



STUDENT SATISFACTION INVENTORY 4-YEAR FORM A

University of Arkansas at Fort Smith



Dear University of Arkansas at Fort Smith Student:

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You have been selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

INSTRUCTIONS:

- Indicate your responses to each item as requested
- At the end of each section, click on "next page" to continue

Please note:

You will need approximately 15-20 minutes to complete the survey. While we recommend completing the survey in one sitting, if you exit and return, you will be directed to where you last left off.

Student Satisfaction Inventory UAFS 2023

February 1 – March 1

Student Satisfaction Inventory – UAFS 2023

Administered February 1 – March 1 | Prior administration was February/March 2020

Foundations

Student satisfaction is defined as “when expectations are met or exceeded by the student’s perception of the campus reality.”

98 Questions – Responses scaled from 1-7

1,135 UAFS Participants – 31% response rate (national average is 20%)

UAFS Custom Questions

The institution provides a clear process for transfer students.

My participation in Cub Camp had a positive impact on my transition to UAFS.

The institution provides adequate resources to first-generation students.

Appropriate support exists for students who experience emergencies or financial insecurity.

University traditions are well known and an exciting part of the student experience.

Opportunities for research and/or creative activities are available in my major.

The institution promotes career success through workshops, field experiences, clinical programs, internships, etc.

Learning experiences and activities outside the classroom effectively reinforce learning inside the classroom.

Career services provided on campus will prepare me for a job upon graduation.

The university’s social media channels are effective in sharing information.

Student Satisfaction Inventory – UAFS 2023

(1,135 UAFS Participants)

Bottom Line Indicators

Satisfied/Very Satisfied

How satisfied are UAFS students?

**Percentages indicate students reporting Satisfied/Very Satisfied*

Regional Comparison		Peer Comparison	
68%	56%	68%	64%
UAFS	Southern USA	UAFS	Peer Group

Probably/Definitely Yes

How likely are UAFS students to enroll again, if they had it to do over?

**Percentages indicate students reporting Probably/Definitely Yes*

Regional Comparison		Peer Comparison	
74%	65%	74%	70%
UAFS	Southern USA	UAFS	Peer Group

Peer Group Includes

- 1) Wright State
- 2) Angelo State
- 3) TAMU Commerce
- 4) Northwest Missouri State
- 5) Rogers State
- 6) Southern Arkansas
- 7) Central Oklahoma
- 8) Southwestern Oklahoma State
- 9) UT Martin

UAFS Demographics Comparison 2020 to 2023

Gender

	2023	2020
Female	71%	70%
Male	25%	30%
Other Answers	4%	0%

Employment

	2023	2020
Full-Time	22%	25%
Part-Time	49%	46%
Not Employed	29%	29%

Age

	2023	2020
18 and under	10%	9%
19 to 24	72%	64%
25 to 34	10%	15%
35 and over	8%	9%

Class Level

	2023	2020
Freshman	26%	20%
Sophomore	24%	27%
Junior	23%	23%
Senior	25%	29%
Other Levels	2%	2%

Ethnicity

	2023	2020
Black/African-American	4%	4%
American Indian or Alaskan Native	4%	6%
Asian or Pacific Islander	7%	7%
Caucasian/White	59%	66%
Hispanic	18%	12%
Other Responses	8%	4%

Top 5 Factors to Enroll in 2023 and 2020

Factor	Importance in 2023	Importance in 2020
Cost as factor in decision to enroll.	89%	85%
Financial aid as factor in decision to enroll.	89%	87%
Academic reputation as factor in decision to enroll.	72%	71%
Geographic setting as factor in decision to enroll.	69%	71%
Personalized attention prior to enrollment as factor in decision to enroll	65%	62%

** Factors students indicated as important to their decision to enroll at UAFS 2023 vs. 2020.*

Strategic Planning Overview - National Comparisons

(National Four-Year Publics 2019-2022)

Strengths

Definitions

**Strengths are items with high importance and high satisfaction.*

**These are identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of satisfaction scores.*

**Strengths are listed in descending order of importance.*

Top 4 Strength Categories

Campus Safety & Level of Maintenance

Technology Accessibility

Customer Service from Advisors, Faculty, & Staff

Student Experience (personal growth, freedom of expression, acceptance)

