

Trends in UAlbany Average Student Satisfaction Ratings on Survey Items Comprising SUNY Subscales

Scales: 1 = very dissatisfied, high disagreement, very infrequently to 5 = very satisfied, high agreement, very frequently
 Scale midpoint = 3.00

	UAlbany Mean Rating				2003 Results			UAlbany Rank Among Centers	Caution/Issue Regarding Historical Comparisons
	1991	1994	1997	2000	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
THE ACADEMIC EXPERIENCE									
A.1 Academic Experience									
Satisfied with academic experiences at this college					3.28	3.52	(0.24)*	4 of 4	response categories changed in 2003 survey
Overall impression of quality of education					3.43	3.80	(0.37)*	4 of 4	response categories changed in 2003 survey
Satisfaction with quality of instruction	3.81	3.62	3.51	3.48	3.65	3.71	(0.06)	4 of 4	
Compared to expectations, Academic experience has been...(1=not met, 2=met, 3=exceeded)					1.96	not computed		not computed	new question (scale 1 to 3)
A.2 Academic Skill Development									
Writing clearly and effectively					2.86	3.10	(0.24)*	4 of 4	new question in 2003
Speaking clearly and effectively					2.79	2.98	(0.19)	4 of 4	new question in 2003
Acquiring information, ideas, concepts, and analytical thinking					3.27	3.51	(0.24)*	4 of 4	new wording in 2003
Acquiring knowledge and skills for further academic study					3.23	3.52	(0.29)*	4 of 4	new wording in 2003
Acquiring knowledge and skills for intellectual growth throughout my life					3.28	3.52	(0.24)*	4 of 4	new wording in 2003

* Statistically significant difference at .05 alpha level after controlling for the number of tests conducted

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	1991	1994	1997	2000	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
A.3 Classroom Experience									
Intellectually stimulated by material covered in class					3.46	3.60	(0.14)	4 of 4	response categories changed in 2003
Out-of-class assignments were good learning experiences					2.83	3.07	(0.24) *	4 of 4	response categories changed in 2003
Received feedback (written or oral) from instructors on the quality of your work					3.27	3.37	(0.10)	4 of 4	new question in 2003
Had to make judgments in class about the value of information, arguments, or methods					3.05	3.07	(0.02)	3 of 4	new question in 2003
Gone to class with course readings and assignments completed					3.86	3.97	(0.11)	3 of 4	new question in 2003
Worked harder than usual to meet an instructor's expectations					3.53	3.63	(0.10)	4 of 4	new question in 2003
Worked with other students on class assignments					3.17	3.29	(0.12)	4 of 4	new question in 2003
Observed student dishonesty when completing assignments or exams (reverse coded)					2.54	2.32	0.22	1 of 4	new question in 2003
Experienced classroom behavior by other students that was disruptive to learning (reverse coded)					2.78	2.71	0.07	1 of 4	new question in 2003
Had faculty members communicated <i>ineffectively</i> (reverse coded)					3.08	2.91	0.17	1 of 4	wording and response category changes in 2003
Had faculty members come to class <i>unprepared</i> (reverse coded)					2.22	2.08	0.14	1 of 4	wording and response category changes in 2003

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	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
A.4 Life Skill Development									
Developing self-understanding; self-discipline, and mature attitudes, values, and goals					3.22	3.42	(0.20)	4 of 4	new wording in 2003
Understanding others; communicating and working with others					3.20	3.41	(0.21)	4 of 4	new wording in 2003
Acquiring knowledge and skills needed for a career					3.12	3.44	(0.32) *	4 of 4	new question in 2003
Developing leadership skills					2.68	2.00	0.68	4 of 4	new question in 2003
Understanding political and social issues					2.80	2.81	(0.01)	3 of 4	new question in 2003
Understanding my rights, responsibilities and privileges as a citizen					2.66	2.63	0.03	1 of 4	new question in 2003
Understanding and appreciating ethnic/cultural diversity and other individual differences					2.91	3.21	(0.30) *	4 of 4	new question in 2003
A.5 Overall Satisfaction									
Satisfaction with this college in general	3.61	3.37	3.61	3.51	3.59	3.81	(0.22) *	4 of 4	
Would you choose this college again	3.51	3.24	3.51	3.40	3.46	3.76	(0.30) *	4 of 4	
This college has helped me meet the goals I came here to achieve					3.27	3.53	(0.26) *	4 of 4	new question in 2003
Comparing the cost to the quality of education, this college is a good value					3.57	3.92	(0.35) *	4 of 4	new question in 2003

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Scale midpoint = 3.00

	UAlbany Mean Rating				2003 Results				Caution/Issue Regarding Historical Comparisons
	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>	UAlbany Mean	Other Center Mean	UAlbany Minus Others	UAlbany Rank Among Centers	
ACADEMIC SERVICES & FACILITIES									
B.1 Student-Faculty & Staff Relations									
Availability of instructors outside of class	3.62	3.51	3.56	3.53	3.73	3.70	0.03	2 of 4	
Faculty respect for students	3.65	3.33	3.48	3.57	3.48	3.69	(0.21) *	4 of 4	
Respect for students by non-teaching staff					3.48	3.66	(0.18) *	4 of 4	new question in 2003
Concern (by college faculty and staff) for you as an individual					2.91	3.13	(0.22)	4 of 4	new wording in 2003
I have developed a mentoring relationship with a faculty/staff member					2.63	2.80	(0.17)	4 of 4	new question in 2003
Had discussions, meetings, conversations with instructors outside of class					2.78	2.85	(0.07)	4 of 4	new question in 2003
Feedback from my instructors has improved my learning of the course material					3.24	3.47	(0.23) *	4 of 4	new question in 2003
B.2 Campus Computing									
College computer network (e.g., e-mail, dial-in services, college web pages, etc.)					3.90	4.01	(0.11)	2 of 4	
Availability of computers when you need them					4.00	3.56	0.44 *	1 of 4	
Computer support services					3.57	3.59	(0.02)	2 of 4	
College contribution to using computer technology					2.73	3.09	(0.36) *	4 of 4	new question in 2003
Had faculty who have used computer technology in the classroom					3.23	3.60	(0.37) *	4 of 4	new question in 2003

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	1991	1994	1997	2000	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
B.3 Academic Facilities & Grounds									
Classroom facilities	3.23	3.02	3.27	3.05	3.31	3.75	(0.44) *	4 of 4	
Study areas	3.32	3.24	3.46	3.59	3.93	3.77	0.16	1 of 4	
Performing arts studios (art, dance, music, theatre, etc.)					3.47	3.73	(0.26)	4 of 4	new wording in 2003
General condition of buildings/grounds (other than residence halls)	3.22	2.87	3.12	2.99	3.10	3.52	(0.42) *	4 of 4	
Course-related laboratories (not including studios)					3.47	3.61	(0.14)	4 of 4	new wording in 2003
B.4 Course Availability / Registration									
Class size relative to type of course	3.11	3.06	3.19	3.22	3.30	3.45	(0.15) *	4 of 4	
Availability of courses you want at times you can take	2.64	2.42	2.85	2.56	2.31	2.81	(0.50) *	4 of 4	
Availability of courses you need for graduation requirements		2.82	3.22	3.00	2.83	3.27	(0.44) *	4 of 4	
Availability of on-line courses					2.84	3.20	(0.36)	4 of 4	new question in 2003
Course registration process					2.91	3.58	(0.67) *	4 of 4	new wording in 2003
Academic advising is available to me when I need it					3.25	3.54	(0.29) *	4 of 4	new question in 2003
B.5 Academic Advising									
Value of information provided by advisor	3.12	2.87	3.00	3.18	3.16	3.43	(0.27) *	4 of 4	
Centralized academic advising services (the advisement center if your college has one)					3.27	3.45	(0.18)	4 of 4	new question in 2003
Campus tutoring services	3.24	3.16	3.32	3.25	3.21	3.27	(0.06)	3 of 4	
B.6 Library Services & Facilities									
Access to library resources and services					4.33	4.22	0.11	1 of 4	new question in 2003
Library facilities	3.82	3.77	3.77	3.97	4.30	4.16	0.14	1 of 4	

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	1991	1994	1997	2000	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
INSTITUTIONAL ENVIRONMENT & SERVICES									
C.1 Social Environment & Services									
College social activities	2.97	2.87	3.19	3.05	3.13	3.48	(0.35) *	4 of 4	
Opportunities for personal involvement in campus clubs/activities					3.44	3.76	(0.32) *	4 of 4	new wording in 2003
Compared to expectations, Social experience has been...1=not met, 2=met, 3=exceeded)					1.97	not computed		not computed	new question (scale 1 to 3) in 2003
Cultural arts programs (art/music/theater)	3.32	3.25	3.28	3.29	3.32	3.79	(0.47) *	4 of 4	
Opportunities for community service		3.47	3.63	3.36	3.44	3.55	(0.11)	3 of 4	
Student union/campus center	3.42	3.22	3.59	3.43	3.48	3.77	(0.29) *	3 of 4	
Religious/spiritual activities and programs					3.27	3.61	(0.34) *	4 of 4	new wording in 2003
C.2 Financial Aid Services									
Financial aid services (services, not the amount of financial aid received)					3.36	3.40	(0.04)	3 of 4	
It's been difficult to finance my college education (inverse scale)		2.90	3.13	2.91	3.11	3.09	0.02	2 of 4	
Campus help finding part-time jobs	2.65	2.40	2.64	2.59	2.34	2.81	(0.47) *	4 of 4	Not a college service at UAlbany
Billing and payment procedures	3.25	3.27	3.39	3.41	3.28	3.65	(0.37) *	4 of 4	
C.3 Personal Integration									
Your sense of belonging on this campus	3.32	2.97	3.25	3.12	3.20	3.37	(0.17)	3 of 4	
Freedom from harassment on campus	3.43	3.20	3.62	3.75	3.62	3.96	(0.34) *	4 of 4	
Campus atmosphere of ethnic/political/religious understanding	3.08	2.66	3.20	3.31	3.01	3.38	(0.37) *	4 of 4	
I am satisfied with my social support network					3.33	3.44	(0.11)	3 of 4	new wording in 2003
I have developed an openness to opinions other than my own					3.88	3.97	(0.09)	4 of 4	new question in 2003

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	1991	1994	1997	2000	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
C.4 Health Services									
College educational activities regarding alcohol and substance abuse					3.27	3.49	(0.22)	4 of 4	new wording in 2003
College student health and wellness services and activities					3.08	3.60	(0.52) *	4 of 4	new wording in 2003
Acquiring knowledge and skills needed to maximize health and physical well-being					2.48	2.72	(0.24) *	4 of 4	new wording in 2003
Personal counseling services (excluding academic advisement)					3.29	3.36	(0.07)	4 of 4	new wording in 2003
C.4 Student Harmony									
Racial harmony at this college	2.79	2.27	3.05	3.26	3.38	3.63	(0.25) *	4 of 4	
Acts of racial prejudice seldom occur on this campus					3.23	3.46	(0.23) *	4 of 4	new wording in 2003
C.6 Athletic & Recreation Programs									
Athletic and recreational facilities					3.39	3.78	(0.39) *	4 of 4	new wording in 2003
Recreational & intramural programs	3.55	3.41	3.40	3.30	3.16	3.77	(0.61) *	4 of 4	
C.7 Student Voice									
Student newspaper/radio station					3.24	3.58	(0.34) *	4 of 4	new wording in 2003
Student voice in college policies	2.93	2.64	3.02	2.76	2.78	2.86	(0.08)	3 of 4	
Student government	2.99	2.69	3.12	2.84	2.81	3.03	(0.22)	3 of 4	
Purposes for student activity fees are used	2.72	2.26	2.50	2.36	2.51	2.71	(0.20)	3 of 4	
C.8 Residence Halls									
General condition of residence hall facilities					2.57	3.15	(0.58) *	4 of 4	new wording in 2003
Residence hall services and programs	2.76	2.63	2.62	2.54	2.76	3.24	(0.48) *	4 of 4	
Clarity of residence hall rules & policies	3.39	3.23	3.29	3.32	3.25	3.60	(0.35) *	4 of 4	

