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# What Our Students Tell Us: Selected Results from the Student Needs & Priorities Survey

Presented to the AAMG, 6/26/06

- Student feedback: An important data source for institutional strategic planning, academic affairs planning, WASC self-study, enrollment management, and facilitating graduation.
- Selected 2006 SNAPS results that focus on students' educational experiences.
- Comparison to 1999 SNAPS results.
- What are our students telling us?

- 1999 scannable questionnaire with new supplemental questions.
- 1999 survey administration procedures: In-class administration in selected Winter term classes.
- Same sample weighting scheme--unit load and class level.
- Preliminary assumption that the 2006 weighted sample is representative of all students enrolled in Winter.

# Results & Historical Comparisons

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- What is the greatest obstacle to reaching your educational goals?
- What would help you reach your educational goals?
- Various student administrative items (e.g., e-mail, GET).
- Quality of instruction and course offerings.
- Importance and quality of academic advising.
- Importance and quality of students services.
- Satisfaction with the educational experience, perceived campus climate.

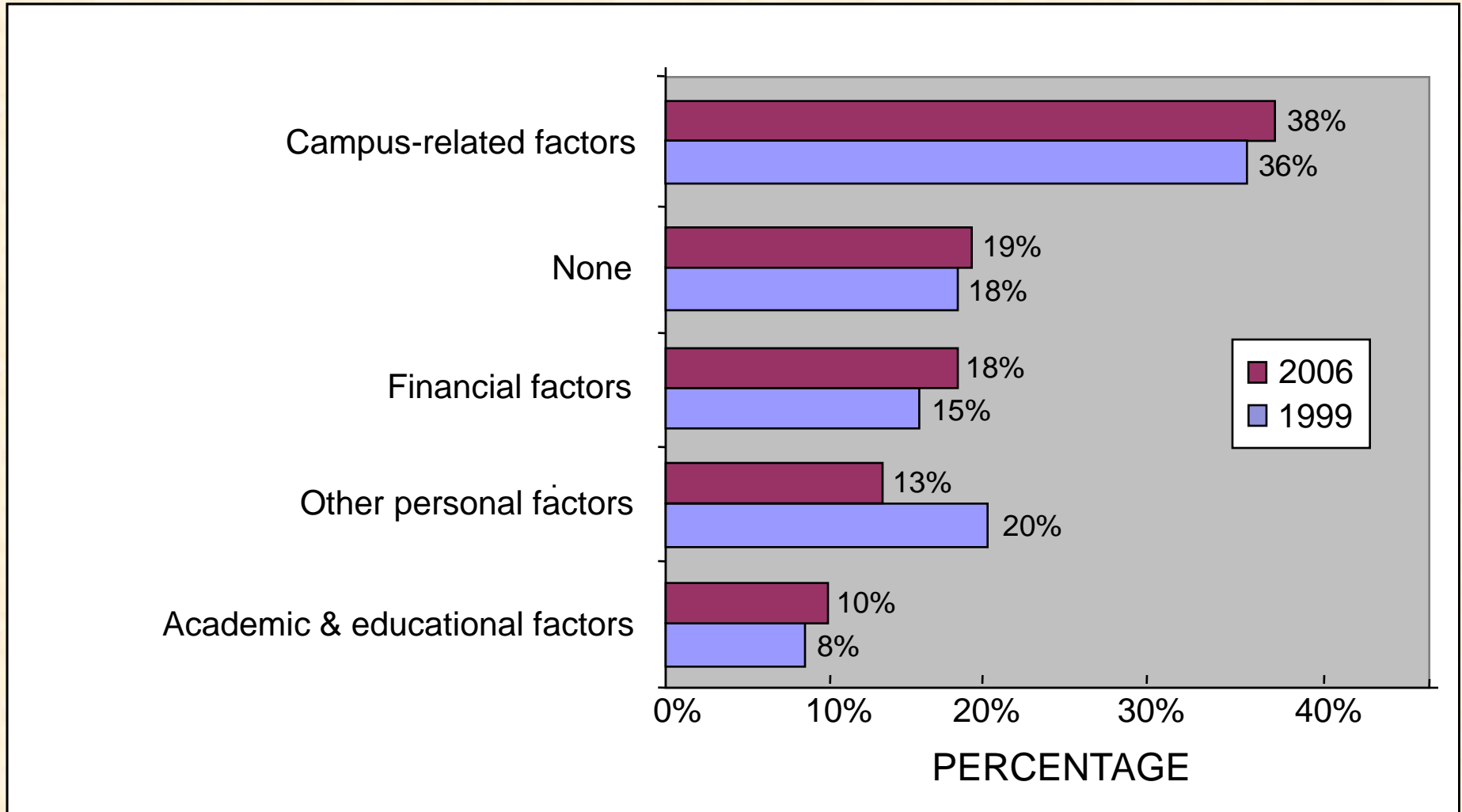
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# Greatest Obstacle



