

Overall improvements, favorability in departments

Most improved items

Dining Services showed the greatest improvements when compared to the baseline established by the 2009 survey. Financial Aid and Keating Sports Center also achieved significantly greater student satisfaction.

Department	Item	% Favorable
Dining Services	Provided adequate hours of operation	+12% (60%)
Financial Aid	Provided timely response to my questions or concerns	+7% (65%)
Keating Sports Center	Treated me with respect	+7% (81%)
Keating Sports Center	Provided adequate hours of operation	+7% (73%)
Financial Aid	Provided me with accurate information	+6% (67%)
Dining Services	Provided good value for food	+6% (40%)
Dining Services	Provided me with accurate information	+5% (73%)
Dining Services	Provided quality food	+5% (51%)
University - Overall	IIT staff work hard to respond to my needs	+5% (78%)

Most favorably rated items

The Center for Disability Resources is shown to excel. Student Life is also well represented among the most favorably rated items.

Department	Item	% Favorable
Center for Disability Resources	Treated me with respect	84%
Graduate College	Treated me with respect	83%
Campus and Conference Centers	Treated me with respect	82%
Spiritual Life	Treated me with respect	82%
Keating Sports Center	Treated me with respect	81%
Center for Disability Resources	Provided quality services	81%
	Provided timely response to my questions or concerns	
Center for Disability Resources		80%
Dining Services	Treated me with respect	80%
Student Life	Treated me with respect	80%
Student Life	Provided quality services and programming	80%

Least favorably rated items

7-11, Dining Services, and Housing/Residential Services were rated consistently low. Perceptions of poor value (e.g., cost versus quality) reflect consistent concerns across these areas.

Department	Item	% Favorable
Housing	Provided quality housing for the price	39%
Dining Services	Provided good value for food	40%
7-Eleven	Provided good value for products	41%
CMC	Hosted an effective career fair	44%
Dining Services	Provided quality food	51%
7-Eleven	Provided quality products	55%
Housing	Provided quality services and programming	56%
7-Eleven	Provided timely response to my questions or concerns	57%

Least improved items

The Career Management Center suffered declines in student satisfaction for every item in its survey section. 7-11 experienced a small decline in one item related to perceived value for products.

Department	Item	% Favorable
CMC	Provided me with accurate information	-7% (66%)
	Provided timely response to my questions and concerns	
CMC		-6% (66%)
CMC	Treated me with respect	-6% (72%)
CMC	Hosted an effective career fair	-2% (44%)
7-11	Provided good value for products	-2% (41%)
	Provided me with quality service, training, and educational programs	
CMC		-1% (61%)

Recommendations

Convene a Students Speak Summit (January 7, 2011)

- The President and/or Provost will introduce the session and convey the importance of the Students Speak process and the need for departments to be responsive to the feedback.
- VPs, Deans, and Directors of Service departments will attend; student leaders are also invited.
- Students Speak committee members will present the overall report and recommendations; the Center Director will facilitate a dialogue among students and University leadership.
- The President and Provost will convey expectations and guidelines for departmental action planning, a strategy for follow up on action plans, and plans for continuing to track Students Speak data as compared to baselines and goals.

Follow up with student feedback

- New, upgraded Students Speak website has been created and placed in the MyIIT portal.
- Summary report and survey data will be made available on the website for all students and staff to view.
- TechNews insert, including summary report and interviews with President and Provost.
- Departments will provide updates on plans and changes implemented for inclusion in future TechNews editions.

Leverage student advisory groups

- Encourage Dining Services, Housing/Residential Services, and Career Management Center to continue or accelerate their collaboration with advisory groups.
- Empower advisory groups with Students Speak data and recommendations.

7-Eleven

- Improve customer service
 - Students consistently reported that they are not greeted, receipts are not offered, thanks not provided; it is also reported that the store manager talks on his cell phone while serving customers.
- Respond to students’ complaints of expired food
 - Evaluate refrigeration of milk to ensure it is kept fresh.
 - Conduct daily audit of perishable items.
 - Remove items that are out-of-date.

Housing and Residential Services

- Improve facilities and maintenance
 - Establish and evaluate response and resolution times for maintenance requests.
 - Increase transparency of construction plans so students can factor this into their housing reservations (e.g., Gunsaulus).
 - Schedule construction/remodeling during summer (e.g., Gunsaulus).
 - Improve facilities support over holidays.
 - Repair MSV windows.
- Develop CDA leadership
 - Seek and respond to feedback from CDAs re policies/practices.
 - Engage in more effective individual feedback, coaching and performance management and avoid blanket dictates (e.g., removing computer use privilege from all, rather than dealing with individuals who abused privilege).

Dining Services

- Increase hours
 - Open Global Grounds earlier on weekends.
- More healthy choices
 - Less salty, sweet, and fatty foods.
 - More vegetarian options.
 - More fish (not fried).
- More variety
 - Additional ethnic foods (e.g., Chinese, Indian).

Career Management Center

- Start Off Strong with Freshmen:
 - Reach out to freshmen to create awareness of procedures and programming. Promote student /professional orgs that have conferences and career services.
 - Meet & Greet session open to all students (e.g., Student Government Association General Assembly).
 - Create heightened awareness of on-campus jobs.
- Institute Response Time Policy (ala Financial Aid):
 - Encourage follow-up even if an issue is not yet resolved. Send confirmation emails to ensure a task was completed.
 - Improve NACELink (user friendliness, speed of approval process).
- Collaborate with Colleges
 - Deliver customized resume sessions for different colleges.
 - Assist colleges in developing and implementing “mini” career fairs.
- Improve QUALITY of Programming, not Quantity:
 - Resume sessions customized for beginner and advanced students.
 - Have students peer review and interact after being taught what to look for in a resume—not just lecture.
- Improve Accuracy of Information:
 - Create a Google Calendar to be shared with students; consistently update with information about events, deadlines, walk-in hours, etc.
 - Overhaul the website so that it is user friendly and information is easily accessible.
- Improve Career Fair:
 - Students register online , but also allow walk-ins. As an incentive to register, email students information including tips, map of tables, company profiles, etc.

Women’s Services

- Increase awareness of Women’s Service
 - Move office to MTCC so that it can be in proximity to other departments that serve student life.
 - Increase alignment with and support for student organizations that serve women, e.g., Feminists United (a student organization), sororities.
 - The identity of Women’s Services appears too closely aligned with Center for Diversity and Inclusion; greater separation of these functions is advised to allow a clearer identity and focus for Women’s Services.