

STUDENT SATISFACTION SURVEY

Student Life Summit

October 5, 2022

Dr. Barbara J Wilcots, Vice President, Student Affairs

With thanks to Melissa Bonfoey-France, Adriana Rosthenhausler, and Dave Law

“We use problem-solving sessions as war zones, we view competing ideas as enemies, and we use problems as weapons to blame and defeat opposition forces. No wonder we can’t come up with real lasting solutions?”

--Margaret Wheatley is an American writer, teacher and management consultant who works to create organizations and communities worthy of human habitation.

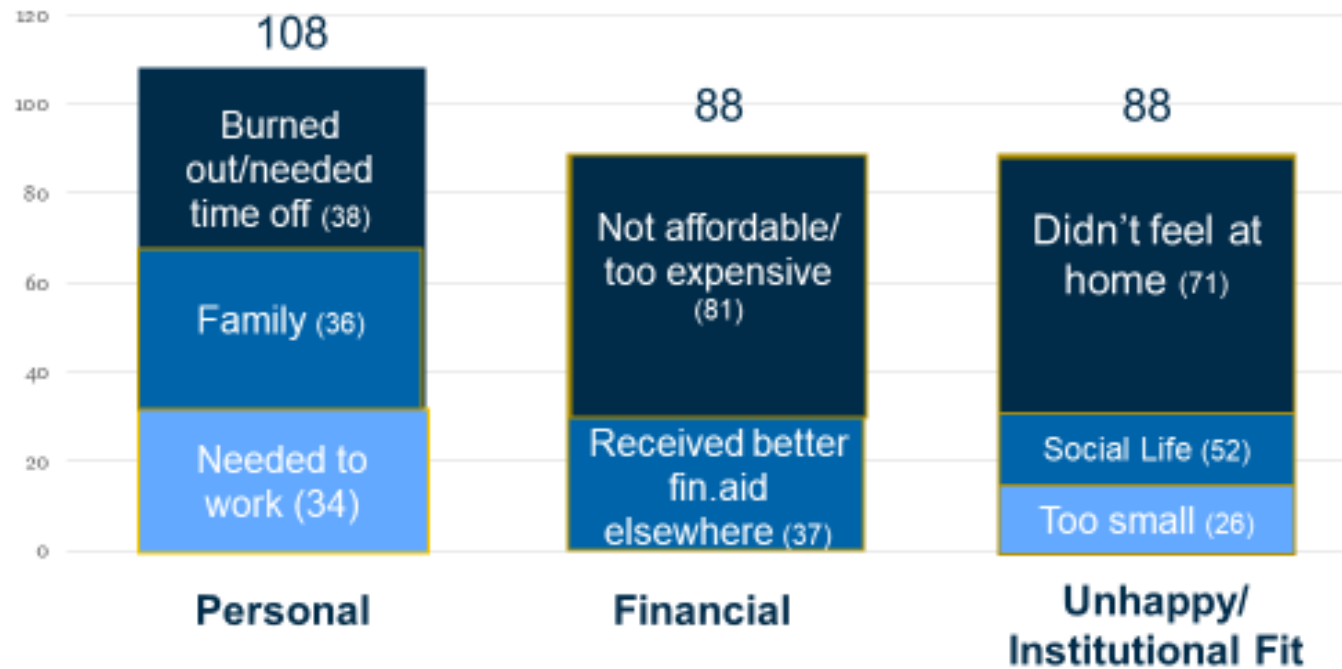
Student-Centrism begins with listening.

- ▶ Provide an opportunity for students to reflect on their experiences.
- ▶ Welcome students' insight to inform and inspire transformational change.
- ▶ Encourage students to share their hopes and visions for Regis University's future.
- ▶ Open/expand avenues of communication.
- ▶ Create space and structures for reciprocal engagement.
- ▶ Engage in responsible responsiveness.
- ▶ Incubate innovative ideas.
- ▶ Ensure and share outcomes.

REASONS STUDENTS GIVE FOR LEAVING REGIS

Undergraduate Students

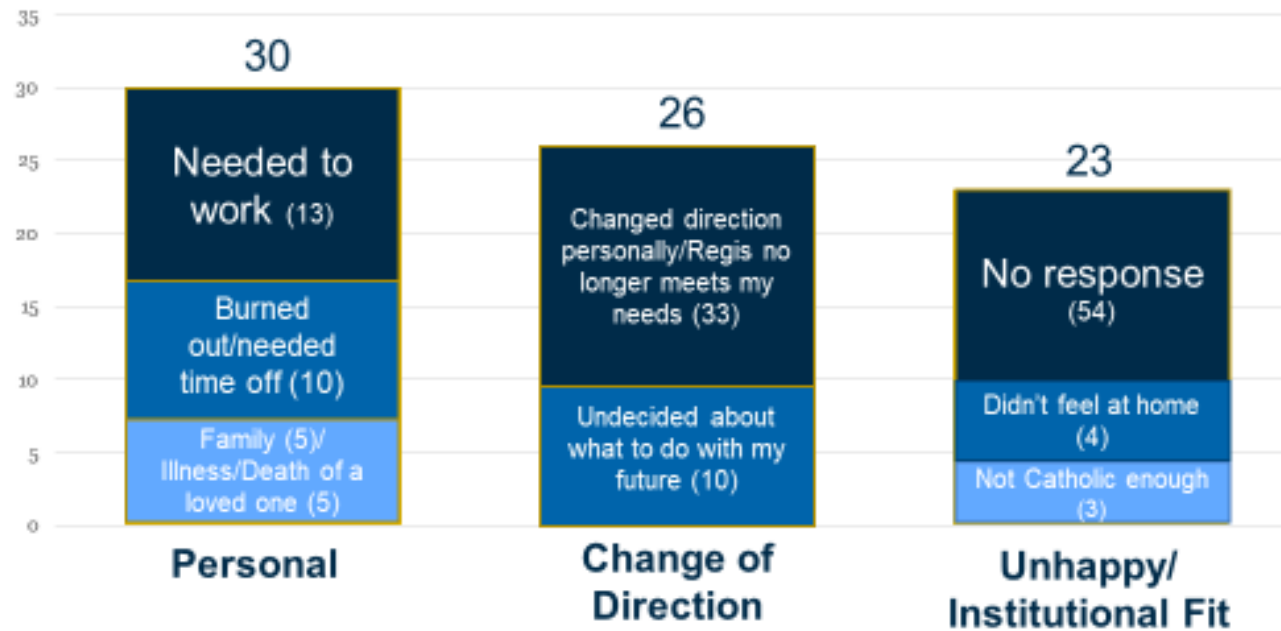
186 students completed a Total Withdrawal Form*
5/1/21- 6/8/22



