SELECTED FINDINGS FROM THE SPRING 2019 ENROLLED STUDENT SURVEY
The Enrolled Student Survey

- This survey collects general feedback about student satisfaction and experiences to understand how TC students think and feel about their experiences at the college.

- The survey is administered twice a year during the Fall and Spring semesters. Each iteration includes a series of core questions and semester-specific additions.

- The Spring 2019 version included items seeking feedback about overall student satisfaction, on-campus housing, and various TC offices.

- There were 1,135 responses to the Spring 2019 survey, resulting in a response rate of 24.2%.
How representative were the survey respondents of the total enrolled population?

• Survey respondents were representative of the total enrolled population by several measures, including department, degree, and race.
Student Satisfaction

- Overall satisfaction was high, with approximately 70% of respondents rating their overall satisfaction as either “good” or “excellent.”
- About 75% of respondents rated the quality of courses as either “good” or “excellent”.
- More than 80% of respondents rated the quality of program faculty as “good” or “excellent.”
Student Perceptions of Program Quality

- Nearly 75% of respondents viewed their programs as one of the best in the field.
- 76% of respondents “somewhat” or “strongly” agreed that their courses encouraged multiple scholarly perspectives.
- Just over half of respondents indicated that courses were suitably challenging.
- About 80% of respondents felt their courses had practical implications.
Of the 1,135 survey respondents, nearly 20% (n= 234) reported living on-campus.

Among respondents who live on campus, the majority (72%) reported that they were pleased with their overall on-campus housing experience.

Nearly all of respondents (96%) living on campus feel safe in their residence hall.
Utilities Provided by Residential Services

Overall, I am pleased with the services offered by the Office of Residential Services (n=209)

Overall, I am pleased with the service provided to me by the Residential mail room (n=207)

I am satisfied with the laundry facilities in the residence halls (n=207)

I am satisfied with my internet service (n=208)

- Respondents were generally positive about services provided in on-campus housing.
- Students were particularly satisfied with mail room services, with over 90% of respondents living on campus expressing satisfaction.
Satisfaction with TC Offices

- Financial Aid (n=911):
  - Unsatisfied: 17%
  - Neither Satisfied nor Unsatisfied: 51%
  - Satisfied: 32%

- Registrar (n=1013):
  - Unsatisfied: 9%
  - Neither Satisfied nor Unsatisfied: 30%
  - Satisfied: 61%

- Bursar (n=981):
  - Unsatisfied: 7%
  - Neither Satisfied nor Unsatisfied: 30%
  - Satisfied: 63%

- Teacher Education (n=530):
  - Unsatisfied: 8%
  - Neither Satisfied nor Unsatisfied: 40%
  - Satisfied: 52%

- Career Education and Professional Development (n=677):
  - Unsatisfied: 13%
  - Neither Satisfied nor Unsatisfied: 38%
  - Satisfied: 49%
The Library, Facilities, and the Office of Student Affairs received the highest percentage of positive satisfaction ratings.

Satisfaction with International Student Services was more variable.
Questions or comments?
Please contact the Office of Institutional Research

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