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	1991	1994	1997	2000	UAlbany Mean	Other Center Mean	UAlbany Minus Others		
C.9 Campus Security									
Sexual assault prevention programs/activities					3.16	3.66	(0.50)*	4 of 4	new wording in 2003
Personal security/safety on this campus	3.20	2.83	3.33	3.25	3.46	3.86	(0.40)*	4 of 4	
C.10 Ancillary Campus Services									
Campus food services	2.11	1.78	2.05	1.87	2.31	2.96	(0.65)*	4 of 4	
Parking facilities	2.01	2.02	2.36	2.05	1.91	2.15	(0.24)	4 of 4	
Campus bookstore	3.12	3.01	3.54	3.25	3.14	3.33	(0.19)	3 of 4	
C.11 Career Planning & Placement									
Career planning services					3.17	3.40	(0.23)	4 of 4	new wording in 2003
Job placement services					2.79	3.01	(0.22)	4 of 4	new wording in 2003
Availability of internships					2.85	2.94	(0.09)	3 of 4	new wording in 2003

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Trends in UAlbany Average Student Satisfaction Ratings

Scales: **1** = very dissatisfied, high disagreement, very infrequently to **5** = very satisfied, high agreement, very frequently
 Scale midpoint = 3.00

	UAlbany Mean Rating					UAlbany Mean	Change from 2000	2003 Results		
	1991	1994	1997	2000	Other Center Mean			UAlbany Minus Others	UAlbany Rank Among Centers	
Campus food services	2.11	1.78	2.05	1.87	2.31	0.44	2.96	(0.65)*	4 of 4	
Study areas	3.32	3.24	3.46	3.59	3.93	0.34	3.77	0.16	1 of 4	
Library facilities	3.82	3.77	3.77	3.97	4.30	0.33	4.16	0.14	1 of 4	
Classroom facilities	3.23	3.02	3.27	3.05	3.31	0.26	3.75	(0.44)*	4 of 4	
Residence hall services and programs	2.76	2.63	2.62	2.54	2.76	0.22	3.24	(0.48)*	4 of 4	
Personal security/safety on this campus	3.20	2.83	3.33	3.25	3.46	0.21	3.86	(0.40)*	4 of 4	
It's been difficult to finance my college education (inverse scale)		2.90	3.13	2.91	3.11	0.20	3.09	0.02	2 of 4	
	3.81	3.62	3.51	3.48	3.65	0.17	3.71	(0.06)	4 of 4	
Purposes for which student activity fees are used	2.72	2.26	2.50	2.36	2.51	0.15	2.71	(0.20)	3 of 4	
New student orientation services	3.14	3.12	3.47	3.28	3.41	0.13	3.45	(0.04)	3 of 4	
Racial harmony at this college	2.79	2.27	3.05	3.26	3.38	0.12	3.63	(0.25)*	4 of 4	
General condition of buildings/grounds	3.22	2.87	3.12	2.99	3.10	0.11	3.52	(0.42)*	4 of 4	
Satisfaction with this college in general	3.61	3.37	3.61	3.51	3.59	0.08	3.81	(0.22)*	4 of 4	
College social activities	2.97	2.87	3.19	3.05	3.13	0.08	3.48	(0.35)*	4 of 4	
Your sense of belonging on this campus	3.32	2.97	3.25	3.12	3.20	0.08	3.37	(0.17)	3 of 4	
Opportunities for community service		3.47	3.63	3.36	3.44	0.08	3.55	(0.11)	3 of 4	
Class size relative to type of course	3.11	3.06	3.19	3.22	3.30	0.08	3.45	(0.15)*	4 of 4	
Would you choose this college again	3.51	3.24	3.51	3.40	3.46	0.06	3.76	(0.30)*	4 of 4	
Student union/campus center	3.42	3.22	3.59	3.43	3.48	0.05	3.77	(0.29)*	3 of 4	
Cultural arts programs (art/music/theater)	3.32	3.25	3.28	3.29	3.32	0.03	3.79	(0.47)*	4 of 4	
Student voice in college policies	2.93	2.64	3.02	2.76	2.78	0.02	2.86	(0.08)	3 of 4	
Value of information provided by advisor	3.12	2.87	3.00	3.18	3.16	(0.02)	3.43	(0.27)*	4 of 4	
Student government	2.99	2.69	3.12	2.84	2.81	(0.03)	3.03	(0.22)	3 of 4	
Campus tutoring services	3.24	3.16	3.32	3.25	3.21	(0.04)	3.27	(0.06)	3 of 4	
Clarity of residence hall rules & policies	3.39	3.23	3.29	3.32	3.25	(0.07)	3.60	(0.35)*	4 of 4	
Faculty respect for students	3.65	3.33	3.48	3.57	3.48	(0.09)	3.69	(0.21)*	4 of 4	
Campus bookstore	3.12	3.01	3.54	3.25	3.14	(0.11)	3.33	(0.19)	3 of 4	
Freedom from harassment on campus	3.43	3.20	3.62	3.75	3.62	(0.13)	3.96	(0.34)*	4 of 4	
Billing and payment procedures	3.25	3.27	3.39	3.41	3.28	(0.13)	3.65	(0.37)*	4 of 4	
Recreational & intramural programs	3.55	3.41	3.40	3.30	3.16	(0.14)	3.77	(0.61)*	4 of 4	
Parking facilities	2.01	2.02	2.36	2.05	1.91	(0.14)	2.15	(0.24)	4 of 4	
Availability of courses you need for graduation requirements		2.82	3.22	3.00	2.83	(0.17)	3.27	(0.44)*	4 of 4	
Availability of courses you want at times you can take	2.64	2.42	2.85	2.56	2.31	(0.25)	2.81	(0.50)*	4 of 4	
Campus help finding part-time jobs	2.65	2.40	2.64	2.59	2.34	(0.25)	2.81	(0.47)*	4 of 4	
Campus atmosphere of ethnic/political/religious understanding	3.08	2.66	3.20	3.31	3.01	(0.30)	3.38	(0.37)*	4 of 4	

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SUNY/ACT Student Opinion Survey

Trends in UAlbany Average Student Satisfaction Ratings

Trends in UAlbany Ranking Among SUNY Institutions

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
Scale midpoint = 3.00

	Mean Satisfaction Score				UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers				
	1991	1994	1997	2000	1991	1994	1997	2000	1991	1994	1997	2000	
Academic / Classroom Experiences													
Enjoyed your classes	3.38	3.26	3.29		n/a	20	24	26	n/a	2	4	3	
Learned something new in class	4.03	3.98	3.98		n/a	15	20	23	n/a	2	4	3	
Intellectually stimulated by material	3.51	3.49	3.56		n/a	16	19	19	n/a	2	4	2	
Satisfied with academic experiences	3.41	3.37	3.38		n/a	18	20	26	n/a	2	3	3	
Faculty members communicated effectively	3.72	3.65	3.71		n/a	25	25	26	n/a	3	3	3	
Faculty members came to class prepared	4.18	4.18	4.20		n/a	12	14	15	n/a	2	3	2	
Out-of-class assignments were good learning experiences		3.09	2.87	2.91	!	18	13	26	28	3	1	3	4
	3.81	3.62	3.51	3.48	! ~	19	20	26	27	2	1	4	4
Sufficient challenge offered by program	4.12	3.88	3.89	3.88	~	12	18	17	22	4	4	4	4
Overall Satisfaction													
This college in general	3.61	3.37	3.61	3.51	!	20	24	14	22	4	4	3	3
Overall impression of quality of education	3.96	3.78	3.89	3.69	* ~	8	15	10	22	3	4	3	4
Would you choose this college again	3.51	3.24	3.51	3.40	!	15	24	13	23	4	4	3	3
Student Growth & Career Preparation													
Personal growth	3.55	3.70	3.70	3.44	* !	9	7	8	21	2	1	1	4
Preparation for life-long learning	3.43	3.49	3.53	3.33	* !	11	13	12	27	3	3	3	4
Preparation for further academic study	3.55	3.54	3.61	3.49	*	8	16	11	22	3	4	4	4
Social growth	3.46	3.67	3.67	3.38	* !	10	8	8	19	2	1	1	4
Intellectual growth	3.69	3.83	3.71	3.65	!	11	6	11	20	4	1	4	4
Preparation for career	3.32	3.22	3.43	3.29	*	18	28	23	28	2	4	4	4
Course Availability / Registration													
Availability of courses you need for graduation requirements		2.82	3.22	3.00	* !	n/a	25	17	24	n/a	4	3	4
Availability of courses in proper order		2.87	3.16	2.99	*	n/a	23	17	25	n/a	4	3	4
Availability of courses you want at times you can take	2.64	2.42	2.85	2.56	* !	20	26	19	27	4	4	3	4
Registration procedures in general	2.98	3.20	3.52	3.33	* ~	11	8	8	17	1	1	3	3
Class size relative to type of course	3.11	3.06	3.19	3.22	!	23	27	26	27	3	3	3	3

* Statistically significant difference from immediate prior survey administration
 ^ Statistically significant difference between 1997 and 1991 survey administrations
 ! Statistically significant difference between 2000 and 1994 survey administrations
 ~ Statistically significant difference between 2000 and 1991 survey administrations

~ Statistically significant difference between 2000 and 1991 survey administrations
 * Statistically significant difference from immediate prior survey administration
 ^ Statistically significant difference between 1997 and 1991 survey administrations
 ! Statistically significant difference between 2000 and 1994 survey administrations
 ~ Statistically significant difference between 2000 and 1991 survey administrations
 Statistical significance threshold calculated at the .05 alpha level (two-tailed).