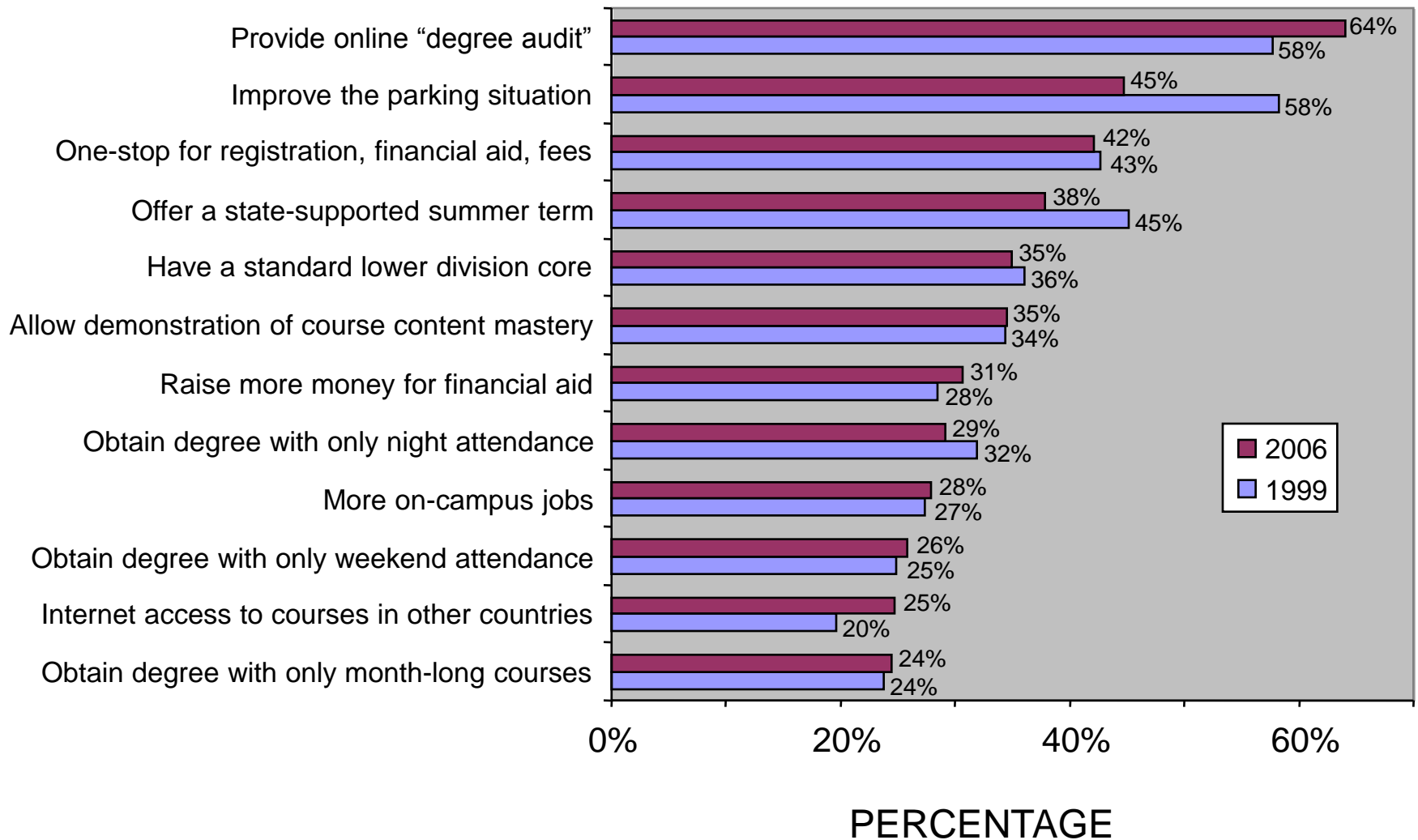
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# What would be helpful?





