

Assessment of students' satisfaction: SOS as an instrument of change for improving student performance and success at US colleges and universities.

By

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SOS Normative Data Report and WSC Sample

- Jan. 1, 2002 through Mar. 31, 2005
- 81,466 student participated
- 97 colleges
- 35 states
- 1,002 WSC students participated

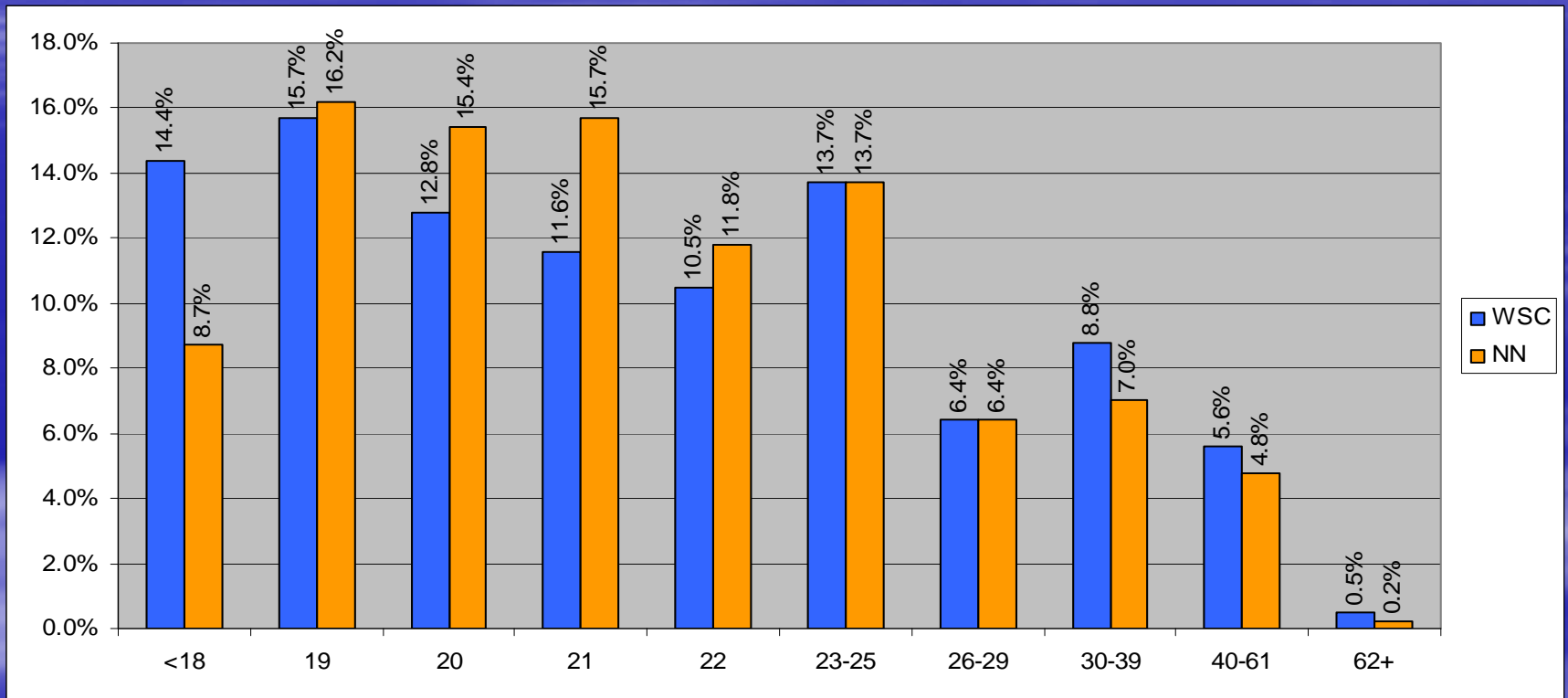
Uses of SOS...

- Program evaluation and improvement
- Student retention
- Accreditation and institutional self-study
- Longitudinal research about impact of campus policies and programs
- Institutional effectiveness