*Students can give more than one reason

REASONS STUDENTS GIVE FOR LEAVING REGIS Graduate Students

83 students completed a Total Withdrawal Form*
5/1/21- 6/8/22



*Students can give more than one reason

Higher Education Data Sharing Consortium Student Satisfaction Survey

- ▶ Administered April 2022 to 4,886 students
- ▶ 7% Response Rate
- ▶ 37% Graduate Student Respondents
- ▶ 63% Undergraduate Respondents
- ▶ 40% Regis College Respondents
- ▶ 34% Rueckert-Hartman Respondents
- ▶ 26% Anderson College Respondents
- ▶ 50 pages of written comments

How satisfied are you with the quality of academic experiences?

Strengths

- Interactions with faculty: 88%
- Faculty availability outside of class: 82%
- Course availability: 76%

Opportunities

- Diversity classes or programs: 55%
- Internships/field work/practicums: 30%
- Research with faculty: 25%

How satisfied are you with the quality of campus services and facilities?

Strengths

- Library: 78%
- Bookstore: 66%
- Financial aid package: 59%

Opportunities

- Parking: 27%
- Counseling services: 48%
- Food Services: 32%

How satisfied are you with the quality of campus life?

Strengths

- Lectures and speakers: 56%
- Clubs and organizations: 43%
- Religious and spiritual life: 43%

Opportunities

- Sense of community on campus: 39%
- Student government: 26%
- Student voice in campus policies: 19%

Overall Satisfaction?

How strong is your connection to Regis?

- Very strong: 16%
- Strong: 27%
- Some connection: 33%
- Little connection: 19%
- No connection: 5%

How satisfied are you with your overall education?

- Very satisfied: 30%
- Satisfied: 41%
- Neither satisfied nor dissatisfied: 13%
- Dissatisfied: 11%
- Very dissatisfied: 5%

Comment Themes

Anderson College

- Improve faculty availability, engagement, and quality
- Increase course availability
- Improve advising
- Increase accessibility and engagement with administration
- Enrich representational diversity among faculty, staff, students and curriculum

Regis College

- Increase course availability
- Improve advising
- Improve disability services
- Improve faculty availability, engagement, and quality
- Increase research funding and opportunities for students

Rueckert-Hartman

- Increase course availability
- Improve advising
- Increase internships, clinicals, and service opportunities
- Improve academic quality
- Make our Catholic identity and mission more visible

Comment Themes

Campus Services

- Reduce parking costs and increase centrally-located space
- Increase counseling services availability
- Provide more financial aid
- Improve food costs and quality
- Improve responsiveness to requests for housing repairs

Campus Life

- Ensure that RUSGA represents and advocates for all students
- Increase the number and types of diversity engagement and activity options
- Improve Campus Safety staffing and personnel to address crime in the area
- Offer more Catholic and Christian activities and options
- Offer more club options

Institution-wide

- Increase opportunities for student input and participation in institutional governance
- Provide more and better communication with students, faculty, and staff.
- Increase access to and engagement by administrators
- Continue to support our Jesuit, Catholic values.
- Offer free parking!

Next Steps

Sharing Results

- Cabinet
- Board of Trustees
- Deans
- RUSGA
- Student Summit--Fall

Student-Centric Strategies



▸ Spring Surveys

- HEDS Student Satisfaction Survey—Spring 2023
- HEDS Diversity and Equity Campus Climate Survey—Spring T 2023
- HEDS Sexual Assault Campus Climate Survey--2024

Questions? Feedback?



Ground Rules for Civil Discourse

- ▶ Listen actively. The goal of listening is to understand, not to agree.
 - ▶ Listen to hear.
 - ▶ Listen with empathy.
- ▶ Remain respectful.
 - ▶ No personal attacks, name-calling, or finger-pointing.
 - ▶ No yelling, screaming, cursing.
 - ▶ No interrupting.
- ▶ Stay calm and consider taking a break from the conversation if it becomes emotionally challenging.
- ▶ Speak from your own experience.
 - ▶ Don't generalize. Use "I" instead of "they," "we," "everyone."
 - ▶ Don't speak in absolutes—"always," "never."
- ▶ Be more interested in problem solving than in judgment and accusations.
- ▶ Engage in dialogue, not debate.
- ▶ Assume positive intent.
- ▶ Embrace a mindset that talking will lead to positive change.