SUNY/ACT Student Opinion Survey

Trends in UAlbany Average Student Satisfaction Ratings

Trends in UAlbany Ranking Among SUNY Institutions

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
Scale midpoint = 3.00

	Mean Satisfaction Score					UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000		1991	1994	1997	2000	1991	1994	1997	2000
Student - Faculty & Staff Relations													
Faculty respect for students	3.65	3.33	3.48	3.57	!	18	27	25	24	3	4	3	2
Out-of-class availability of instructors	3.62	3.51	3.56	3.53		18	18	14	22	3	2	2	2
Faculty efforts to overcome students' language barriers	3.35	3.24	3.30	3.27		21	25	25	26	3	2	3	3
Attitude of college staff (not fac) towards students	3.27	3.01	3.33	3.25	!	21	27	21	25	3	4	3	3
Academic Facilities & Grounds													
General condition of buildings/grounds	3.22	2.87	3.12	2.99	* ! ~	19	24	16	23	3	3	3	3
Classroom facilities	3.23	3.02	3.27	3.05	* ~	21	25	22	26	3	3	3	4
New student orientation services	3.14	3.12	3.47	3.28	* ! ~	21	26	23	24	3	4	3	3
Science laboratories	3.20	3.27	3.32	3.34		22	20	19	21	4	3	4	4
Learning labs (writing/language/math)	3.37	3.28	3.33	3.32		16	20	16	22	3	4	1	2
Study areas	3.32	3.24	3.46	3.59	* ! ~	22	22	20	14	4	4	3	2
Academic Advising													
Value of information provided by advisor	3.12	2.87	3.00	3.18	* !	24	18	27	27	4	4	4	4
Availability of your advisor	3.38	2.96	3.32	3.31	!	21	28	19	25	3	4	1	2
Academic advising services	2.82	2.57	3.01	3.14	! ~	24	28	23	21	4	4	3	1
Campus tutoring services	3.24	3.16	3.32	3.25		17	20	15	19	1	4	1	1
Library Services & Facilities													
Library facilities	3.82	3.77	3.77	3.97	* ! ~	9	13	12	6	4	4	3	2
Library services	3.78	3.73	3.69	3.83	*	8	13	15	8	3	4	3	2
Campus Computing													
Computing laboratories	3.47	3.29	3.32	3.50	* !	12	19	18	15	3	3	2	1
Access to computing services/facilities	3.66	3.37	3.52	3.70	* !	7	17	9	9	1	3	2	1
Admissions													
Accuracy of info received before enrolling	3.51	3.16	3.31	3.35	! ~	15	24	16	21	2	4	3	3
College catalog/admissions publications	3.78	3.39	3.44	3.63	* ! ~	5	22	18	10	1	4	4	2
Assistance provided by college staff when entered	3.18	2.93	3.24	3.13	!	21	26	20	24	2	4	2	2

* Statistically significant difference from immediate prior survey administration

~ Statistical significance threshold at 24 for state-operated campuses in 1991, 28 in 1994, 27 in 1997, 24 in 2000

SUNY/ACT Student Opinion Survey

Trends in UAlbany Average Student Satisfaction Ratings

Trends in UAlbany Ranking Among SUNY Institutions

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
Scale midpoint = 3.00

	Mean Satisfaction Score				UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000	1991	1994	1997	2000	1991	1994	1997	2000

^ Statistically significant difference between 1997 and 1991 survey administrations
! Statistically significant difference between 2000 and 1994 survey administrations
~ Statistically significant difference between 2000 and 1991 survey administrations

Statistical significance information calculated at the .05 alpha level (two-tailed).

Financial Aid Services

Financial aid services	2.93	2.79	3.32	3.48 * ! ~	19	26	9	7	2	4	1	1
Quality of financial aid information		2.97	3.31	3.39 !	n/a	24	9	11	n/a	4	1	1
It's been difficult to finance my college education (inverse scale)		2.90	3.13	2.91 *	n/a	27	23	23	n/a	4	3	3
Campus help finding part-time jobs	2.65	2.40	2.64	2.59	22	26	21	26	3	4	3	4
Billing and payment procedures	3.25	3.27	3.39	3.41 ! ~	18	12	10	12	2	2	3	3

Health Services

Campus student health insurance program	3.36	3.13	3.15	3.19 ~	5	15	14	12	1	2	2	2
Campus student health services	3.08	2.87	3.12	3.14 !	14	22	16	17	2	4	3	2
Campus aids education program	2.66	2.89	3.14	3.10 ! ~	22	21	13	15	4	4	4	3
Campus alcohol & substance abuse program/refferal service	3.00	2.83	3.06	2.97	16	22	12	23	3	4	3	4

Other Campus Services

Cultural arts programs (art/music/theater)	3.32	3.25	3.28	3.29	13	15	15	14	4	4	4	3
Campus bus service	3.31	3.24	3.29	3.62 * ! ~	8	11	11	5	2	2	3	2
Student union/campus center	3.42	3.22	3.59	3.43 * !	13	17	6	9	3	3	2	2
College social activites	2.97	2.87	3.19	3.05 * !	20	24	11	18	4	4	1	3
Campus food services	2.11	1.78	2.05	1.87 * ~	24	27	24	27	4	4	4	4
Parking facilities	2.01	2.02	2.36	2.05 *	13	14	9	16	1	1	1	4
Campus bookstore	3.12	3.01	3.54	3.25 * ! ~	21	25	4	20	3	3	1	2

Placement Services

Career planning & placement services	2.98	2.77	3.02	2.94	21	27	22	27	3	4	2	4
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Special Services

Personal counseling services	3.04	2.80	3.09	3.16 !	20	27	22	22	3	4	2	1
Campus response to needs of disabled students	3.19	3.10	3.38	3.27	11	13	3	8	3	2	1	1

Residence Halls

Condition of residence hall faillities	2.74	2.39	2.55	2.34 * ~	19	23	23	24	3	3	4	4
Residence hall services and programs	2.76	2.63	2.62	2.54 ~	17	24	22	25	3	4	4	4

SUNY/ACT Student Opinion Survey

Trends in UAlbany Average Student Satisfaction Ratings

Trends in UAlbany Ranking Among SUNY Institutions

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement

Scale midpoint = 3.00

	Mean Satisfaction Score				UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000	1991	1994	1997	2000	1991	1994	1997	2000

- * Statistically significant difference from immediate prior survey administration
- ^ Statistically significant difference between 1997 and 1991 survey administrations
- ! Statistically significant difference between 2000 and 1994 survey administrations
- ~ Statistically significant difference between 2000 and 1991 survey administrations

Statistical significance threshold calculated at the .05 alpha level (two-tailed).

State-operated campuses in 1991, 28 in 1994, 27 in 1997, 30 in 2000

Campus Security

Campus services for victims of crime	2.75	2.62	3.11	3.06	! ~	14	24	8	11	3	4	2	2
Dissemination of campus crime statistics	2.50	2.74	2.93	2.79	~	17	16	12	22	1	2	2	2
Campus efforts to address acquaintance rape	3.05	2.94	3.08	3.01		11	16	11	15	2	4	2	2
Personal security/safety on this campus	3.20	2.83	3.33	3.25	!	19	26	16	24	2	4	3	3

Personal Integration

Your sense of belonging on this campus	3.32	2.97	3.25	3.12	* ! ~	23	25	21	25	3	3	2	3
Concern for you as an individual	2.85	2.43	2.87	2.75	!	23	28	24	27	3	4	2	4
Campus atmosphere of ethnic/political/religious understanding	3.08	2.66	3.20	3.31	! ~	23	28	18	19	3	4	3	2
Freedom from harassment on campus	3.43	3.20	3.62	3.75	* ! ~	23	26	15	15	4	4	4	2

Student Voice

Student voice in college policies	2.93	2.64	3.02	2.76	* ~	12	25	7	23	1	4	1	3
Student government	2.99	2.69	3.12	2.84	* ! ~	22	25	13	26	2	2	1	4
Purposes for student activity fees are used	2.72	2.26	2.50	2.36	* ~	13	24	20	25	1	3	2	4
Religious activities & programs	3.32	3.18	3.26	3.08	* ~	7	10	7	19	3	3	3	4
Campus media (paper/radio)	3.61	3.28	3.33	3.42	! ~	9	18	17	14	3	4	4	3
Campus understanding of lesbian/gay/bisexual students	3.10	3.11	3.36	3.29	! ~	8	14	5	12	2	4	2	2
Opportunities for community service		3.47	3.63	3.36	*	n/a	4	4	18		2	1	2
Opportunities for personal involvement in campus activities	3.52	3.33	3.49	3.37	* ~	20	20	13	23	3	3	3	3

Student Harmony

Incidents of racial prejudice by faculty towards students seldom occur		3.32	3.56	3.69	* !	n/a	27	13	13	n/a	4	2	2
Incidents of racial prejudice by administration towards students seldom occur		3.29	3.56	3.65	!	n/a	26	12	15	n/a	4	2	2
Incidents of racial prejudice by students seldom occur		2.55	3.20	3.48	* !	n/a	28	20	14	n/a	4	3	2
Racial harmony at this college	2.79	2.27	3.05	3.26	* ! ~	22	28	17	18	3	4	3	2

SUNY/ACT Student Opinion Survey

Trends in UAlbany Average Student Satisfaction Ratings

Trends in UAlbany Ranking Among SUNY Institutions

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement

Scale midpoint = 3.00

Mean Satisfaction Score				UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers			
<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>

- * Statistically significant difference from immediate prior survey administration
- ^ Statistically significant difference between 1997 and 1991 survey administrations
- ! Statistically significant difference between 2000 and 1994 survey administrations
- ~ Statistically significant difference between 2000 and 1991 survey administrations

Statistical significance threshold calculated at the .05 alpha level (two-tailed).
 State-operated campuses in 1991, 28 in 1994, 27 in 1997, 10 in 2000.

Diversity / Multi-Culturalism

Racial/ethnic diversity of faculty/staff	3.34	3.35	3.44	3.41		17	12	7	12	4	3	2	2
Gender diversity of faculty/staff		3.42	3.59	3.57	!	n/a	20	7	18	n/a	3	1	1
Gender diversity of student body		3.69	3.70	3.73		n/a	7	3	8	n/a	2	1	1
Racial/ethnic diversity of student body	3.42	3.38	3.46	3.49		12	9	6	10	4	4	3	2
Extent campus helped you appreciate ethnic/cultural diversity	3.25	3.05	3.33	3.30	!	18	21	8	16	4	4	3	3
Multicultural content of courses taken	3.54	3.37	3.50	3.50	!	11	15	6	14	4	3	1	1

Rules & Regulations

Clarity of residence hall rules & policies	3.39	3.23	3.29	3.32		14	17	13	17	3	3	3	3
Clarity of rules governing student conduct	3.38	3.22	3.32	3.35	!	14	18	9	13	2	3	2	1

Peer Relationships

I have developed strong friendships w/other students		4.07	4.06	3.62	* !	n/a	12	11	24	n/a	1	2	4
Relationships w/other students have positively influenced my personal growth/values		4.04	3.93	3.62	* !	n/a	8	11	24	n/a	1	2	4

Recreational Programs

Athletic facilities	3.55	3.70	3.56	3.40	* ! ~	13	7	11	16	3	2	3	2
Recreational & intramural programs	3.55	3.41	3.40	3.30	~	10	13	14	17	3	4	4	3

- * Statistically significant difference from immediate prior survey administration
- ^ Statistically significant difference between 1997 and 1991 survey administrations
- ! Statistically significant difference between 2000 and 1994 survey administrations
- ~ Statistically significant difference between 2000 and 1991 survey administrations

Statistical significance threshold calculated at the .05 alpha level (two-tailed).
 State-operated campuses in 1991, 28 in 1994, 27 in 1997, 10 in 2000.

