

Office of Institutional Effectiveness

Academic and Support
Services Assessment Report
Fall 2019

Total UHCL

without Written Comments

February 2020

University of Houston-Clear Lake
Office of Institutional Effectiveness
Academic and Support Services Assessment Fall 2019 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 every two years using Qualtrics survey software. UHCL launched its annual survey to all students for the fall 2019 on October 14, 2019 and the survey was active through December 15, 2019. All students who were enrolled during the fall 2019 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 2019 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 9,056 UHCL students were invited to participate in this survey; the response rate was 14.3% (n=1,292).
- Gender: A total of 1,290 UHCL academic respondents answered the question about gender. Two students chose not to answer.

Males	19.8% (n=255)
Females	79.2% (n=1,022)
Other	1.0% (n=13)
- Course Load: A total of 1,286 UHCL academic respondents answered the question about course load. Six students choose not to answer.

Full time	67.1% (n=863)
Part time	32.9% (n=423)
- I am primarily (time of day): A total of 1,288 UHCL academic respondents answered the question about time of day. Four students choose not to answer.

Day time	50.5% (n=650)
Evening	36.7% (n=473)
UHCL Student online	12.8% (n=165)
- Degree Level: A total of 1,291 UHCL academic respondents answered the question about degree level. One student chose not to answer.

Undergraduate	67.4% (n=870)
Graduate	29.8% (n=385)
Doctorate	2.8% (n=36)

Overall Satisfaction:

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

91.5% (n=1,119) of the UHCL academic respondents agreed with the above statement. One hundred seventy-three students chose not to respond.
- Statement: I would recommend UHCL to friends and family.

87.7% (n=1,119) of the UHCL academic respondents agreed with the above statement. One hundred seventy-three students chose not to respond.

College of Business (BUS)

Demographics Information:

- Respondents: A total of 2,777 BUS students were invited to participate; the response rate was 12.1% (n=337).

- Gender: All 337 academic BUS respondents answered the question about gender.

Males	19.0% (n=64)
Females	80.4% (n=271)
Other	0.6% (n=2)

- Course Load: A total of 336 BUS academic respondents answered the question about course load. One student chose not to answer.

Full time	63.4% (n=213)
Part time	36.6% (n=123)

- I am primarily (time of day): A total of 336 BUS academic respondents answered the question about time of day. One student chose not to answer.

Day time	30.4% (n=102)
Evening	46.7% (n=157)
UHCL Student online	22.9% (n=77)

- Degree Level: All 337 BUS academic respondents answered the questions about degree level.

Undergraduate	60.2% (n=203)
Graduate	39.8% (n=134)
Doctorate	0.0% (n=0)

Overall Satisfaction:

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

89.5% (n=294) of the BUS academic respondents agreed with the above statement. Forty-three students chose not to respond.

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

87.8% (n=294) of the BUS academic respondents agreed with the above statement. Forty-three students chose not to respond.

College of Education (COE)

Demographics Information:

- Respondents: A total of 1,420 COE students were invited to participate; the response rate was 18.7% (n=266).

- Gender: A total of 265 COE academic respondents answered the question about gender. One student chose not to answer the question.

Males	5.3% (n=14)
Females	93.6% (n=248)
Other	1.1% (n=3)

- Course Load: A total of 264 COE academic respondents answered the question about course load. Two students chose not to answer the question.

Full time	59.8% (n=158)
Part time	40.2% (n=106)

- I was primarily (time of day): A total of 264 COE academic respondents answered the question about time of day. Two students chose not to answer the question.

Day time	43.9% (n=116)
Evening	41.7% (n=110)
UHCL Student online	14.4% (n=38)

- Degree Level: All 266 COE academic respondents answered the question about degree level.

Undergraduate	69.5% (n=185)
Graduate	18.8% (n=50)
Doctorate	11.7% (n=31)

Overall Satisfaction:

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

93.5% (n=231) of the COE academic respondents agreed with the above statement.

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

92.6% (n=231) of the COE academic respondents agreed with the above statement.

College of Human Sciences and Humanities (HSH)

Demographics Information:

- Respondents: A total of 2,444 HSH students were invited to participate; the response rate was 16.1% (n=394).
- Gender: A total of 393 HSH academic respondents answered the question about gender. One student chose not to answer the question.

Males	15.0% (n=59)
Females	83.7% (n=329)
Other	1.3% (n=5)

- Course Load: A total of 392 HSH academic respondents answered the question about Course Load. Two students chose not to answer the question.

Full time	67.6% (n=265)
Part time	32.4% (n=127)

- I am primarily (time of day): All HSH academic respondents answered the question about time of day:

Day time	54.8% (n=218)
Evening	34.5% (n=136)
UHCL Student online	10.7% (n=42)

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

Undergraduate	73.9% (n=291)
Graduate	24.9% (n=98)
Doctorate	1.3% (n=5)

Overall Satisfaction:

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

93.8% (n=356) of the HSH academic respondents agreed with the above statement.

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

89.3% (n=355) of the HSH academic respondents agreed with the above statement.

College of Science and Engineering (CSE)

Demographics Information:

- Respondents: A total of 2,340 CSE students were invited to participate; the response rate was 12.6% (n=295).

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

Males	40.0% (n=118)
Females	59.0% (n=174)
Other	1.0% (n=3)

- Course Load: A total of 294 CSE academic respondents answered the question about course load. One student chose not to answer the question.

Full time	77.2% (n=227)
Part time	22.8% (n=67)

- I am primarily (time of day): A total of 294 CSE academic respondents answered the question about time of day. One student chose not to answer the question.

Day time	73.5% (n=216)
Evening	23.8% (n=70)
UHCL Student online	2.7% (n=8)

- Degree Level: A total of 294 CSE academic respondents answered the question about degree level. One student chose not to answer the question.