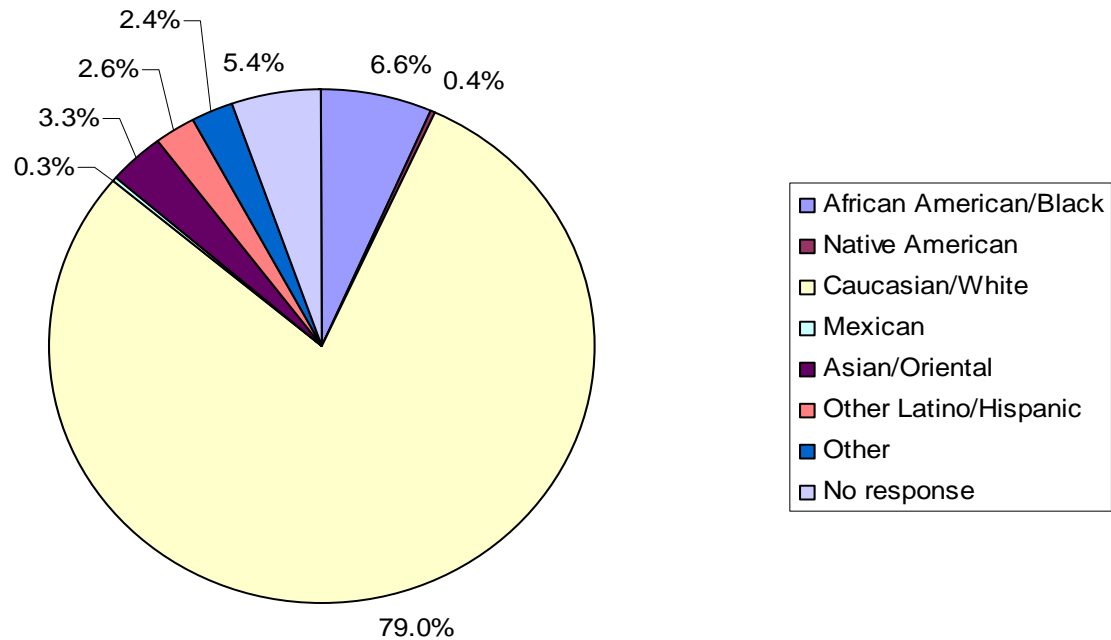
Contents of SOS

- Background Information
- College Services
- College Environment

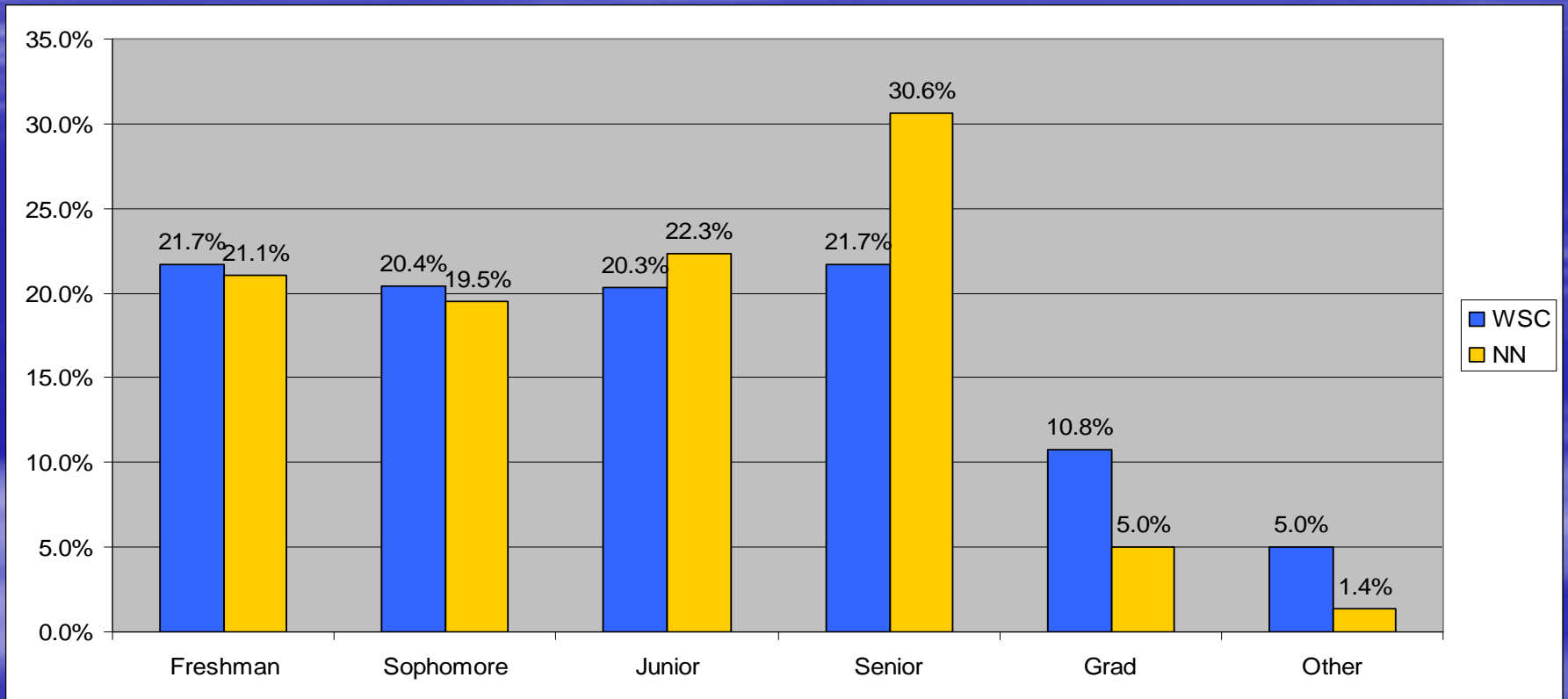
Age



Race/Ethnicity

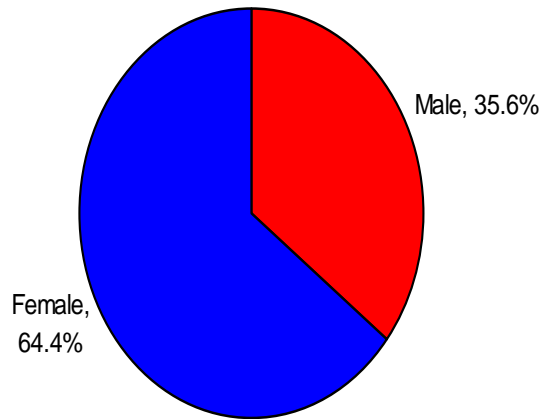


Class Level

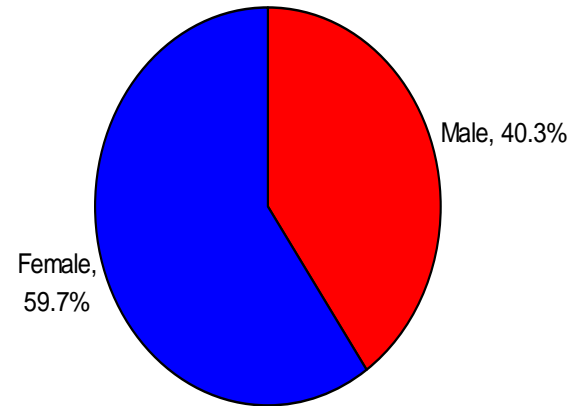


Sex

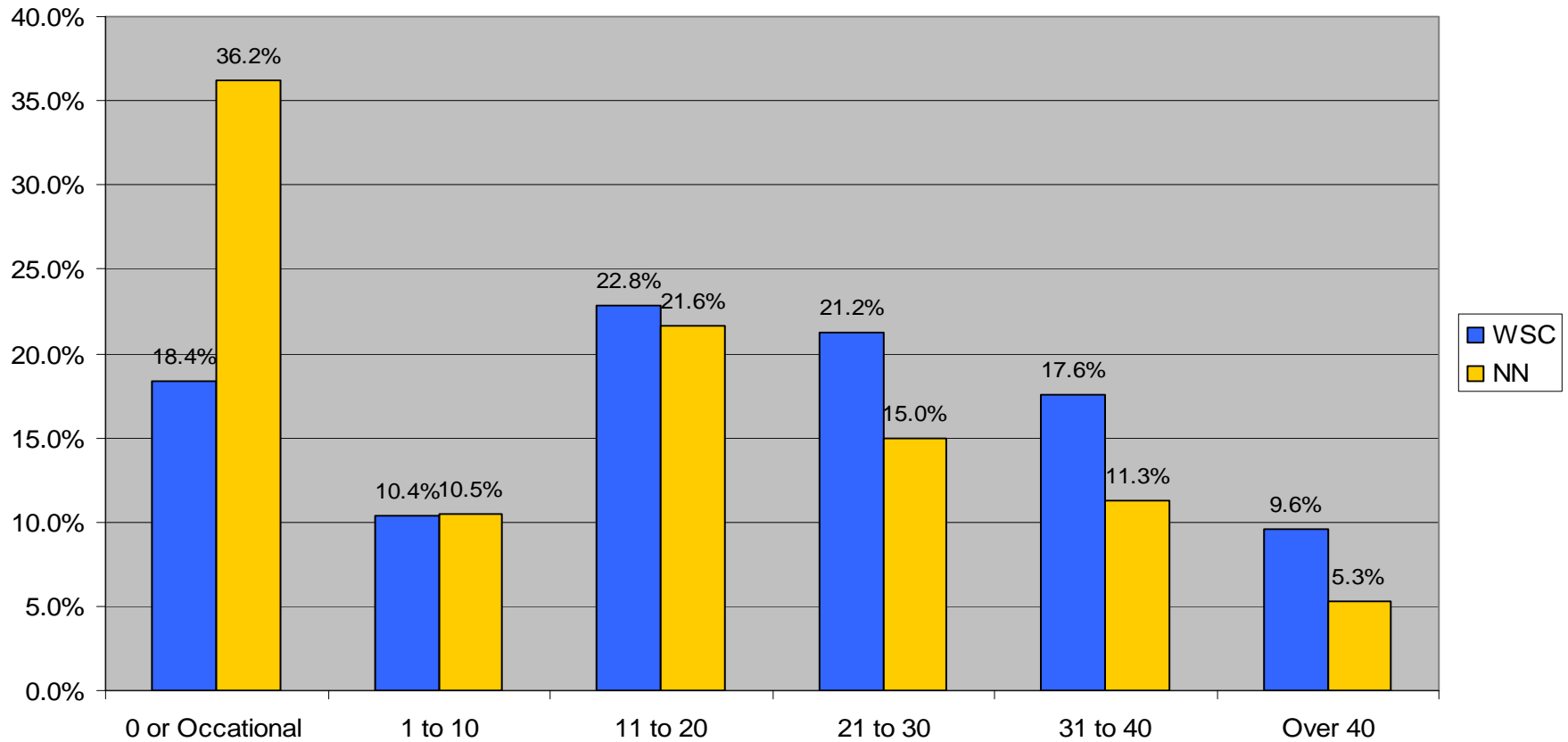
WSC



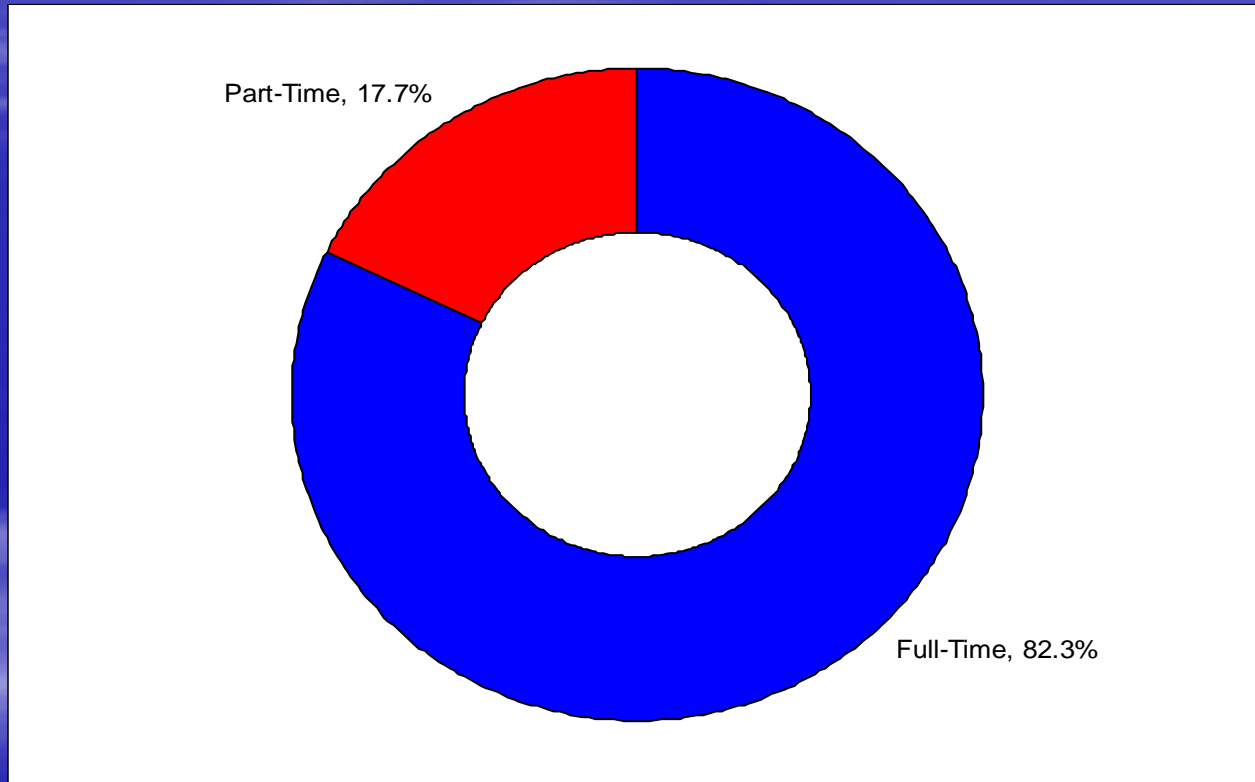
NN