Appendix B

SUNY/ACT Student Opinion Survey

Academic-related Survey Item Satisfaction Trends

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
 Scale midpoint = 3.00

	Mean Satisfaction Score				1997 to 2000 Mean Score Chg
	1991	1994	1997	2000	
Academic / Classroom Experiences					
Enjoyed your classes		3.38	3.26	3.29	0.03
Learned something new in class		4.03	3.98	3.98	0.00
Intellectually stimulated by material		3.51	3.49	3.56	0.07
Satisfied with academic experiences		3.41	3.37	3.38	0.01
Faculty members communicated effectively		3.72	3.65	3.71	0.06
Faculty members came to class prepared		4.18	4.18	4.20	0.02
Out-of-class assignments were good learning experiences		3.09	2.87	2.91	0.04
	3.81	3.62	3.51	3.48	(0.03)
Sufficient challenge offered by program	4.12	3.88	3.89	3.88	(0.01)

Overall Satisfaction

This college in general	3.61	3.37	3.61	3.51	(0.10)
Overall impression of quality of education	3.96	3.78	3.89	3.69	(0.20)
Would you choose this college again	3.51	3.24	3.51	3.40	(0.11)

Student Growth & Career Preparation

Personal growth	3.55	3.70	3.70	3.44	(0.26)
Preparation for life-long learning	3.43	3.49	3.53	3.33	(0.20)
Preparation for further academic study	3.55	3.54	3.61	3.49	(0.12)
Social growth	3.46	3.67	3.67	3.38	(0.29)
Intellectual growth	3.69	3.83	3.71	3.65	(0.06)
Preparation for career	3.32	3.22	3.43	3.29	(0.14)

Course Availability / Registration

Availability of courses you need for graduation requirements		2.82	3.22	3.00	(0.22)
Availability of courses in proper order		2.87	3.16	2.99	(0.17)
Availability of courses you want at times you can take	2.64	2.42	2.85	2.56	(0.29)
Registration procedures in general	2.98	3.20	3.52	3.33	(0.19)
Class size relative to type of course	3.11	3.06	3.19	3.22	0.03

Intra-SUNY Rankings of Academic-related Survey Items

	UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000	1991	1994	1997	2000
	n/a	20	24	26	n/a	2	4	3
	n/a	15	20	23	n/a	2	4	3
	n/a	16	19	19	n/a	2	4	2
	n/a	18	20	26	n/a	2	3	3
	n/a	25	25	26	n/a	3	3	3
	n/a	12	14	15	n/a	2	3	2
	18	13	26	28	3	1	3	4
	19	20	26	27	2	1	4	4
	12	18	17	22	4	4	4	4
	20	24	14	22	4	4	3	3
	8	15	10	22	3	4	3	4
	15	24	13	23	4	4	3	3
	9	7	8	21	2	1	1	4
	11	13	12	27	3	3	3	4
	8	16	11	22	3	4	4	4
	10	8	8	19	2	1	1	4
	11	6	11	20	4	1	4	4
	18	28	23	28	2	4	4	4
	n/a	25	17	24	n/a	4	3	4
	n/a	23	17	25	n/a	4	3	4
	20	26	19	27	4	4	3	4
	11	8	8	17	1	1	3	3
	23	27	26	27	3	3	3	3

~ * 24 participating state-operated campuses in 1991, 28 in 1994, 27 in 1997, and 28 in 2000

Appendix B

SUNY/ACT Student Opinion Survey

Academic-related Survey Item Satisfaction Trends

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
 Scale midpoint = 3.00

	Mean Satisfaction Score				1997 to 2000 Mean Score Chg
	1991	1994	1997	2000	
Student - Faculty & Staff Relations					
Faculty respect for students	3.65	3.33	3.48	3.57	0.09
Out-of-class availability of instructors	3.62	3.51	3.56	3.53	(0.03)
Faculty efforts to overcome students' language barriers	3.35	3.24	3.30	3.27	(0.03)
Attitude of college staff (not fac) towards students	3.27	3.01	3.33	3.25	(0.08)

Academic Advising

Value of information provided by advisor	3.12	2.87	3.00	3.18	0.18
Availability of your advisor	3.38	2.96	3.32	3.31	(0.01)
Academic advising services	2.82	2.57	3.01	3.14	0.13
Campus tutoring services	3.24	3.16	3.32	3.25	(0.07)

Personal Integration

Your sense of belonging on this campus	3.32	2.97	3.25	3.12	(0.13)
Concern for you as an individual	2.85	2.43	2.87	2.75	(0.12)
Campus atmosphere of ethnic/political/religious understanding	3.08	2.66	3.20	3.31	0.11
Freedom from harassment on campus	3.43	3.20	3.62	3.75	0.13

Peer Relationships

I have developed strong friendships w/other students	4.07	4.06	3.62	(0.44)
Relationships w/other students have positively influenced my personal growth/values	4.04	3.93	3.62	(0.31)

Statistical significance threshold
 calculated at the .05 alpha level
 (two-tailed).

Intra-SUNY Rankings of Academic-related Survey Items

	UAlbany Rank Among State-Operated Campuses~				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000	1991	1994	1997	2000
Faculty respect for students	18	27	25	24	3	4	3	2
Out-of-class availability of instructors	18	18	14	22	3	2	2	2
Faculty efforts to overcome students' language barriers	21	25	25	26	3	2	3	3
Attitude of college staff (not fac) towards students	21	27	21	25	3	4	3	3
Value of information provided by advisor	24	18	27	27	4	4	4	4
Availability of your advisor	21	28	19	25	3	4	1	2
Academic advising services	24	28	23	21	4	4	3	1
Campus tutoring services	17	20	15	19	1	4	1	1
Your sense of belonging on this campus	23	25	21	25	3	3	2	3
Concern for you as an individual	23	28	24	27	3	4	2	4
Campus atmosphere of ethnic/political/religious understanding	23	28	18	19	3	4	3	2
Freedom from harassment on campus	23	26	15	15	4	4	4	2
I have developed strong friendships w/other students	n/a	12	11	24	n/a	1	2	4
Relationships w/other students have positively influenced my personal growth/values	n/a	8	11	24	n/a	1	2	4

~ * 24 participating state-operated campuses in 1991, 28 in 1994, 27 in 1997, and 28 in 2000

UAlbany contribution to:	1 0-30 (Freshmen)			2 31-60 (Sophomore)			3 61-90 (Junior)			4 91+ (Senior)			5 Other			Total		
	Mean	N	Std Dev	Mean	N	Std Dev	Mean	N	Std Dev	Mean	N	Std Dev	Mean	N	Std Dev	Mean	N	Std Dev
Acquiring information, ideas, concepts, and analytical thinking	3.15	62	0.81	3.11	133	0.95	3.31	185	0.94	3.35	198	0.97	3.70	10	1.06	3.27	588	0.95
Developing self-understanding; self discipline; and mature attitudes, values, and goals	3.19	63	1.00	3.13	131	1.06	3.21	184	1.06	3.26	199	1.12	2.90	10	1.10	3.20	587	1.07
Understanding others; communicating and working with others	3.25	63	0.95	3.14	132	1.00	3.16	183	1.06	3.26	199	1.11	3.10	10	0.88	3.20	587	1.05
Acquiring knowledge and skills needed for a career	3.13	62	1.00	3.15	130	0.96	3.09	183	1.09	3.06	199	1.10	3.70	10	0.82	3.11	584	1.05
Acquiring knowledge and skills needed to maximize health and physical well-being	2.64	61	0.97	2.47	131	1.08	2.42	184	1.05	2.48	199	1.10	2.10	10	0.88	2.47	585	1.06
Understanding and appreciating ethnic/cultural diversity and other individual differences	2.92	62	1.15	2.89	131	1.09	2.90	184	1.12	2.92	198	1.20	2.70	10	0.82	2.90	585	1.13
Writing clearly and effectively	2.77	62	1.03	2.80	132	1.13	2.89	184	1.07	2.94	200	1.10	2.40	10	0.84	2.86	588	1.09
Speaking clearly and effectively	2.52	63	1.05	2.76	130	1.16	2.75	184	1.12	2.93	200	1.10	2.90	10	1.29	2.79	587	1.12
Using computer technology	2.44	63	1.10	2.60	132	1.20	2.63	184	1.11	2.99	200	1.25	3.10	10	0.99	2.73	589	1.19
Developing leadership skills	2.54	63	1.13	2.65	131	1.14	2.54	184	1.12	2.91	197	1.27	2.70	10	1.06	2.69	585	1.19
Understanding political and social issues	2.71	62	0.98	2.92	132	1.15	2.85	184	1.17	2.75	199	1.13	2.20	10	0.92	2.81	587	1.13
Understanding my rights, responsibilities, and privileges as a citizen	2.61	62	1.12	2.82	130	1.12	2.70	184	1.09	2.57	199	1.16	2.00	10	0.94	2.66	585	1.13
Acquiring knowledge and skills for further academic study	3.16	62	1.01	3.26	132	1.03	3.24	183	1.02	3.22	199	1.07	3.60	10	1.07	3.24	586	1.04
Acquiring knowledge and skills for intellectual growth throughout my life	3.19	62	0.90	3.32	132	1.05	3.30	183	1.09	3.25	199	1.11	3.60	10	0.97	3.28	586	1.07

SUNY/ACT Student Opinion Survey

Trends in Average Student Satisfaction Ratings

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
Scale midpoint = 3.00

	Mean Satisfaction Score				1997 to 2000 Mean Score Chg
	1991	1994	1997	2000	
Academic / Classroom Experiences					
Enjoyed your classes		3.38	3.26	3.29	0.03
Learned something new in class		4.03	3.98	3.98	0.00
Intellectually stimulated by material		3.51	3.49	3.56	0.07
Satisfied with academic experiences		3.41	3.37	3.38	0.01
Faculty members communicated effectively		3.72	3.65	3.71	0.06
Faculty members came to class prepared		4.18	4.18	4.20	0.02
Out-of-class assignments were good learning experiences		3.09	2.87 *	2.91 !	0.04
Quality of instruction	3.81	3.62 *	3.51 ^	3.48 ! ~	(0.03)
Sufficient challenge offered by program	4.12	3.88 *	3.89 ^	3.88 ~	(0.01)

Overall Satisfaction

This college in general	3.61	3.37 *	3.61 *	3.51 !	(0.10)
Overall impression of quality of education	3.96	3.78	3.89 *	3.69 * ~	(0.20)
Would you choose this college again	3.51	3.24 *	3.51 *	3.40 !	(0.11)

Student Growth & Career Preparation

Personal growth	3.55	3.70 *	3.70 ^	3.44 * !	(0.26)
Preparation for life-long learning	3.43	3.49	3.53	3.33 * !	(0.20)
Preparation for further academic study	3.55	3.54	3.61	3.49 *	(0.12)
Social growth	3.46	3.67 *	3.67 ^	3.38 * !	(0.29)
Intellectual growth	3.69	3.83 *	3.71 *	3.65 !	(0.06)
Preparation for career	3.32	3.22	3.43 *	3.29 *	(0.14)

Course Availability / Registration

Availability of courses you need for graduation requirements		2.82	3.22 *	3.00 * !	(0.22)
Availability of courses in proper order		2.87	3.16 *	2.99 *	(0.17)
Availability of courses you want at times you can take	2.64	2.42 *	2.85 * ^	2.56 * !	(0.29)
Registration procedures in general	2.98	3.20 *	3.52 * ^	3.33 * ~	(0.19)
Class size relative to type of course	3.11	3.06	3.19	3.22 !	0.03

Student - Faculty & Staff Relations

Faculty respect for students	3.65	3.33 *	3.48 * ^	3.57 !	0.09
Out-of-class availability of instructors	3.62	3.51	3.56	3.53	(0.03)
Faculty efforts to overcome students' language barriers	3.35	3.24	3.30	3.27	(0.03)
Attitude of college staff (not fac) towards students	3.27	3.01 *	3.33 *	3.25 !	(0.08)

* Statistically significant difference from immediate prior survey administration
^ Statistically significant difference between 1997 and 1991 survey administrations
! Statistically significant difference between 2000 and 1994 survey administrations
~ Statistically significant difference between 2000 and 1991 survey administrations

Statistical significance threshold calculated at the .05 alpha level (two-tailed).