Undergraduate	65.0% (n=191)
Graduate	35.0% (n=103)
Doctorate	0.0% (n=0)

Overall Satisfaction:

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

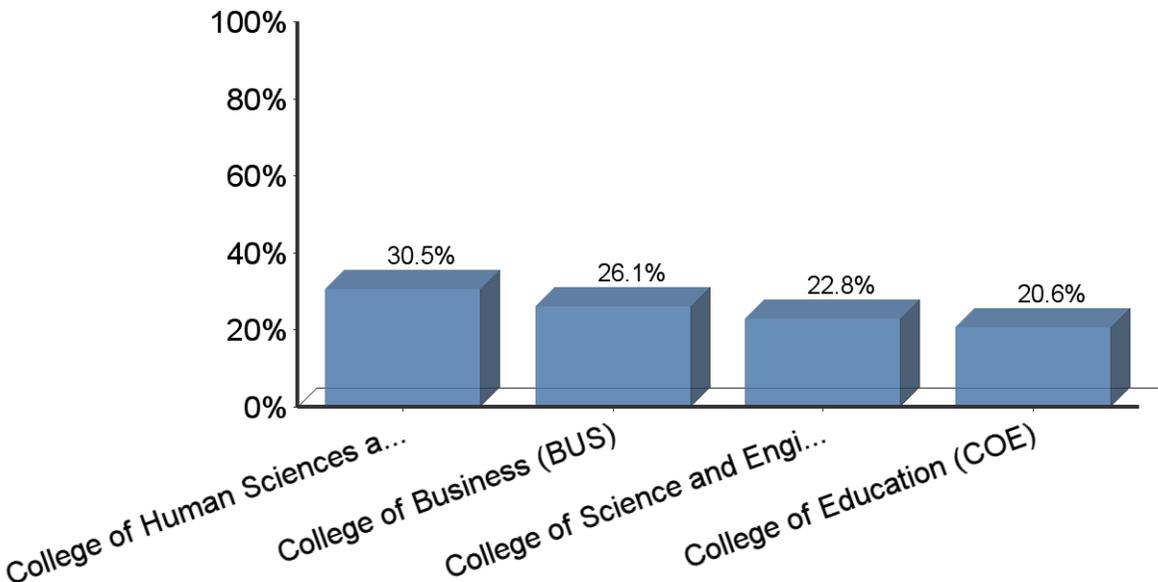
88.7% (n=238) of the CSE academic respondents agreed with the above statement.

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

82.9% (n=239) of the CSE academic respondents agreed with the above statement.

Which college will you receive your degree from:

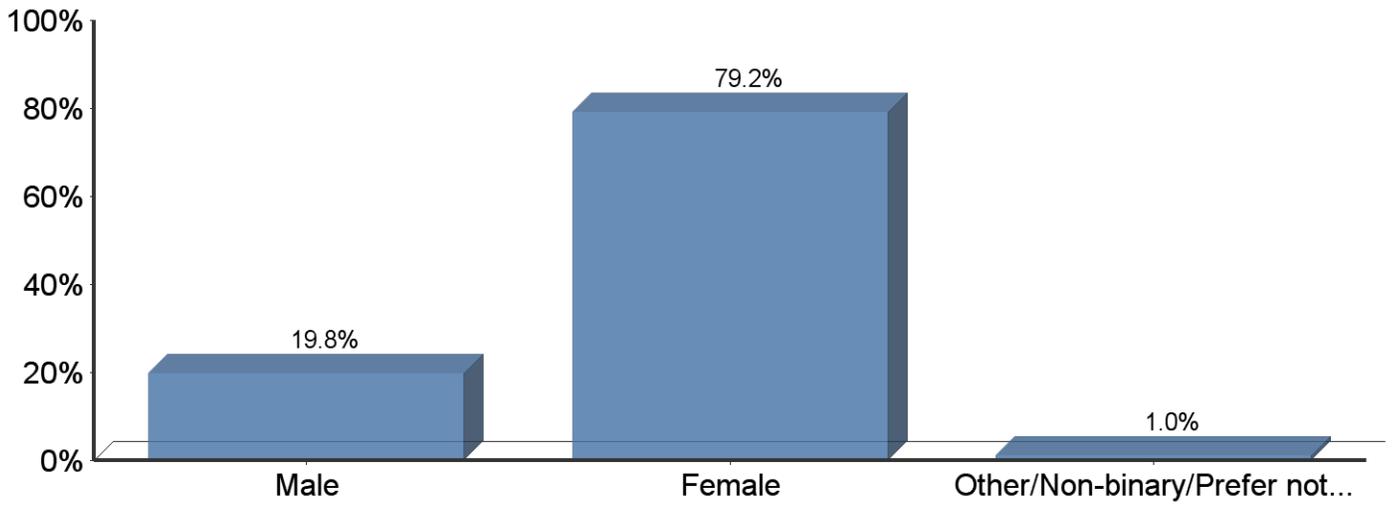
(A response to this question is required.)



Answer	Response	%
College of Business (BUS)	337	26.1%
College of Human Sciences and Humanities (HSH)	394	30.5%
College of Science and Engineering (CSE)	295	22.8%
College of Education (COE)	266	20.6%
Total	1292	100.0%

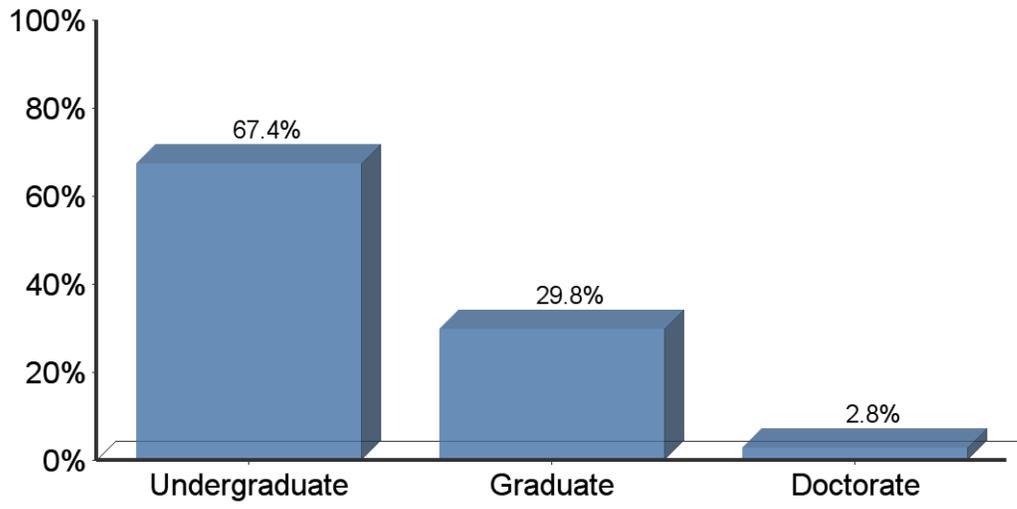
Note 1: There were a total of **9,056 UHCL** students who were given the opportunity to complete the Fall 2019 Academic and Support Services Assessment. **1,292** respondents completed the the survey resulting in a **14.3%** response rate.