Strategic Planning **Strengths** - National Comparison

	No	Item	vs. Comparison	Imp Rank
★	7	The campus is safe and secure for all students.	▲	1
★	36	Security staff respond quickly in emergencies.	▲	2
★	26	Computers and/or Wi-Fi are adequate and accessible.	▲	3
★	68	Nearly all of the faculty are knowledgeable in their field.	▲	4
★	39	I am able to experience intellectual growth here.	▲	10
★	72	On the whole, the campus is well-maintained.	▲	12
★	27	The personnel involved in registration are helpful.	▲	18
★	32	Tutoring services are readily available.	▲	18
★	41	There is a commitment to academic excellence on this campus.	▲	21
★	45	Students are made to feel welcome on this campus.	▲	21
★	80	Campus item: The institution promotes career success through workshops, field experiences, clinical programs, internships, etc.		26
★	62	There is a strong commitment to racial harmony on this campus.	▲	31
★	67	Freedom of expression is protected on campus.	▲	31
★	63	Student disciplinary procedures are fair.	▲	35
★	50	Class change (drop/add) policies are reasonable.	▲	39
★	65	Faculty are usually available after class and during office hours.	▲	39

Strategic Planning Overview – National Comparison

(National Four-Year Publics 2019-2022)

Strengths

	No	Item	vs. Comparison	Imp Rank
★	7	The campus is safe and secure for all students.	▲	1
★	36	Security staff respond quickly in emergencies.	▲	2
★	26	Computers and/or Wi-Fi are adequate and accessible.	▲	3
★	68	Nearly all of the faculty are knowledgeable in their field.	▲	4
★	39	I am able to experience intellectual growth here.	▲	10
★	72	On the whole, the campus is well-maintained.	▲	12
★	27	The personnel involved in registration are helpful.	▲	18
★	32	Tutoring services are readily available.	▲	18
★	41	There is a commitment to academic excellence on this campus.	▲	21
★	45	Students are made to feel welcome on this campus.	▲	21
★	80	Campus item: The institution promotes career success through workshops, field experiences, clinical programs, internships, etc.		26
★	62	There is a strong commitment to racial harmony on this campus.	▲	31
★	67	Freedom of expression is protected on campus.	▲	31
★	63	Student disciplinary procedures are fair.	▲	35
★	50	Class change (drop/add) policies are reasonable.	▲	39
★	65	Faculty are usually available after class and during office hours.	▲	39

Top 4 Strength Categories

Campus Safety & Level of Maintenance

Technology Accessibility

Customer Service from Advisors,
Faculty, and Staff

Student Experience (personal growth,
freedom of expression, acceptance)

**Note: UAFS students reported higher satisfaction with all but one of these items when compared to national averages.*

Strategic Planning Overview - Peer Group Comparison

(vs. Nine Regional Peer Institutions)

Strengths

	No	Item	vs. Comparison	Imp Rank
★	7	The campus is safe and secure for all students.	▲	1
★	36	Security staff respond quickly in emergencies.		2
★	26	Computers and/or Wi-Fi are adequate and accessible.		3
★	68	Nearly all of the faculty are knowledgeable in their field.		4
★	39	I am able to experience intellectual growth here.		10
★	72	On the whole, the campus is well-maintained.	▲	12
★	27	The personnel involved in registration are helpful.	▲	18
★	32	Tutoring services are readily available.	▲	18
★	41	There is a commitment to academic excellence on this campus.		21
★	45	Students are made to feel welcome on this campus.		21
★	80	Campus item: The institution promotes career success through workshops, field experiences, clinical programs, internships, etc.		26
★	62	There is a strong commitment to racial harmony on this campus.	▲	31
★	67	Freedom of expression is protected on campus.	▲	31
★	63	Student disciplinary procedures are fair.	▲	35
★	50	Class change (drop/add) policies are reasonable.		39
★	65	Faculty are usually available after class and during office hours.	▼	39

