

Office of Institutional Effectiveness

Academic and Support
Services Assessment Report
Fall 2017

Total UHCL Without
Written Comments

February 2018

University of Houston-Clear Lake
Office of Institutional Effectiveness
Academic and Support Services Assessment Fall 2017 Summary

The purpose of the Academic and Support Services Assessment (ASSA) is to determine the level of satisfaction of all students concerning their experiences with academic and support services at University of Houston-Clear Lake (UHCL). The student's opinions are solicited regarding which areas or issues should be improved to ensure that UHCL maintains the highest quality of instruction. The percentage of students who would recommend UHCL to family or friends is shown on the next page.

The online Academic and Support Services Assessment is conducted in fall semesters using Qualtrics survey software. UHCL launched its annual survey to all students for the fall 2017 on October 16, 2017 and the survey was active through December 16, 2017. All students who were enrolled during the fall 2017 semester were sent an invitation to complete the survey. The data can be divided by college, by full-time/part-time, by degree level, by gender, by program or any of the above combinations. The average completion time for the survey is 10 minutes. A short summary of data collected in the Academic and Support Services Assessment by UHCL and by individual schools is contained in the following pages. The ASSA Fall 2017 Total UHCL without Comments report is posted on the OIE website at the link listed below:

<https://www.uhcl.edu/about/administrative-offices/institutional-effectiveness/institutional-research/survey-data.aspx>

Reports for individual colleges with written comments can be requested from Mary Ballew at 281-283-3028 or ballew@uhcl.edu.

UHCL

Demographics Information:

- Respondents: A total of 8,548 UHCL students were invited to participate in this survey; the response rate was 16.9% (n=1,442).
- Gender: A total of 1,441 UHCL academic respondents answered the question about gender. One student chose not to answer.

Males	24.6% (n=355)
Females	74.6% (n=1,075)
Other	0.8% (n=11)
- Course Load: A total of 1,439 UHCL academic respondents answered the question about course load. Three students choose not to answer.

Full time	70.7% (n=1,017)
Part time	29.3% (n=422)
- I am primarily (time of day): A total of 1,436 UHCL academic respondents answered the question about time of day. Six students choose not to answer.

Day time	51.8% (n=744)
Evening	38.0% (n=546)
UHCL Student online	10.2% (n=146)
- Degree Level: A total of 1,440 UHCL academic respondents answered the question about degree level. Two students chose not to answer.

Undergraduate	29.6% (n=16)
Graduate	68.5% (n=37)
Doctorate	1.9% (n=1)

Overall Satisfaction:

- Statement: I am satisfied with the educational experiences I have had at UHCL.

92.2% (n=1,242) of the UHCL academic respondents agreed with the above statement. Ninety-five students chose not to respond.
- Statement: I would recommend UHCL to friends and family.

89.9% (n=1,176) of the UHCL academic respondents agreed with the above statement. Ninety-six students chose not to respond.

College of Business (BUS)

Demographics Information:

- Respondents: A total of 2,559 BUS students were invited to participate; the response rate was 14.6% (n=373).

- Gender: All 373 academic BUS respondents answered the question about gender.

Males	30.3% (n=113)
Females	69.4% (n=259)
Other	.3% (n=1)

- Course Load: A total of 371 BUS academic respondents answered the question about course load. Two students chose not to answer.

Full time	71.4% (n=265)
Part time	28.6% (n=106)

- I am primarily (time of day): A total of 370 BUS academic respondents answered the question about time of day. Three students chose not to answer.

Day time	35.1% (n=130)
Evening	47.0% (n=174)
UHCL Student online	17.8% (n=66)

- Degree Level: All 373 BUS academic respondents answered the questions about degree level.

Undergraduate	59.5% (n=222)
Graduate	40.5% (n=151)
Doctorate	0.0% (n=0)

Overall Satisfaction:

- Statement: I am satisfied with the educational experiences I have had at UHCL.

90.4% (n=321) of the BUS academic respondents agreed with the above statement. Eighteen students chose not to respond.

- Statement: I would recommend UHCL to friends and family.

86.2% (n=301) of the BUS academic respondents agreed with the above statement. Nineteen students chose not to respond.

College of Education (COE)

Demographics Information:

- Respondents: A total of 1,465 COE students were invited to participate; the response rate was 19.1% (n=280).
- Gender: All COE academic respondents answered the question about gender.

Males	7.5% (n=21)
Females	91.8% (n=257)
Other	.7% (n=2)

- Course Load: A total of 279 COE academic respondents answered the question about course load. One student chose not to answer.,

Full time	62.7% (n=175)
Part time	37.3% (n=104)

- I was primarily (time of day): A total of 279 COE academic respondents answered the question about time of day. One student chose not to answer.

Day time	47.0% (n=131)
Evening	43.0% (n=120)
UHCL Student online	10.0% (n=28)

- Degree Level: A total of 279 COE academic respondents answered the question about degree level. One student chose not to answer.

Undergraduate	72.4% (n=202)
Graduate	19.4% (n=54)
Doctorate	8.2% (n=23)

Overall Satisfaction:

- Statement: I am satisfied with the educational experiences I have had at UHCL.

95.8% (n=251) of the COE academic respondents agreed with the above statement.

- Statement: I would recommend UHCL to friends and family.

92.4% (n=242) of the COE academic respondents agreed with the above statement.

College of Science and Engineering (CSE)

Demographics Information:

- Respondents: A total of 2,194 CSE students were invited to participate; the response rate was 17.1% (n=376).
- Gender: A total of 375 CSE academic respondents answered the question about gender. One student chose not to answer.

Males	40.0% (n=150)
Females	58.7% (n=220)
Other	1.3% (n=5)

- Course Load: All CSE academic respondents answered the question about course load.

Full time	76.1% (n=286)
Part time	23.9% (n=90)

- I am primarily (time of day): A total of 375 CSE academic respondents answered the question about time of day. One student chose not to answer.

Day time	68.8% (n=258)
Evening	29.3% (n=110)
UHCL Student online	1.9% (n=7)

- Degree Level: A total of 371 CSE academic respondents answered the question about degree level. Five students chose not to answer.

Undergraduate	58.1% (n=218)
Graduate	41.9% (n=157)
Doctorate	0.0% (n=0)

Overall Satisfaction:

- Statement: I am satisfied with the educational experiences I have had at UHCL.

90.1% (n=309) of the CSE academic respondents agreed with the above statement.

- Statement: I would recommend UHCL to friends and family.

84.0% (n=289) of the CSE academic respondents agreed with the above statement.

College of Human sciences and Humanities (HSH)

Demographics Information:

- Respondents: A total of 2,235 HSH students were invited to participate; the response rate was 18.5% (n=413).
- Gender: All HSH academic respondents answered the question about gender.