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.

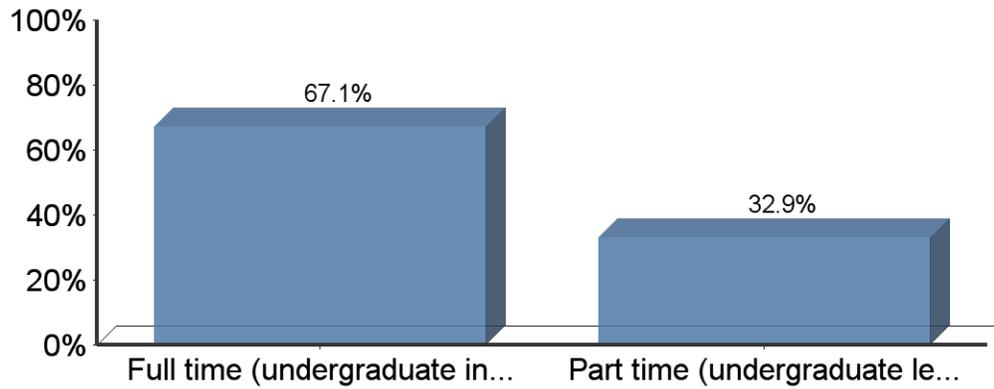


Answer	Response	%
Male	255	19.8%
Female	1022	79.2%
Other/Non-binary/Prefer not to say	13	1.0%
Total	1290	100.0%

Degree Level

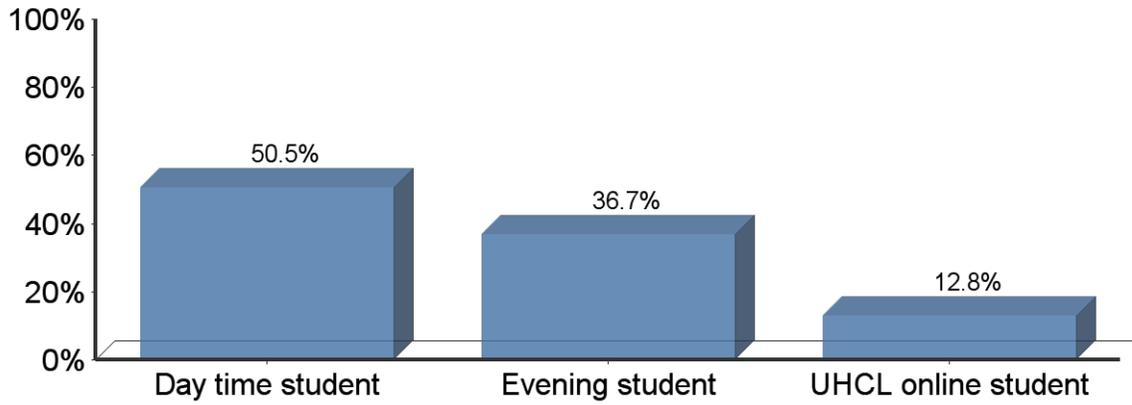


Answer	Response	%
Undergraduate	870	67.4%
Graduate	385	29.8%
Doctorate	36	2.8%
Total	1291	100.0%



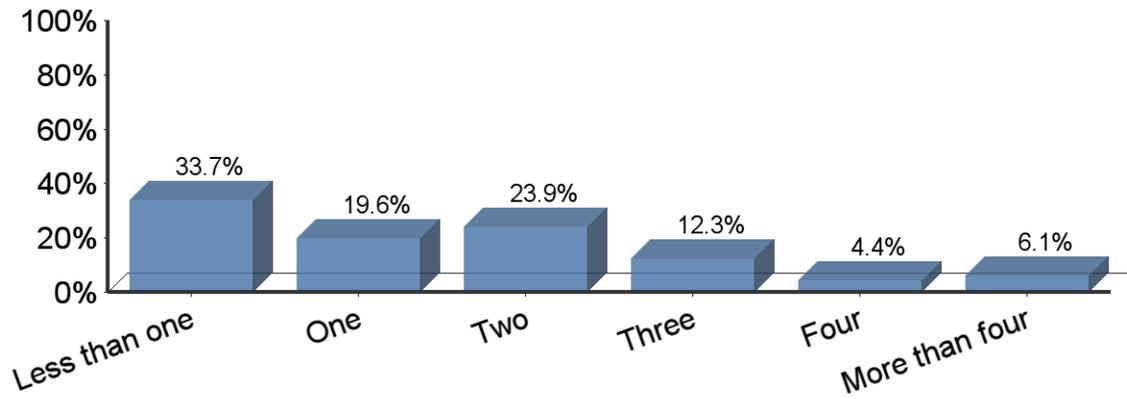
Answer	Response	%
Full time (undergraduate including post bac 12+ semester credit hours / graduate 9+ semester credit hours)	863	67.1%
Part time (undergraduate less than 12 semester credit hours / graduate less than 9 semester credit hours)	423	32.9%
Total	1286	100.0%

I am primarily a:



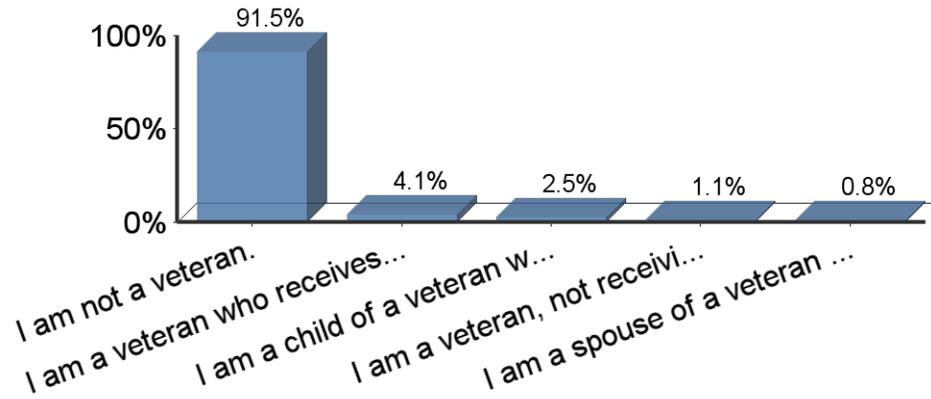
Answer	Response	%
Day time student	650	50.5%
Evening student	473	36.7%
UHCL online student	165	12.8%
Total	1288	100.0%

Number of years in attendance at UHCL:



Answer	Response	%
Less than one	434	33.7%
One	253	19.6%
Two	308	23.9%
Three	158	12.3%
Four	57	4.4%
More than four	79	6.1%
Total	1289	100.0%

Please indicate your Veteran's Education Benefits status.

