



Graduate Student Satisfaction Survey

Spring 2023

Office of Institutional Research

Executive Summary

The Barton College Graduate Student Satisfaction Survey was designed in 2017, as part of a broader institutional effectiveness effort, to solicit graduate student opinions and perspectives about college programs and services and to gauge their viewpoints regarding the institution as a whole. Surveys such as this provide a means for understanding student opinion at a given point in time. The survey was repeated in Spring 2019 following a recommendation that this same survey continue to be conducted every other year, in the spring of odd-numbered years. The survey was not distributed in Spring 2021. Instead, a campus climate survey was conducted in Fall 2020 to gauge student opinions about college coronavirus protocols. The college returned to in-person learning in Fall 2020, but followed rigorous protocols to protect campus health.

The Spring 2023 iteration represents only the third time that the graduate student body had been surveyed regarding their satisfaction.

Most of the survey questions made use of the Likert-rating scale based on satisfaction levels reported as follows:

Very Satisfied = 5

Satisfied = 4

Neutral = 3

Dissatisfied = 2

Very Dissatisfied = 1

Questions 3.1, 3.2 and 3.3 made use of a 5-point rating scale based on answer choices of poor (1), fair (2), neutral (3), good (4), and excellent (5). Respondents also had the option of abstaining or selecting N/A for each of the survey questions.

The survey was administered using the Class Climate online evaluation system. The initial e-mail invitation for survey participation was sent to 55 graduate students on Thursday, March 16, 2023, with reminders sent to non-respondents every six days. The survey closed on Thursday, April 13, 2023. Eighteen responses were received for a response rate of 32.7% (vs. 32% in 2019).

Results were compiled for the graduate student group as a whole and have also been disaggregated for students seeking the MS Kinesiology degree, students seeking the MSA degree, students seeking the MBA degree, and students seeking Teacher Licensure. No students seeking the MS in Criminal Justice, the MS in Criminology and Criminal Justice Sciences, nor the MS in Nursing chose to respond.

An overall average score was calculated for the response to each question, as indicated on Attachment 1. This report also provides, on page 5, demographic information about the students who participated in the survey.

Key Findings

- Overall, Barton graduate students responded positively regarding the experiences and the services available to them, with 35 of the 42 questions receiving a mean score of 4.0 or above.
- The questions regarding the selection of food offered in the Culinary Center (question 4.28,) and selection of food offered by additional food service options on campus (question 4.29) received the lowest average scores with each receiving a 3.4. Lower levels of satisfaction with food options were more pronounced in the responses of the full-time students.
- There were 5 other questions to receive a mean score of less than 4.0, these being the quality of the Barton College Bookstore (question 4.10, average score of 3.9), appearance of the campus (question 4.23, average score of 3.9), cleanliness of campus buildings (question 4.24, average score of 3.9), availability of places to charge your electronic devices (question 4.25, average score of 3.8), and selection of products in the campus vending machines (question 4.30, average score of 3.7).
- Graduate students expressed the greatest satisfaction with the courses they have taken online (question 4.17, average score of 4.7) and satisfaction with their academic experience at Barton College (question 1.1, average score of 4.6). Numerous questions received an average score of 4.5.
- In general, full-time students were slightly less satisfied than part-time students, particularly with respect to the questions about food selections and cleanliness/appearance on campus (Attachment 2).
- The MBA students (3 respondents) were most satisfied with accessibility of faculty (question 2.2), academic advice (question 2.3), course selections (question 2.4), the course registration process (question 4.3), and notification of registration dates and course offerings (question 4.4), with each corresponding question receiving an average score of 4.0. These students were least satisfied with the selection of products in campus vending machines (question 4.30), which received an average score of 2.0.
- The MSA students (9 respondents) were most satisfied with course selections (question 2.4), academic rigor of the courses (question 2.6), academic support services (question 2.7), and value of their Barton education (question 3.2), with each corresponding question receiving an average score of 4.9. When asked to rate their satisfaction with their academic experience at Barton, the question also received an average score of 4.9, with 8 of the 9 respondents providing a rating of “excellent.” None of the questions asked of these students garnered an average score of less than 4.0.
- The one MS Kinesiology student who participated in the satisfaction survey rated her program as excellent across the board. The student indicated being very dissatisfied with the food offered in the Culinary Center.
- The Teacher Licensure students (4 respondents) indicated high levels of satisfaction with academic advice (question 2.3), academic support services (question 2.7), and the quality of advising (question 4.2). Other areas were also ranked highly, although several questions only had 1 response

Graduate Student Satisfaction Survey

Graduate Student Satisfaction Survey 2023 (GRSatis23)

No. of responses = 18

No. of enrolled = 55

% returned = 32.7



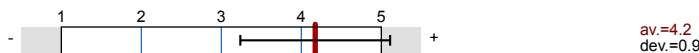
Overall indicators

Global Index

2. How would you rate your satisfaction with the following aspects of your educational experience:



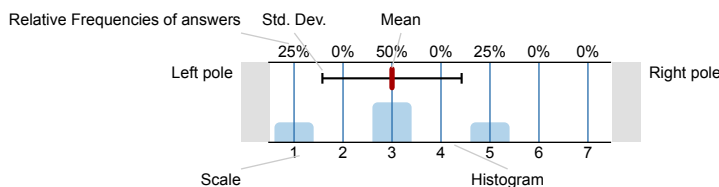
4. How satisfied are you with each of the following:



Survey Results

Legend

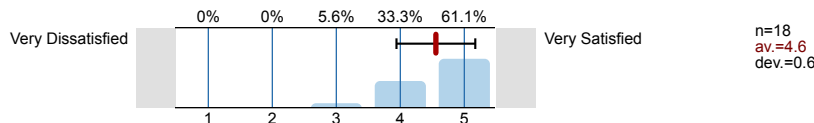
Question text



n=No. of responses
av.=Mean
dev.=Std. Dev.
ab.=Abstention

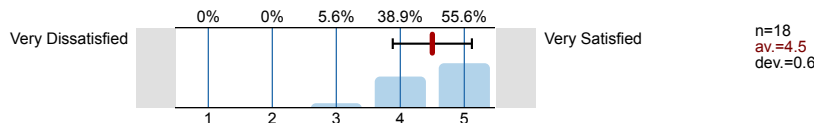
1. Barton College Experience

1.1) How satisfied are you with your academic experience at Barton College?

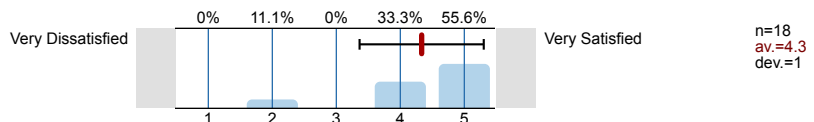


2. How would you rate your satisfaction with the following aspects of your educational experience:

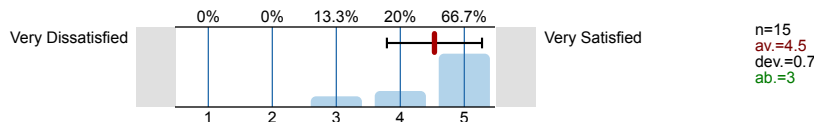
2.1) Quality of faculty



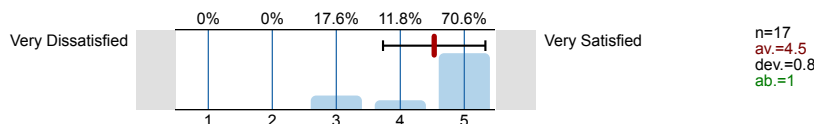
2.2) Accessibility of faculty

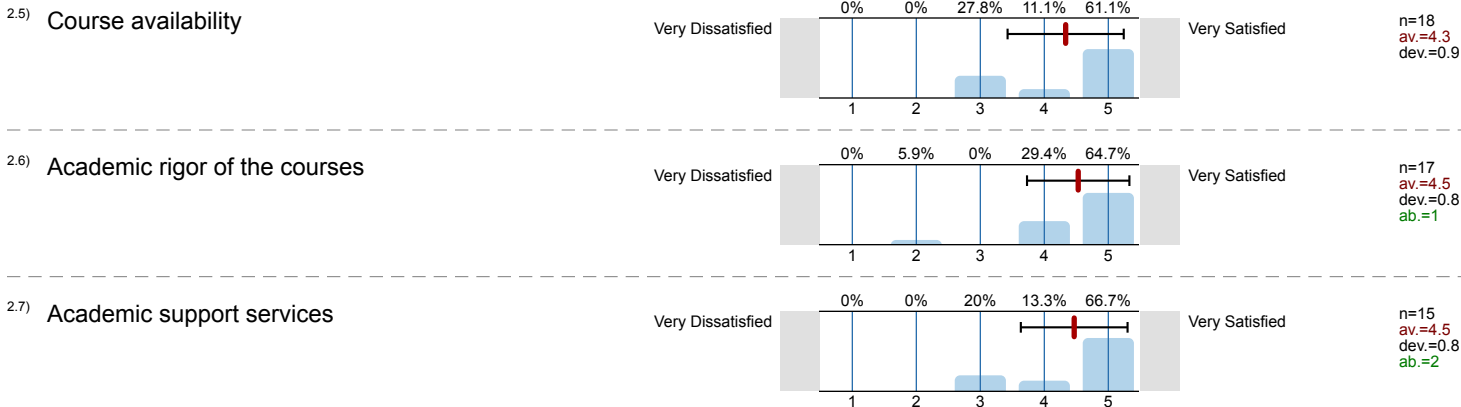


2.3) Academic advice

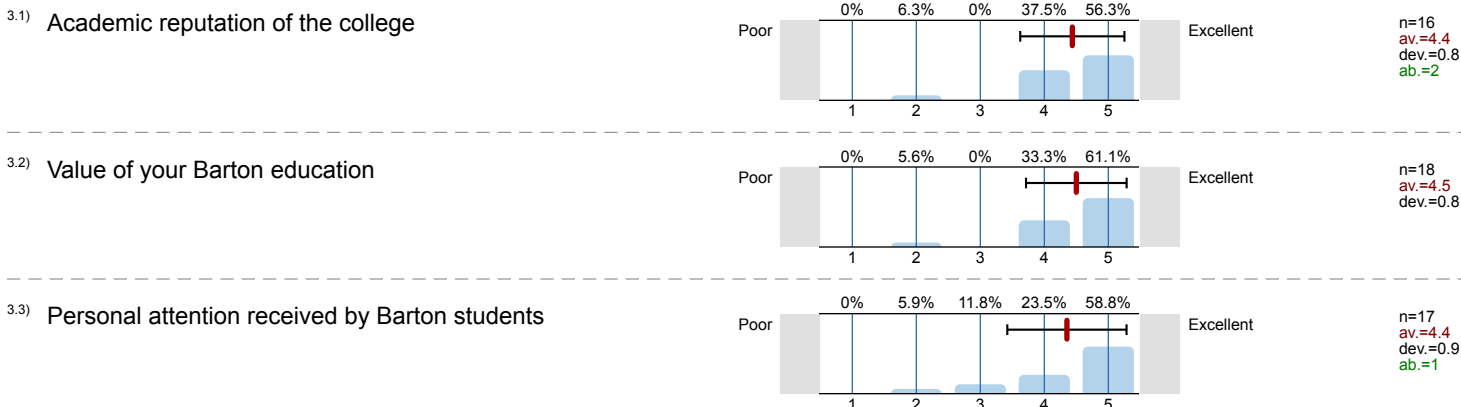


2.4) Course selections

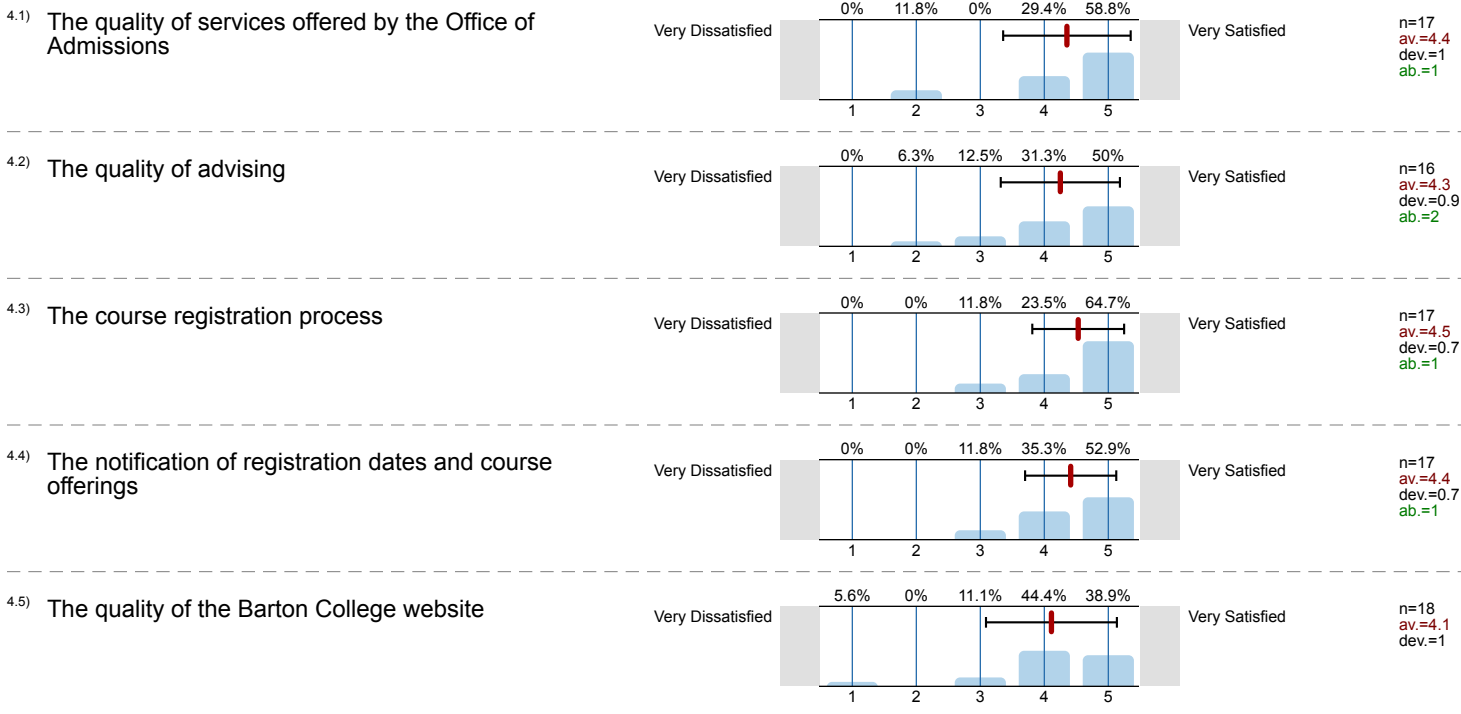


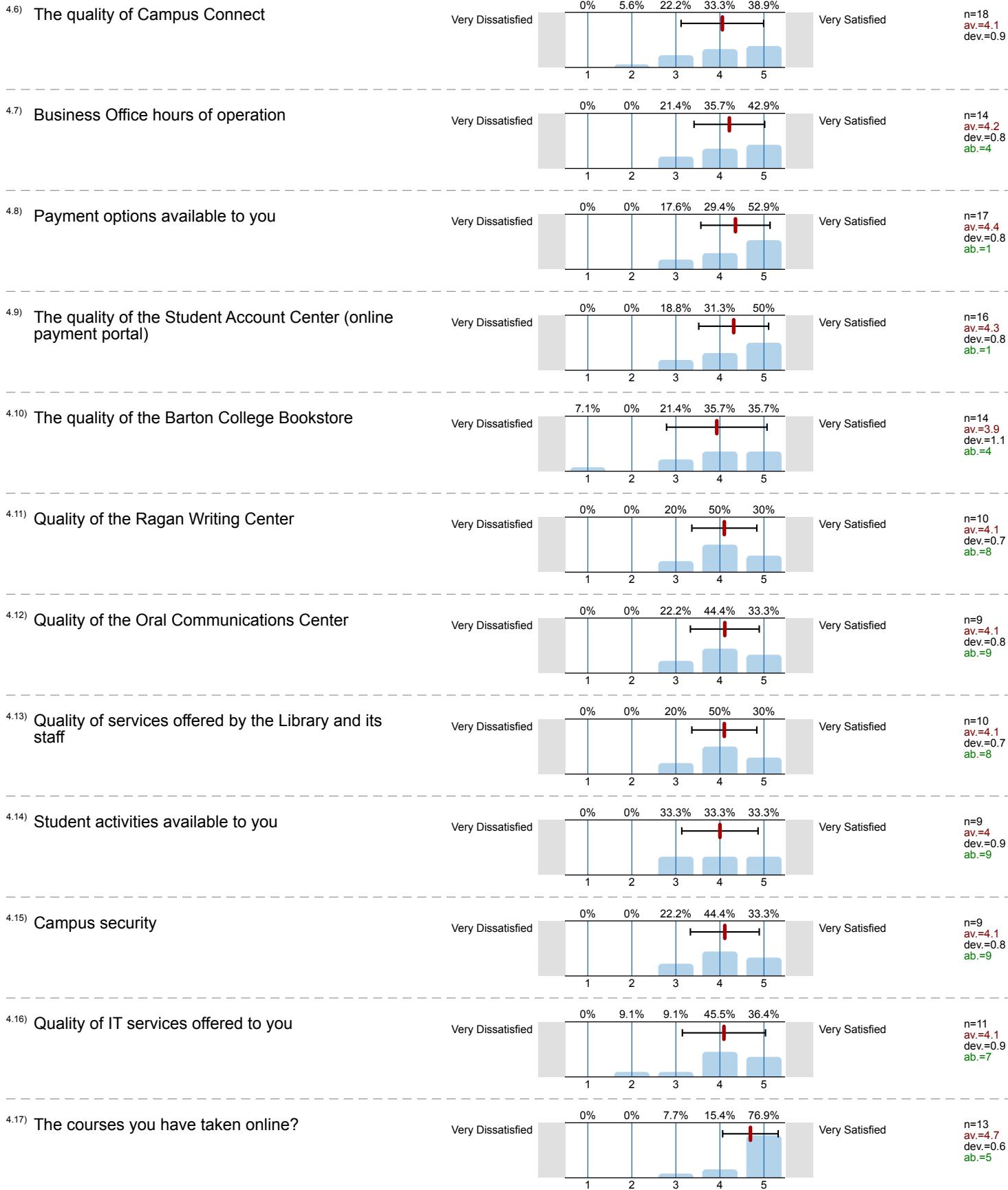


3. How do you perceive each of the following:



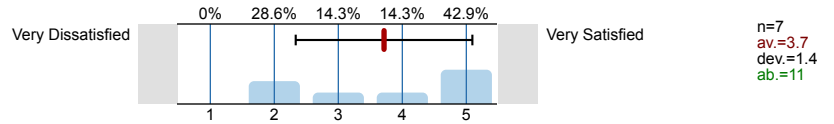