SUNY/ACT Student Opinion Survey

Trends in Average Student Satisfaction Ratings

Scales: 1 = very dissatisfied or high disagreement to 5 = very satisfied or high agreement
 Scale midpoint = 3.00

	Mean Satisfaction Score				1997 to 2000 Mean Score Chg
	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>	
Academic Facilities & Grounds					
General condition of buildings/grounds	3.22	2.87 *	3.12 *	2.99 * ! ~	(0.13)
New student orientation services	3.14	3.12	3.47 * ^	3.28 * ! ~	(0.19)
Science laboratories	3.20	3.27	3.32	3.34	0.02
Learning labs (writing/language/math)	3.37	3.28	3.33	3.32	(0.01)
Study areas	3.32	3.24	3.46 *	3.59 * ! ~	0.13
Academic Advising					
Value of information provided by advisor	3.12	2.87 *	3.00	3.18 * !	0.18
Availability of your advisor	3.38	2.96 *	3.32 *	3.31 !	(0.01)
Academic advising services	2.82	2.57 *	3.01 * ^	3.14 ! ~	0.13
Campus tutoring services	3.24	3.16	3.32	3.25	(0.07)
Library Services & Facilities					
Library facilities	3.82	3.77	3.77	3.97 * ! ~	0.20
Library services	3.78	3.73	3.69	3.83 *	0.14
Campus Computing					
Computing laboratories	3.47	3.29 *	3.32	3.50 * !	0.18
Access to computing services/facilities	3.66	3.37 *	3.52 *	3.70 * !	0.18

Faculty Members Came To Class Prepared?	4.20
Learned Something New In Class?	3.98
Library Facilities	3.97
Sufficient Challenge Offered By Program	3.88
Library Services	3.83
Freedom From Harassment On Campus	3.75
Gender Diversity Of Student Body	3.73
Faculty Members Communicated Effectively?	3.71
Access to Computing Services/Facilities	3.70
Overall Impression Of Quality Of Education	3.69
Racial Prejudice By Faculty Towards Students Seldom Occur	3.69

	Mean	StDev	N	Missing
IB	1.59	0.66	626	24
IC	1.80	1.67	616	34
ID	2.91	1.04	621	29
IE	1.92	0.87	620	30
IG	1.54	0.50	626	24
IH	1.98	0.15	622	28
II	1.97	0.18	623	27
IIB	3.00	1.09	635	15
IID	4.63	0.80	642	8
III01	3.41	0.93	519	131
III02	3.31	0.98	632	18
III04	4.30	0.76	606	44
III06	3.93	0.91	584	66
III07	3.21	0.97	303	347
III08	4.00	0.96	546	104
III12	3.39	1.15	461	189
III14	2.57	1.08	500	150
III15	2.75	1.06	463	187
III17	2.31	1.19	571	79
III18	3.09	1.10	614	36
III19	3.32	0.98	318	332
III21	1.91	1.02	529	121
III22	3.48	1.03	569	81
III23	3.14	1.19	618	32
III25	2.33	1.06	258	392
III26	3.17	1.12	377	273
III27	3.29	1.09	285	365
III29	3.07	1.19	483	167
IK	1.04	0.20	623	27
IO	1.98	1.11	590	60

	Mean	StDev	N	Missing
IV45	3.59	0.91	635	15
IVA02	3.65	0.90	630	20
IVA03	3.73	0.91	595	55
IVA04	3.48	0.99	612	38
IVA06	3.29	1.08	624	26
IVA07	3.25	1.13	605	45
IVA08	3.16	1.27	625	25
IVA12	2.83	1.15	345	305
IVA15	3.35	1.10	478	172
IVA18	2.31	1.18	620	30
IVA19	2.83	1.24	619	31
IVA21	2.90	1.25	619	31
IVA22	3.27	1.02	586	64
IVA23	3.19	1.18	599	51
IVA24	3.02	0.98	618	32
IVA25	2.91	1.11	592	58
IVA26	3.61	0.99	572	78
IVA29	3.44	1.05	449	201
IVA30	3.44	1.05	379	271
IVA34	2.80	1.07	375	275
IVA35	3.26	1.03	246	404
IVA36	3.24	1.03	430	220
IVA38	2.77	1.10	420	230
IVA41	3.25	1.09	481	169
IVA42	3.38	1.05	583	67
IVA43	2.51	1.15	526	124
IVA44	3.45	1.03	578	72
IVB01	3.45	0.80	636	14
IVB03	3.27	0.82	637	13
IVB05	2.83	0.95	634	16

	Mean	StDev	N	Missing
IVB06	2.22	0.90	631	19
IVB07	3.07	0.90	631	19
IVC01	3.11	1.27	608	42
IVC07	3.33	0.88	614	36
VA01	3.27	0.94	596	54
VA02	3.21	1.07	594	56
VA03	3.20	1.05	594	56
VA04	3.23	1.04	593	57
VA05	3.11	1.05	592	58
VA06	3.28	1.07	593	57
VA07	2.48	1.06	591	59
VD	3.45	1.21	643	7
VE	3.43	0.71	641	9

**SUNY/ACT Student Opinion Survey
Trends in Satisfaction Rankings Among SUNY Campuses**

**UAlbany Rank Among
State-Operated Campuses***

**UAlbany Rank Among
4 University Centers**

1991 1994 1997 2000

1991 1994 1997 2000

Academic / Classroom Experiences

Enjoyed your classes	n/a	20	24	26	n/a	2	4	3
Learned something new in class	n/a	15	20	23	n/a	2	4	3
Intellectually stimulated by material	n/a	16	19	19	n/a	2	4	2
Satisfied with academic experiences	n/a	18	20	26	n/a	2	3	3
Faculty members communicated effectively	n/a	25	25	26	n/a	3	3	3
Faculty members came to class prepared	n/a	12	14	15	n/a	2	3	2
Out-of-class assignments were good learning experiences	18	13	26	28	3	1	3	4
Quality of instruction	19	20	26	27	2	1	4	4
Sufficient challenge offered by program	12	18	17	22	4	4	4	4

Overall Satisfaction

This college in general	20	24	14	22	4	4	3	3
Overall impression of quality of education	8	15	10	22	3	4	3	4
Would you choose this college again	15	24	13	23	4	4	3	3

Student Growth & Career Preparation

Personal growth	9	7	8	21	2	1	1	4
Preparation for life-long learning	11	13	12	27	3	3	3	4
Preparation for further academic study	8	16	11	22	3	4	4	4
Social growth	10	8	8	19	2	1	1	4
Intellectual growth	11	6	11	20	4	1	4	4
Preparation for career	18	28	23	28	2	4	4	4

Course Availability / Registration

Availability of courses you need for graduation requirements	n/a	25	17	24	n/a	4	3	4
Availability of courses in proper order	n/a	23	17	25	n/a	4	3	4
Availability of courses you want at times you can take	20	26	19	27	4	4	3	4
Registration procedures in general	11	8	8	17	1	1	3	3
Class size relative to type of course	23	27	26	27	3	3	3	3

Student - Faculty & Staff Relations

Faculty respect for students	18	27	25	24	3	4	3	2
Out-of-class availability of instructors	18		14	22	3		2	2
Faculty efforts to overcome students' language barriers	21	25	25	26	3	2	3	3
Attitude of college staff (not fac) towards students	21	27	21	25	3	4	3	3

* 24 participating state-operated campuses in 1991, 28 in 1994, 27 in 1997, and 28 in 2000

**SUNY/ACT Student Opinion Survey
Trends in Satisfaction Rankings Among SUNY Campuses**

	UAlbany Rank Among State-Operated Campuses*				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000	1991	1994	1997	2000
Academic Facilities & Grounds								
Classroom facilities	21	25	22	26	3	3	3	4
General condition of buildings/grounds	19	24	16	23	3	3	3	3
New student orientation services	21	26	23	24	3	4	3	3
Science laboratories	22	20	19	21	4	3	3	4
Learning labs (writing/language/math)	16	20	16	22	3	4	1	2
Study areas	22	22	20	14	4	4	3	2
Academic Advising								
Value of information provided by advisor	24	18	27	27	4	4	4	4
Availability of your advisor	21	28	19	25	3	4	1	2
Academic advising services	24	28	23	21	4	4	3	1
Campus tutoring services	17	20	15	19	1	4	1	1
Library Services & Facilities								
Library facilities	9	13	12	6	4	4	3	2
Library services	8	13	15	8	3	4	3	2
Campus Computing								
Computing laboratories	12	19	18	15	3	3	2	1
Access to computing services/facilities	7	17	9	9	1	3	2	1
Admissions								
Accuracy of info received before enrolling	15	24	16	21	2	4	3	3
College catalog/admissions publications	5	22	18	10	1	4	4	2
Assistance provided by college staff when entered	21	26	20	24	2	4	2	2
Financial Aid Services								
Financial aid services	19	26	9	7	2	4	1	1
Quality of financial aid information	n/a	24	9	11	n/a	4	1	1
It's been difficult to finance my college education (inverse scale)	n/a	27	23	23	n/a	4	3	3
Campus help finding part-time jobs	22	26	21	26	3	4	3	4
Billing and payment procedures	18	12	10	12	2	2	3	3
Health Services								
Campus student health insurance program	5	15	14	12	1	2	2	2
Campus student health services	14	22	16	17	2	4	3	2
Campus aids education program	22	21	13	15	4	4	4	3
Campus alcohol & substance abuse program/referral service	16	22	12	23	3	4	3	4

* 24 participating state-operated campuses in 1991, 28 in 1994, 27 in 1997, and 28 in 2000

**SUNY/ACT Student Opinion Survey
Trends in Satisfaction Rankings Among SUNY Campuses**

**UAlbany Rank Among
State-Operated Campuses***

**UAlbany Rank Among
4 University Centers**

1991 1994 1997 2000

1991 1994 1997 2000

Other Campus Services

	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>	<u>1991</u>	<u>1994</u>	<u>1997</u>	<u>2000</u>
Cultural arts programs (art/music/theater)	13	15	15	14	4	4	4	3
Campus bus service	8	11	11	5	2	2	3	2
Student union/campus center	13	17	17	9	3	3	2	2
College social activities	20	24	24	18	4	4	4	3
Campus food services	24	27	24	27	4	4	4	4
Parking facilities	13	14	9	16	1	1	1	4
Campus bookstore	21	25	4	20	3	3	1	2

Placement Services

Career planning & placement services	21	27	22	27	3	4	2	4
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Special Services

Personal counseling services	20	27	22	22	3	4	2	1
students	11	13	3	8	3	2	1	1

Residence Halls

Condition of residence hall facilities	19	23	23	24	3	3	4	4
Residence hall services and programs	17	24	22	25	3	4	4	4

Campus Security

Campus services for victims of crime	14	24	8	11	3	4	2	2
Dissemination of campus crime statistics	17	16	12	22	1	2	2	2
Campus efforts to address acquaintance rape	11	16	11	15	2	4	2	2
Personal security/safety on this campus	19	26	16	24	2	4	3	3

Personal Integration

Your sense of belonging on this campus	23	25	2	25	3	3	2	3
Concern for you as an individual	23	28	24	27	3	4	2	4
Campus atmosphere of ethnic/political/religious understanding	23	28	18	19	3	4	3	2
Freedom from harassment on campus	23	26	15	15	4	4	4	2