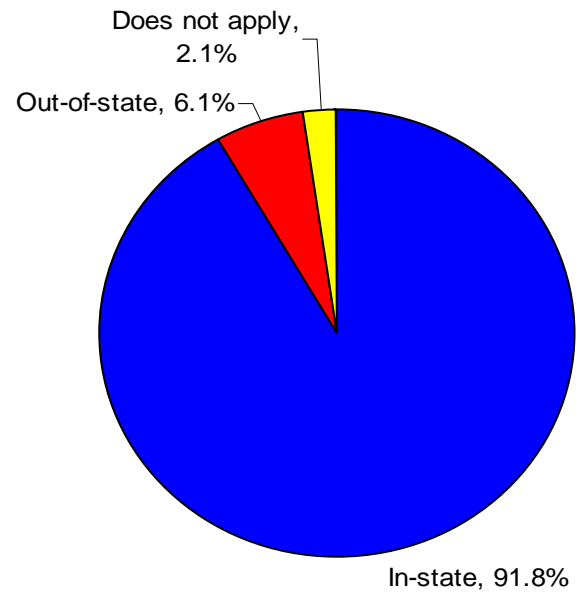
Weekly Work Hours



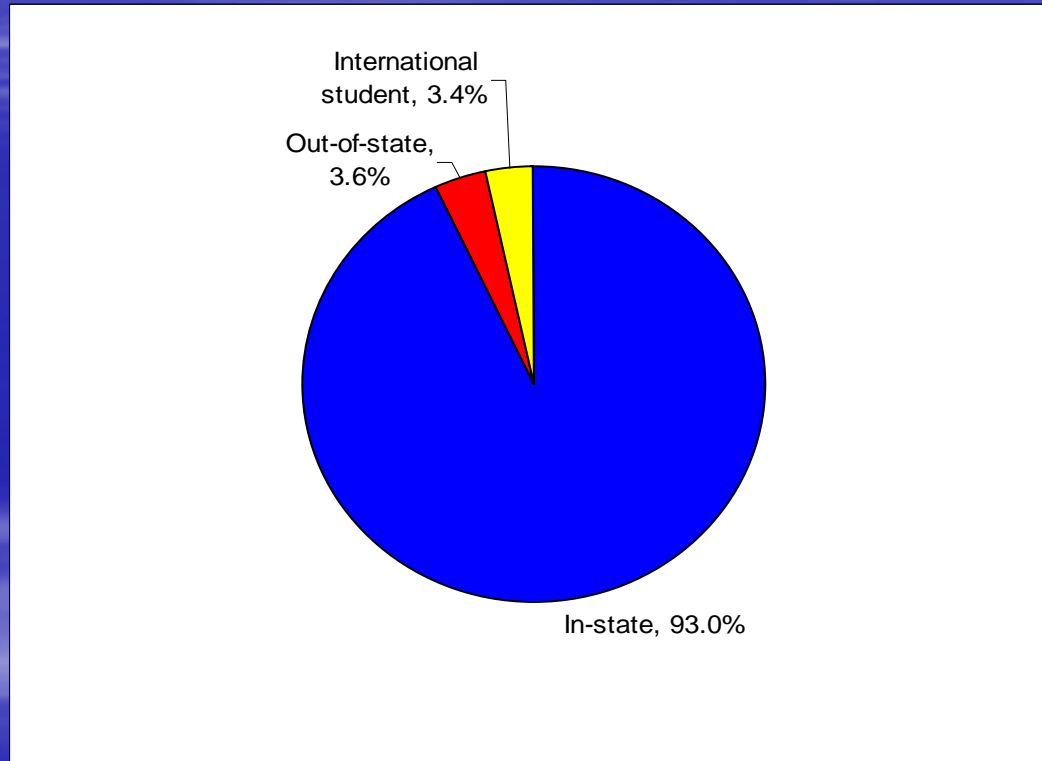
Enrollment Status



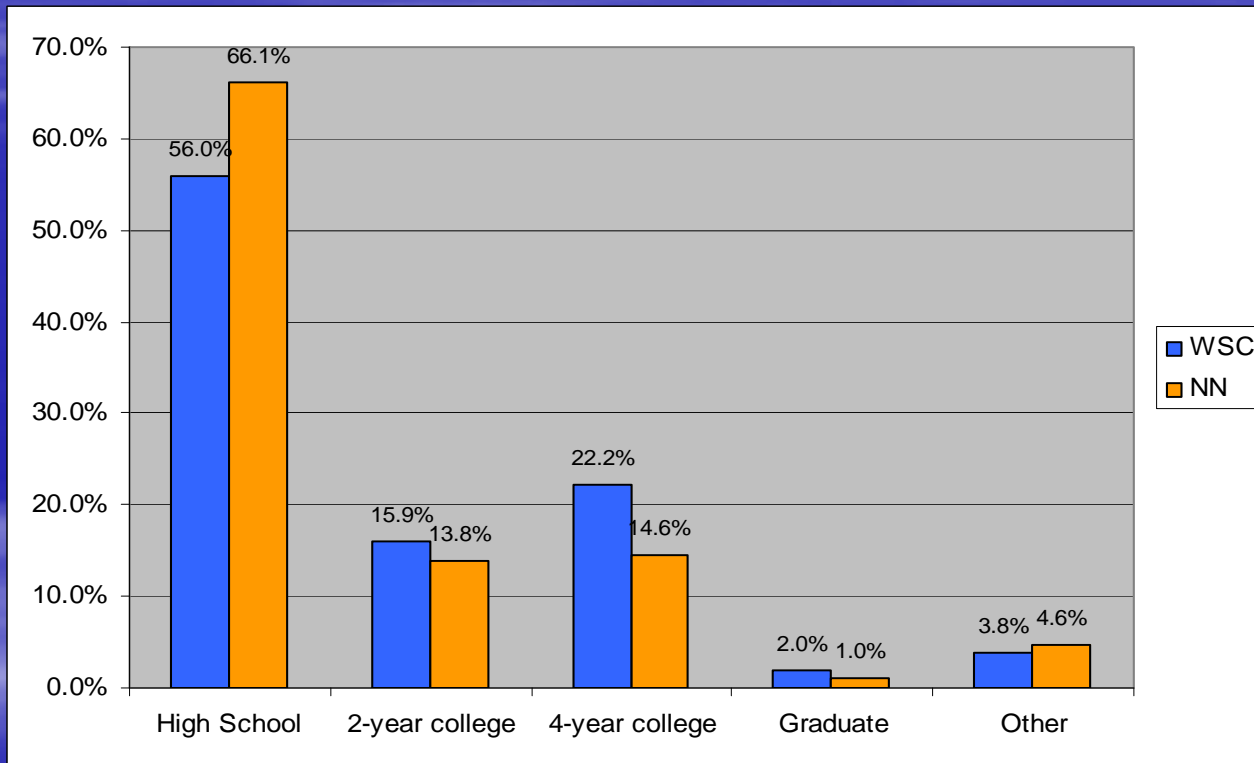
Tuition Type



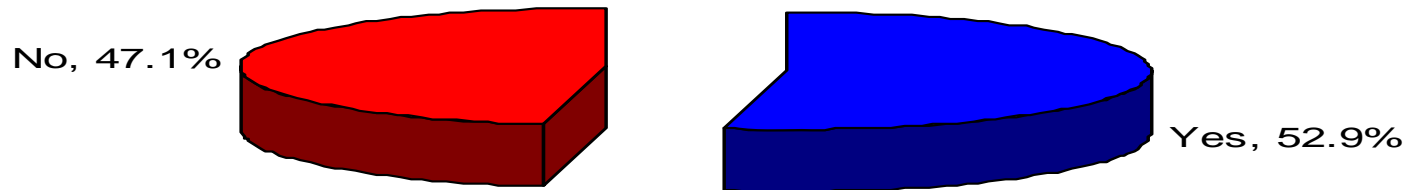
Residence Classification



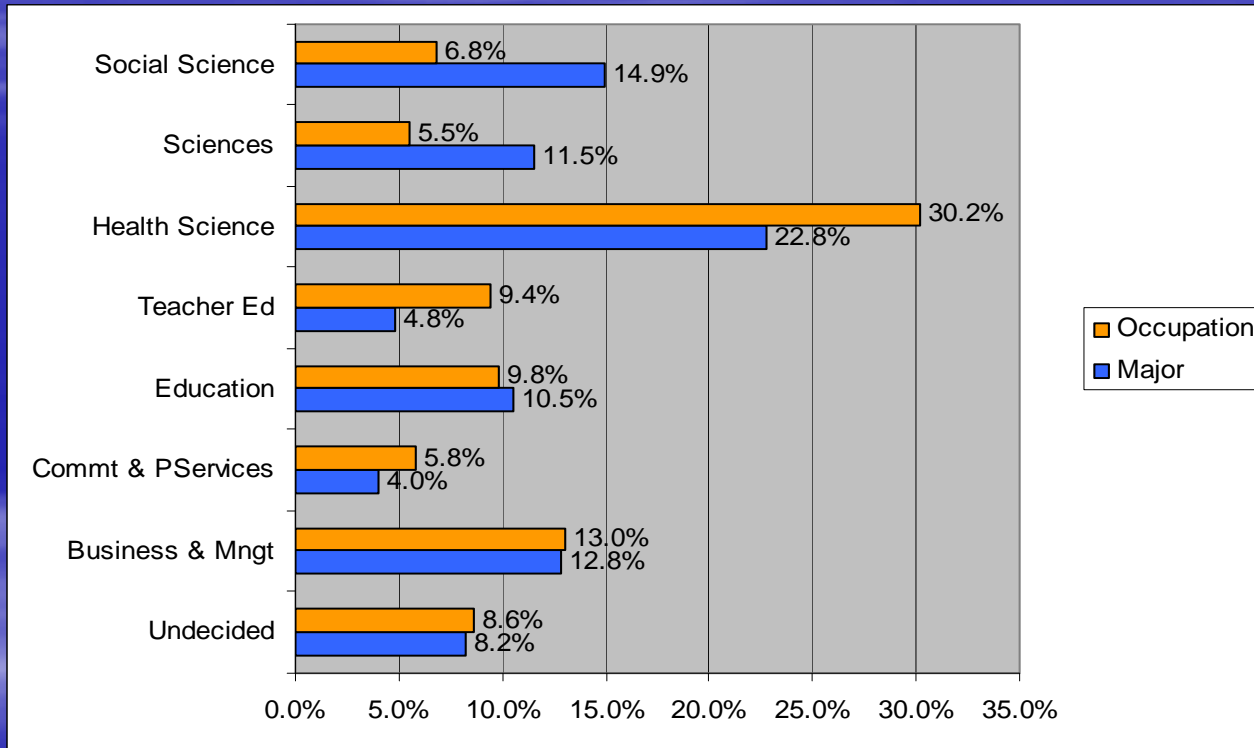
Prior Institution Type



Financial Aid



College Major / Career Choice



Services--Most used

	WSC	NN
Library	69.3%	79.1%
Parking	67.2%	71.4%
Advising	60.4%	68.4%
Food Servs.	55.5%	63.9%
Comp Servs.	52.4%	69.5%
Financial Aid	46.0%	64.0%
Orientation	40.3%	55.2%

Services-- Not Used

	WSC	NN
Tutorial Serv.	77.4%	67.5%
Counseling	79.0%	73.3%
Cultural Prog.	79.5%	69.3%
Transportation	79.9%	59.3%
Honors Prog.	80.6%	76.4%
Placement	83.4%	75.7%
Veterans	84.0%	77.2%
CLEP/PEP	84.0%	75.3%

