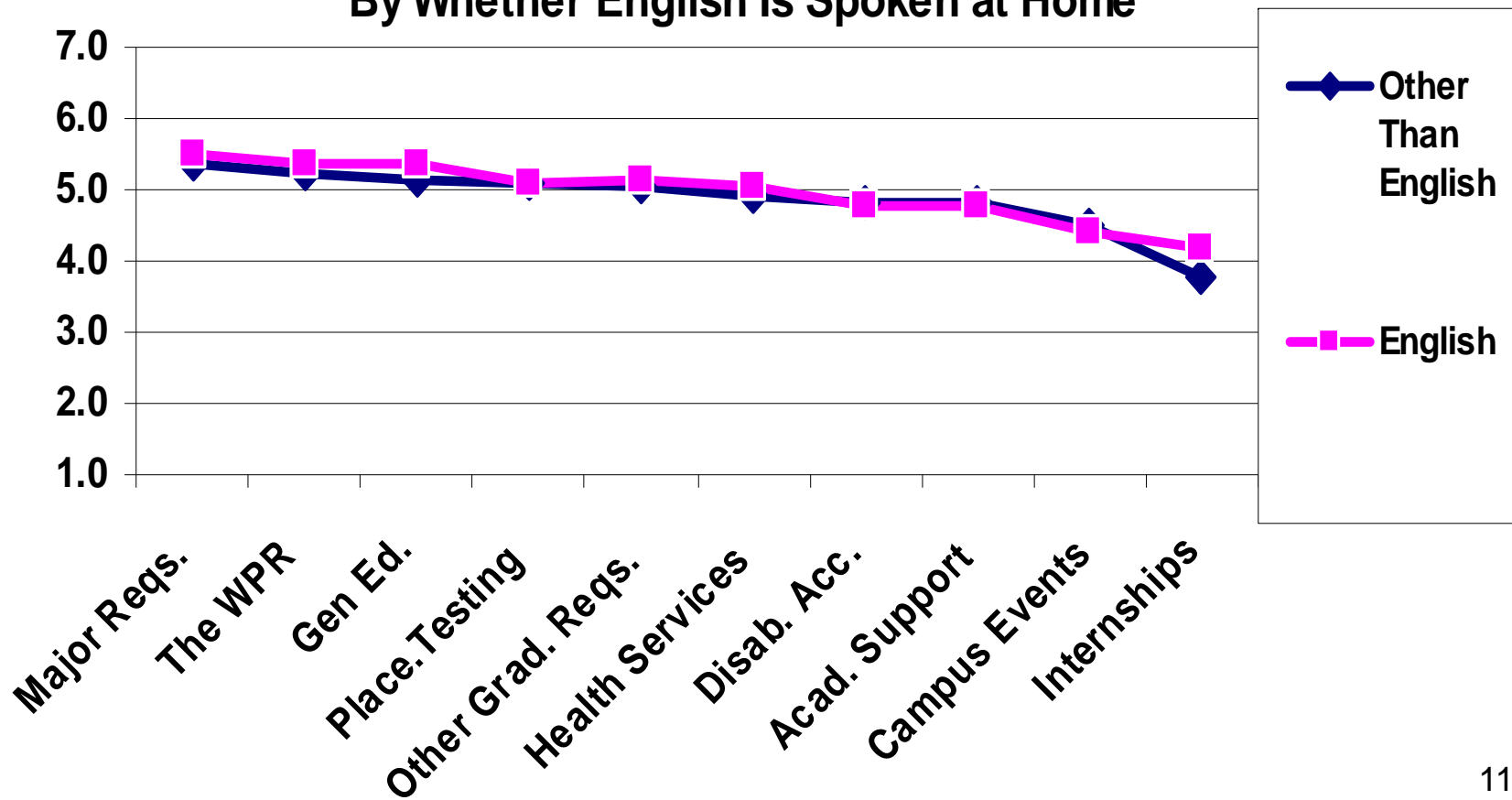
## Two Areas in the Satisfaction with Campus Communication Section Showed Significant Improvement From August 2002 to May 2003