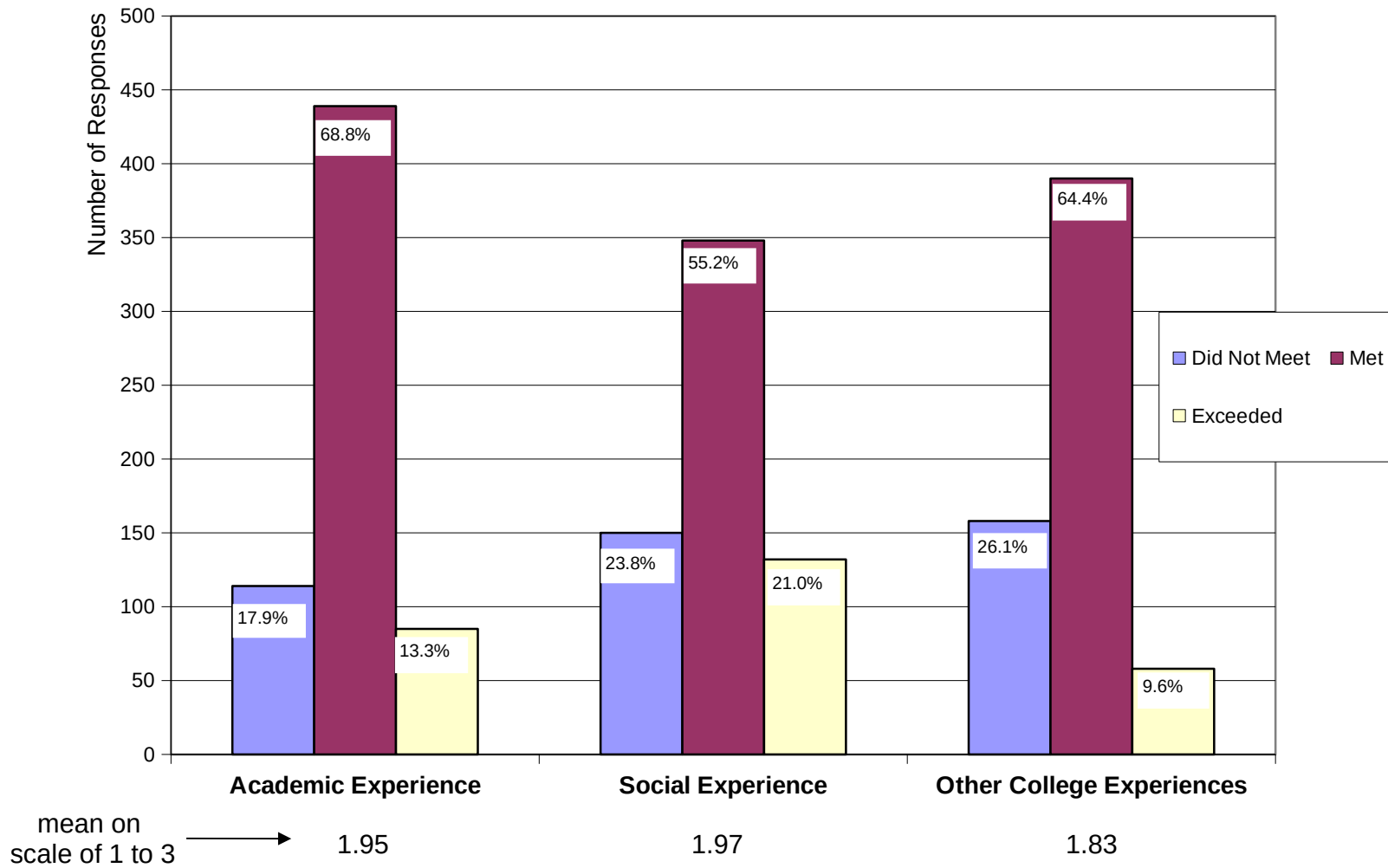
* 24 participating state-operated campuses in 1991, 28 in 1994, 27 in 1997, and 28 in 2000

SUNY/ACT Student Opinion Survey
Trends in Satisfaction Rankings Among SUNY Campuses

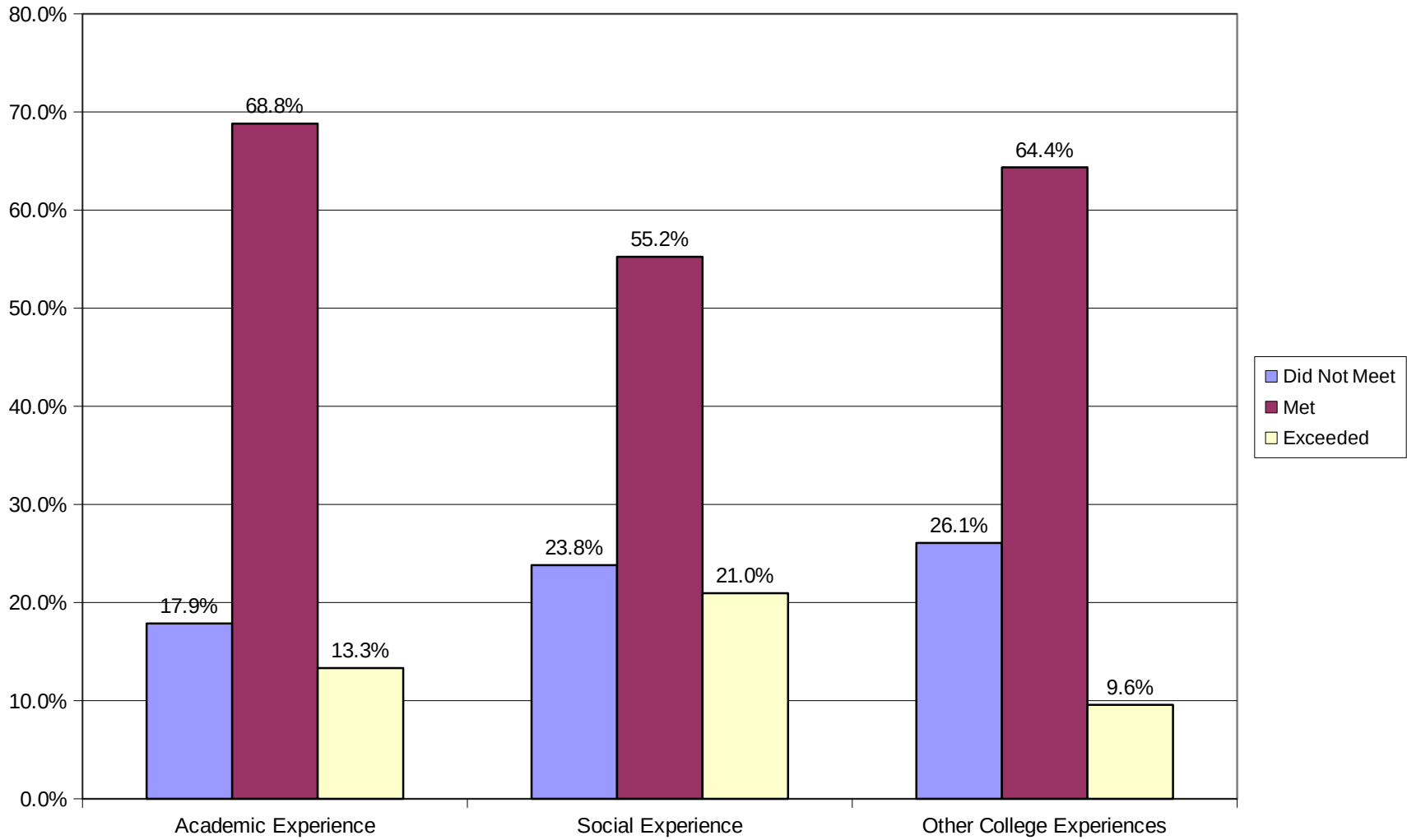
	UAlbany Rank Among State-Operated Campuses*				UAlbany Rank Among 4 University Centers			
	1991	1994	1997	2000	1991	1994	1997	2000
Student Voice								
Student voice in college policies	12	25	23	23	1	4	3	3
Student government	22	25	26	26	2	2	4	4
Purposes for student activity fees are used	13	24	25	25	1	3	4	4
Religious activities & programs	7	10	19	19	3	3	4	4
Campus media (paper/radio)	9	18	17	14	3	4	4	3
Campus understanding of lesbian/gay/bisexual students	8	14	5	12	2	4	2	2
Opportunities for community service	n/a	4	4	18		2	1	2
Opportunities for personal involvement in campus activities	20	20	13	23	3	3	3	3
Student Harmony								
Incidents of racial prejudice by faculty towards students seldom occur	n/a	27	13	13	n/a	4	2	2
Incidents of racial prejudice by administration towards students seldom occur	n/a	26	12	15	n/a	4	2	2
Incidents of racial prejudice by students seldom occur	n/a	28	20	14	n/a	4	3	2
Racial harmony at this college	22	28	17	18	3	4	3	2
Diversity / Multi-Culturalism								
Racial/ethnic diversity of faculty/staff	17	12	7	12	4	3	2	2
Gender diversity of faculty/staff	n/a	20	7	18	n/a	3	1	1
Gender diversity of student body	n/a	7	3	8	n/a	2	1	1
Racial/ethnic diversity of student body	12	9	6	10	4	4	3	2
Extent campus helped you appreciate ethnic/cultural diversity	18	21	8	16	4	4	3	3
Multicultural content of courses taken	11	15	6	14	4	3	1	1
Rules & Regulations								
Clarity of residence hall rules & policies	14	17	13	17	3	3	3	3
Clarity of rules governing student conduct	14	18	9	13	2	3	2	1
Peer Relationships								
I have developed strong friendships w/other students	n/a	12	11	24	n/a	1	2	4
Relationships w/other students have positively influenced my personal growth/values	n/a	8	11	24	n/a	1	2	4
Recreational Programs								
Athletic facilities	13	7	11	16	3	2	3	2
Recreational & intramural programs	10	13	14	17	3	4	4	3

* 24 participating state-operated campuses in 1991, 28 in 1994, 27 in 1997, and 28 in 2000

Student Experience Comparison with Expectations



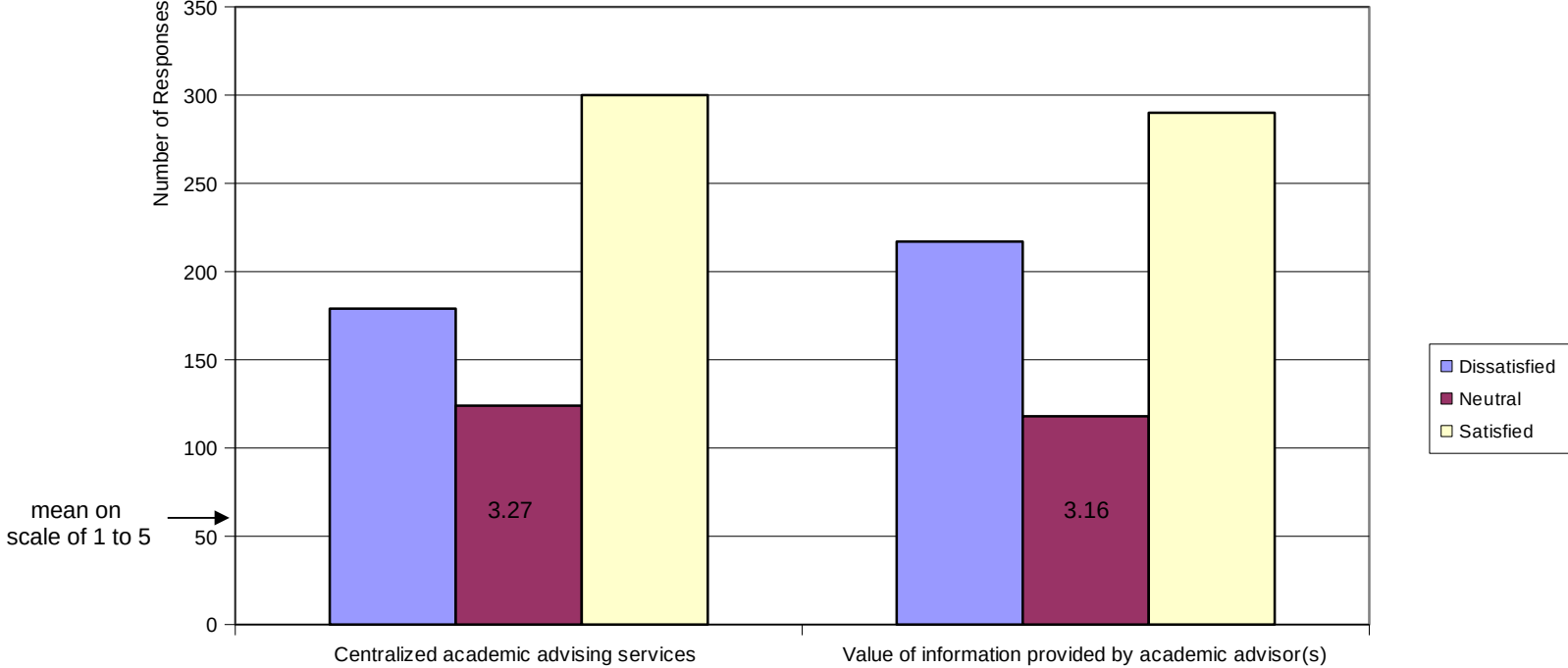
Compared to Expectations, Student Experience...



