

**Results of the Graduating Senior Satisfaction Survey
Of Applicants for AY 2003-2004 Graduation At
The University of Massachusetts Boston**

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and Policy Studies
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Background Information

- **Pilot Study of August 2002 Graduation Applicants**
 - 256 Respondents
- **2003 Study of Graduation Applicants from December 2002 through August 2003 Paper and Web Format**
 - 1,150 Responses
- **2004 Study used Web Based Collection Exclusively**
 - 1408 Responses
- **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

- **60% Female**
- **36% Speak a Language other than English at Home**
- **26% Are Citizens of Nations other than the U.S.**
- **Race/Ethnicity**
 - **10% Asian/Pacific Islander**
 - **13% Black Non-Hispanic**
 - **4% Hispanic**
 - **8% International**
 - **51% White non-Hispanic**
 - **13% Refused/Unknown**
 - **23% Non-U.S. Citizens**
 - **41% Speak a Language other than English at Home**

Overall, the 2004 group reported speaking about 80 different languages at home.

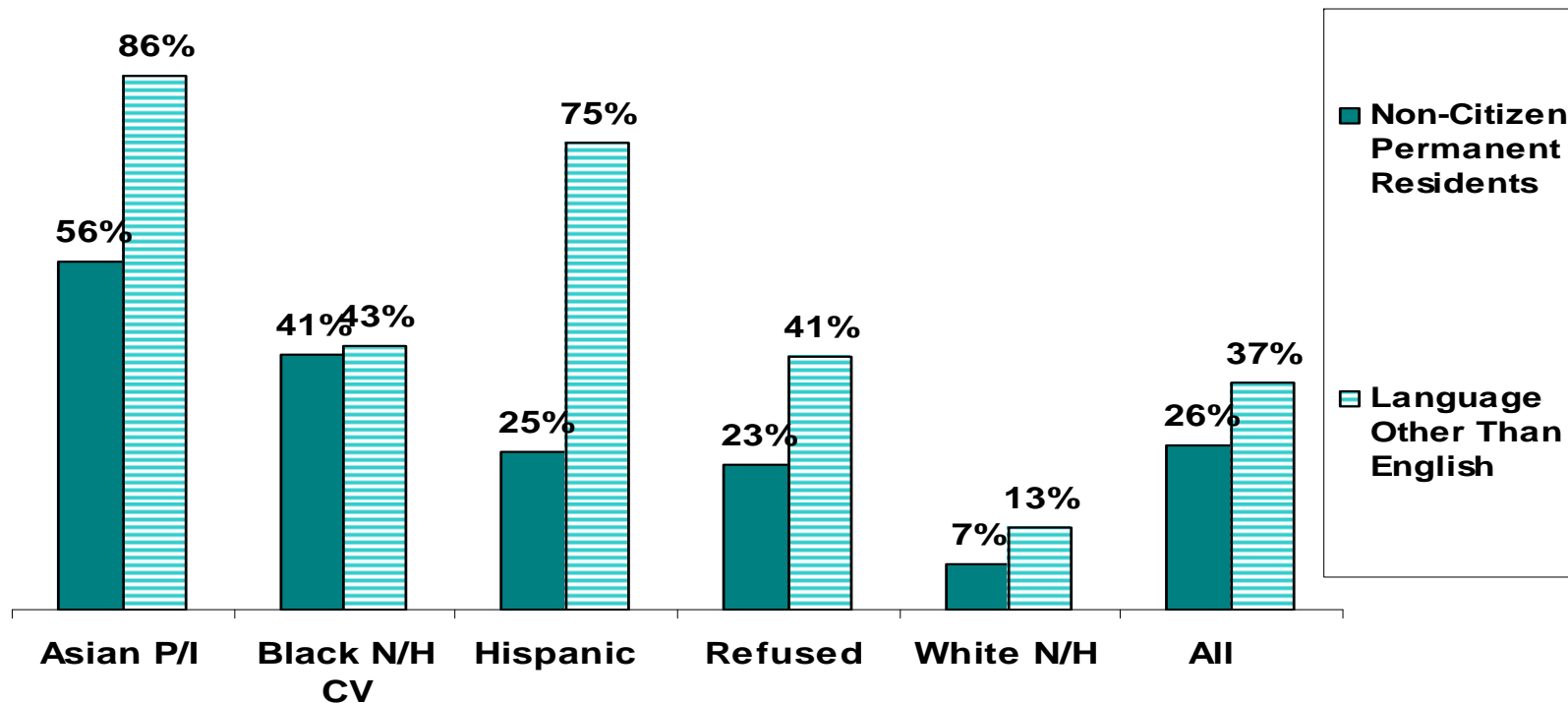
African Language (unspecified)	Creole (unspecified)	Indian	Polish
Akan-Twi	Croatian	Indonesian	Portuguese
Albanian	Czech	Irish	Punjabi
Amarhic	Danish	Italian	Romanian
Ameharic	Elajahan	Japanese	Russian
American Sign Language	Ewe	Kashmiri	Serbian
Amharic	Farsi	Khmer	Sicilian
Arabic	Filipino	Kiswahili	Somali
Armenian	Finnish	Korean	Spanish
Ashanti-Twi	French	Krio	Swahili
Baforchu	Ga	Kurdish	Tagalog
Bas	German	Luganda	Taiwanese
Bengali	Greek	Malayalam	Telugu
Bosnian	Gujarati	Mandarin	Thai
Bulgarian	Haitian Creole	Mandingo/African	Tibetan
Burmese	Hausa	Mende (African)	Turkish
Cantonese	Hebrew	Myanmar	Twi
Cape Verdean	Hindi	Nepali	Ukranian
Cape Verdian Creolo	Hmhric (Ethiopian)	Nigerian	Urdu
Catalan	Ibo (Nigerian)	Persian	Vietnamese
Chinese	Igbo	Piginy	Yoruba
Creole (French)			