Satisfaction – Top 7

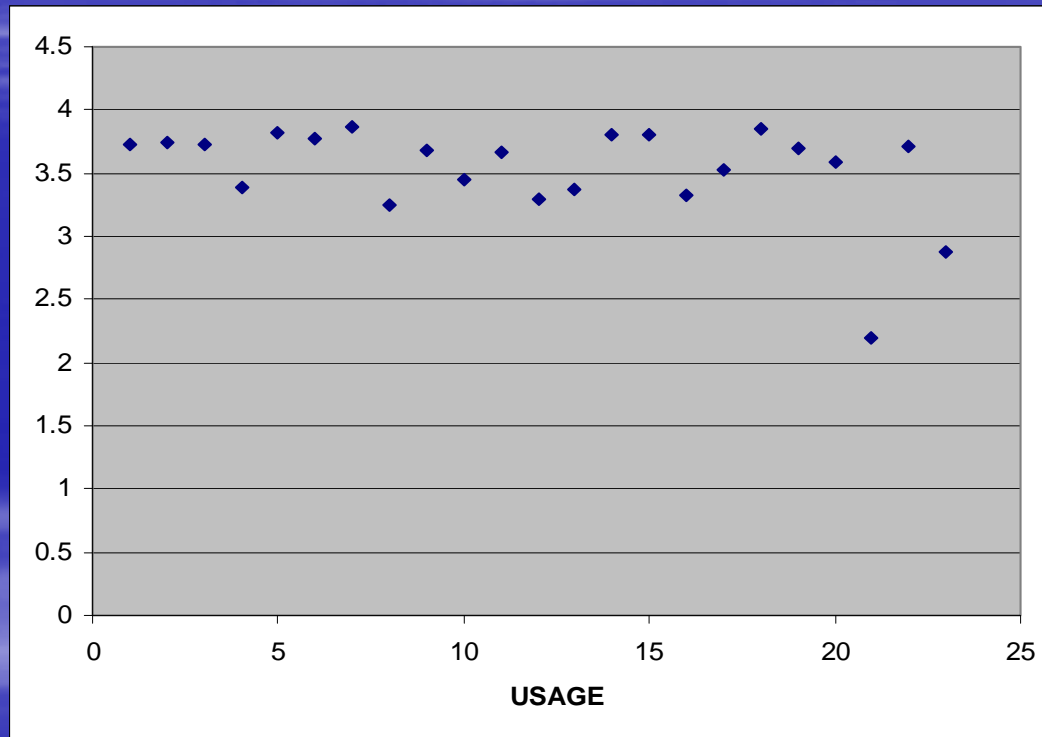
5= Very Satisfied
1= very Dissatisfied

	WSC	NN
Health Serv.	3.87	3.72
Honors Prog.	3.85	3.91
Recreation	3.82	4.00
Cultural Prog.	3.80	3.82
Social Act.	3.80	3.80
Library	3.78	4.00
Counseling	3.74	3.89

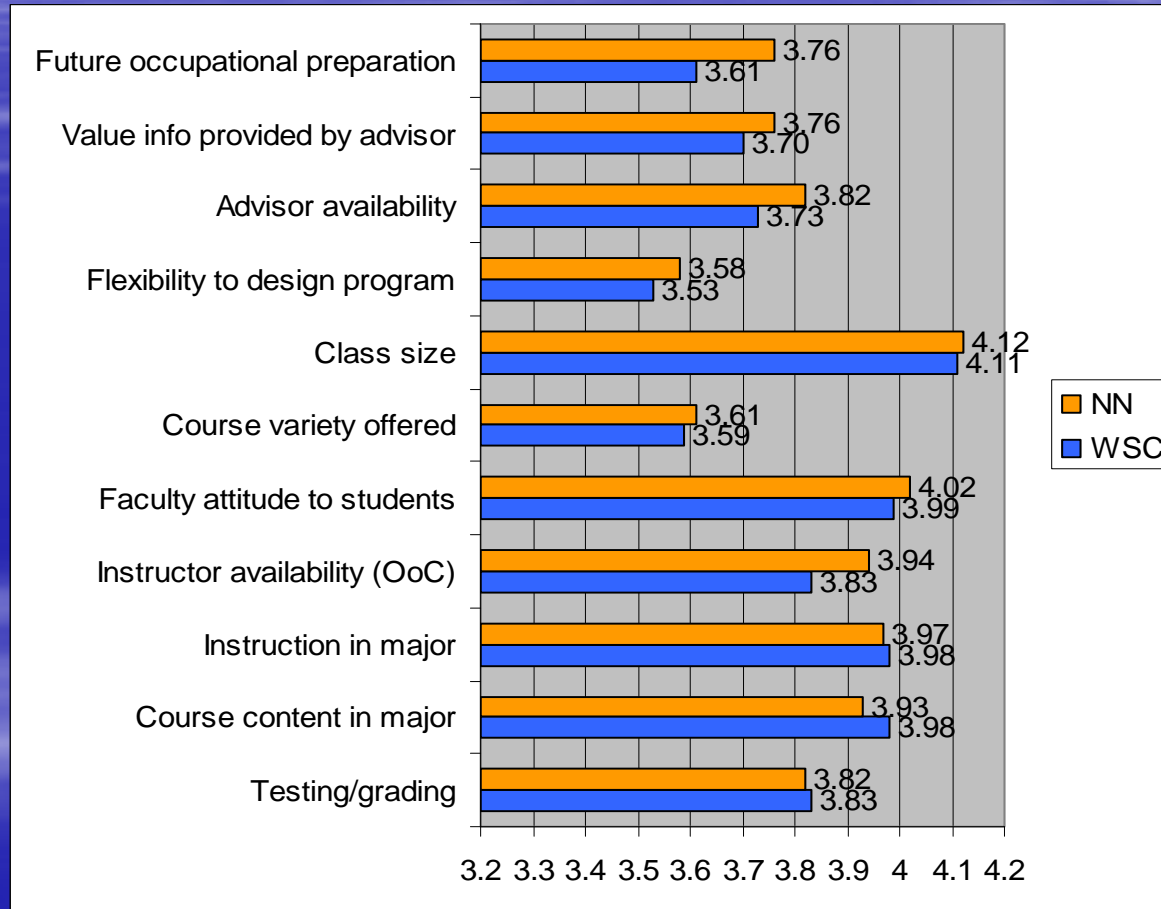
Satisfied – Bottom 7

	WSC	NN
Placement	3.39	3.49
Food Servs.	3.37	3.28
Orientation	3.33	3.76
Housing	3.30	3.49
Health Servs.	3.24	3.72
Day Care	2.88	3.64
Parking	2.20	2.57