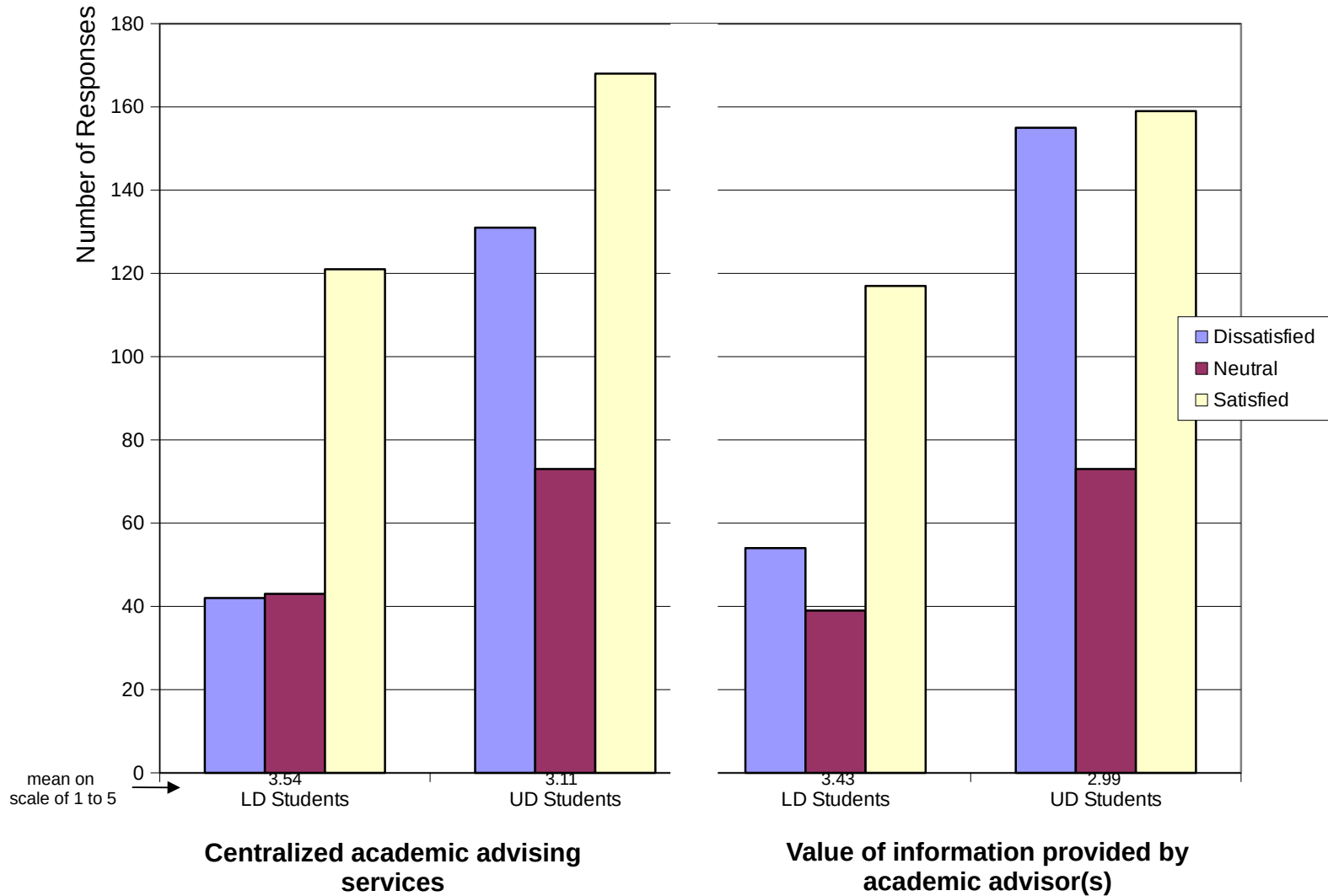
	Did Not Meet	Met	Exceeded	
Academic	114	439	85	638
Social Exp	150	348	132	630
Other Coll	158	390	58	606

	Did Not Meet	Met	Exceeded	
Academic	17.9%	68.8%	13.3%	100.0%
Social Exp	23.8%	55.2%	21.0%	100.0%
Other Coll	26.1%	64.4%	9.6%	100.0%

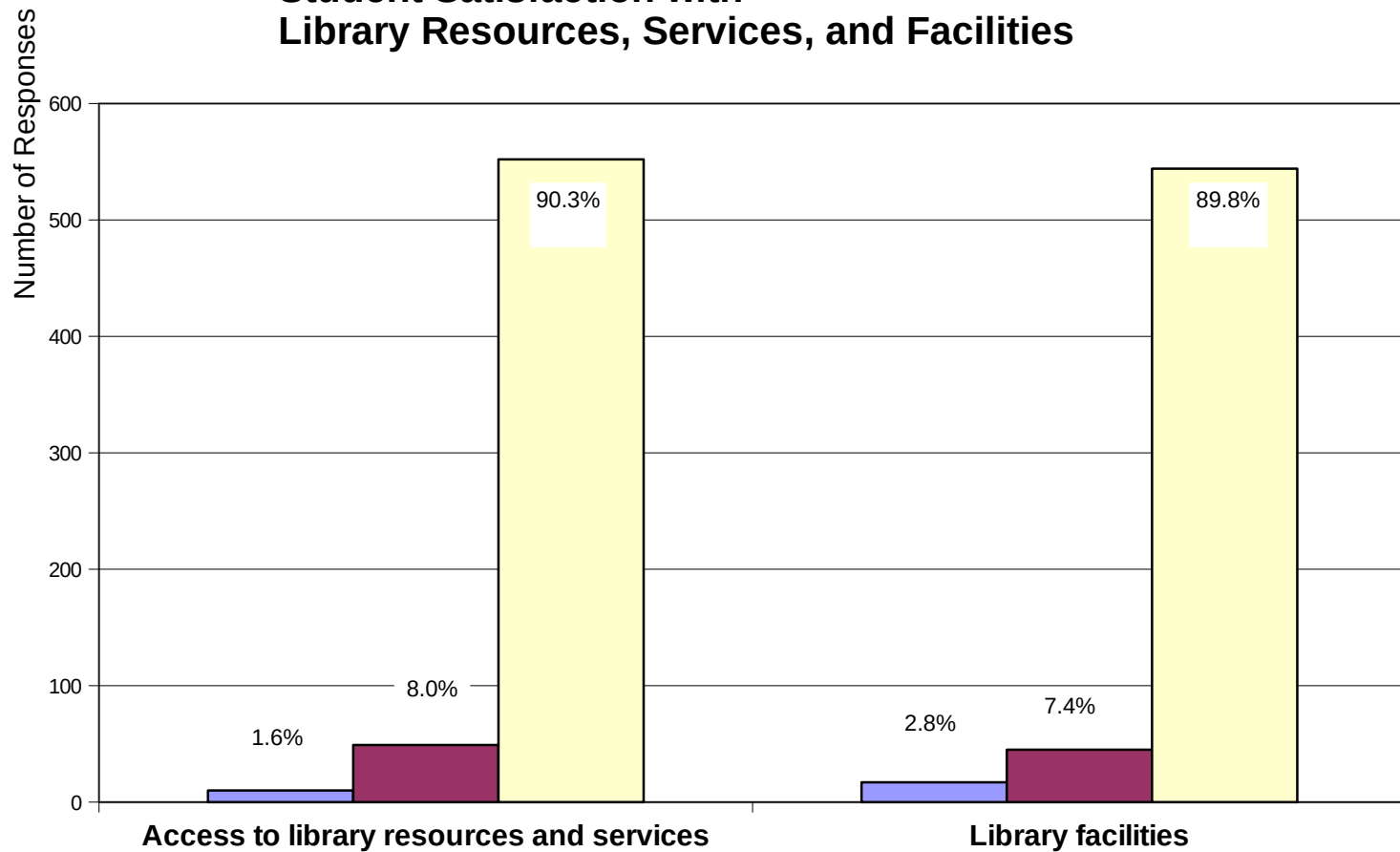
Student Satisfaction with Academic Advisement