They held citizenship in almost as many nations.

Afghanistan	Denmark	Japan	Singapore
Albania	Dominica	Jordan	Slovakia
Antigua and Barbuda	Dominican Republ	Kazakhstan	Somalia
Argentina	Ethiopia	Kenya	Spain
Bangladesh	France	Korea, South	Syria
Bosnia and Herzegovina	Germany	Lebanon	Taiwan
Brazil	Ghana	Liberia	Tanzania
Bulgaria	Greece	Mexico	Thailand
Burma	Guatemala	Morocco	Togo
Cambodia	Guinea	Nepal	Trinidad and Tobago
Cameroon	Guyana	Nigeria	Turkey
Canada	Haiti	Pakistan	Uganda
Cape Verde	Hong Kong	Peru	Ukraine
China	India	Philippines	United Kingdom
Colombia	Indonesia	Poland	United States
Congo (Brazzaville)	Iran	Portugal	Venezuela
Congo (Kinshasa)	Ireland	Romania	Vietnam
Croatia	Israel	Russia	Windward Islands
Cyprus	Jamaica	Sierra Leone	Yugoslavia
Czech Republic			

Cultural Diversity as Represented by Language And Citizenship Extends Across the Racial/Ethnic Groups

Cultural Diversity within Racial/Ethnic Group*



* International students are not included in any Racial/Ethnic group but are included in the All category



Notes on the Ratings

- Mean ratings were generally stable from the 2003 GSSS to the 2004 GSSS.
- The Satisfaction with the Major section had the highest ratings overall, followed by Satisfaction with Campus Communication, and General Satisfaction.
- Age was a significant and positive factor on 27 of the 34 questions. Older students rated items higher than younger students.
- GPA was a positive and significant factor on 19 of the 34 questions. Students with higher GPAs rated items more highly than those with lower GPA. (Excludes CPCS)

Mean and Median General Satisfaction Ratings

General Satisfaction Regarding:	Mean Response	Median Response
Public Transportation (if used)	5.5	6
Safety on Campus	5.3	6
Email and Internet Access	5.3	6
Overall Experience at UMass Boston	5.2	5
Library Resources	5.1	5
Computing Facilities	5.0	5
Registration Procedures	5.0	5
Science Teaching Labs	4.7	5
Financial Aid Services	4.6	5
Academic Advising at the Advising Center	4.4	5
Campus Events and Activities	4.1	4
Recreational and Co-curricular Opportunities	3.9	4
Appearance of the Campus	3.8	4
Social Life on Campus	3.8	4
Parking (if the respondent drives to campus)	2.8	2.5
Scale: 1= Least Satisfied to 7 = Most Satisfied		



Mean and Median Satisfaction with Campus Communication Ratings

Satisfaction with Campus Communication Regarding:	Mean Response	Median Response
Major Requirements	5.5	6
The Writing Proficiency Requirement	5.3	6
General Education Requirements	5.1	5
Placement Testing at First Enrollment	4.9	5
Health Services	4.9	5
Other Graduation Requirements	4.8	5
Academic Support Services	4.6	5
Disability Accommodations	4.3	4
Campus Events and Activities	4.2	4
Internships and Service Learning	3.8	4
Scale: 1 = Never had needed information to 7 = Always had needed information		



Mean and Median Satisfaction with the Major Ratings

Satisfaction with the Major	Mean Response	Median Response
The Quality of Teaching within the Major	5.6	6
Faculty Availability to Discuss Course Work	5.6	6
Overall Experience within the Major	5.6	6
Frequent and Prompt Feedback by Faculty	5.3	5
Student Faculty Interaction within the Major	5.2	5
Academic Advising within the Major	5.0	5
Faculty Concern for Academic Progress	4.9	5
Faculty Availability to Discuss Career Plans	4.9	5
Course Availability within the Major	4.5	5
Scale: 1= Least Satisfied to 7 = Most Satisfied		