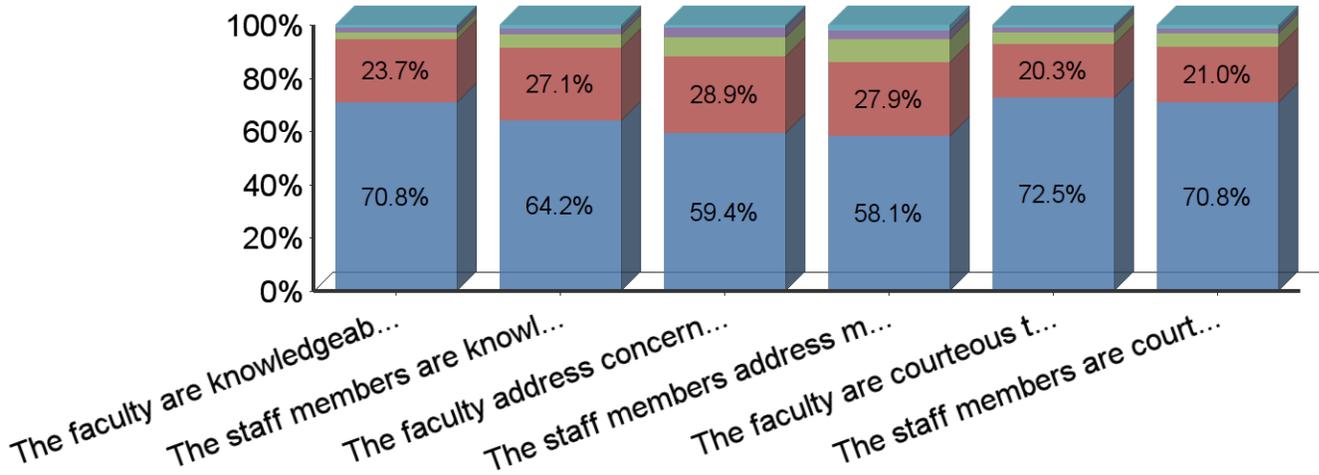


Answer	Response	%
I am a veteran, not receiving benefits.	14	1.1%
I am a veteran who receives benefits.	52	4.1%
I am a spouse of a veteran who receives benefits.	10	0.8%
I am a child of a veteran who receives benefits.	32	2.5%
I am not a veteran.	1165	91.5%
Total	1273	100.0%

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.

- 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
The faculty are knowledgeable and helpful in their subject areas.	814	273	32	20	11	1150	1.4
The staff members are knowledgeable and helpful.	738	312	59	23	18	1150	1.5
The faculty address concerns and problems within a reasonable amount of time.	683	332	82	40	12	1149	1.6
The staff members address my concerns and problems within a reasonable amount of time.	668	321	100	38	22	1149	1.6
The faculty are courteous toward students.	834	234	51	21	10	1150	1.4
The staff members are courteous toward students.	814	242	58	21	15	1150	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	1150	1150
The staff members are knowledgeable and helpful.	1	5	1.5	0.7	0.8	1150	1150
The faculty address concerns and problems within a reasonable amount of time.	1	5	1.6	0.7	0.8	1149	1149
The staff members address my concerns and problems within a reasonable amount of time.	1	5	1.6	0.8	0.9	1149	1149
The faculty are courteous toward students.	1	5	1.4	0.5	0.7	1150	1150
The staff members are courteous toward students.	1	5	1.4	0.6	0.8	1150	1150

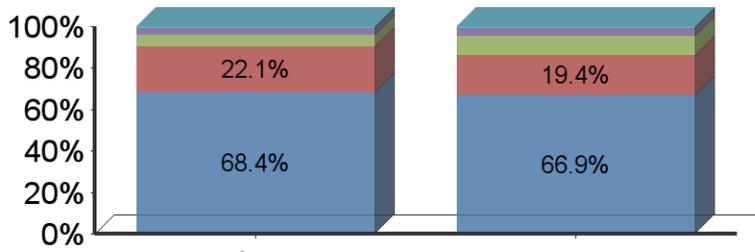
Please provide specific suggestions for improvement of faculty or staff.

Statistic	Value
Respondents	313

FACILITIES

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

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



The campus facilities are clean and well maintained.
 The classrooms and labs have the required technology to support the faculty and my learning.

Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Response	Average Value
The campus facilities are clean and well maintained.	782	253	59	38	11	1143	1.5
The classrooms and labs have the required technology to support the faculty and my learning.	767	222	106	41	10	1146	1.5

