



Graduate Student Satisfaction Survey

May 2025

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 Spring 2025 iteration represents the fourth time that the graduate student body has 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 40 graduate students on February 27th, 2025, with reminders sent to non-respondents on a periodic basis. The survey closed on Thursday, April 16, 2025. Ten responses were received for a response rate of 25% (vs. 32.7% in 2023). Increasing the response rate will be a focus of the Office of Institutional Research in coming years.

Results were compiled for the graduate student group as a whole and have also been disaggregated for students seeking the MSA and the MBA degree. No participants responded from the MS CJ/CCJS, the MS in Kinesiology, the MSN, or the Teacher Licensure programs.

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. Page 8 of this report contains the comments provided by the participants. Average scores for each question were also calculated for various subgroups of respondents – full-time vs. part-time (Attachment 2), students seeking an MBA (Attachment 3), and students seeking an MSA (Attachment 4).

Finally, reports comparing the 2023 responses to the 2025 responses for the MBA and MSA programs (Attachments 5-6), comparing the MBA result to the MSA results for 2025 (attachment 7), comparing students who were Barton undergraduates vs non-Barton undergraduates (attachment 8) and a blank

copy of the questionnaire used (Attachment 9) are included. Note that the number of students in each sub-group is small.

Key Findings

- Overall, graduate students responded positively regarding their experiences and services available to them, with all but 4 questions averaging scores higher than 3 (neutral).
- Questions regarding the selection of food available in the Culinary Center (avg score 2.6), the selection of food offered by additional food service option on campus (avg score 2.8), the selection of products in the vending machine (avg score 2.83), and classroom environment (avg score of 3), met or fell below an average score of 3 (Neutral).
- 10 Questions received an average score at, or above, a 4 (Satisfied); satisfaction with the academic experience (avg score of 4), accessibility of faculty (avg score of 4.1), value of their Barton education (avg score of 4), personal attention received by Barton students (avg score of 4), quality of services offered by admissions (avg score of 4.1), quality of the College website (avg score of 4.1), quality of Campus Connect (avg score of 4.1), Business Office hours of operation (avg score of 4.1), payment options available (avg score of 4), quality of services offered by the Library and its staff (avg score of 4), and the quality of IT services (avg score of 4).
- The MBA students were most satisfied with the Business Office hours of operation (avg score of 3.4), the quality of the Ragan Writing Center (avg score of 3.7), and the quality of services offered by the Library and its staff (avg score of 3.4).
- The MBA students were least satisfied with the academic reputation of the College (avg score of 2.2).
- The MBA students, overall, were less satisfied than the MSA students, though the low response rates should be taken into account.
- The MSA students responded very positively, with the majority of questions averaging a score of 5 (very satisfied).
- The MSA students were least satisfied with the quality of the online payment portal (avg score of 4).
- Attachment 5 compares to MBA student responses from 2023 with those from the MBA students in 2025. Only 3 MBA students responded in 2023, compared to 5 in 2025. Overall, the 2025 MBA students responded less positively.
- Attachment 6 compares MSA student responses from 2023 with those from the MSA students in 2025. 2025 MSA students reported higher satisfaction in most areas compared to the 2023 MSA students, and it should be noted that the responses from both 2023 and 2025 MSA students were positive overall (no questions averaging below a 4.0 in either year).
- Respondents who attended Barton as undergraduates all fell within the MBA program, while the graduate students who did not attend Barton as undergraduates were from the MSA program. Thus, it may appear that those who attended Barton as undergraduates are less satisfied, but the responses are a replica of the MBA vs MSA breakdown (see attachment 8).
- The divide by program also impacts the comparison between part-time and full-time students, though one MBA student did complete the survey as a part-time graduate student.