4. How satisfied are you with each of the following:



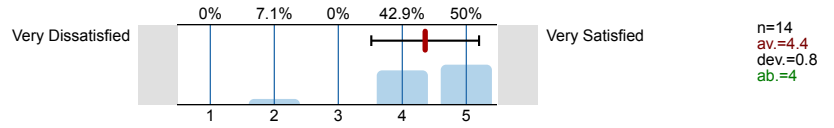




4.30) Selection of products in campus vending machines

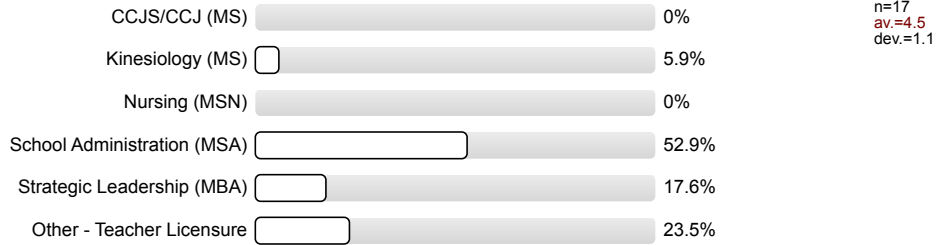


4.31) Overall quality of the college



5. Demographics

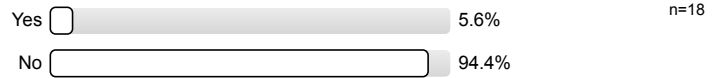
5.1) What degree are you seeking?



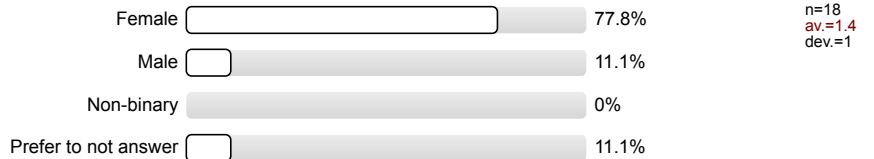
5.2) Are you a full-time student or a part-time student?