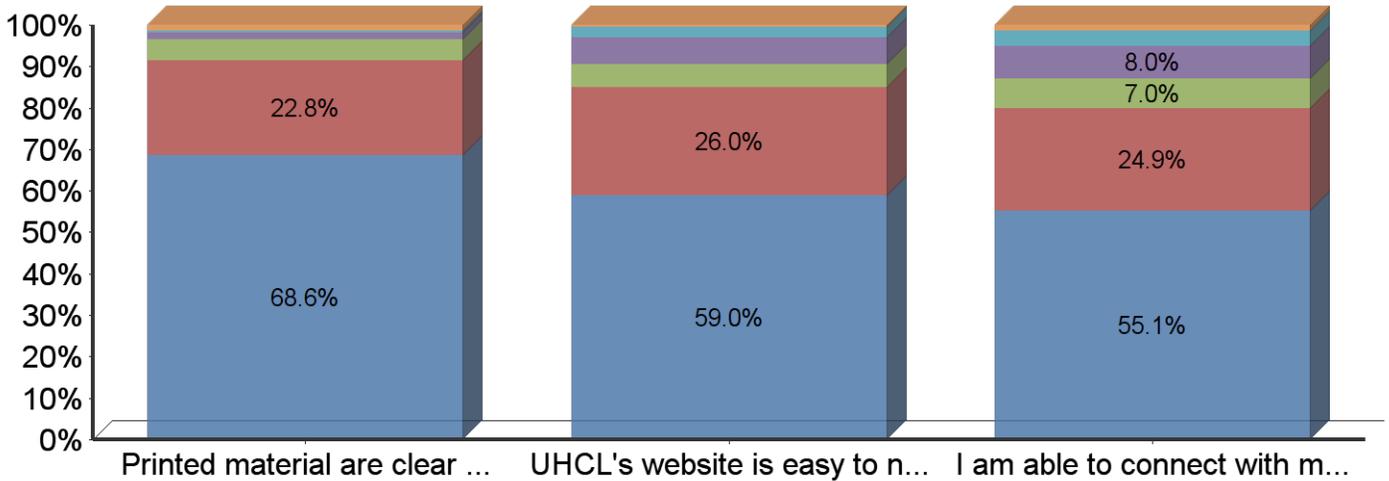
Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
The campus facilities are clean and well maintained.	1	5	1.5	0.7	0.8	1143	1143
The classrooms and labs have the required technology to support the faculty and my learning.	1	5	1.5	0.8	0.9	1146	1146

Please provide specific suggestions for improvement in facilities.

Statistic	Value
Respondents	294

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

■ Strongly agree
 ■ Somewhat agree
 ■ Neither agree nor disagree
 ■ Somewhat disagree
■ Strongly disagree
 ■ Unable to Evaluate



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.	787	261	60	18	6	15	1147	1.6
UHCL's website is easy to navigate.	679	299	64	73	31	4	1150	1.7
I am able to connect with my own mobile device easily and as necessary.	633	286	80	92	43	15	1149	2.0

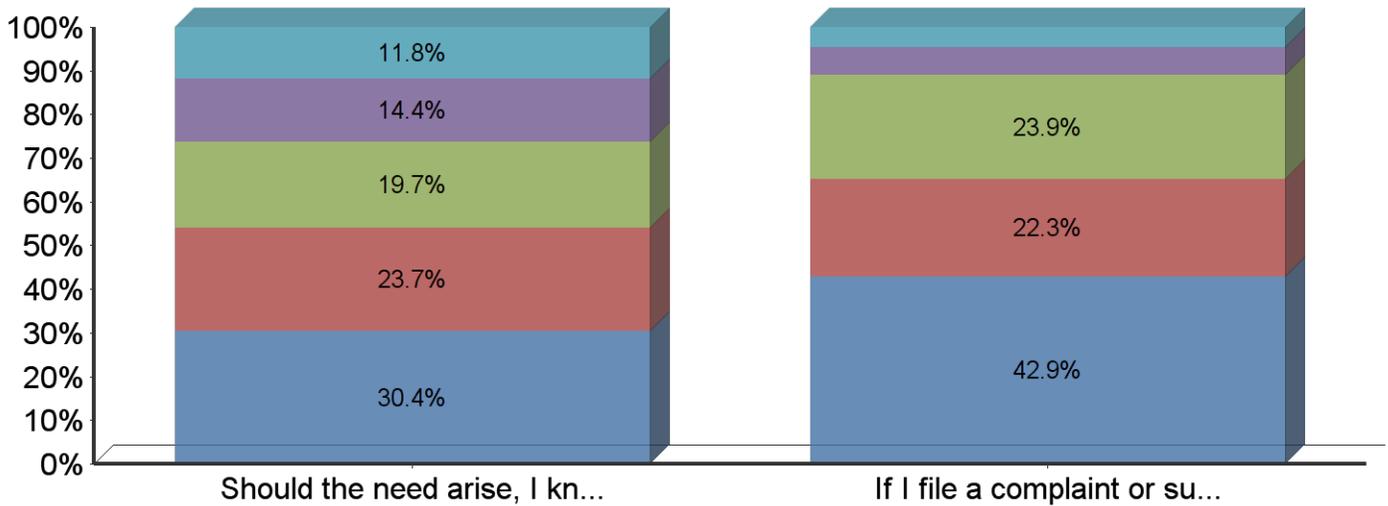
Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Printed material are clear and accurate.	1	17	1.6	3.6	1.9	1147	1147
UHCL's website is easy to navigate.	1	17	1.7	1.9	1.4	1150	1150
I am able to connect with my own mobile device easily and as necessary.	1	17	2	4.2	2.1	1149	1149

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

Statistic	Value
Respondents	261

Complaint Handling

■ 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
Should the need arise, I know how to file a complaint or suggestion on campus.	348	272	226	165	135	1146	2.5
If I file a complaint or suggestion, I believe that it will be properly addressed.	488	254	272	71	53	1138	2.1