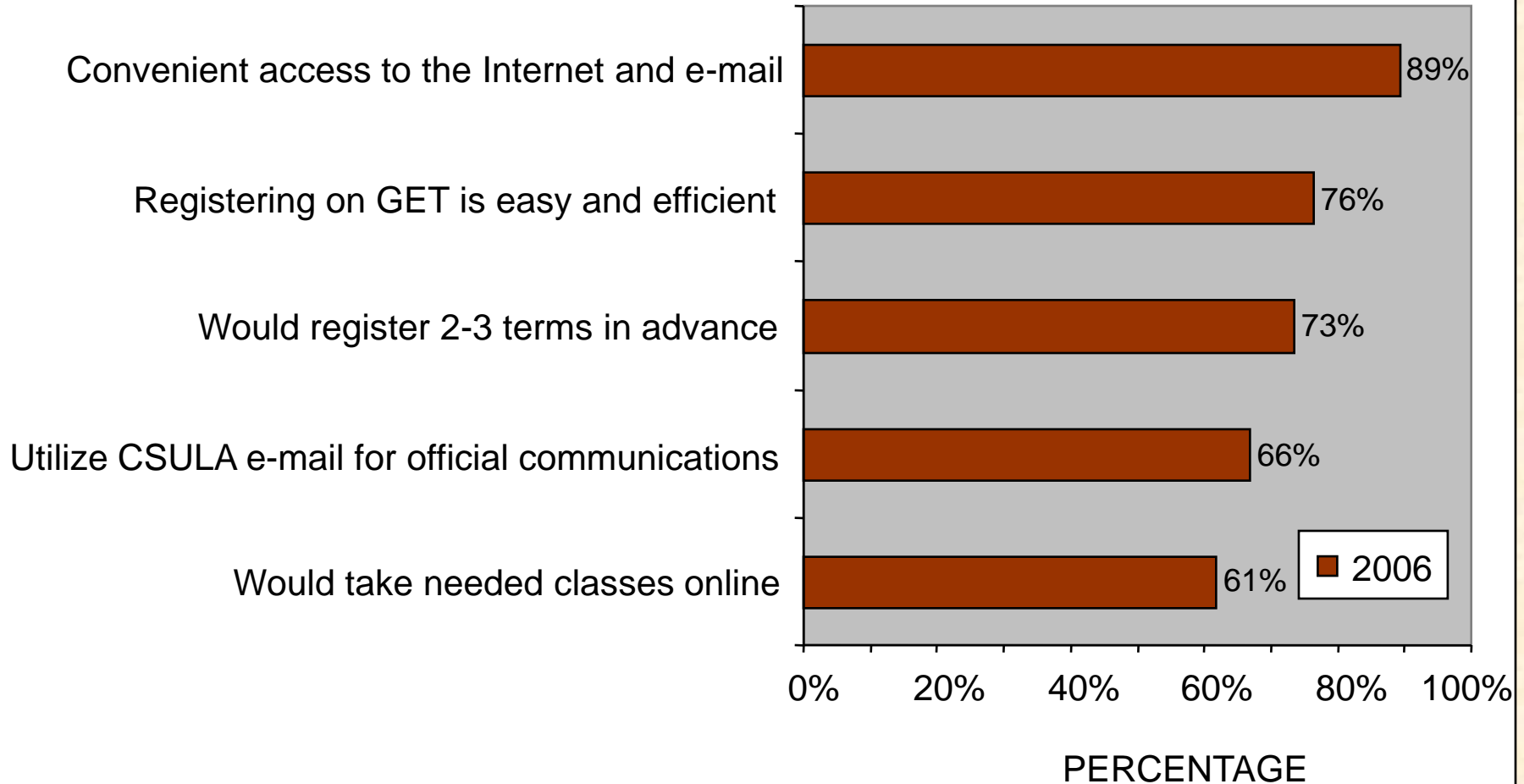
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# Student Administration