Males	26.3% (n=5)
Females	73.7% (n=14)
Other	.7% (n=3)
- Course Load: All HSH academic respondents answered the question about Course Load.

Full time	70.5% (n=291)
Part time	29.5% (n=122)
- I am primarily (time of day): A total of 412 HSH academic respondents answered the question about time of day: One student chose not to answer the question.

Day time	54.6% (n=275)
Evening	34.5% (n=142)
UHCL Student online	10.9% (n=45)
- Degree Level: All HSH academic respondents answered the questions about degree level.

Undergraduate	72.2% (n=298)
Graduate	27.8% (n=115)
Doctorate	0.0% (n=0)

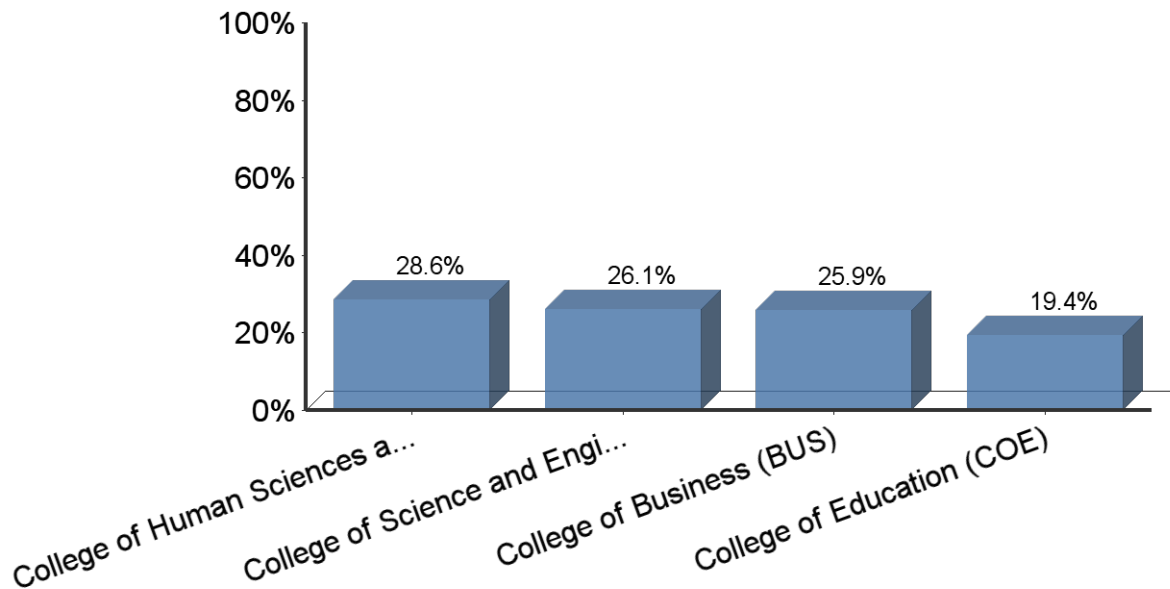
Overall Satisfaction:

- Statement: I am satisfied with the educational experiences I have had at UHCL.

93.3% (n=361) of the HSH academic respondents agreed with the above statement.
- Statement: I would recommend UHCL to friends and family.

89.2% (n=344) of the HSH academic respondents agreed with the above statement.

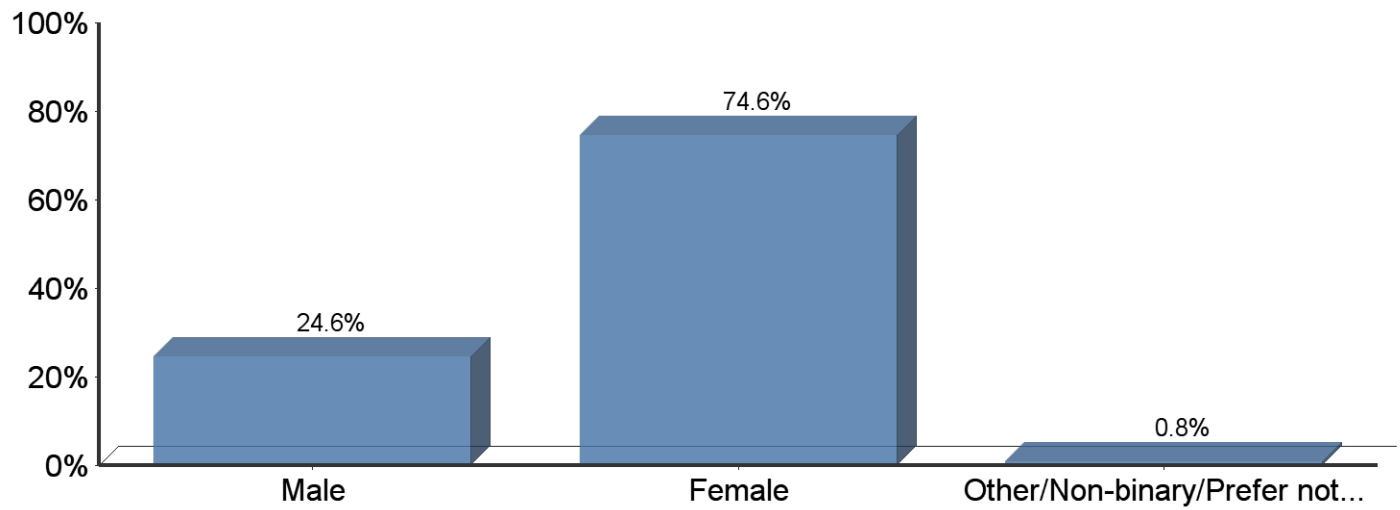
Which college will you receive your degree from:
(A response to this question is required.)



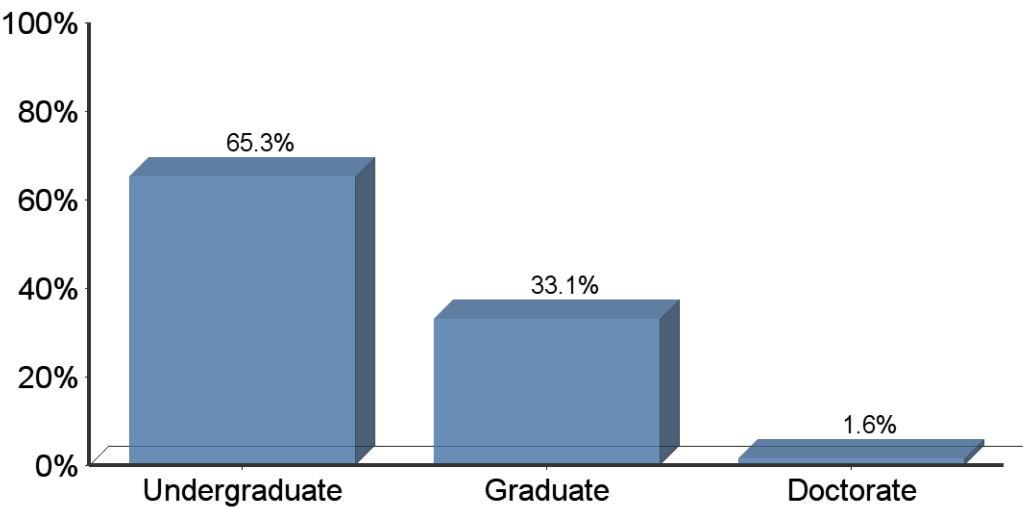
Answer	Response	%
College of Business (BUS)	373	25.9%
College of Human Sciences and Humanities (HSH)	413	28.6%
College of Science and Engineering (CSE)	376	26.1%
College of Education (COE)	280	19.4%
Total	1442	100.0%