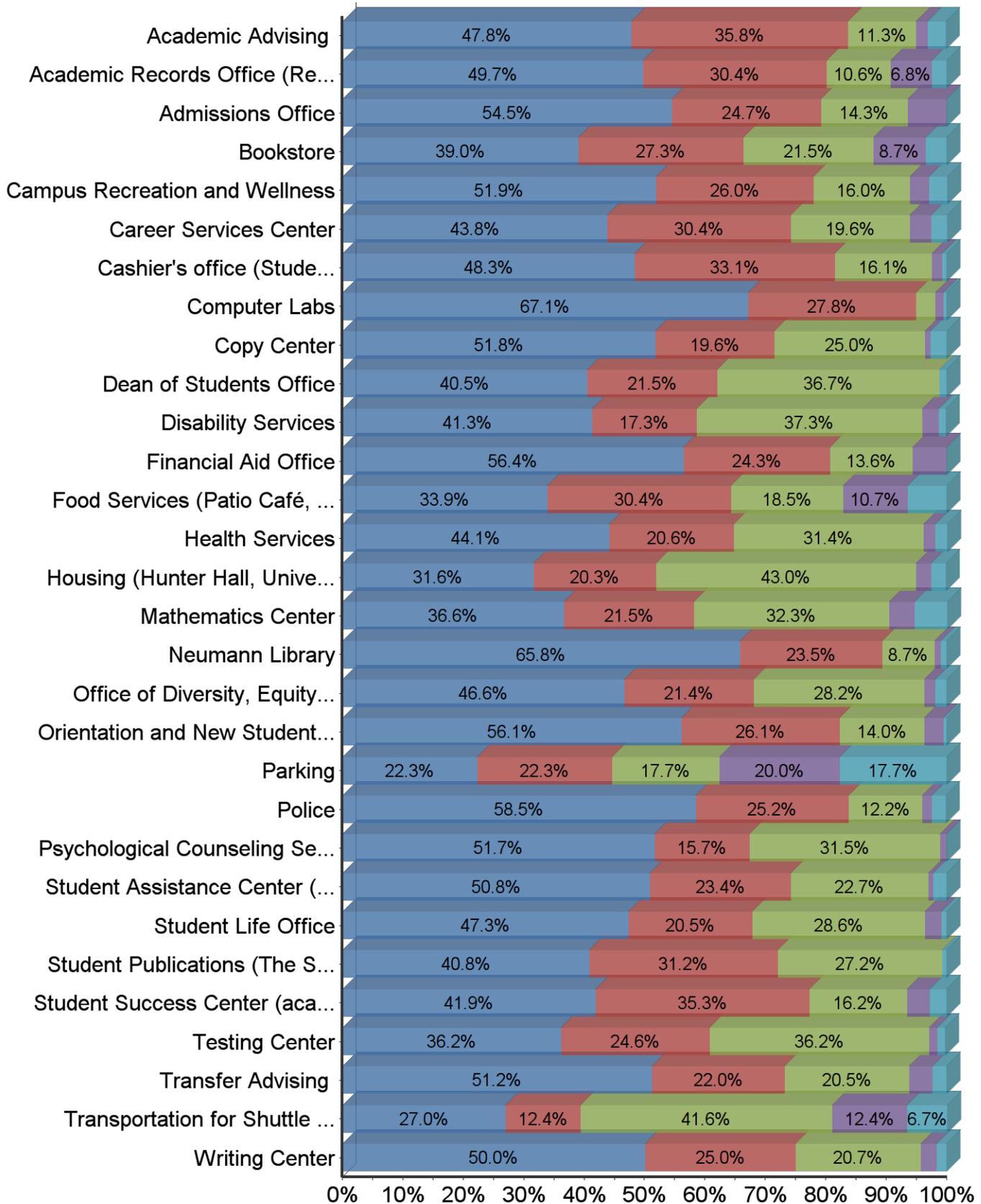
Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Should the need arise, I know how to file a complaint or suggestion on campus.	1	5	2.5	1.9	1.4	1146	1146
If I file a complaint or suggestion, I believe that it will be properly addressed.	1	5	2.1	1.3	1.2	1138	1138

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

Statistic	Value
Respondents	218

Availability of Services

Very Satisfied Satisfied Neither Satisfied nor Dis... Dissatisfied Very Dissatisfied



Please indicate how satisfied you were with the services provided in the following areas. (continued)

Availability of Services

Question	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Response	Average Value
Academic Advising	76	57	18	3	5	159	1.8
Academic Records Office (Registrar, e-services, catalog, calendar)	80	49	17	11	4	161	1.8
Admissions Office	84	38	22	10	-	154	1.7
Bookstore	67	47	37	15	6	172	2.1
Campus Recreation and Wellness	68	34	21	4	4	131	1.8
Career Services Center	49	34	22	4	3	112	1.9
Cashier's office (Student Business Services)	57	39	19	2	1	118	1.7
Computer Labs	106	44	5	2	1	158	1.4
Copy Center	58	22	28	1	3	112	1.8
Dean of Students Office	32	17	29	-	1	79	2.0
Disability Services	31	13	28	2	1	75	2.1
Financial Aid Office	79	34	19	8	-	140	1.7
Food Services (Patio Café, Hawk Energy Bar, Food Trucks, Neumann Library Coffee Station)	57	51	31	18	11	168	2.3
Health Services	45	21	32	2	2	102	2.0
Housing (Hunter Hall, University Forest Student Village)	25	16	34	2	2	79	2.2
Mathematics Center	34	20	30	4	5	93	2.2
Neumann Library	129	46	17	2	2	196	1.5
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	48	22	29	2	2	103	1.9
Orientation and New Student Programs	88	41	22	5	1	157	1.7
Parking	39	39	31	35	31	175	2.9
Police	72	31	15	2	3	123	1.6
Psychological Counseling Services	46	14	28	1	-	89	1.8
Student Assistance Center (SAC)	65	30	29	1	3	128	1.8
Student Life Office	53	23	32	3	1	112	1.9
Student Publications (The Signal)	51	39	34	-	1	125	1.9
Student Success Center (academic coaching, tutoring, etc)	57	48	22	5	4	136	1.9
Testing Center	25	17	25	1	1	69	2.1
Transfer Advising	65	28	26	5	3	127	1.8
Transportation for Shuttle Services	24	11	37	11	6	89	2.6
Writing Center	58	29	24	3	2	116	1.8