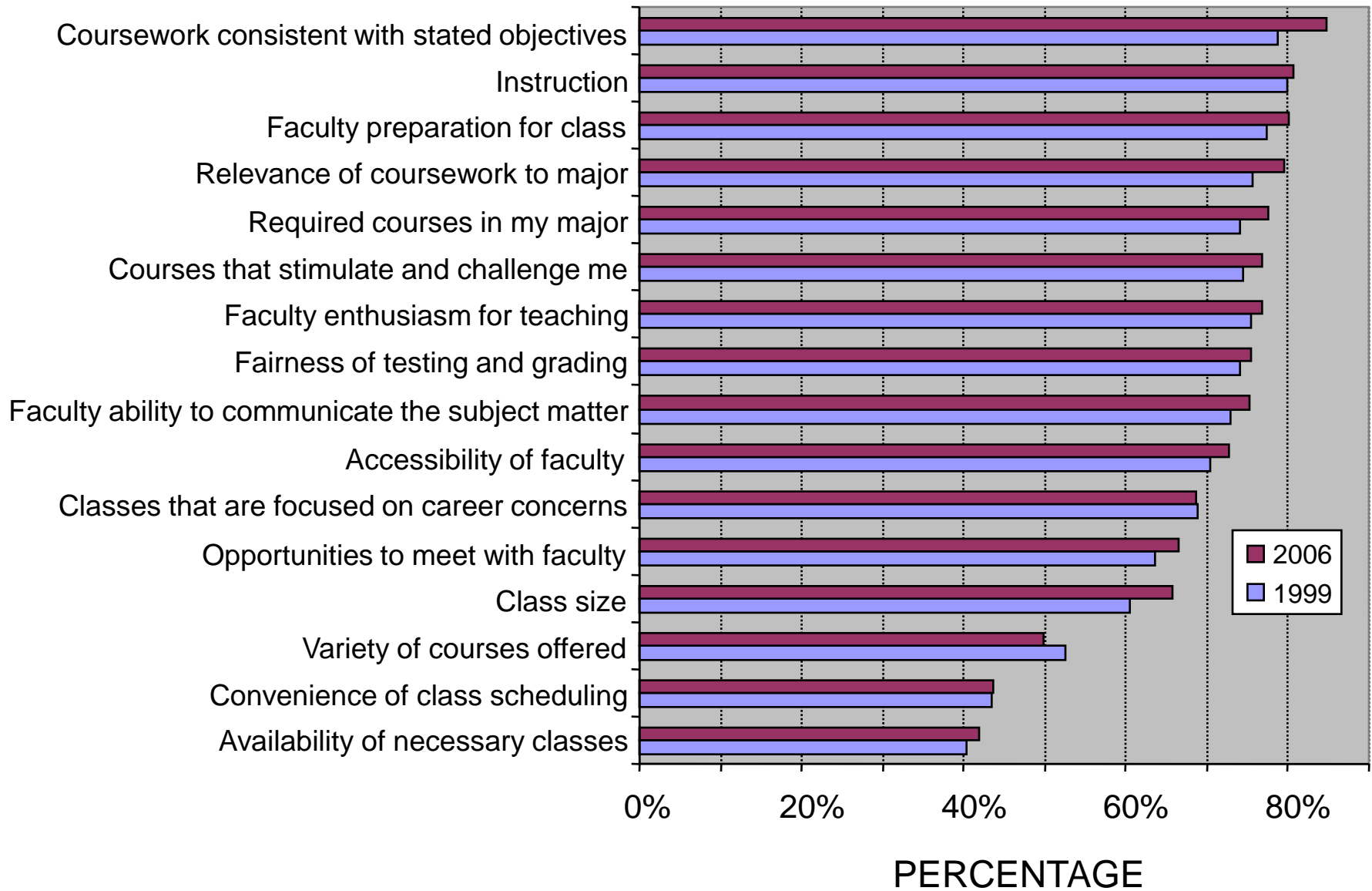
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# Quality of Instruction & Courses