Note 1: There were a total of **8,548** students who were given the opportunity to complete the Fall 2017 Academic and Support Services Assessment. **1,442** respondents completed the the survey resulting in a **16.9%** response rate.

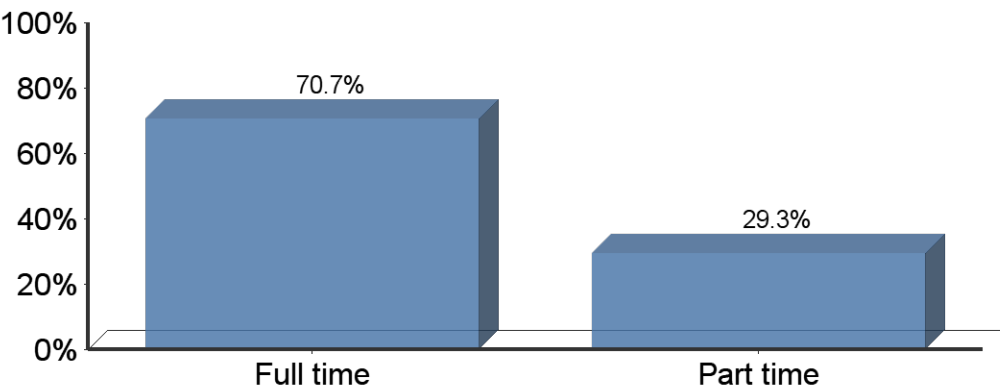
Note 2: All NON-answered questions are EXCLUDED. Please note that this will change the TOTAL number of responses for each question since data vary according to whether attendees chose to respond or not respond to questions.



Answer	Response	%
Male	355	24.6%
Female	1075	74.6%
Other/Non-binary/Prefer not to say	11	0.8%
Total	1441	100.0%

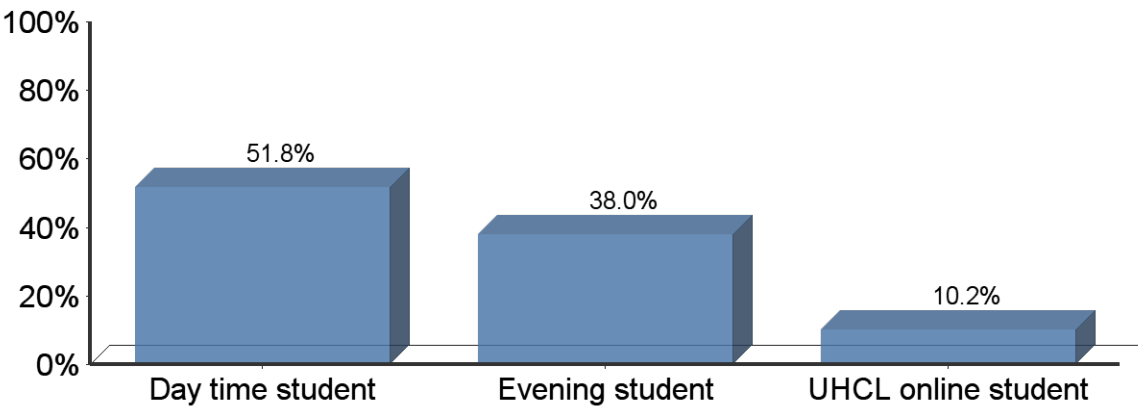


Answer	Response	%
Undergraduate	940	65.3%
Graduate	477	33.1%
Doctorate	23	1.6%
Total	1440	100.0%



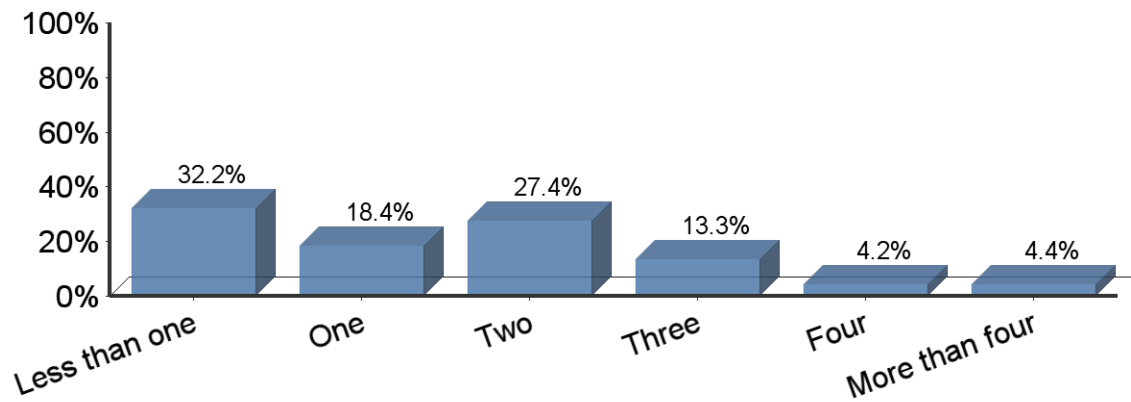
Answer	Response	%
Full time	1017	70.7%
Part time	422	29.3%
Total	1439	100.0%

I am primarily a:



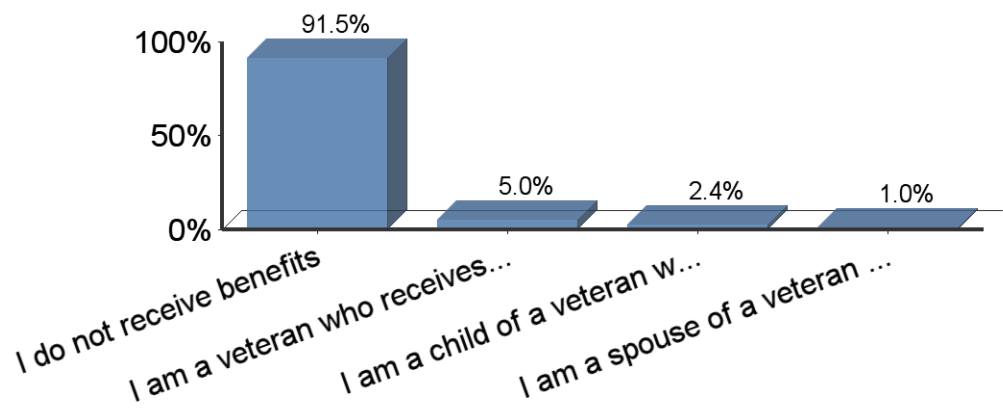
Answer	Response	%
Day time student	744	51.8%
Evening student	546	38.0%
UHCL online student	146	10.2%
Total	1436	100.0%

Number of years in attendance at UHCL:



Answer	Response	%
Less than one	465	32.2%
One	265	18.4%
Two	395	27.4%
Three	192	13.3%
Four	61	4.2%
More than four	64	4.4%
Total	1442	100.0%

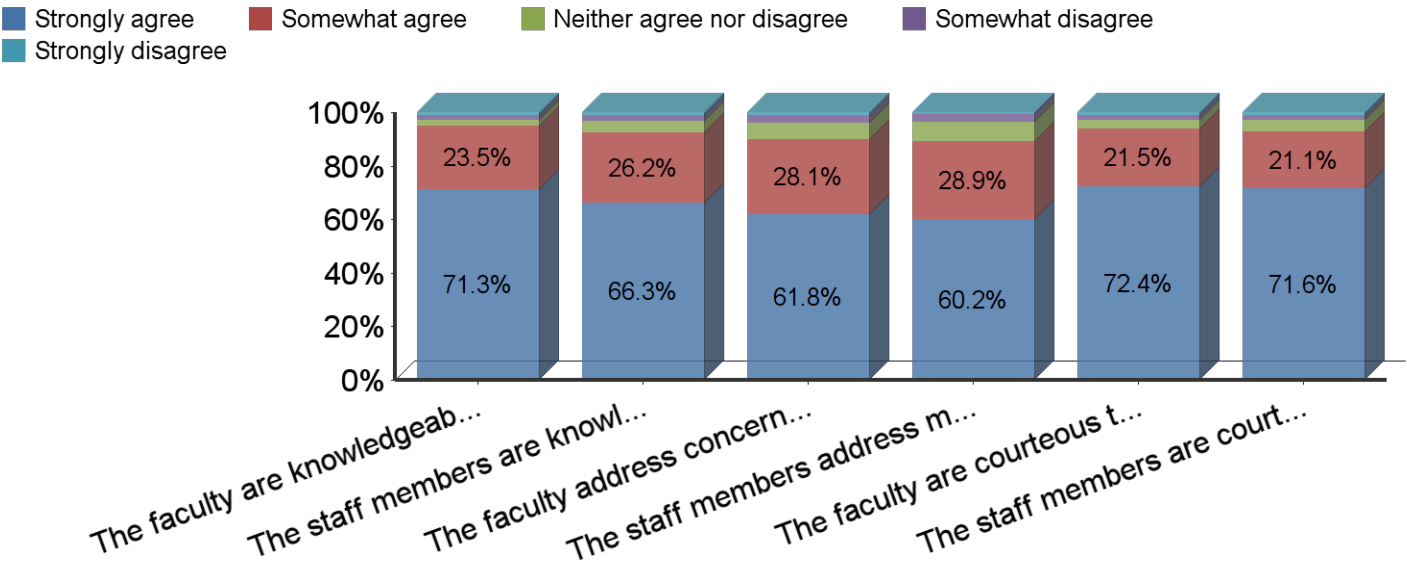
Please indicate your Veteran's Education Benefits status.



Answer	Response	%
I do not receive benefits	1312	91.5%
I am a veteran who receives benefits	72	5.0%
I am a spouse of a veteran who receives benefits	15	1.0%
I am a child of a veteran who receives benefits	35	2.4%
Total	1434	100.0%

FACULTY and STAFF CONTRIBUTIONS

Please indicate the extent to which you agree with the following statements. Remember to keep your comments focused specifically on the question asked.



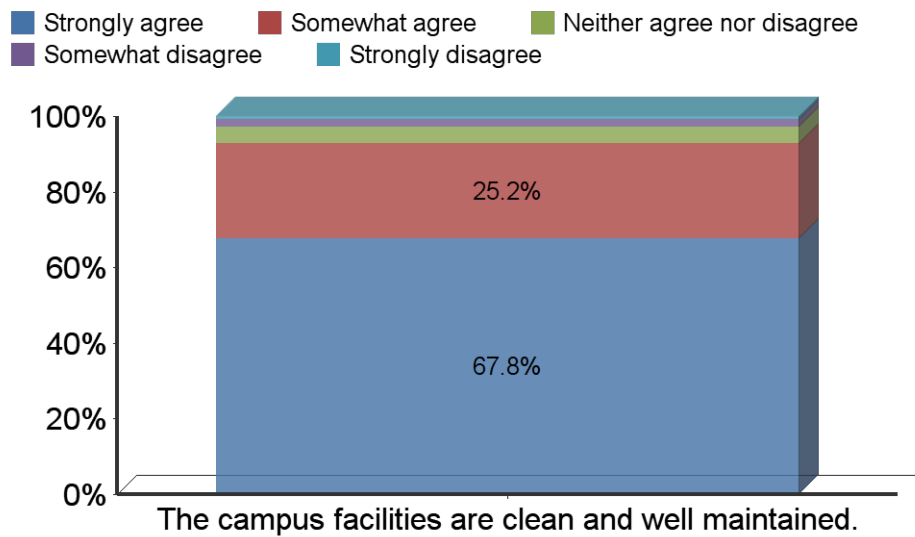
Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Response	Average Value
The faculty are knowledgeable and helpful in their subject areas.	982	324	35	24	13	1378	1.4
The staff members are knowledgeable and helpful.	911	360	59	29	16	1375	1.5
The faculty address concerns and problems within a reasonable amount of time.	850	387	84	42	12	1375	1.5
The staff members address my concerns and problems within a reasonable amount of time.	828	397	101	38	12	1376	1.6
The faculty are courteous toward students.	993	295	44	26	14	1372	1.4
The staff members are courteous toward students.	984	290	63	22	15	1374	1.4

Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
The faculty are knowledgeable and helpful in their subject areas.	1	5	1.4	0.5	0.7	1378	1378
The staff members are knowledgeable and helpful.	1	5	1.5	0.6	0.8	1375	1375
The faculty address concerns and problems within a reasonable amount of time.	1	5	1.5	0.7	0.8	1375	1375
The staff members address my concerns and problems within a reasonable amount of time.	1	5	1.6	0.7	0.8	1376	1376
The faculty are courteous toward students.	1	5	1.4	0.5	0.7	1372	1372
The staff members are courteous toward students.	1	5	1.4	0.6	0.7	1374	1374

Please provide specific suggestions for improvement of faculty or staff.