Top 4 Strength Categories

Campus Safety & Level of Maintenance

Technology Accessibility

Customer Service from Advisors, Faculty, and Staff

Student Experience (personal growth, freedom of expression, acceptance)

**Note: UAFS students reported higher satisfaction with seven of these items when compared to peer group averages. One item was reported as lower than peer group average.*

Strategic Planning Overview – National Comparison

(National Four-Year Publics 2019-2022)

Challenges

Definitions

**Challenges are items with high importance and low satisfaction.*

**These are identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of satisfaction.*

**Challenges are listed in descending order of importance.*

Top 4 Challenge Categories















Instruction (quality, equity, response time)

Financial Aid (availability, access, service)

Parking (lighting, security)

Housing (maintenance, space)















Strategic Planning Challenges - National Comparison

	No	Item	vs. Comparison	Imp Rank
	16	The instruction in my major field is excellent.	▲	6
	34	I am able to register for classes I need with few conflicts.	▲	6
	8	The content of the courses within my major is valuable.	▲	8
	58	The quality of instruction I receive in most of my classes is excellent.	▲	9
	25	Faculty are fair and unbiased in their treatment of individual students.	▲	16
	66	Tuition paid is a worthwhile investment.	▲	16
	77	Campus item: Appropriate support exists for students who experience emergencies or financial insecurity.		20
	12	Financial aid awards are announced to students in time to be helpful in college planning.	▲	21
	17	Adequate financial aid is available for most students.	▲	21
	28	Parking lots are well-lighted and secure.	▲	26
	59	This institution shows concern for students as individuals.	▲	26
	5	Financial aid counselors are helpful.	▲	31
	47	Faculty provide timely feedback about student progress in a course.	▲	31
	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	▲	35

Strategic Planning Overview – National Comparison

(National Four-Year Publics 2019-2022)

Challenges

	No	Item	vs. Comparison	Imp Rank
	16	The instruction in my major field is excellent.	▲	6
	34	I am able to register for classes I need with few conflicts.	▲	6
	8	The content of the courses within my major is valuable.	▲	8
	58	The quality of instruction I receive in most of my classes is excellent.	▲	9
	25	Faculty are fair and unbiased in their treatment of individual students.	▲	16
	66	Tuition paid is a worthwhile investment.	▲	16
	77	Campus item: Appropriate support exists for students who experience emergencies or financial insecurity.		20
	12	Financial aid awards are announced to students in time to be helpful in college planning.	▲	21
	17	Adequate financial aid is available for most students.	▲	21
	28	Parking lots are well-lighted and secure.	▲	26
	59	This institution shows concern for students as individuals.	▲	26
	5	Financial aid counselors are helpful.	▲	31
	47	Faculty provide timely feedback about student progress in a course.	▲	31
	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	▲	35

Top 4 Challenge Categories

Instruction (quality, equity, response time)

Financial Aid (availability, access, service)

Parking (lighting, security)















Housing (maintenance, space)

**Note: UAfS students reported lower satisfaction with these items. However, all but one of the items were still comparatively higher than national averages.*

Strategic Planning Overview – Peer Group Comparison

(vs. Nine Regional Peer Institutions)

Challenges

	No	Item	vs. Comparison	Imp Rank
	16	The instruction in my major field is excellent.		6
	34	I am able to register for classes I need with few conflicts.		6
	8	The content of the courses within my major is valuable.		8
	58	The quality of instruction I receive in most of my classes is excellent.		9
	25	Faculty are fair and unbiased in their treatment of individual students.		16
	66	Tuition paid is a worthwhile investment.	▲	16
	77	Campus item: Appropriate support exists for students who experience emergencies or financial insecurity.		20
	12	Financial aid awards are announced to students in time to be helpful in college planning.	▲	21
	17	Adequate financial aid is available for most students.	▲	21
	28	Parking lots are well-lighted and secure.	▲	26
	59	This institution shows concern for students as individuals.		26
	5	Financial aid counselors are helpful.		31
	47	Faculty provide timely feedback about student progress in a course.		31
	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	▲	35

Top 4 Challenge Categories

Instruction (quality, equity, response time)

Financial Aid (availability, access, service)

Parking (lighting, security)