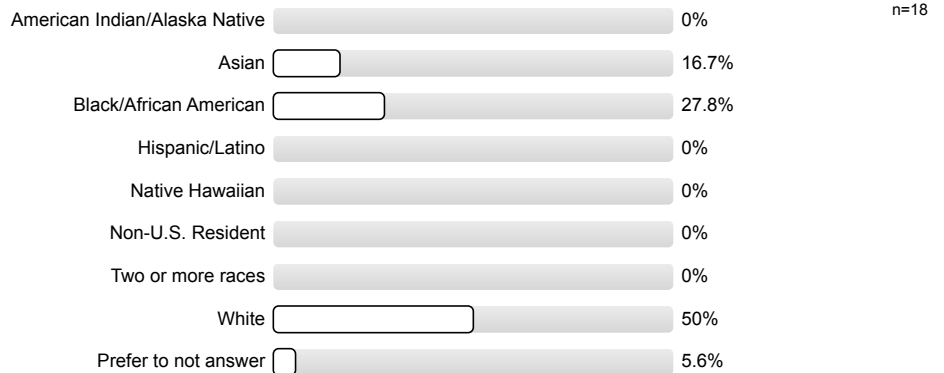
5.3) Were you a Barton College undergraduate student?



5.4) What is your gender?



5.5) What is your race/ethnicity?



Profile

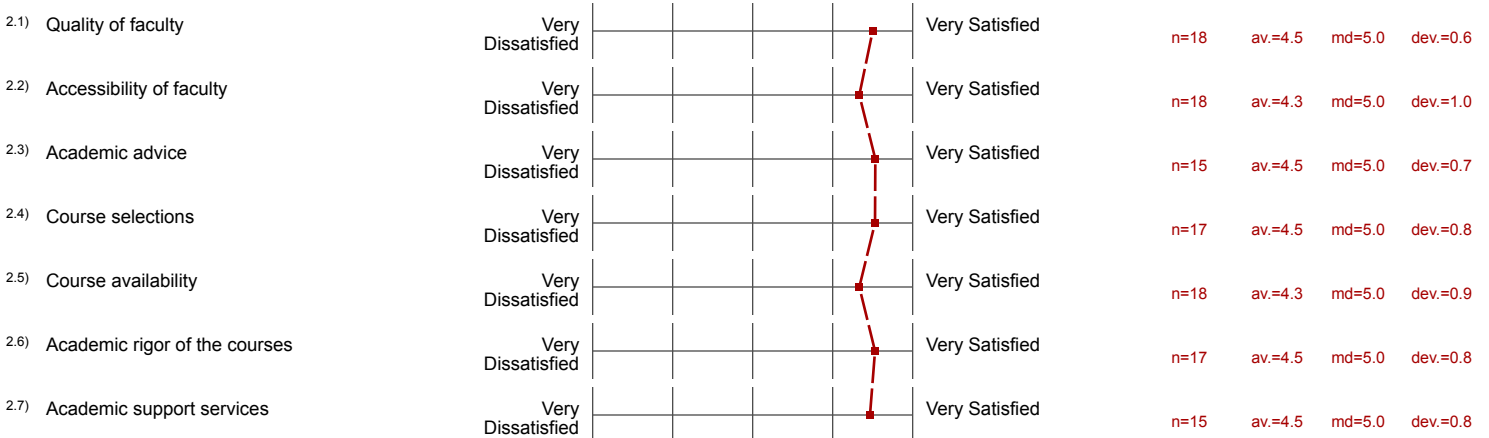
Subunit: General Surveys
 Name of the instructor: Graduate Student Satisfaction Survey
 Name of the course: Graduate Student Satisfaction Survey 2023
 (Name of the survey)

Values used in the profile line: Mean

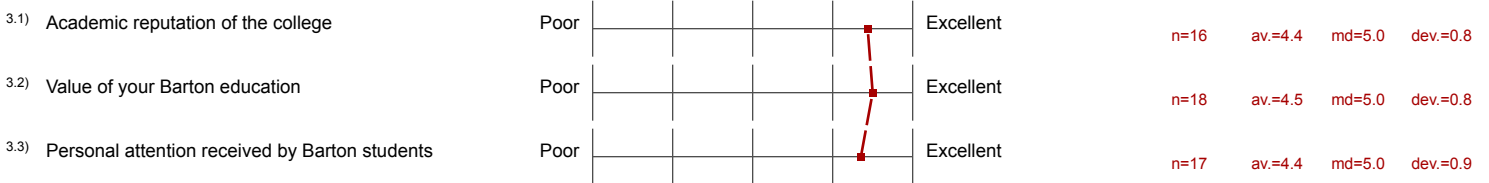
1. Barton College Experience



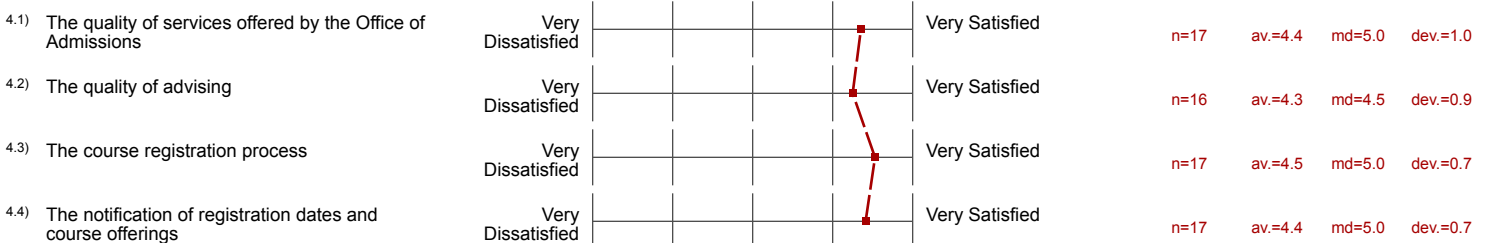
2. How would you rate your satisfaction with the following aspects of your educational experience:



3. How do you perceive each of the following:



4. How satisfied are you with each of the following:



4.5) The quality of the Barton College website	Very Dissatisfied									Very Satisfied	n=18	av.=4.1	md=4.0	dev.=1.0
4.6) The quality of Campus Connect	Very Dissatisfied									Very Satisfied	n=18	av.=4.1	md=4.0	dev.=0.9
4.7) Business Office hours of operation	Very Dissatisfied									Very Satisfied	n=14	av.=4.2	md=4.0	dev.=0.8
4.8) Payment options available to you	Very Dissatisfied									Very Satisfied	n=17	av.=4.4	md=5.0	dev.=0.8
4.9) The quality of the Student Account Center (online payment portal)	Very Dissatisfied									Very Satisfied	n=16	av.=4.3	md=4.5	dev.=0.8
4.10) The quality of the Barton College Bookstore	Very Dissatisfied									Very Satisfied	n=14	av.=3.9	md=4.0	dev.=1.1
4.11) Quality of the Ragan Writing Center	Very Dissatisfied									Very Satisfied	n=10	av.=4.1	md=4.0	dev.=0.7
4.12) Quality of the Oral Communications Center	Very Dissatisfied									Very Satisfied	n=9	av.=4.1	md=4.0	dev.=0.8
4.13) Quality of services offered by the Library and its staff	Very Dissatisfied									Very Satisfied	n=10	av.=4.1	md=4.0	dev.=0.7
4.14) Student activities available to you	Very Dissatisfied									Very Satisfied	n=9	av.=4.0	md=4.0	dev.=0.9
4.15) Campus security	Very Dissatisfied									Very Satisfied	n=9	av.=4.1	md=4.0	dev.=0.8
4.16) Quality of IT services offered to you	Very Dissatisfied									Very Satisfied	n=11	av.=4.1	md=4.0	dev.=0.9
4.17) The courses you have taken online?	Very Dissatisfied									Very Satisfied	n=13	av.=4.7	md=5.0	dev.=0.6
4.18) The hybrid courses you have taken?	Very Dissatisfied									Very Satisfied	n=8	av.=4.5	md=4.5	dev.=0.5
4.19) The courses you have taken on-campus or in-person?	Very Dissatisfied									Very Satisfied	n=11	av.=4.1	md=4.0	dev.=0.7
4.20) The quality and reliability of the learning management system - Canvas?	Very Dissatisfied									Very Satisfied	n=17	av.=4.4	md=4.0	dev.=0.6
4.21) Reliability of wireless connectivity on campus	Very Dissatisfied									Very Satisfied	n=9	av.=4.0	md=4.0	dev.=1.0
4.22) Quality of services offered by the Office of Academic and Career Planning	Very Dissatisfied									Very Satisfied	n=12	av.=4.1	md=4.0	dev.=0.8
4.23) Appearance of the campus (buildings and grounds)	Very Dissatisfied									Very Satisfied	n=10	av.=3.9	md=4.0	dev.=1.3
4.24) Cleanliness of campus buildings	Very Dissatisfied									Very Satisfied	n=9	av.=3.9	md=4.0	dev.=1.4
4.25) Availability of places to charge your electronic devices	Very Dissatisfied									Very Satisfied	n=8	av.=3.8	md=4.0	dev.=1.4
4.26) Classroom environment	Very Dissatisfied									Very Satisfied	n=12	av.=4.3	md=4.5	dev.=0.9
4.27) Lab facilities	Very Dissatisfied									Very Satisfied	n=8	av.=4.1	md=4.5	dev.=1.1
4.28) Selection of food offered in the Culinary Center	Very Dissatisfied									Very Satisfied	n=7	av.=3.4	md=4.0	dev.=1.5
4.29) Selection of food offered by additional food service options on campus	Very Dissatisfied									Very Satisfied	n=7	av.=3.4	md=3.0	dev.=1.3
4.30) Selection of products in campus vending machines	Very Dissatisfied									Very Satisfied	n=7	av.=3.7	md=4.0	dev.=1.4
4.31) Overall quality of the college	Very Dissatisfied									Very Satisfied	n=14	av.=4.4	md=4.5	dev.=0.8