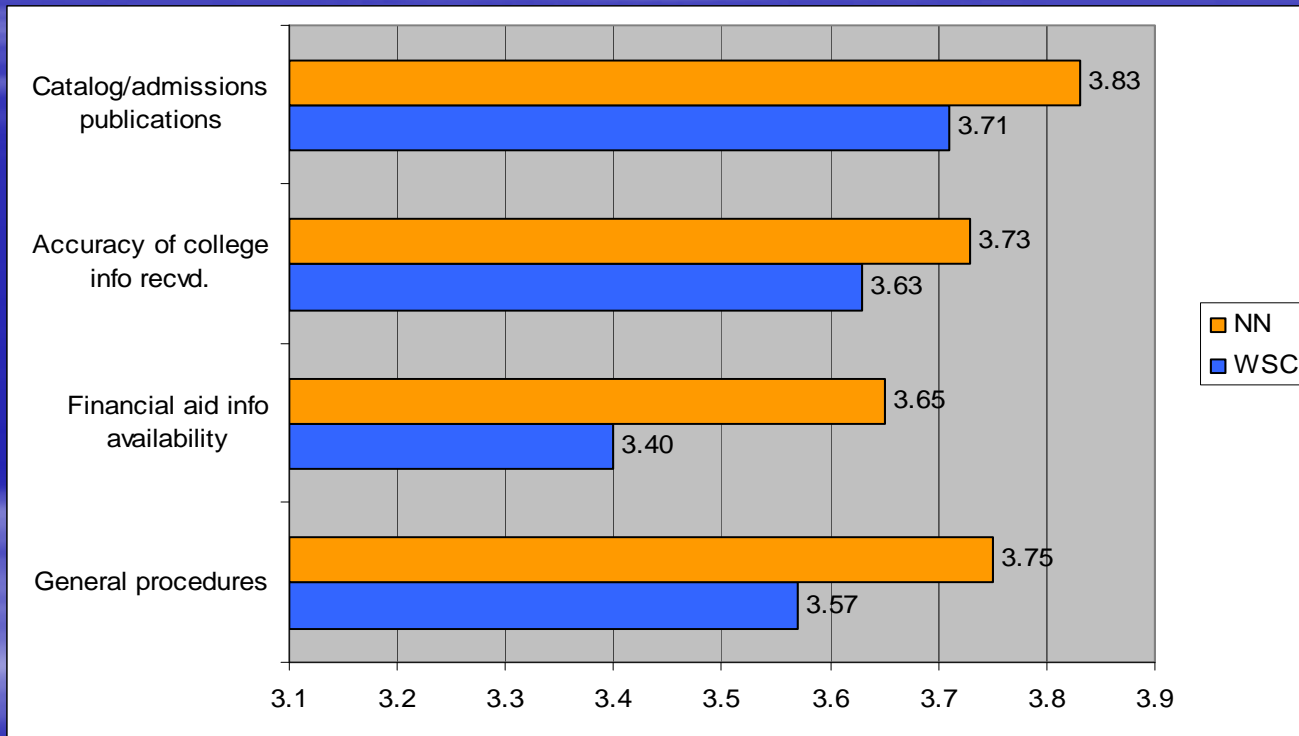
Action Items and Targets



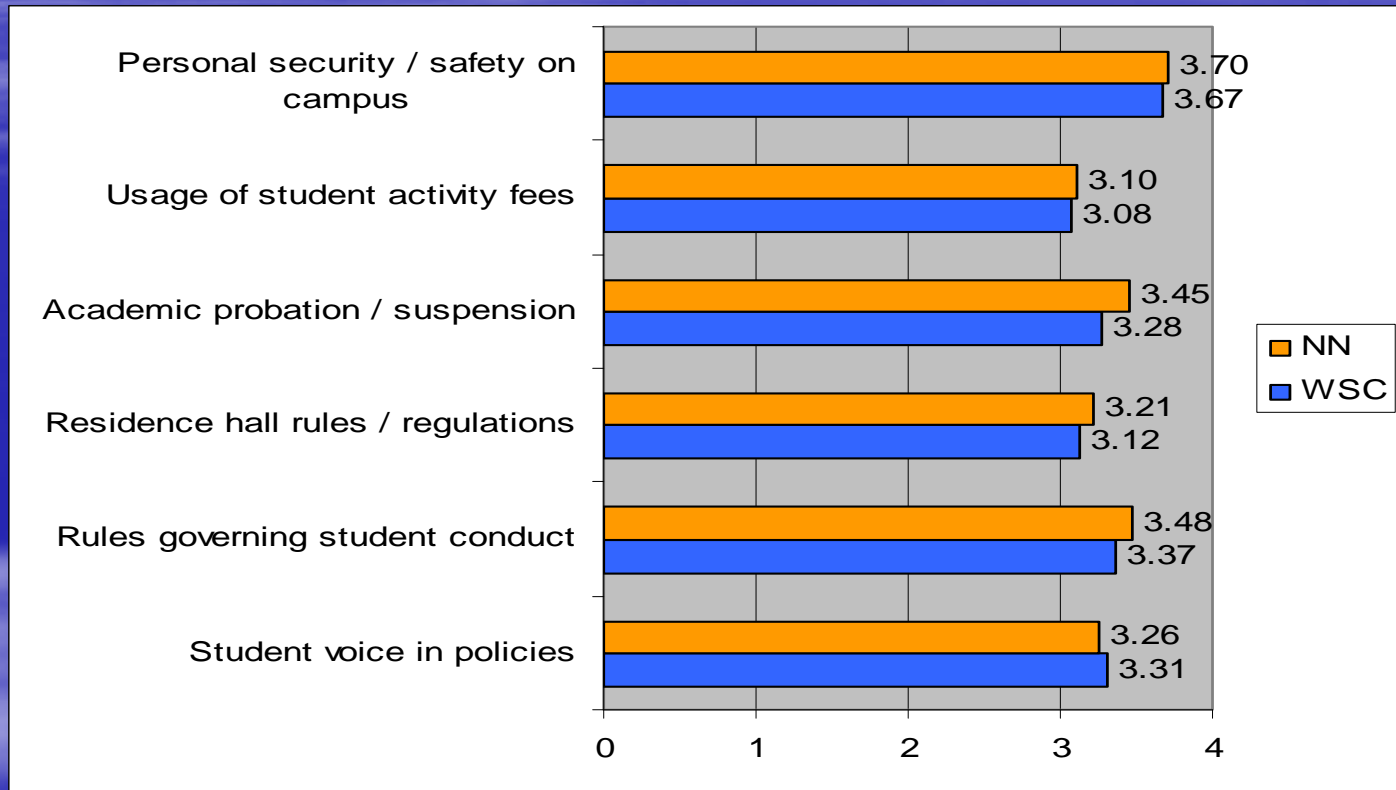
Academics Satisfied



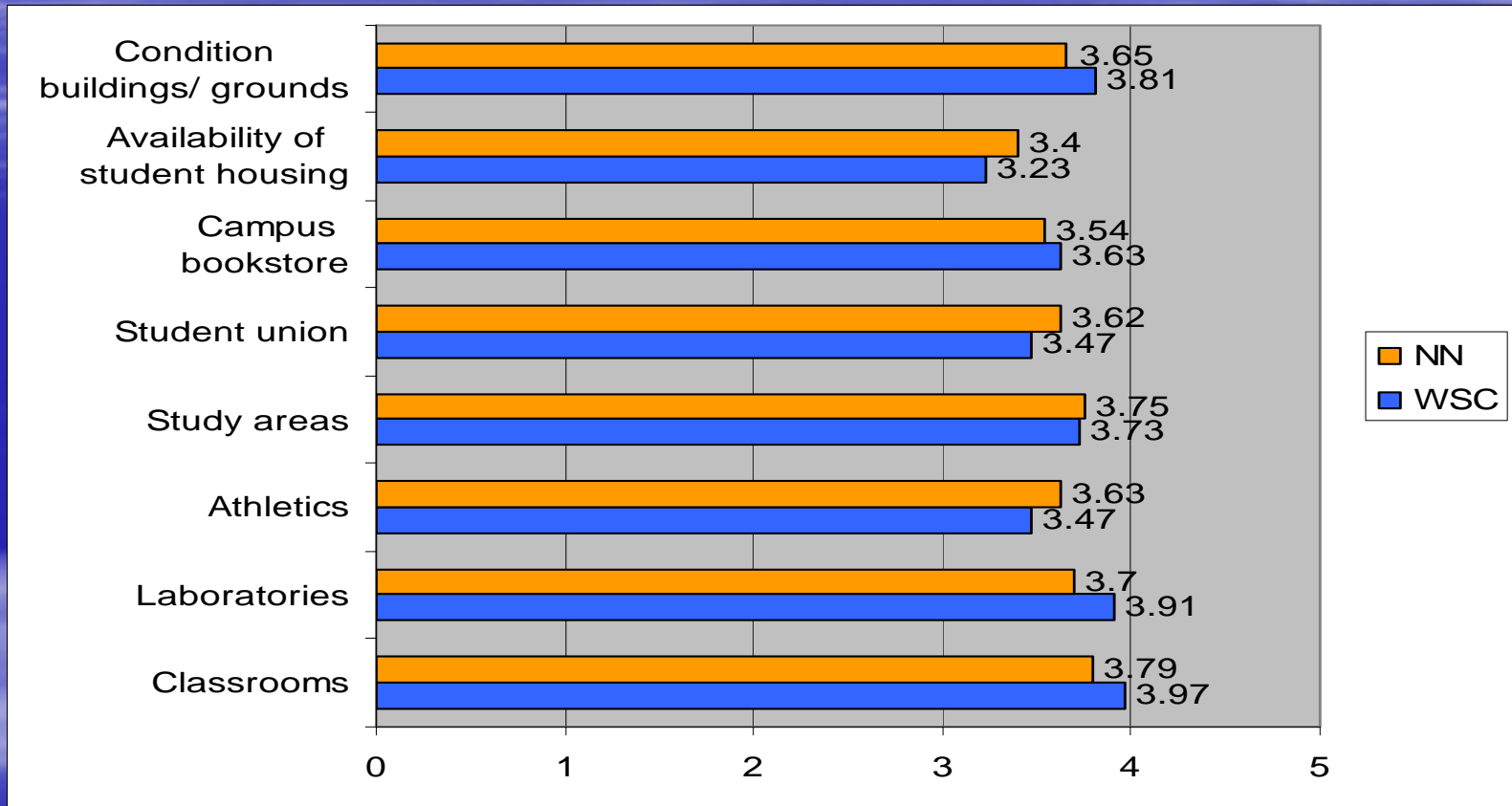
Admissions Satisfied



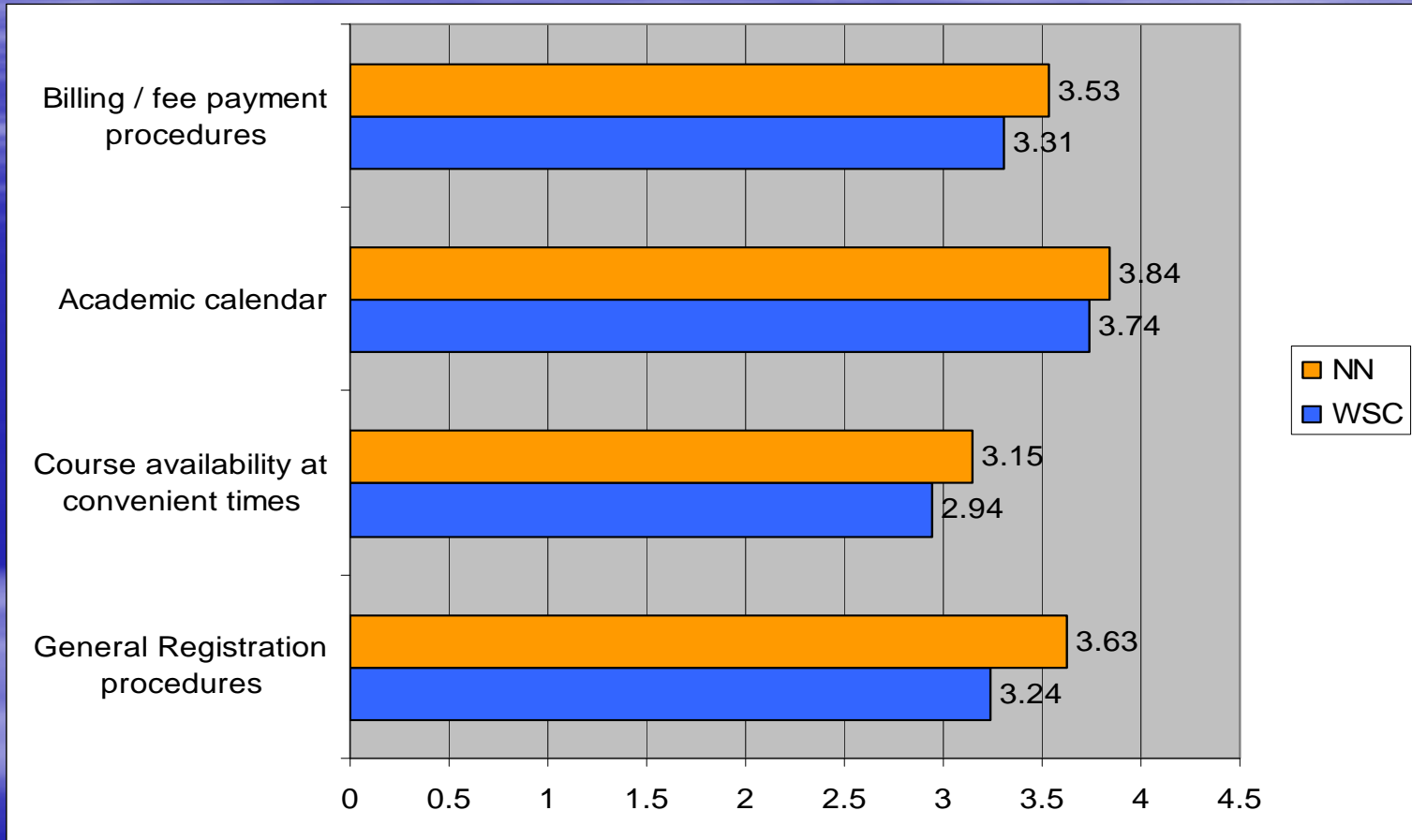
Rules & Policies Satisfied



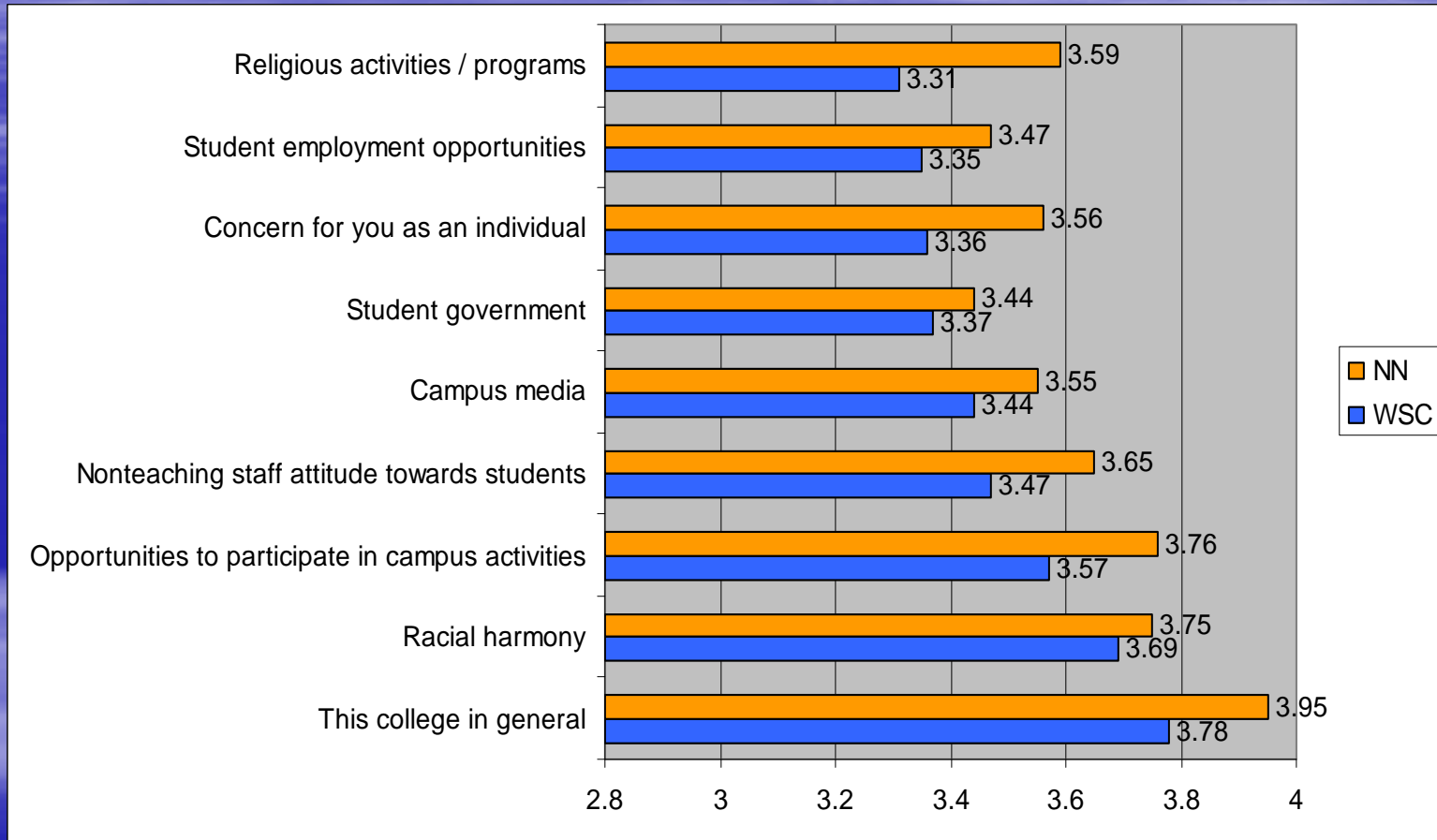
Facilities Satisfied



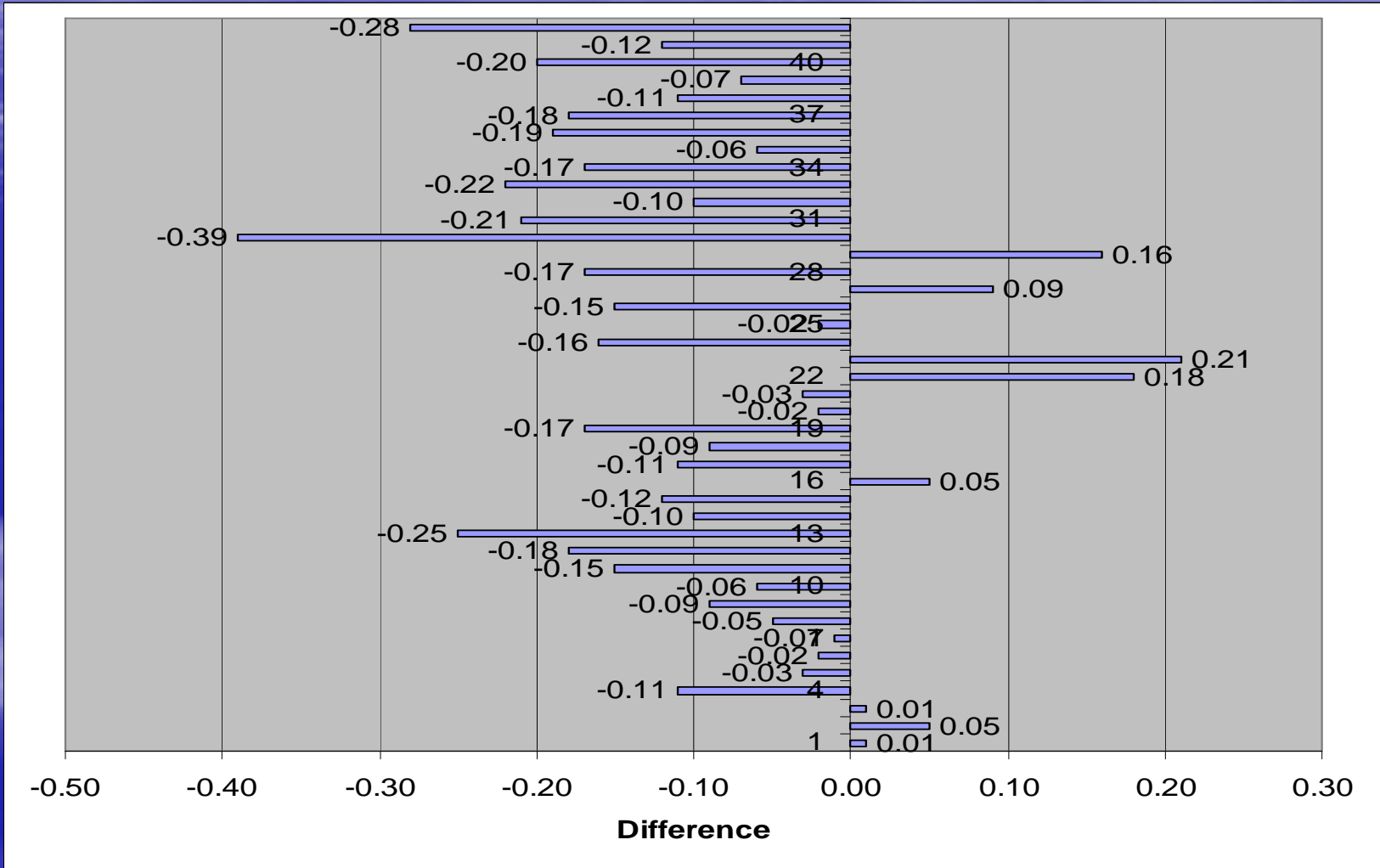
Registration Satisfied



General Satisfied



College Services: Largest Positives & Negatives btw WSC and NN



Unedited Student Comments

- College has been extremely helpful in the (3) courses I have taken to transfer the credits to another college.
- The faculty I have met and have had for instructors have all been awesome in all ways
- You need to give out faculty evaluation forms. Some of the faculty is wonderful... An evaluation would allow us to give feedback.