Statistic	Value
Respondents	388

Please indicate the extent to which you agree with the following statements. Remember to keep your comments focused specifically on the question asked.



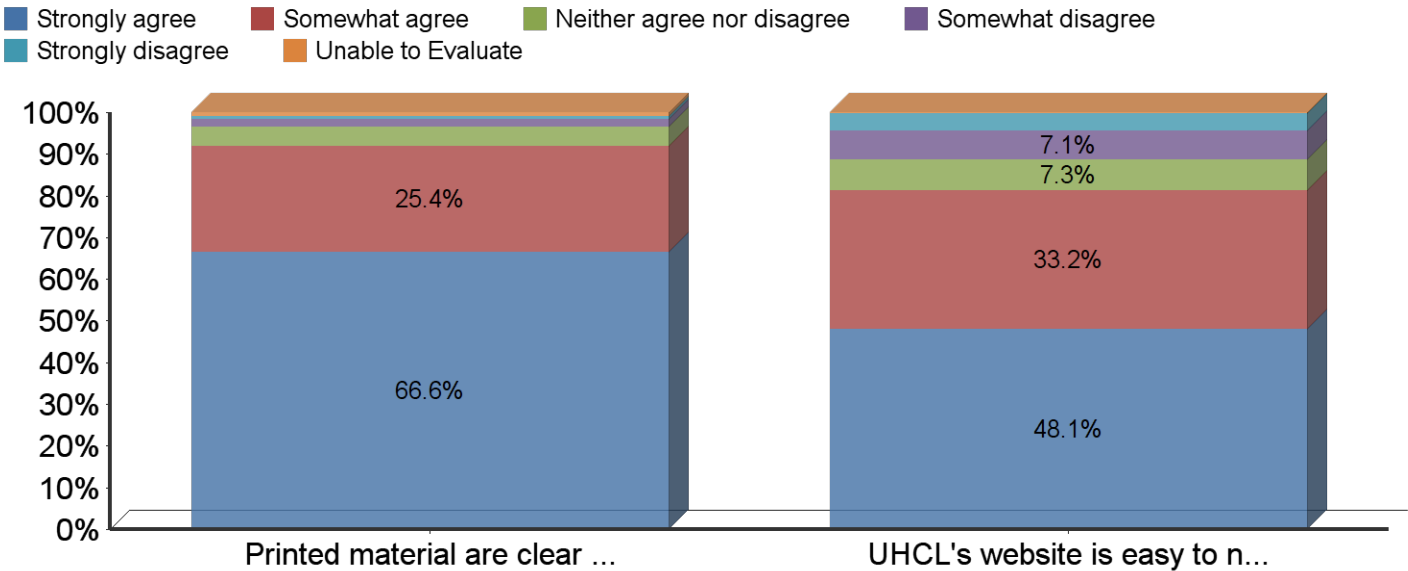
Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Response	Average Value
The campus facilities are clean and well maintained.	933	347	58	29	10	1377	1.4

Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
The campus facilities are clean and well maintained.	1	5	1.4	0.5	0.7	1377	1377

Please provide specific suggestions for improvement in facilities.

Statistic	Value
Respondents	328

Please indicate the extent to which you agree with the following statements. Remember to keep your comments focused specifically on the question asked.



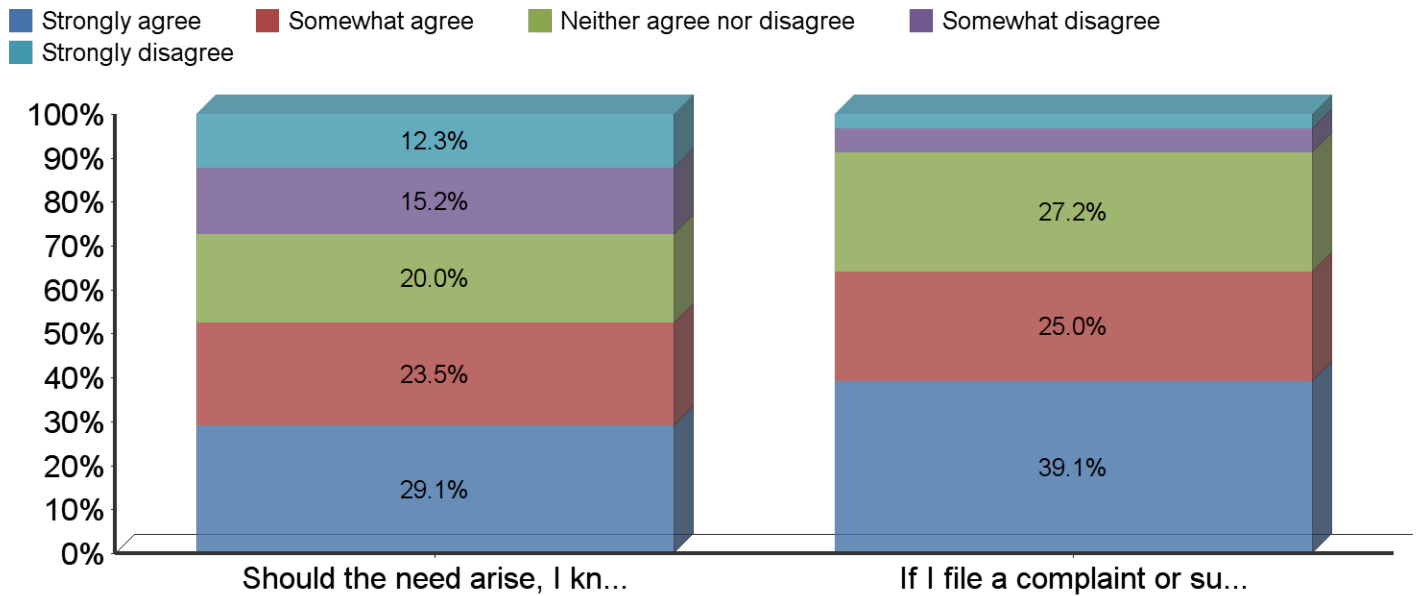
Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Unable to Evaluate	Response	Average Value
Printed material are clear and accurate.	915	349	63	23	9	15	1374	1.6
UHCL's website is easy to navigate.	660	456	100	98	55	4	1373	1.9

Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Printed material are clear and accurate.	1	17	1.6	3.1	1.8	1374	1374
UHCL's website is easy to navigate.	1	17	1.9	1.8	1.4	1373	1373

Please provide specific suggestions for improvement in communications and internet services.