Profile

Subgroup: 2023 Graduate Student Satisfaction Survey Full-Time Student Responses

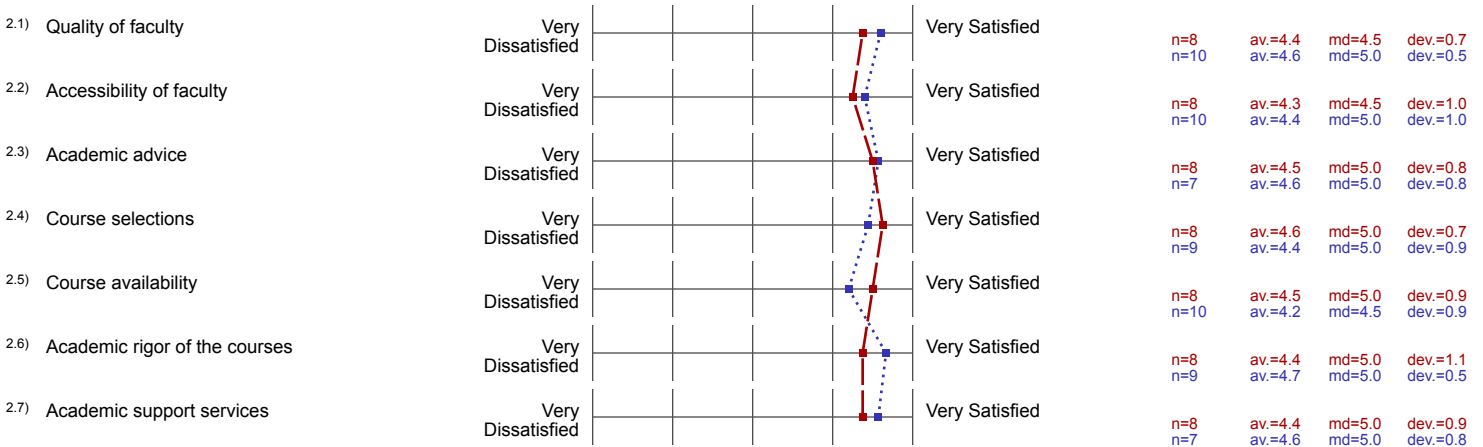
Comparative line: Subgroup: 2023 Graduate Student Satisfaction Survey Part-Time Student Responses

Values used in the profile line: Mean

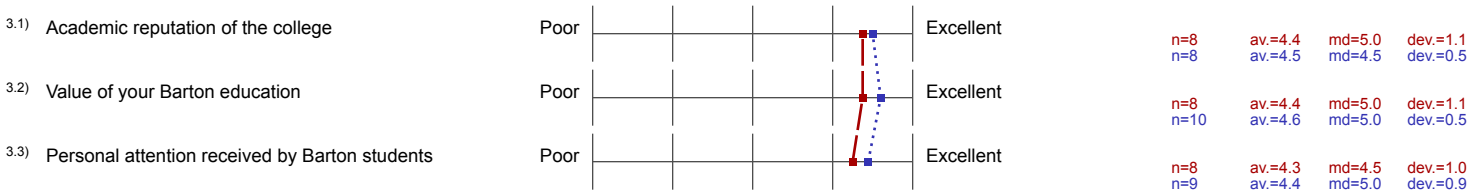
1. Barton College Experience



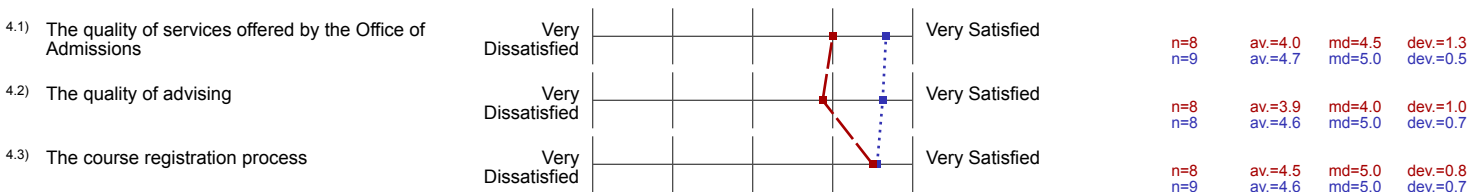
2. How would you rate your satisfaction with the following aspects of your educational experience:

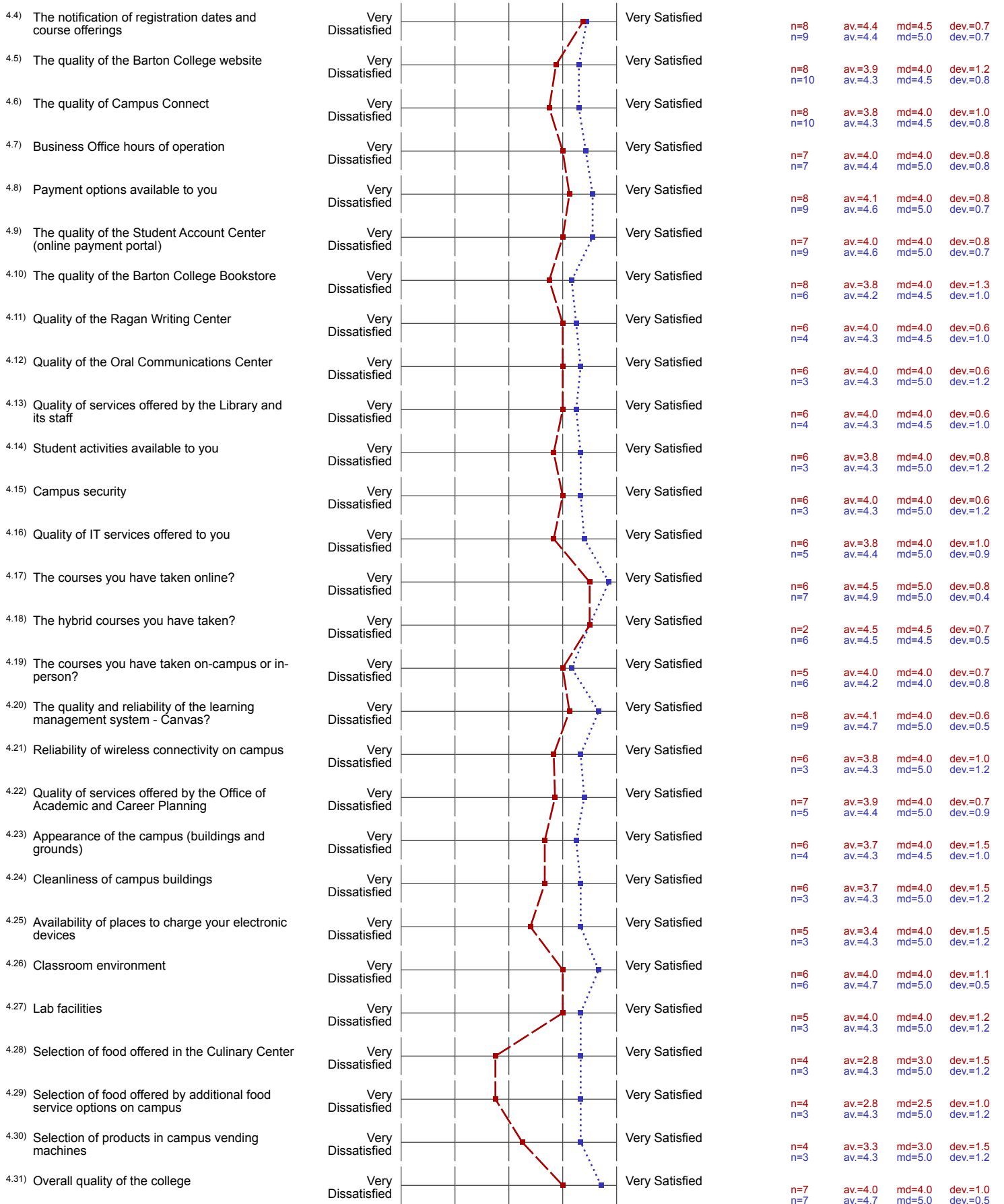


3. How do you perceive each of the following:



4. How satisfied are you with each of the following:







Mark as shown: Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

1. Barton College Experience

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

1.1 How satisfied are you with your academic experience at Barton College?

1.2 Comments:

2. How would you rate your satisfaction with the following aspects of your educational experience:

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

2.1 Quality of faculty

2.2 Accessibility of faculty

2.3 Academic advice

2.4 Course selections

2.5 Course availability

2.6 Academic rigor of the courses

2.7 Academic support services

2.8 Comments:

3. How do you perceive each of the following:

Excellent Good Neutral Fair Poor N/A

3.1 Academic reputation of the college

3.2 Value of your Barton education

3.3 Personal attention received by Barton students

4. How satisfied are you with each of the following:

4. How satisfied are you with each of the following: [Continue]

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
4.1	The quality of services offered by the Office of Admissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	The quality of advising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3	The course registration process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4	The notification of registration dates and course offerings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5	The quality of the Barton College website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6	The quality of Campus Connect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7	Business Office hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8	Payment options available to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9	The quality of the Student Account Center (online payment portal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10	The quality of the Barton College Bookstore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11	Quality of the Ragan Writing Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.12	Quality of the Oral Communications Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.13	Quality of services offered by the Library and its staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.14	Student activities available to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.15	Campus security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.16	Quality of IT services offered to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.17	The courses you have taken online?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.18	The hybrid courses you have taken?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.19	The courses you have taken on-campus or in-person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.20	The quality and reliability of the learning management system - Canvas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.21	Reliability of wireless connectivity on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.22	Quality of services offered by the Office of Academic and Career Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.23	Appearance of the campus (buildings and grounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.24	Cleanliness of campus buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.25	Availability of places to charge your electronic devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.26	Classroom environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.27	Lab facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.28	Selection of food offered in the Culinary Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.29	Selection of food offered by additional food service options on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.30	Selection of products in campus vending machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.31	Overall quality of the college	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Demographics

- 5.1 What degree are you seeking?
- | | | |
|--|---|--|
| <input type="checkbox"/> CCJS/CCJ (MS) | <input type="checkbox"/> Kinesiology (MS) | <input type="checkbox"/> Nursing (MSN) |
| <input type="checkbox"/> School Administration (MSA) | <input type="checkbox"/> Strategic Leadership (MBA) | <input type="checkbox"/> Other - Teacher Licensure |

5. Demographics [Continue]

5.2 Are you a full-time student or a part-time student? Full-time Part-time

5.3 Were you a Barton College undergraduate student?
 Yes No

5.4 What is your gender? Female Male Non-binary
 Prefer to not answer

5.5 What is your race/ethnicity?

- | | | |
|--|--|---|
| <input type="checkbox"/> American Indian/Alaska Native | <input type="checkbox"/> Asian | <input type="checkbox"/> Black/African American |
| <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> Native Hawaiian | <input type="checkbox"/> Non-U.S. Resident |
| <input type="checkbox"/> Two or more races | <input type="checkbox"/> White | <input type="checkbox"/> Prefer to not answer |

6. Summary

6.1 What are your suggestions for making Barton College a better place to obtain a high-quality graduate education?

Thank you for sharing your thoughts and opinions with us!