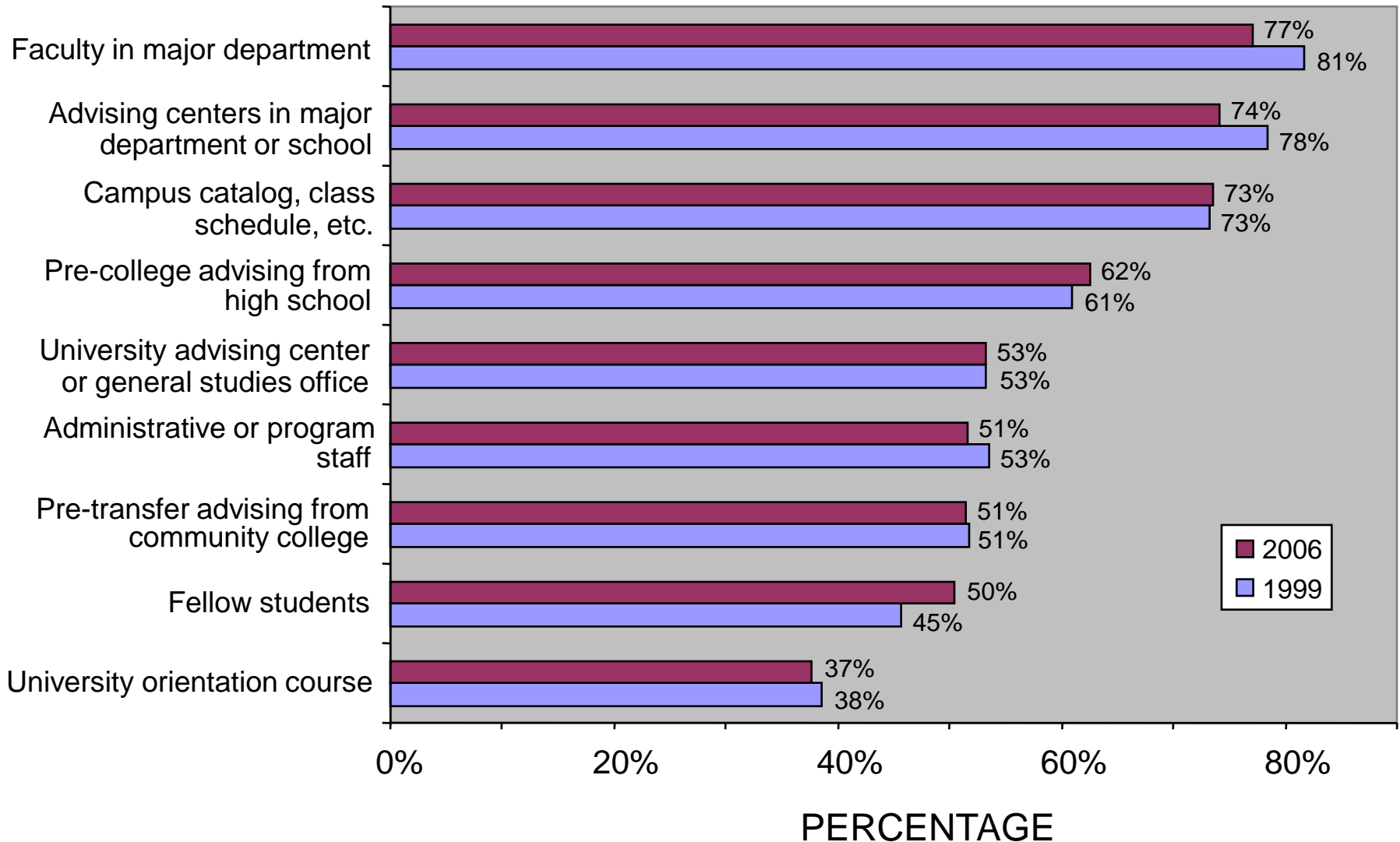
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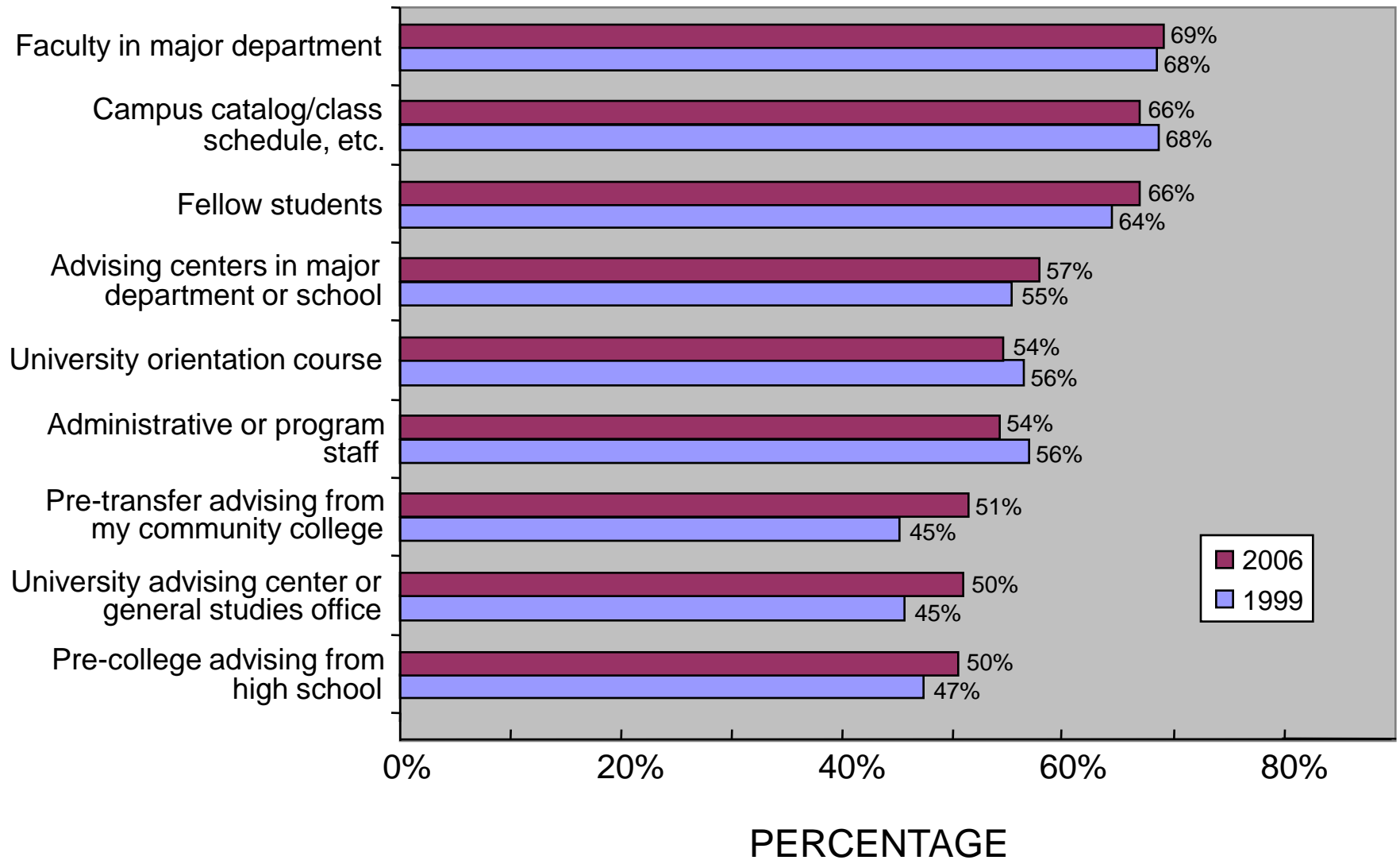