Statistic	Value
Respondents	310

Complaint Handling



Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Response	Average Value
Should the need arise, I know how to file a complaint or suggestion on campus	399	322	274	209	169	1373	2.6
If I file a complaint or suggestion, I believe that it will be properly addressed.	535	342	373	74	46	1370	2.1

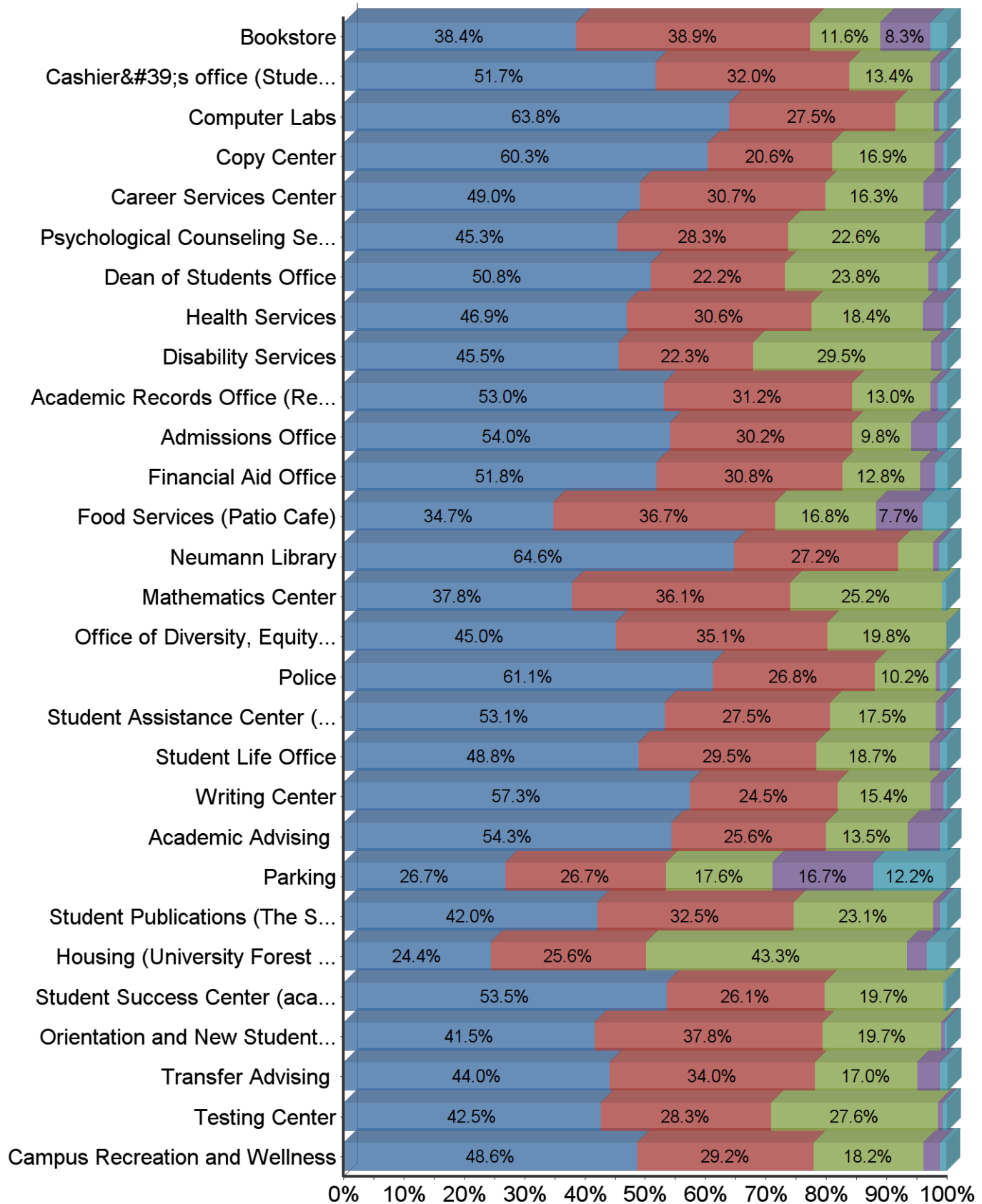
Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Should the need arise, I know how to file a complaint or suggestion on campus	1	5	2.6	1.9	1.4	1373	1373
If I file a complaint or suggestion, I believe that it will be properly addressed.	1	5	2.1	1.2	1.1	1370	1370

Please provide specific suggestions for improvement in the complaint handling process.