Housing (maintenance, space)

**Note: UAFS students reported lower satisfaction with these items. However, five of the items were still comparatively higher than peers, and none of the items were lower than peer averages.*

Benchmarking – National Comparison

Takeaways –

*UAFS students rated 38 items at a higher level of **satisfaction** compared to national 4-year public institutions*

*UAFS students rated 12 items at a higher level of **importance** than national norms.*

*UAFS students rated zero items (out of 98) as lower **satisfaction** than national norms*

Benchmarking – National Comparison

Higher Satisfaction

Higher Importance

	No	Item	Imp Rank
	14	My academic advisor is concerned about my success as an individual.	39
	35	The assessment and course placement procedures are reasonable.	39
★	50	Class change (drop/add) policies are reasonable.	39
★	65	Faculty are usually available after class and during office hours.	39
	22	Counseling staff care about students as individuals.	35
🚩	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	35
	44	Academic support services adequately meet the needs of students.	35
★	63	Student disciplinary procedures are fair.	35
🚩	5	Financial aid counselors are helpful.	31
🚩	47	Faculty provide timely feedback about student progress in a course.	31
★	62	There is a strong commitment to racial harmony on this campus.	31
★	67	Freedom of expression is protected on campus.	31
	4	Admissions staff are knowledgeable.	26
🚩	28	Parking lots are well-lighted and secure.	26
🚩	59	This institution shows concern for students as individuals.	26
🚩	12	Financial aid awards are announced to students in time to be helpful in college planning.	21
🚩	17	Adequate financial aid is available for most students.	21
	29	It is an enjoyable experience to be a student on this campus.	21
★	41	There is a commitment to academic excellence on this campus.	21
★	45	Students are made to feel welcome on this campus.	21
★	27	The personnel involved in registration are helpful.	18
★	32	Tutoring services are readily available.	18
🚩	25	Faculty are fair and unbiased in their treatment of individual students.	16
🚩	66	Tuition paid is a worthwhile investment.	16
	2	The campus staff are caring and helpful.	15
	6	My academic advisor is approachable.	12
	69	There is a good variety of courses provided on this campus.	12
★	72	On the whole, the campus is well-maintained.	12
	55	Major requirements are clear and reasonable.	11
★	39	I am able to experience intellectual growth here.	10
🚩	58	The quality of instruction I receive in most of my classes is excellent.	9
🚩	8	The content of the courses within my major is valuable.	8
🚩	16	The instruction in my major field is excellent.	6
🚩	34	I am able to register for classes I need with few conflicts.	6
★	68	Nearly all of the faculty are knowledgeable in their field.	4
★	26	Computers and/or Wi-Fi are adequate and accessible.	3
★	36	Security staff respond quickly in emergencies.	2
★	7	The campus is safe and secure for all students.	1

	No	Item	Imp Rank
★	50	Class change (drop/add) policies are reasonable.	39
🚩	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	35
🚩	5	Financial aid counselors are helpful.	31
★	62	There is a strong commitment to racial harmony on this campus.	31
	4	Admissions staff are knowledgeable.	26
🚩	28	Parking lots are well-lighted and secure.	26
🚩	12	Financial aid awards are announced to students in time to be helpful in college planning.	21
★	27	The personnel involved in registration are helpful.	18
★	32	Tutoring services are readily available.	18
	2	The campus staff are caring and helpful.	15
★	72	On the whole, the campus is well-maintained.	12
★	26	Computers and/or Wi-Fi are adequate and accessible.	3

**UAFS students rated 38 items at a higher level of satisfaction when compared to national 4-year public institutions and 12 items at a higher level of importance.*

Lower Satisfaction

	No	Item	Imp Rank

**UAFS students rated zero items as lower satisfaction than national norms.*

Benchmarking – Peer Comparison

Takeaways –

*UAFS students rated 15 items at higher levels of **satisfaction** than averages at nine selected regional institutions.*

*UAFS students rated 1 item at a higher level of **importance** than the average rating at peer institutions.*

UAFS students rated 2 items at lower levels of satisfaction than averages at peer institutions.