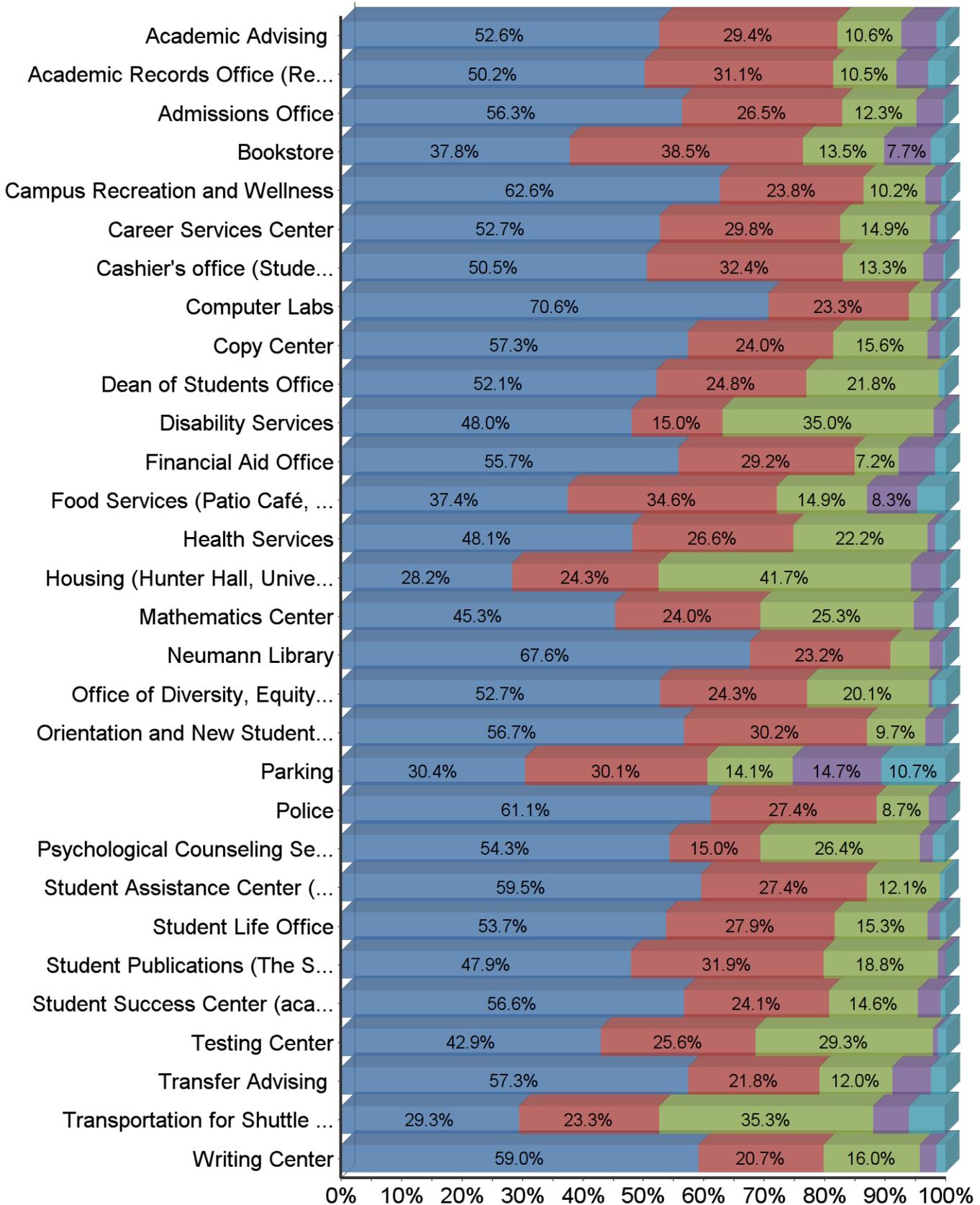
Availability of Services

Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses	Total Respondents
Academic Advising	1	5	1.8	0.9	0.9	159	159
Academic Records Office (Registrar, e-services, catalog, calendar)	1	5	1.8	1.1	1.0	161	161
Admissions Office	1	4	1.7	0.9	0.9	154	154
Bookstore	1	5	2.1	1.3	1.1	172	172
Campus Recreation and Wellness	1	5	1.8	1.0	1.0	131	131
Career Services Center	1	5	1.9	1.0	1.0	112	112
Cashier's office (Student Business Services)	1	5	1.7	0.7	0.9	118	118
Computer Labs	1	5	1.4	0.5	0.7	158	158
Copy Center	1	5	1.8	1.0	1.0	112	112
Dean of Students Office	1	5	2.0	0.9	0.9	79	79
Disability Services	1	5	2.1	1.0	1.0	75	75
Financial Aid Office	1	4	1.7	0.8	0.9	140	140
Food Services (Patio Café, Hawk Energy Bar, Food Trucks, Neumann Library Coffee Station)	1	5	2.3	1.5	1.2	168	168
Health Services	1	5	2.0	1.0	1.0	102	102
Housing (Hunter Hall, University Forest Student Village)	1	5	2.2	1.0	1.0	79	79
Mathematics Center	1	5	2.2	1.3	1.1	93	93
Neumann Library	1	5	1.5	0.6	0.8	196	196
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	1	5	1.9	1.0	1.0	103	103
Orientation and New Student	1	5	1.7	0.8	0.9	157	157
Parking	1	5	2.9	2.0	1.4	175	175
Police	1	5	1.6	0.9	0.9	123	123
Psychological Counseling Services	1	4	1.8	0.9	0.9	89	89
Student Assistance Center (SAC)	1	5	1.8	0.9	1.0	128	128
Student Life Office	1	5	1.9	0.9	1.0	112	112
Student Publications (The Signal)	1	5	1.9	0.7	0.9	125	125
Student Success Center (academic coaching, tutoring, etc)	1	5	1.9	1.0	1.0	136	136
Testing Center	1	5	2.1	0.9	1.0	69	69
Transfer Advising	1	5	1.8	1.1	1.0	127	127
Transportation for Shuttle Services	1	5	2.6	1.4	1.2	89	89
Writing Center	1	5	1.8	0.9	1.0	116	116

Please indicate how satisfied you were with the services provided in the following areas.

Quality of Services

Very Satisfied Satisfied Neither Satisfied nor Dis... Dissatisfied Very Dissatisfied



Please indicate how satisfied you were with the services provided in the following areas. (continued)

Quality of Services

Question	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Response	Average Value
Academic Advising	163	91	33	18	5	310	1.7
Academic Records Office (Registrar, e-services, catalog, calendar)	153	95	32	16	9	305	1.8
Admissions Office	174	82	38	14	1	309	1.7
Bookstore	123	125	44	25	8	325	2.0
Campus Recreation and Wellness	147	56	24	6	2	235	1.6
Career Services Center	99	56	28	2	3	188	1.7
Cashier's office (Student Business Services)	106	68	28	7	1	210	1.7
Computer Labs	218	72	11	4	4	309	1.4
Copy Center	110	46	30	4	2	192	1.7
Dean of Students Office	86	41	36	-	2	165	1.7
Disability Services	48	15	35	2	-	100	1.9
Financial Aid Office	147	77	19	16	5	264	1.7
Food Services (Patio Café, Hawk Energy Bar, Food Trucks, Neumann Library Coffee Station)	108	100	43	24	14	289	2.1
Health Services	76	42	35	2	3	158	1.8
Housing (Hunter Hall, University Forest Student Village)	29	25	43	5	1	103	2.3
Mathematics Center	68	36	38	5	3	150	1.9
Neumann Library	230	79	22	7	2	340	1.4
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	89	41	34	1	4	169	1.8
Orientation and New Student Programs	169	90	29	9	1	298	1.6
Parking	99	98	46	48	35	326	2.5
Police	127	57	18	6	-	208	1.5
Psychological Counseling Services	76	21	37	3	3	140	1.8
Student Assistance Center (SAC)	128	59	26	-	2	215	1.6
Student Life Office	102	53	29	4	2	190	1.7
Student Publications (The Signal)	102	68	40	3	-	213	1.7
Student Success Center (academic coaching, tutoring, etc)	120	51	31	8	2	212	1.7
Testing Center	57	34	39	1	2	133	1.9
Transfer Advising	134	51	28	15	6	234	1.8
Transportation for Shuttle Services	39	31	47	8	8	133	2.4
Writing Center	111	39	30	5	3	188	1.7