Statistic	Value
Respondents	222

Availability of Services

Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied



Availability of Services

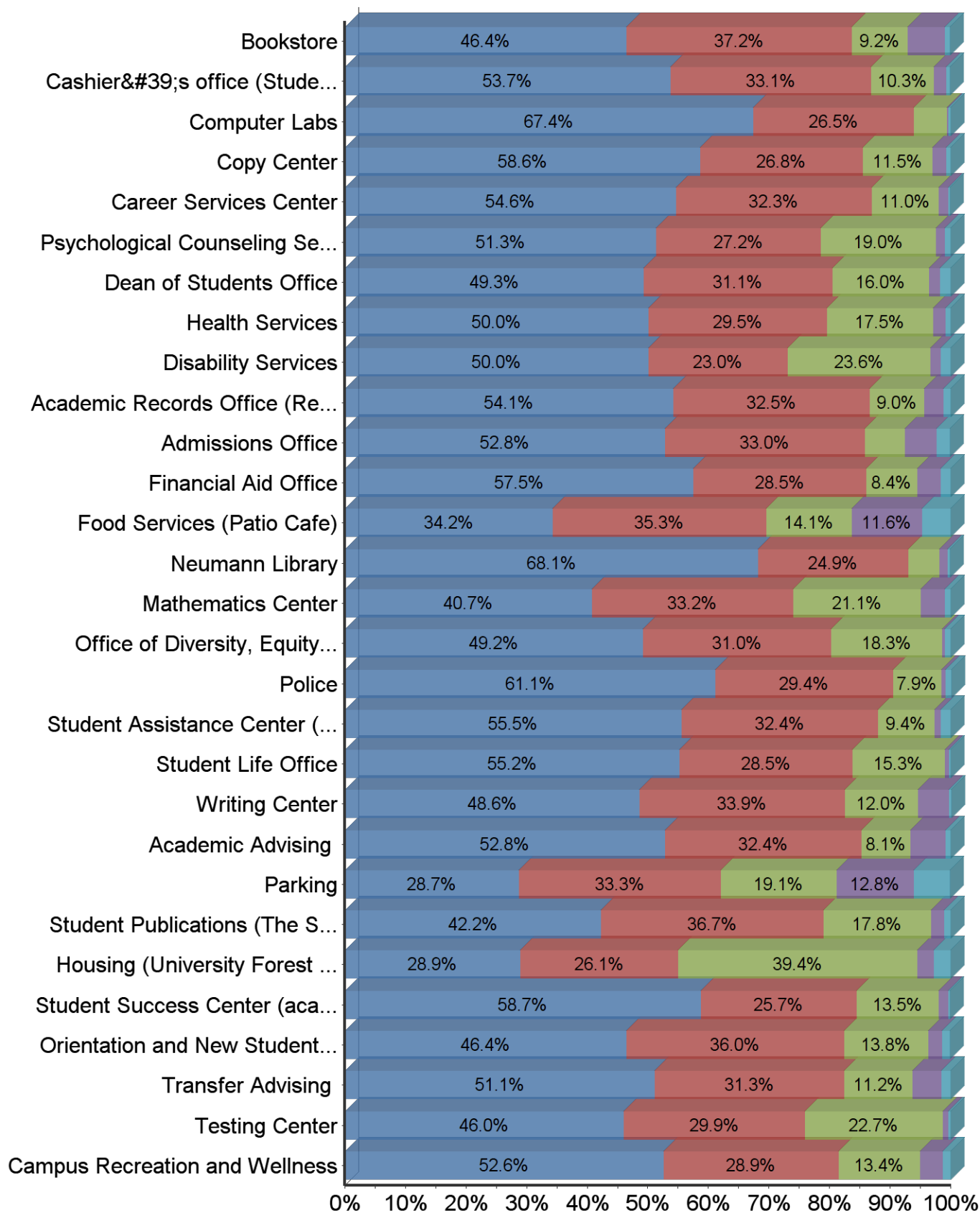
Question	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Response	Average Value
Bookstore	83	84	25	18	6	216	2.0
Cashier's office (Student Business Services)	89	55	23	3	2	172	1.7
Computer Labs	139	60	14	2	3	218	1.5
Copy Center	82	28	23	2	1	136	1.6
Career Services Center	75	47	25	5	1	153	1.8
Psychological Counseling Services	48	30	24	3	1	106	1.9
Dean of Students Office	64	28	30	2	2	126	1.8
Health Services	69	45	27	5	1	147	1.8
Disability Services	51	25	33	2	1	112	1.9
Academic Records Office (Registrar, e-services, catalog, calendar)	131	77	32	3	4	247	1.7
Admissions Office	127	71	23	10	4	235	1.7
Financial Aid Office	101	60	25	5	4	195	1.7
Food Services (Patio Cafe)	68	72	33	15	8	196	2.1
Neumann Library	133	56	12	2	3	206	1.5
Mathematics Center	45	43	30	-	1	119	1.9
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	50	39	22	-	-	111	1.7
Police	96	42	16	1	2	157	1.5
Student Assistance Center (SAC)	85	44	28	2	1	160	1.7
Student Life Office	81	49	31	3	2	166	1.8
Writing Center	82	35	22	3	1	143	1.6
Academic Advising	121	57	30	12	3	223	1.7
Parking	59	59	39	37	27	221	2.6
Student Publications (The Signal)	71	55	39	2	2	169	1.9
Housing (University Forest Student Village)	22	23	39	3	3	90	2.4
Student Success Center (academic coaching, tutoring, etc)	84	41	31	-	1	157	1.7
Orientation and New Student Programs	78	71	37	1	1	188	1.8
Transfer Advising	70	54	27	6	2	159	1.8
Testing Center	54	36	35	1	1	127	1.9
Campus Recreation and Wellness	195	117	73	11	5	401	1.8

Availability of Services

Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Bookstore	1	5	2	1.1	1	216	216
Cashier's office (Student Business Services)	1	5	1.7	0.7	0.9	172	172
Computer Labs	1	5	1.5	0.6	0.8	218	218
Copy Center	1	5	1.6	0.8	0.9	136	136
Career Services Center	1	5	1.8	0.8	0.9	153	153
Psychological Counseling Services	1	5	1.9	0.9	0.9	106	106
Dean of Students Office	1	5	1.8	0.9	1	126	126
Health Services	1	5	1.8	0.8	0.9	147	147
Disability Services	1	5	1.9	0.9	0.9	112	112
Academic Records Office (Registrar, e-services, catalog, calendar)	1	5	1.7	0.7	0.9	247	247
Admissions Office	1	5	1.7	0.9	0.9	235	235
Financial Aid Office	1	5	1.7	0.9	0.9	195	195
Food Services (Patio Cafe)	1	5	2.1	1.2	1.1	196	196
Neumann Library	1	5	1.5	0.6	0.8	206	206
Mathematics Center	1	5	1.9	0.7	0.8	119	119
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	1	3	1.7	0.6	0.8	111	111
Police	1	5	1.5	0.6	0.8	157	157
Student Assistance Center (SAC)	1	5	1.7	0.7	0.8	160	160
Student Life Office	1	5	1.8	0.8	0.9	166	166
Writing Center	1	5	1.6	0.8	0.9	143	143
Academic Advising	1	5	1.7	1	1	223	223
Parking	1	5	2.6	1.8	1.4	221	221
Student Publications (The Signal)	1	5	1.9	0.8	0.9	169	169
Housing (University Forest Student Village)	1	5	2.4	1	1	90	90
Student Success Center (academic coaching, tutoring, etc)	1	5	1.7	0.7	0.8	157	157
Orientation and New Student Programs	1	5	1.8	0.6	0.8	188	188
Transfer Advising	1	5	1.8	0.9	0.9	159	159
Testing Center	1	5	1.9	0.8	0.9	127	127
Campus Recreation and Wellness	1	5	1.8	0.8	0.9	401	401

Quality of Services

Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied



Quality of Services

Question	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Response	Average Value
Bookstore	196	157	39	26	4	422	1.8
Cashier's office (Student Business Services)	151	93	29	6	2	281	1.6
Computer Labs	275	108	22	1	2	408	1.4
Copy Center	153	70	30	6	2	261	1.6
Career Services Center	159	94	32	5	1	291	1.6
Psychological Counseling Services	100	53	37	3	2	195	1.7
Dean of Students Office	111	70	36	4	4	225	1.8
Health Services	117	69	41	5	2	234	1.7
Disability Services	89	41	42	3	3	178	1.8
Academic Records Office (Registrar, e-services, catalog, calendar)	235	141	39	14	5	434	1.6
Admissions Office	232	145	29	23	10	439	1.7
Financial Aid Office	206	102	30	14	6	358	1.6
Food Services (Patio Cafe)	121	125	50	41	17	354	2.2
Neumann Library	265	97	20	5	2	389	1.4
Mathematics Center	81	66	42	8	2	199	1.9
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	97	61	36	1	2	197	1.7
Police	185	89	24	2	3	303	1.5
Student Assistance Center (SAC)	166	97	28	3	5	299	1.6
Student Life Office	159	82	44	2	1	288	1.6
Writing Center	122	85	30	13	1	251	1.7
Academic Advising	228	140	35	25	4	432	1.7
Parking	119	138	79	53	25	414	2.3
Student Publications (The Signal)	114	99	48	6	3	270	1.8
Housing (University Forest Student Village)	41	37	56	4	4	142	2.2
Student Success Center (academic coaching, tutoring, etc)	178	78	41	5	1	303	1.6
Orientation and New Student Programs	161	125	48	8	5	347	1.8
Transfer Advising	160	98	35	15	5	313	1.7
Testing Center	97	63	48	2	1	211	1.8
Campus Recreation and Wellness	384	211	98	27	10	730	1.7