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- **Importance and quality of academic advising.**
- Importance and quality of students services.
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# Academic Advising: Importance



# Academic Advising: Quality



# Strengths and Weaknesses

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- Quadrant analysis: High/Low Impor. x High/Low Quality grid.
- Strength = an important item that students think we do well.
- Weakness = an important item that students think we do poorly.
- High = greater than the mean of all items; Low = less than the mean of all items.



# Strengths and Weaknesses



Advising Source	1999	2006
Faculty in my major department	S	S
Campus catalog, class schedule, and other publications	S	S
Pre-college advising from my high school	--	W
Advising centers in my major department or school	W	W

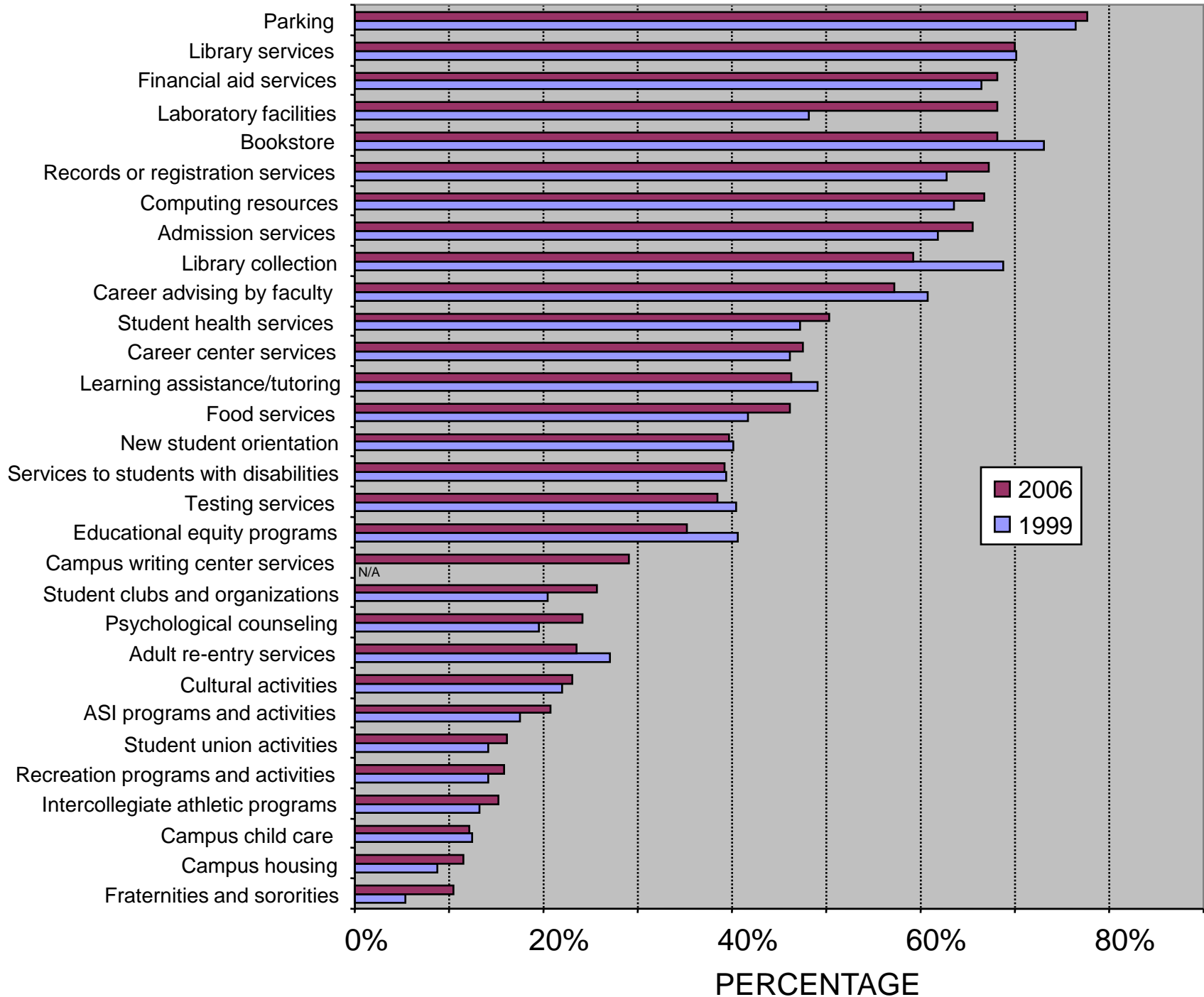
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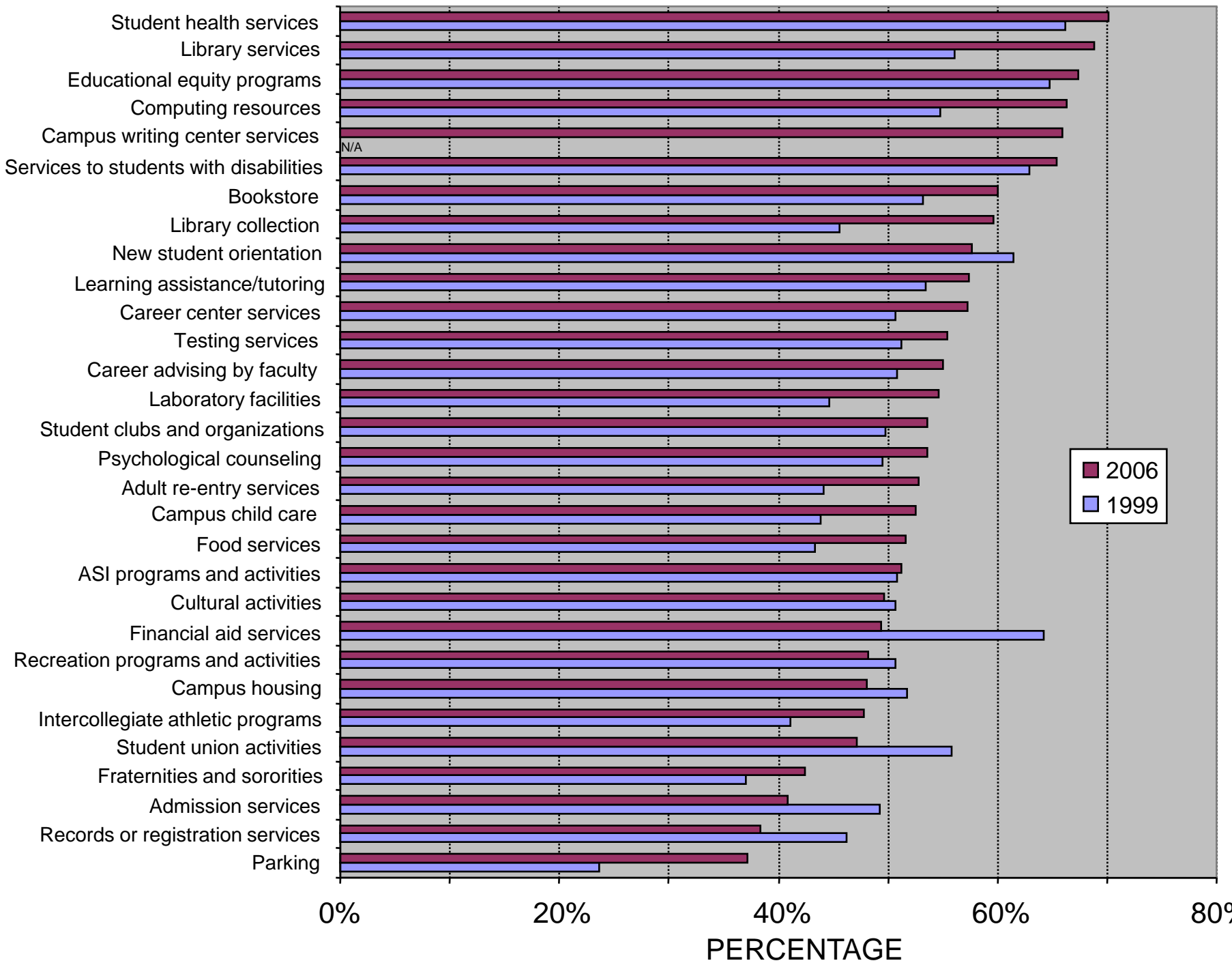


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IMPORTANCE



QUALITY



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# Strengths and Weaknesses



Student Service	1999	2006
Library services	S	S
Computing resources	S	S
Laboratory facilities	W	S
Bookstore	S	S
Library collection	W	S
Student health services	S	S
Career advising provided by faculty	W	S
Career center services	S	S
Learning assistance/tutoring	S	S
Testing services	S	S
New student orientation	S	--
Food services	W	W
Records or registration services	W	W
Admissions services	W	W
Parking	W	W
Financial aid services	S	W