Quality of Services

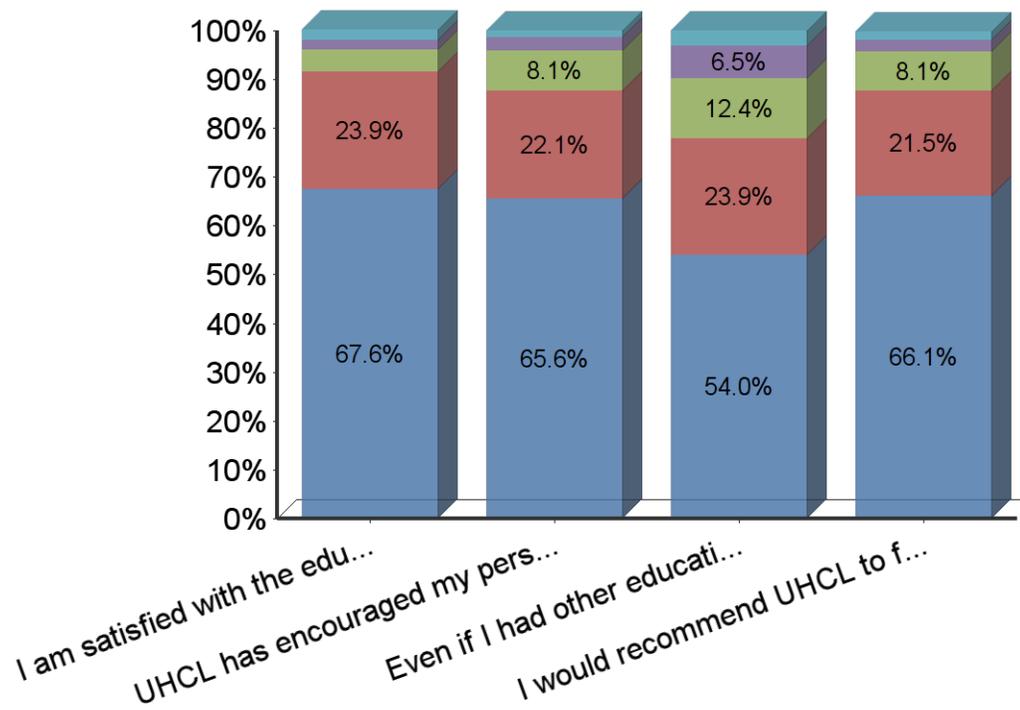
Statistic	Min Value	Max Value	Mean	Variance	Standard Deviation	Total Responses
Academic Advising	1	5	1.7	0.9	1.0	310
Academic Records Office (Registrar, e-services, catalog, calendar)	1	5	1.8	1.0	1.0	305
Admissions Office	1	5	1.7	0.8	0.9	309
Bookstore	1	5	2.0	1.0	1.0	325
Campus Recreation and Wellness	1	5	1.6	0.7	0.8	235
Career Services Center	1	5	1.7	0.8	0.9	188
Cashier's office (Student Business Services)	1	5	1.7	0.7	0.9	210
Computer Labs	1	5	1.4	0.5	0.7	309
Copy Center	1	5	1.7	0.8	0.9	192
Dean of Students Office	1	5	1.7	0.8	0.9	165
Disability Services	1	4	1.9	0.9	1.0	100
Financial Aid Office	1	5	1.7	1.0	1.0	264
Food Services (Patio Café, Hawk Energy Bar, Food Trucks, Neumann Library Coffee Station)	1	5	2.1	1.3	1.1	289
Health Services	1	5	1.8	0.9	0.9	158
Housing (Hunter Hall, University Forest Student Village)	1	5	2.3	0.9	1.0	103
Mathematics Center	1	5	1.9	1.0	1.0	150
Neumann Library	1	5	1.4	0.6	0.8	340
Office of Diversity, Equity, and Inclusion (formally Intercultural and International Student Services)	1	5	1.8	0.9	1.0	169
Orientation and New Student Programs	1	5	1.6	0.7	0.8	298
Parking	1	5	2.5	1.8	1.3	326
Police	1	4	1.5	0.6	0.8	208
Psychological Counseling Services	1	5	1.8	1.1	1.0	140
Student Assistance Center (SAC)	1	5	1.6	0.6	0.8	215
Student Life Office	1	5	1.7	0.8	0.9	190
Student Publications (The Signal)	1	4	1.7	0.7	0.8	213
Student Success Center (academic coaching, tutoring, etc)	1	5	1.7	0.9	0.9	212
Testing Center	1	5	1.9	0.9	0.9	133
Transfer Advising	1	5	1.8	1.1	1.1	234
Transportation for Shuttle Services	1	5	2.4	1.3	1.1	133
Writing Center	1	5	1.7	0.9	0.9	188

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

Statistic	Value
Respondents	172

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.	757	267	50	23	22	1119	1.5
UHCL has encouraged my personal growth and development.	733	247	91	31	16	1118	1.5
Even if I had other educational options, I would still choose to enroll at UHCL.	604	267	139	73	36	1119	1.8
I would recommend UHCL to friends and family.	740	241	91	26	21	1119	1.5

PLEASE INDICATE YOUR LEVEL OF AGREEMENT WITH THE FOLLOWING STATEMENTS. (continued)

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	0.7	0.8	1119	1119
UHCL has encouraged my personal growth and development.	1	5	1.5	0.8	0.9	1118	1118
Even if I had other educational options, I would still choose to enroll at UHCL.	1	5	1.8	1.2	1.1	1119	1119
I would recommend UHCL to friends and family.	1	5	1.5	0.8	0.9	1119	1119

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	299