

Students Speak Survey Results

IIT Center for Research & Service

The 2012 Students Speak Survey results are here!

The survey was administered online by IIT's Center for Research and Service from October 22, to November 5, 2012. All graduate and undergraduate students were invited to take the survey.

According to the official report, the survey was designed and conducted by students as part of an ongoing strategy to improve the quality of services provided to IIT students.

The Students Speak team included Emily Acosta, Jeff Bednarz, David Coxhead, Shan Gopal, Melissa Hoelting, Drexler James, Tristan Larson, Kelly Lohr, Matthew Otten, Betsi Pinkus-Huizenga, and Maria Ustavalkova.

According to the report, the summary is based on data from 2,732 students (out of 7,826 invitations overall), which reflects a 35% response rate, with a 2% increase over last year's survey. The response rate was higher for graduate students (1,758 out of 5,003, equalling 35%) than undergraduate students (955 out of 2,823 invitations equalling a 34% response rate), which is reversed from previous year where undergraduate students responses tend to be higher than graduate students.

The report says that student satisfaction has improved overall. It has continued the trend from previous years, Students Speak shows consistent improvement in student satisfaction. Public Safety and Keating Sports Center were two areas targeted for improvement in this year's survey. Satisfaction has improved in the core items by 5% overall. Most students (76%) would recommend IIT to a friend based on their overall experience, while 79% would recommend IIT to a friend based on their academic (in the classroom) experience.

Service areas included: Office of Technology Services (OTS), Public Safety, International Center, Library, Keating Sports Center, Academic Resource Center (ARC), Graduate College, Student Bar Association (SBA), Student Government Association (SGA), and Commuting.

One top service areas was the Library, with 87% positive responses, a 2% increase over the last year, for undergraduates. For graduate students, they scored the Library at 90%, a 4% increase over last year.

The other top service area was the ARC, with 82% positive, a 2% increase over last year, for undergraduate students. For graduate students, they scored the ARC at 89%, a 10% increase over last year.

In Keating Sports Center, students feel respected when interacting with staff, feel they receive correct information about classes and hours of operations, and Keating was identified as a good resource.

Areas of improvement for Keating include: facilities, hours, equipment, crowded or not enough space, and becoming proactive in providing information.

Recommendations that were collected include improving fitness classes, by providing greater variety, updating the schedule to align better and not interfere with classes, as well as increasing the publicity of classes and their schedules by regularly updating the website to ensure accurate information. As for the Keating's equipment, suggestions include investing in new or updated machines, and considering capital investment or remodeling current facilities to provide more space and ventilation.

Public Safety services that students like are bicycle, foot, and car patrols, making the students feel safe when they see patrols. Students feel safe living off campus because of escorts. DTC Students enjoy the Shuttle Bus and identify it as a strength in ensuring their security. The Facebook updates that Public Safety employs helps to keep students in the know, and makes them confident in Public Safety.

Areas of improvement for Public Safety included: visibility and presence on campus, their response time, staff customer service, and becoming proactive in providing information and responding.

To request a copy of the official Students Speak Survey Report, contact jwatson4@iit.edu. The results are also available in the Students Speak channel on myIIT.

Response Summary

Service Area	Overall %	Undergraduate %	Graduate %
Office of Technology Services (OTS)	73%	71%	74%
Public Safety	25%	26%	24%
International Center	36%	20%	44%
Library	75%	71%	77%
Keating Sports Center	74%	69%	77%
Academic Resource Center	23%	31%	19%
Graduate College	30%	2%	45%
Student Bar Association (SBA)	6%	N/A	10%
Student Government Association (SGA)	11%	23%	5%
Commuting	64%	46%	73%

Most Favorably Rated Items

Service Area	Item	Overall % Favorable	Undergrad % Favorable	Graduate % Favorable
Library	Treated me with respect	92%	89%	93%
Library	Provided me with accurate information	91%	88%	92%
Library	Provided timely response to my questions or concerns	89%	85%	91%
Academic Resource Center	Treated me with respect	89%	89%	90%
International Center	Treated me with respect	88%	86%	89%

Most Improved Items

Service area	Item	% Favorable
Office of Technology Services	Provided me with quality service	+15% (80%)
Office of Technology Services	Provided quality space and equipment	+12% (77%)
Office of Technology Services	Provided me with accurate information	+9% (82%)
Office of Technology Services	Treated me with respect	+8% (85%)
University Overall	I am able to get an answer or solution as a result of my initial contact with an IIT staff member	+7% (78%)
Academic Resource Center	Provided timely response to my questions or concerns	+7% (86%)

Least Favorably Rated Items

Service Area	Item	Overall % Favorable	Undergrad % Favorable	Graduate % Favorable
Keating Sports Center	Provided quality space and equipment	66%	60%	71%
Keating Sports Center	Provided quality services and programming	68%	62%	73%
Public Safety	Provided timely response to my questions or concerns	71%	59%	78%
Keating Sports Center	Provided timely response to my questions or concerns	74%	69%	78%
Public Safety	Provided quality services	74%	66%	80%

Least Improved Items

Service Area	Item	% Favorable
Public Safety	Bike Patrol is a good addition to Public Safety	-3% (73%)
Keating Sports Center	Provided me with quality service and programming	-1% (68%)
University Overall	In general, I feel safe on campus	-1% (84%)

Student Service Averages