Benchmarking – Peer Group Comparison

Higher Satisfaction

	No	Item	Imp Rank
🚩	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	35
	44	Academic support services adequately meet the needs of students.	35
★	63	Student disciplinary procedures are fair.	35
★	62	There is a strong commitment to racial harmony on this campus.	31
★	67	Freedom of expression is protected on campus.	31
🚩	28	Parking lots are well-lighted and secure.	26
🚩	12	Financial aid awards are announced to students in time to be helpful in college planning.	21
🚩	17	Adequate financial aid is available for most students.	21
	29	It is an enjoyable experience to be a student on this campus.	21
★	27	The personnel involved in registration are helpful.	18
★	32	Tutoring services are readily available.	18
🚩	66	Tuition paid is a worthwhile investment.	16
	2	The campus staff are caring and helpful.	15
★	72	On the whole, the campus is well-maintained.	12
★	7	The campus is safe and secure for all students.	1

Higher Importance

	No	Item	Imp Rank
🚩	28	Parking lots are well-lighted and secure.	26

**UAFS students rated 15 items at a higher level of satisfaction and 1 item at a higher level of importance than peer averages at nine selected regional institutions. This includes items which were reported as challenges for UAFS.*

Lower Satisfaction

	No	Item	Imp Rank
★	65	Faculty are usually available after class and during office hours.	39
	33	My academic advisor is knowledgeable about requirements in my major.	4

**UAFS students rated 2 items at lower levels of satisfaction than peer averages at nine selected regional institutions.*

Scale Summary - National Comparison

(National Four-Year Publics 2019-2022)

Scale	UAFS 2023 Satisfaction	National Four-Year Publics 2019-2022 Satisfaction	Difference
Academic Advising	5.90	5.72	0.18
Campus Climate	5.89	5.50	0.39
Campus Life	5.82	5.41	0.41
Campus Support Services	6.09	5.85	0.24
Concern for the Individual	5.80	5.46	0.34
Instructional Effectiveness	5.88	5.66	0.22
Recruitment and Financial Aid	5.79	5.37	0.42
Registration Effectiveness	5.83	5.48	0.35
Responsiveness to Diverse Populations	5.95	5.55	0.40
Safety and Security	5.69	5.00	0.69
Service Excellence	5.86	5.48	0.38
Student Centeredness	5.89	5.49	0.40

**Scale summaries of survey items by domain. UAFS students reported higher levels of satisfaction across all areas when compared to national 4-year public institutions.*

Scale Summary – Peer Group Comparison

(vs. Nine Regional Peer Institutions)

Scale	UAFS 2023 Satisfaction	Peer Group Satisfaction	Difference
Academic Advising	5.90	5.91	-0.01
Campus Climate	5.89	5.80	0.09
Campus Life	5.82	5.71	0.11
Campus Support Services	6.09	6.03	0.06
Concern for the Individual	5.80	5.75	0.05
Instructional Effectiveness	5.88	5.88	0.00
Recruitment and Financial Aid	5.79	5.68	0.11
Registration Effectiveness	5.83	5.79	0.04
Responsiveness to Diverse Populations	5.95	5.90	0.05
Safety and Security	5.69	5.42	0.27
Service Excellence	5.86	5.77	0.09
Student Centeredness	5.89	5.80	0.09

**Scale summaries of survey items by domain. UAFS students reported all but one area was flat or at slightly higher levels of satisfaction when compared to averages at nine selected regional institutions.*

UAFS Year to Year Trends

(Benchmarking Compared to 2020)

Higher Satisfaction

	No	Item	Imp Rank
★	50	Class change (drop/add) policies are reasonable.	39
	74	Campus item: The institution provides a clear process for transfer students.	39
★	63	Student disciplinary procedures are fair.	35
★	62	There is a strong commitment to racial harmony on this campus.	31
★	67	Freedom of expression is protected on campus.	31
★	80	Campus item: The institution promotes career success through workshops, field experiences, clinical programs, internships, etc.	26
	82	Campus item: Career services provided on campus will prepare me for a job upon graduation.	26
🚩	12	Financial aid awards are announced to students in time to be helpful in college planning.	21
🚩	17	Adequate financial aid is available for most students.	21
	29	It is an enjoyable experience to be a student on this campus.	21
★	45	Students are made to feel welcome on this campus.	21
★	32	Tutoring services are readily available.	18
🚩	66	Tuition paid is a worthwhile investment.	16
	69	There is a good variety of courses provided on this campus.	12