Lower and Upper Division Student Satisfaction with Advisement



Student Satisfaction with Library Resources, Services, and Facilities



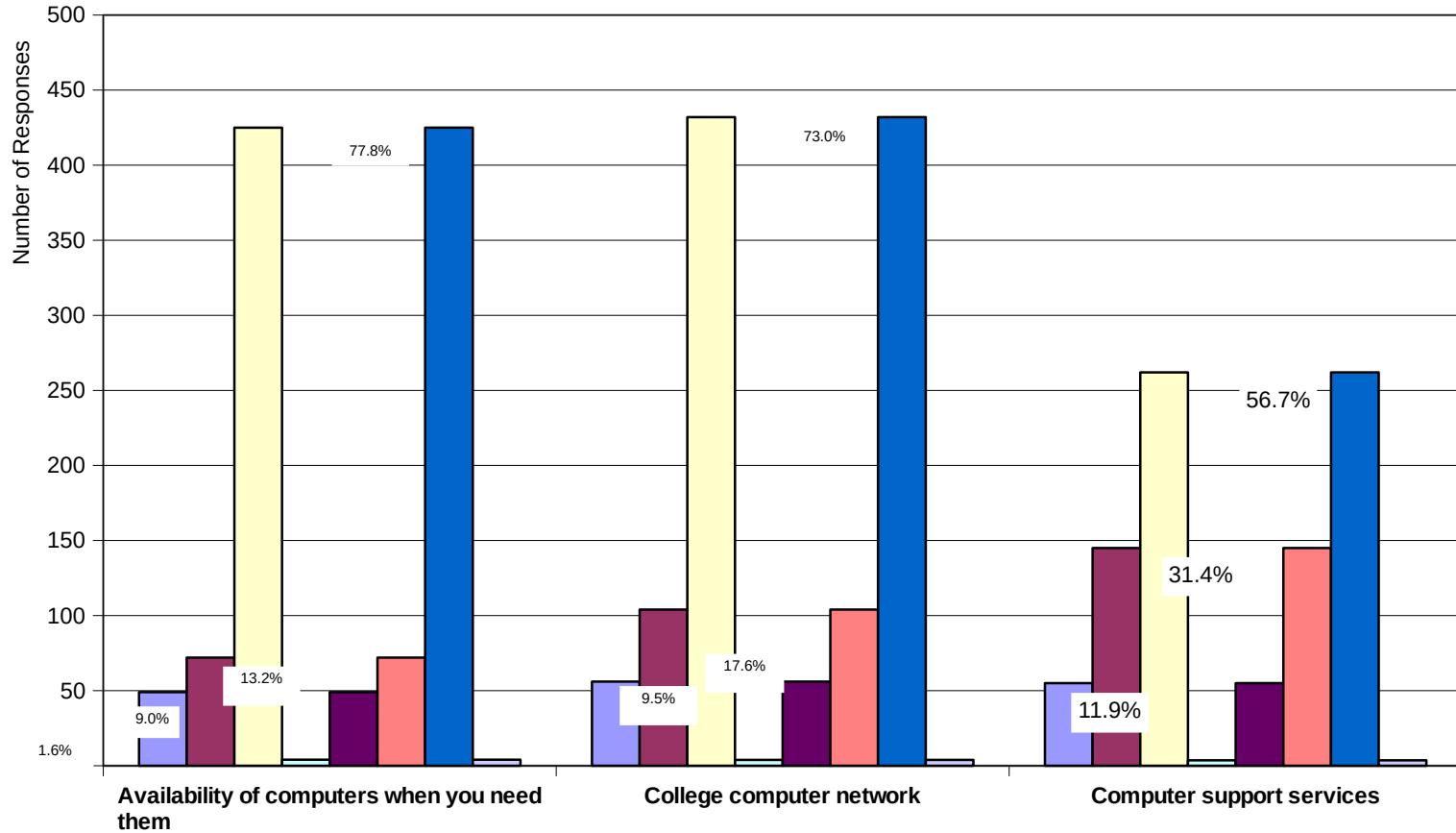
mean on
scale of 1 to 5 →

4.33

4.30



Computing



mean on scale of 1 to 5 →

4.00

3.98

3.58



Student Satisfaction with Campus Computing

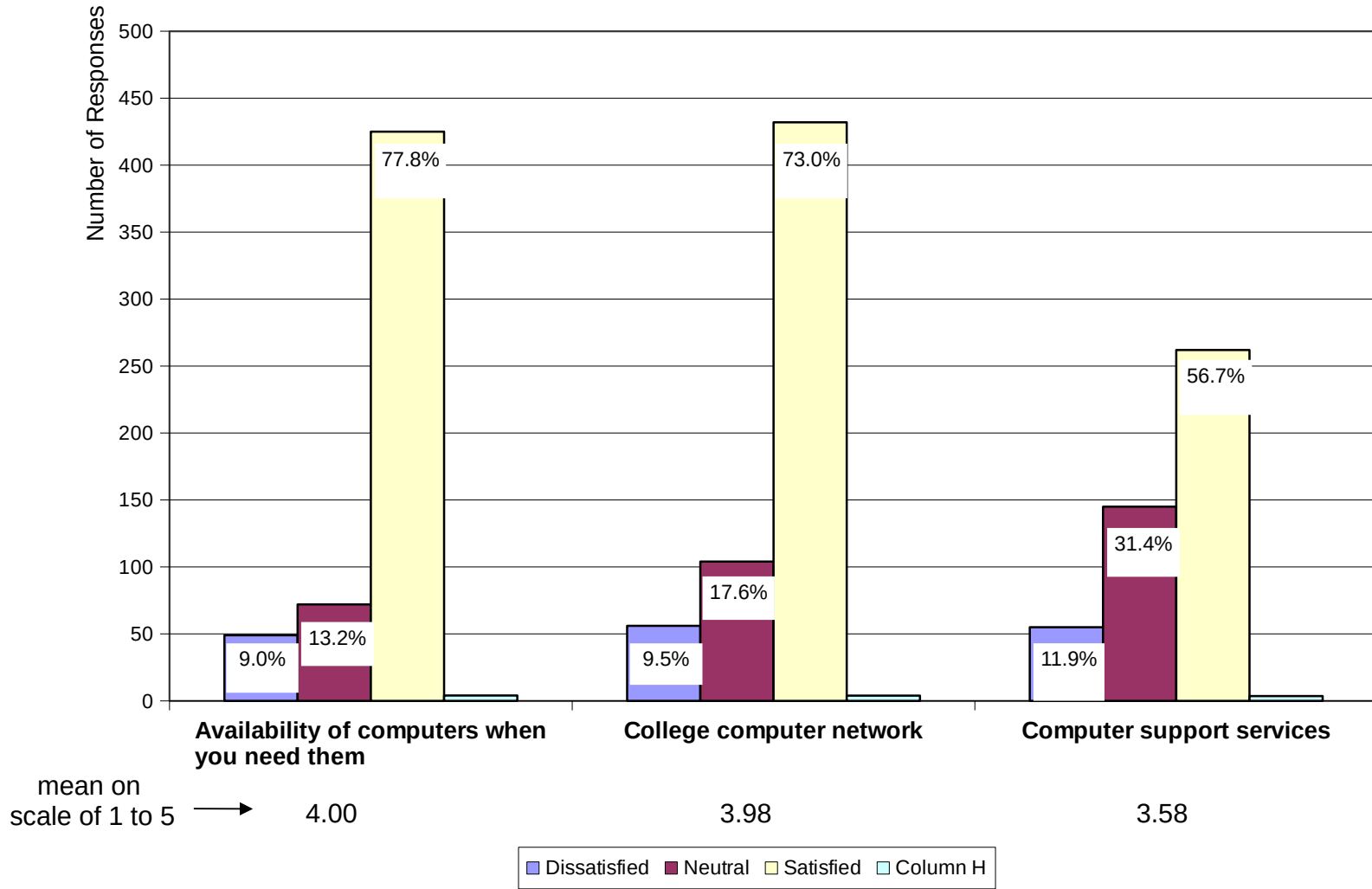
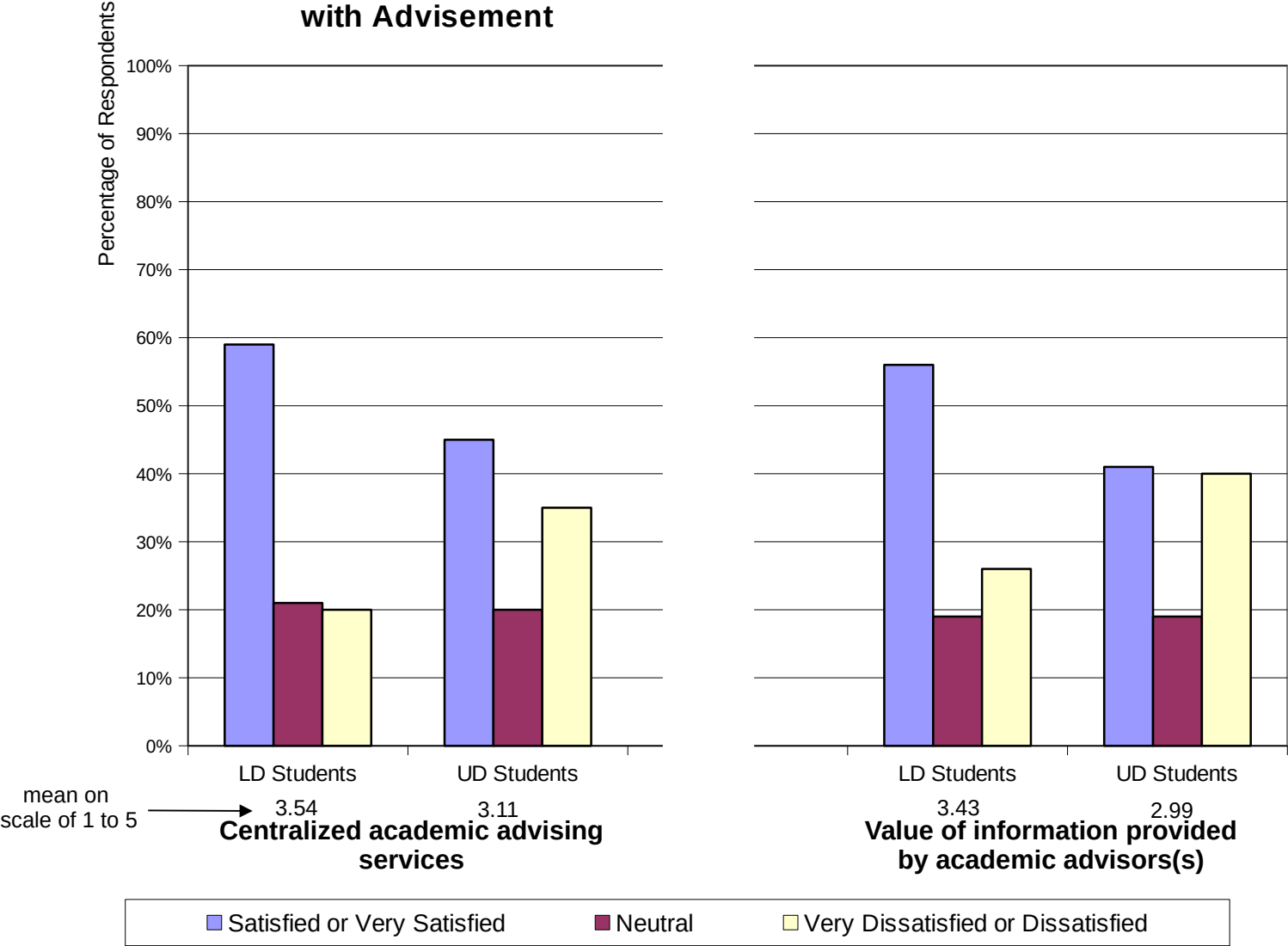


Chart 4

Lower versus Upper Division Student Satisfaction with Advisement



Statistics

			1	2	3
			Dissatisfied	Neutral	Satisfied
1	1 RIIA18	Quality of instruction	75	146	409
2	1 RIIA14	Availability of instructors outside of class	63	121	411
3	1 RIIA01	Classroom facilities	145	160	387
4	1 RIIA15	Class size relative to the type of course	160	134	330
5	1 RIIA06	Study areas	45	96	443
6	1 RIIA11	Course-related laboratories	32	143	165
	5 RIIA12	Performing arts studios	32	92	135
7	1 RIIA07	College tutoring services	53	141	109
8	1 RIIA17	Availability of courses to complete graduation requirements	263	127	229
9	1 RIIA16	Availability of courses you want at times you can take them	403	92	125
10	1 RIIA13	Availability of on-line courses	78	93	57
	2 RIIA02	Centralized academic advising services	179	124	300
	2 RIIA03	Value of information provided by academic advisor(s)	217	118	290
			Dissatisfied	Neutral	Satisfied
	3 RIIA04	Access to library resources and services	10	49	552
	3 RIIA05	Library facilities	17	45	544
		Access to library resources and services	1.6%	8.0%	90.3%
		Library facilities	2.8%	7.4%	89.8%
			Dissatisfied	Neutral	Satisfied
	4 RIIA08	Availability of computers when you need them	49	72	425
	4 RIIA10	College computer network	56	104	432
	4 RIIA09	Computer support services	55	145	262
			9.0%	13.2%	77.8%
			9.5%	17.6%	73.0%
			11.9%	31.4%	56.7%
			Dissatisfied	Neutral	Satisfied
		LD Students	42	43	121
		UD Students	131	73	168
		LD Students	54	39	117
		UD Students	155	73	159
		centralize LD Students	20%	21%	59%
		UD Students	35%	20%	45%
		value of irLD Students	26%	19%	56%

UD Students	40%	19%	41%
	Satisfied or Very	Neutral	Very Dissatisfied
centralize LD Students	59%	21%	20%
UD Students	45%	20%	35%
value of irLD Students	56%	19%	26%
UD Students	41%	19%	40%

Mean

3.65

3.73

3.31

3.29

3.93

3.47

3.48

3.21

3.83

2.31

2.86

3.27

3.16

4.33 611

4.30 606

100.0%

100.0%

4.00 546

3.90 592

3.58 462

100.0%

100.0%

100.0%

206.00 3.54

372.00 3.11

210.00 3.43

387.00 2.99

1.00 3.54

1.00 3.11

1.00 3.43

1.00 2.99

tisfied or Dissatisfied

Student Satisfaction with Instruction-Related Services and Facilities