Again, These Areas Were the Lowest Ranking In August 2002 and May 2003



# Satisfaction with Campus Communication Is Similar for Those Who Speak English at Home and Those Who Do Not

## Satisfaction with Campus Communication By Whether English Is Spoken at Home

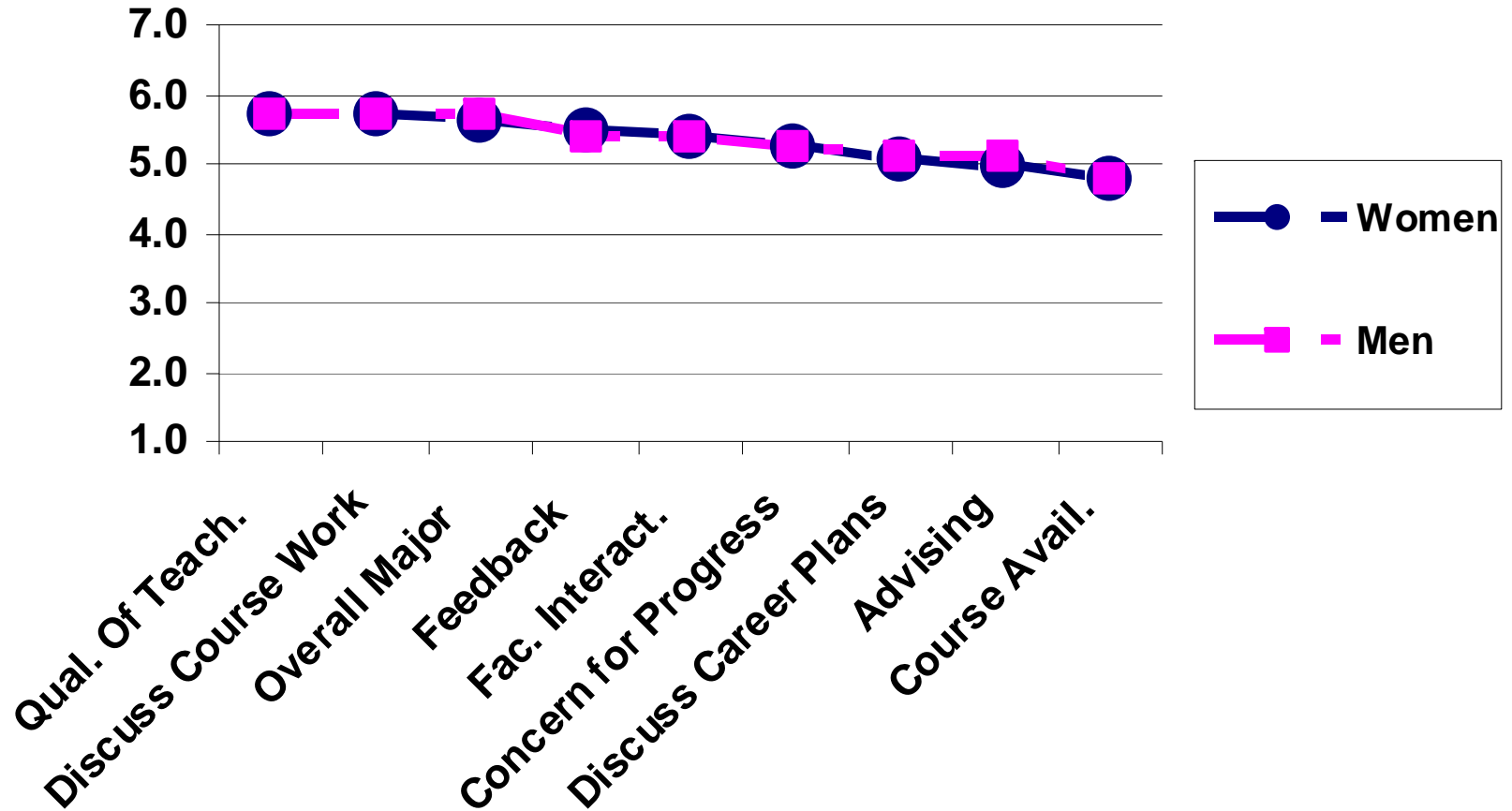


**Mean Satisfaction Levels within the Major**  
**Scale: 1= Least Satisfied to 7 = Most Satisfied**

<b>Quality of Teaching</b>	<b>5.7</b>
<b>Faculty Avail. to Discuss Course Work</b>	<b>5.7</b>
<b>Overall Satisfaction with the Major</b>	<b>5.7</b>
<b>Frequent &amp; Prompt Feedback</b>	<b>5.4</b>
<b>Student Faculty Interaction</b>	<b>5.4</b>
<b>Faculty Concern for Academic Progress</b>	<b>5.2</b>
<b>Faculty Avail. To Discuss Career Plans</b>	<b>5.0</b>
<b>Acad. Advising in the Major</b>	<b>5.0</b>
<b>Course Availability in the Major</b>	<b>4.7</b>

# There Are Virtually No Differences in Satisfaction With The Major by Gender

## Mean Satisfaction Ratings for the Major By Gender



## **Employment and Graduate School Plans**

- **57% Plan to Apply to Graduate School within the Next Two Years**
- **18% Plan to Attend Graduate School this Fall**
- **53% of the Respondents Who Want a Job After Graduation Have One**
- **About 10% of These Found the Job Through an Internship or Career Services**
- **For 73% of Them, It Is a Job They Had while at UMass Boston**
- **For 93%, the Job Is in Massachusetts**