**Item-to-item comparison vs. March 2020 SSI administration. UAFS students rated 11 items at higher levels of satisfaction and three items at lower satisfaction when compared with 2020. No items were rated at higher importance.*

Higher Importance

Lower Satisfaction

	No	Item	Imp Rank
★	26	Computers and/or Wi-Fi are adequate and accessible.	11
	33	My academic advisor is knowledgeable about requirements in my major.	1
★	7	The campus is safe and secure for all students.	2

UAFS Year to Year Scale Summary

Scale	UAFS 2023 Satisfaction	UAFS 2020 Satisfaction	Difference
Academic Advising	5.90	5.94	-0.04
Campus Climate	5.89	5.76	0.13
Campus Life	5.82	5.69	0.13
Campus Support Services	6.09	6.05	0.04
Concern for the Individual	5.80	5.75	0.05
Instructional Effectiveness	5.88	5.82	0.06
Recruitment and Financial Aid	5.79	5.62	0.17
Registration Effectiveness	5.83	5.72	0.11
Responsiveness to Diverse Populations	5.95	5.80	0.15
Safety and Security	5.69	5.52	0.17
Service Excellence	5.86	5.72	0.14
Student Centeredness	5.89	5.77	0.12

**Scale summaries of survey items by domain. Compared to the March 2020 SSI administration, UAFS students rated all but one area at higher levels of satisfaction.*

Highest Reported Satisfaction

- *Highest reported satisfaction levels across 1135 students in the 2023 administration*

Highest Reported Satisfaction	
Item	Satisfaction %
On the whole, the campus is well-maintained.	84%
Library resources and services are adequate.	81%
Tutoring services are readily available.	80%
There is a strong commitment to racial harmony on this campus.	78%
Student disciplinary procedures are fair.	78%
The campus is safe and secure for all students.	77%
Library staff are helpful and approachable.	77%
Males and females have equal opportunities to participate in intercollegiate athletics.	77%
Nearly all of the faculty are knowledgeable in their field.	77%

Lowest Reported Satisfaction

- *Lowest reported satisfaction levels across 1135 students in the 2023 administration*

Lowest Reported Satisfaction	
Item	Satisfaction %
The amount of student parking space on campus is adequate.	46%
Student activities fees are put to good use.	49%
There are a sufficient number of weekend activities for students.	51%
The intercollegiate athletic programs contribute to a strong sense of school spirit.	55%
Billing policies are reasonable.	55%
University traditions are well known and an exciting part of the student experience.	56%
There is an adequate selection of food available in the cafeteria.	57%
Faculty take into consideration student differences as they teach a course.	57%
Faculty provide timely feedback about student progress in a course.	58%

Reported as Most Important

- Items rated as most important across 1135 students in the 2023 administration*

Reported as Most Important	
Item	Importance %
I am able to register for classes I need with few conflicts.	92%
The campus is safe and secure for all students.	92%
Nearly all of the faculty are knowledgeable in their field.	92%
My academic advisor is knowledgeable about requirements in my major.	91%
Computers and/or Wi-Fi are adequate and accessible.	91%
Security staff respond quickly in emergencies.	91%
The quality of instruction I receive in most of my classes is excellent.	90%
The content of the courses within my major is valuable.	90%
The instruction in my major field is excellent.	90%
I am able to experience intellectual growth here.	90%

SSI – Next Steps

Next Steps –

The Student Satisfaction Inventory contains valuable information on student perceptions across a wide range of demographics and concerns. The goal is to make this information available to UAfS in order to market positive components, address challenges, and inform decision making and strategic planning. The data will be maintained by Academic Affairs, and offices/departments throughout UAfS can request specific queries through the Division of Student Success & Retention or Institutional Effectiveness. HLC Chairs will also gain access to the dashboard in April.

Contact –

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