- I believe that we as students pay enough in our tuition to attend this school, which also involves parking.... **Then again, no one will be reading this so why am I wasting my time.**

Unedited Student Comments

- I wish the school will include Major in Nutrition and other majors like colleges in Worcester.
- The cost is too high for the restrictiveness of the policies. There should be houses for smokers and/or 21+. Otherwise, pay the hospital bills when smokers get pneumonia due to inclement weather.
- The Criminal Justice program at Worcester State should be its own program – we shouldn't have to go through Westfield anymore!

Unedited Student Comments

- I think the \$100.00 per sticker for parking is a great idea for raising money for the parking garage, however it is frustrating when you have a sticker, but there are NO parking places left. This is a big problem, to pay the money and not be able to find a parking space. Also, parking at airport is a great idea, but sometimes not being able to use the shuttle after 5 P.M. is a hassle. -----
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Unedited Student Comments

- This course is very interesting, AS a whole, in comparison to Quinsigamond C.C. I enjoy this school more academically & the campus is a better environment.
- Surveys waste productive class time! I totally agree. Poor Trees, we are suppose to be saving them.
- This is an excellent school with very qualified professors.
- Have a nice day!

Implications

- Compare WSC results with the national norms
- Sample size
- Observe and compare other findings
- Identify areas of concern
- Make programmatic changes
- Monitor results
- Examine results over time

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