



## Introduction and background

The 2010 Students Speak survey was designed and conducted by students as part of an ongoing strategy to improve the quality of services provided to IIT students. At the direction of the Students Speak committee, the on-line survey was administered by the Center for Research and Service to all IIT undergraduate and graduate students during the period of October 15 to November 2, 2010. The survey included:

- 7 items reflecting students’ overall experience at IIT
- 8 items allowing students to evaluate their service experience with their professors and the academic department that holds their major
- Evaluation of 14 departments based on their timeliness in responding to student needs, the extent to which students are treated with respect, degree to which students are provided with accurate information, and other select elements of their service to students
- A comments section for each department allowing students to describe what is done well and what needs improvement

This summary report is based on:

- Survey items that measure satisfaction with student services
- Analysis of write-in comments.
- Focus groups that targeted areas of concern identified through the survey

## Response summary

This summary report is based on data from 2,859 students, which reflects a 36% response rate. The response rate is calculated by dividing the number of survey responses by the total number of survey invitations.

2010	Invitations	Responses	Response Rate
IIT Students Overall	7,899	2,859	36%
Graduate Students	5,153	1,774	34%
Undergraduate Students	2,628	1,051	40%

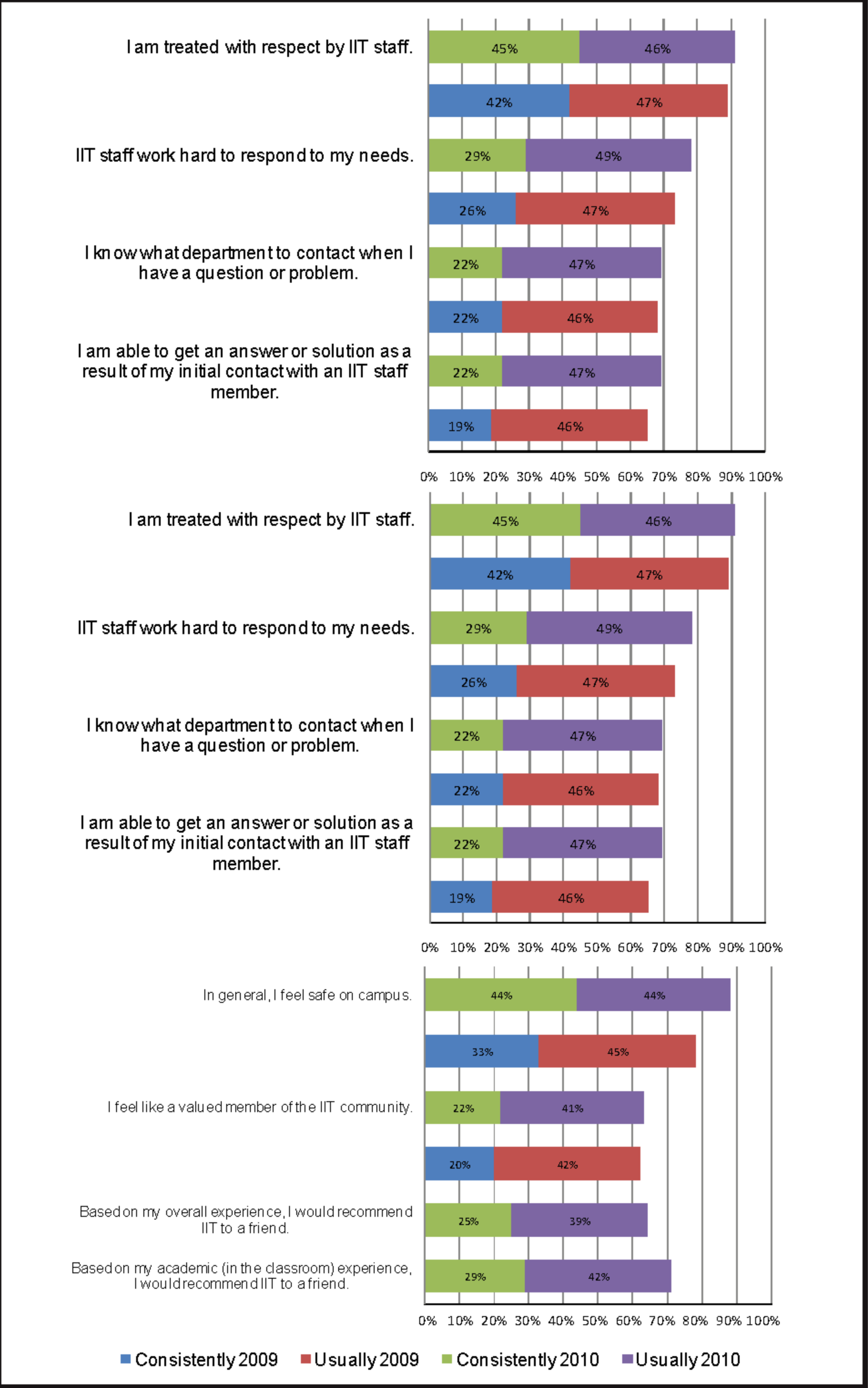
Responses are based on the following percentages of student survey respondents who reported they have used the student services within the past year:

Department	%
Bursar’s Office	70%
7-Eleven	68%
Office of Financial Aid	49%
Keating Sports Center	44%
Graduate College	34%
Career Management Center	33%
Housing and Residential Services	24%

Department	%
Dining Services	24%
- Meal plan	15%
Student Life	22%
Campus and Conference Centers	18%
Spiritual Life	5%
Center for Diversity and Inclusion	5%
Center for Disability Resources	2%
Women’s Center	1%

## Overall experience at IIT

Percent of students who responded favorably. Indices rated 70% or above are considered strengths. Indices rated below 70% present opportunities for improvement.



## Executive summary

### Student satisfaction has improved

- The Students Speak process appears to be a catalyst for increased emphasis on and accountability for high quality student services
- For those areas targeted for improvement, satisfaction has generally improved as compared to the prior year
- Progress is being made in transforming IIT’s culture to one that is directed toward student satisfaction

### Faculty and academic department staff are perceived as accessible, approachable, and helpful

- Contrary to findings from the Princeton Review, student satisfaction with professor accessibility is relatively high for most academic departments
- There is considerable variance among majors regarding accessibility of professors; some departments/majors have significant opportunity for improvement
- Student advising is seen as generally strong, with the exception of advising related to research and internships

### Most students would recommend IIT to a friend

Focus groups indicated that the primary reason for a positive recommendation is the quality of the education received

### A sizable minority of students, however, would not recommend IIT to a friend

The primary reasons provided for a negative recommendation were limited to social life and excessive cost

### IIT students demand value

- Many students perceive the cost of goods and services to be excessive
- While willing to pay these costs, they expect value
  - Timely repair of housing/facilities
  - Quality and variety of food
  - Excellent customer service when interacting with service providers

### Several areas of the university should be targeted for improvement

- 7-11
- Housing and Residential Services
- Dining Services
- Career Management Center
- Poor value for the cost and a lack of timely response to requests were the most common criticisms presented by students.