



UH STUDENT SATISFACTION SURVEY SPRING 2020

UNIVERSITY of **HOUSTON**
STUDENT AFFAIRS & ENROLLMENT SERVICES

SPRING 2020 ALL UH STUDENT SATISFACTION SURVEY

This report includes information regarding the administration of the survey, demographics of respondents, the quantitative data and the qualitative data. The final survey had 14 questions. Thirteen questions were scaled responses on a five-point scale of satisfaction, and one question was an optional, open-ended response.

This report provides a brief summary of the demographics of the students who responded to the survey, the overall scores they provided, and then a small number of direct quotes from the students to help illustrate the range of feelings — both positive and negative — about their UH experience. The categories of the comments were determined through reading and coding the open question responses for themes, attempting to group comments together around similar subjects.

ADMINISTRATION

In 2017, academic affairs, student affairs, and administration and finance partnered to create and send a simplified student satisfaction survey to all students. The task was to have a survey of less than 15 questions. The first survey was sent out to students at the start of the Spring 2017 semester. The survey was again administered in Spring 2018, 2019, and 2020.

For the Spring 2020 survey, the administration range was February 7, 2020, as the opening date and March 8, 2020, as the closing date. An email was sent directly to 41,652 students using their UH email addresses on February 7, 2020, and two reminders were later sent to the non-respondents, yielding a 5.45% response rate.

QUANTITATIVE DATA

RANKING COMPARISONS

Open range: 2/7/20 – 3/8/20

Total respondents: 2269

Response Rate: 5.45%

RANK	CHANGE IN RANK FROM 2019	2020 CATEGORY	MEAN
1	-	Campus grounds and conditions	3.84
2	-	Opportunities for student involvement	3.77
3	-	Technology services	3.66
4	Up 3	Academic spaces	3.61
5	Down 1	Classroom instruction	3.58
6	Down 1	Campus events, activities, traditions	3.58
7	Up 1	Overall experience	3.53
8	Down 2	Sense of belonging as a student	3.53
9	-	On-campus shuttle service	3.43
10	Up 1	Quality of available food	3.27
11	Down 1	Academic experiences	3.26
12	-	Sense of safety	3.2
13	-	Availability of parking	2.4