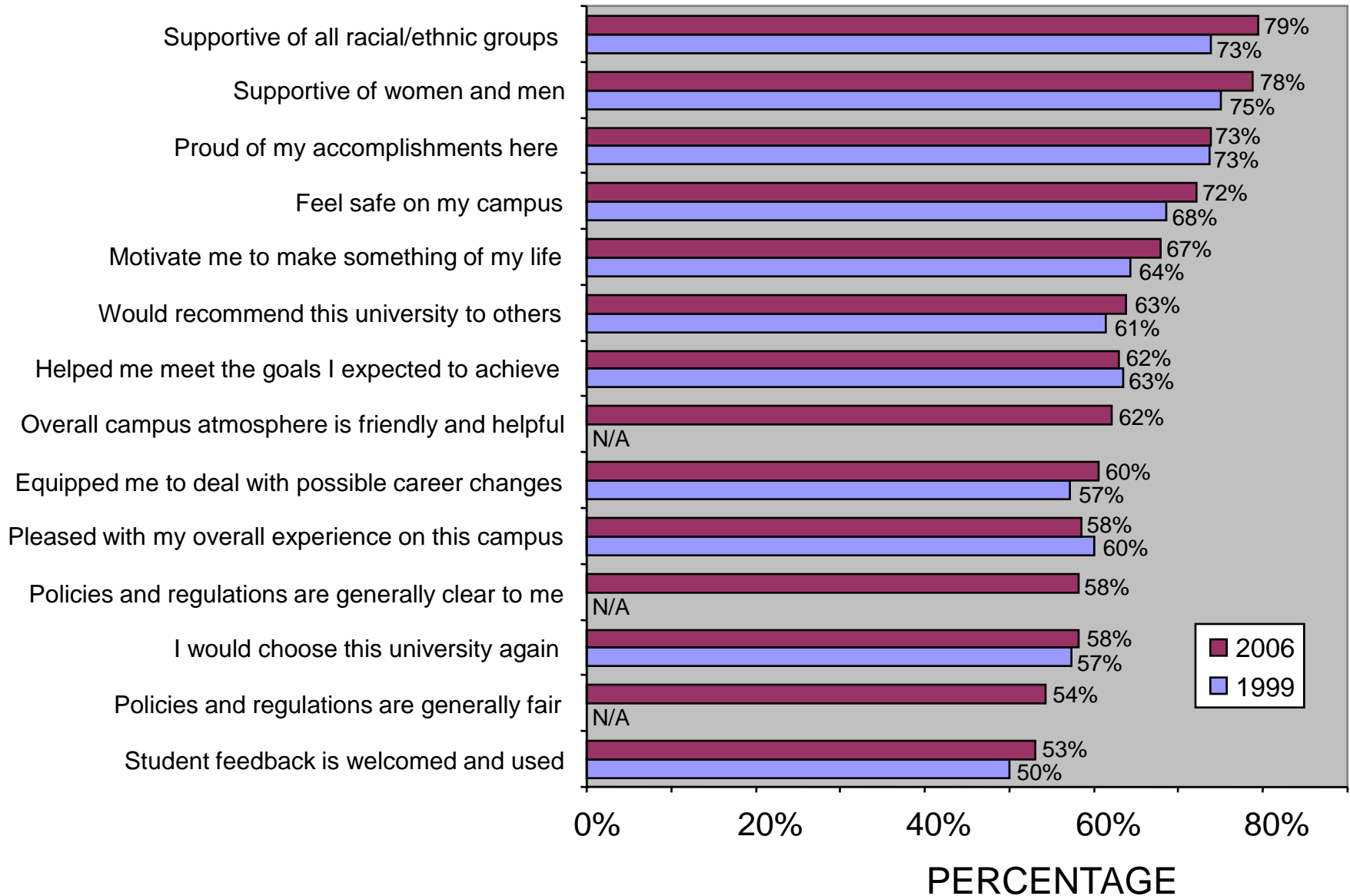
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# Educational & Campus Experience





- Student feedback: An important data source for institutional strategic planning, academic affairs planning, WASC self-study, enrollment management, and facilitating graduation.
- Selected results that focus on students' educational experiences.
- Comparison to 1999 results.
- **What are our students telling us?**

# Suggested Action Items

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- Review and improve course offerings (e.g., availability, scheduling of courses)
- Review and improve advising centers in departments and colleges.
- Review and improve admissions, records and registration, and financial aid services.
- Provide more student information and services online (e.g., “degree audit,” registration, courses).
- Utilize CSULA e-mail for official communications (e.g., policies, deadlines, changes).
- Regularly ask students for feedback, listen to what they have to say, and take action.