Quality of Services

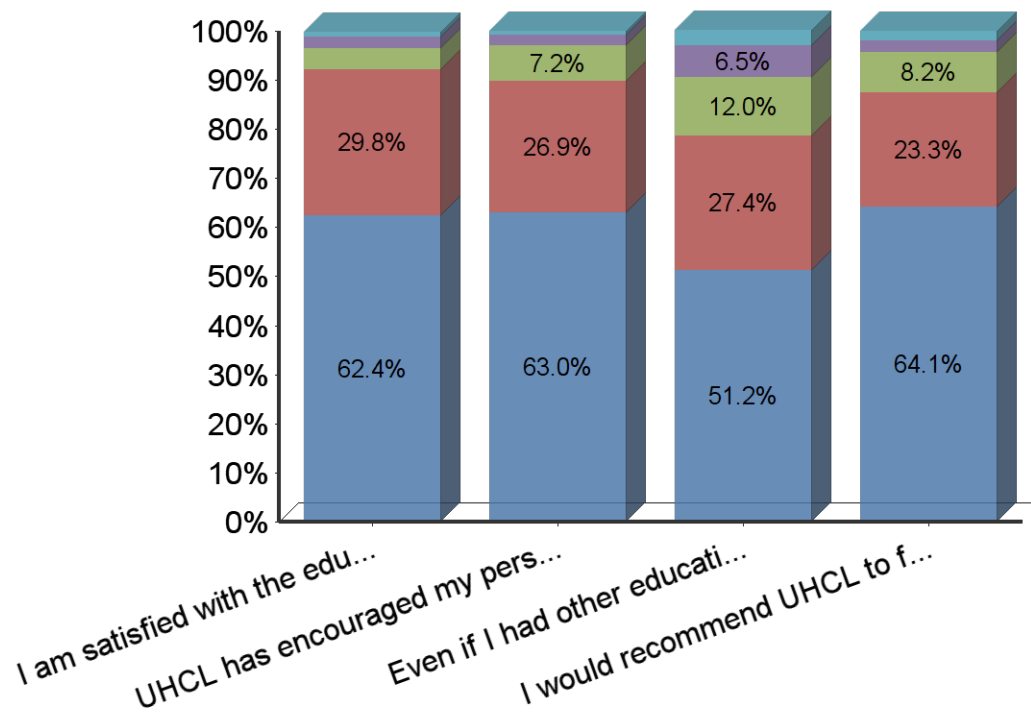
Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Bookstore	1	5	1.8	0.8	0.9	422	422
Cashier's office (Student Business Services)	1	5	1.6	0.7	0.8	281	281
Computer Labs	1	5	1.4	0.4	0.6	408	408
Copy Center	1	5	1.6	0.7	0.8	261	261
Career Services Center	1	5	1.6	0.6	0.8	291	291
Psychological Counseling Services	1	5	1.7	0.8	0.9	195	195
Dean of Students Office	1	5	1.8	0.8	0.9	225	225
Health Services	1	5	1.7	0.8	0.9	234	234
Disability Services	1	5	1.8	0.9	1	178	178
Academic Records Office (Registrar, e-services, catalog, calendar)	1	5	1.6	0.7	0.9	434	434
Admissions Office	1	5	1.7	0.9	1	439	439
Financial Aid Office	1	5	1.6	0.8	0.9	358	358
Food Services (Patio Cafe)	1	5	2.2	1.4	1.2	354	354
Neumann Library	1	5	1.4	0.5	0.7	389	389
Mathematics Center	1	5	1.9	0.9	0.9	199	199
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	1	5	1.7	0.7	0.8	197	197
Police	1	5	1.5	0.6	0.8	303	303
Student Assistance Center (SAC)	1	5	1.6	0.7	0.8	299	299
Student Life Office	1	5	1.6	0.6	0.8	288	288
Writing Center	1	5	1.7	0.8	0.9	251	251
Academic Advising	1	5	1.7	0.8	0.9	432	432
Parking	1	5	2.3	1.4	1.2	414	414
Student Publications (The Signal)	1	5	1.8	0.8	0.9	270	270
Housing (University Forest Student Village)	1	5	2.2	1	1	142	142
Student Success Center (academic coaching, tutoring, etc)	1	5	1.6	0.7	0.8	303	303
Orientation and New Student Programs	1	5	1.8	0.8	0.9	347	347
Transfer Advising	1	5	1.7	0.9	0.9	313	313
Testing Center	1	5	1.8	0.7	0.9	211	211
Campus Recreation and Wellness	1	5	1.7	0.9	0.9	730	730

Please provide specific suggestions for improvement in any of these service areas.

Statistic	Value
Respondents	197

PLEASE INDICATE YOUR LEVEL OF AGREEMENT WITH THE FOLLOWING STATEMENTS.

Strongly agree Somewhat agree Neither agree nor disagree
Somewhat disagree Strongly disagree



Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Response	Average Value
I am satisfied with the educational experiences I have had at UHCL.	841	401	57	34	14	1347	1.5
UHCL has encouraged my personal growth and development.	849	362	97	29	10	1347	1.5
Even if I had other educational options, I would still choose to enroll at UHCL.	690	369	162	87	40	1348	1.8
I would recommend UHCL to friends and family.	863	313	111	34	25	1346	1.5

Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
I am satisfied with the educational experiences I have had at UHCL.	1	5	1.5	0.6	0.8	1347	1347
UHCL has encouraged my personal growth and development.	1	5	1.5	0.6	0.8	1347	1347
Even if I had other educational options, I would still choose to enroll at UHCL.	1	5	1.8	1.1	1.1	1348	1348
I would recommend UHCL to friends and family.	1	5	1.5	0.8	0.9	1346	1346

Here is your chance to make any general comments or suggestions you may have about the services available at UHCL, whether or not you were asked about that department. Please describe up to three notable interactions you had at UHCL, whether they reflect a compliment or complaint.

Statistic	Value
Respondents	356

If you would like to be entered in the drawing, please provide your email.

Statistic	Value
Respondents	797