

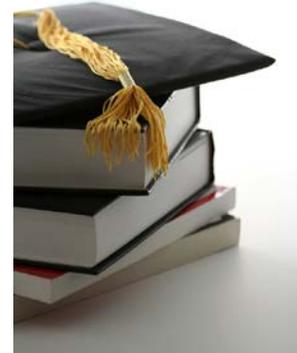
Satisfaction with the Undergraduate Experience

Results from the 2013 CWRU Senior Survey

In spring 2013, seniors at Case Western Reserve University (CWRU) were asked to participate in the CWRU Senior Survey.¹ The survey covers a variety of topics related to students' experiences at CWRU.

Overall Experience

The majority of 2013 seniors were satisfied with their undergraduate education at CWRU² and said they would remember their college years as "essentially happy ones" or "some of the most enjoyable times of my life so far." Seniors' willingness to say they would choose CWRU again rose 6% from 2010 and the percentage of students who said they would encourage a high school senior to attend CWRU also increased in 2013 (Table 1).



2010 **2013** **Table 1. Evaluation of the Undergraduate Experience**

-	81%	Satisfied with undergraduate education
73%	72%	Will remember college years as "essentially happy ones" or "some of the most enjoyable times of my life so far"
54%	60%	Probably/definitely would choose to attend Case again
63%	68%	Probably/definitely would encourage a high school senior to attend Case

Results of a bivariate correlation test indicate several relationships between students' satisfaction with their undergraduate experience and other factors. The strongest relationships are as listed below (the higher the R value, the stronger the relationship). Students who were more satisfied with their undergraduate education were more likely to:

- Agree that the benefits they have received from attending CWRU were worth the financial costs to them and their family (R=.524)
- Say their experience at CWRU contributed to their career or work-related knowledge and skills (R=.444)
- Be satisfied with:
 - Their primary major (R=.478)
 - The Student Activities and Leadership office (R=.462)
 - Social life on campus (R=.451)
 - The sense of community on campus (R=.450)
 - The student voice in university policies (R=.423)
 - The Residence Life office (R=.406)
 - The overall quality of instruction (R=.405)

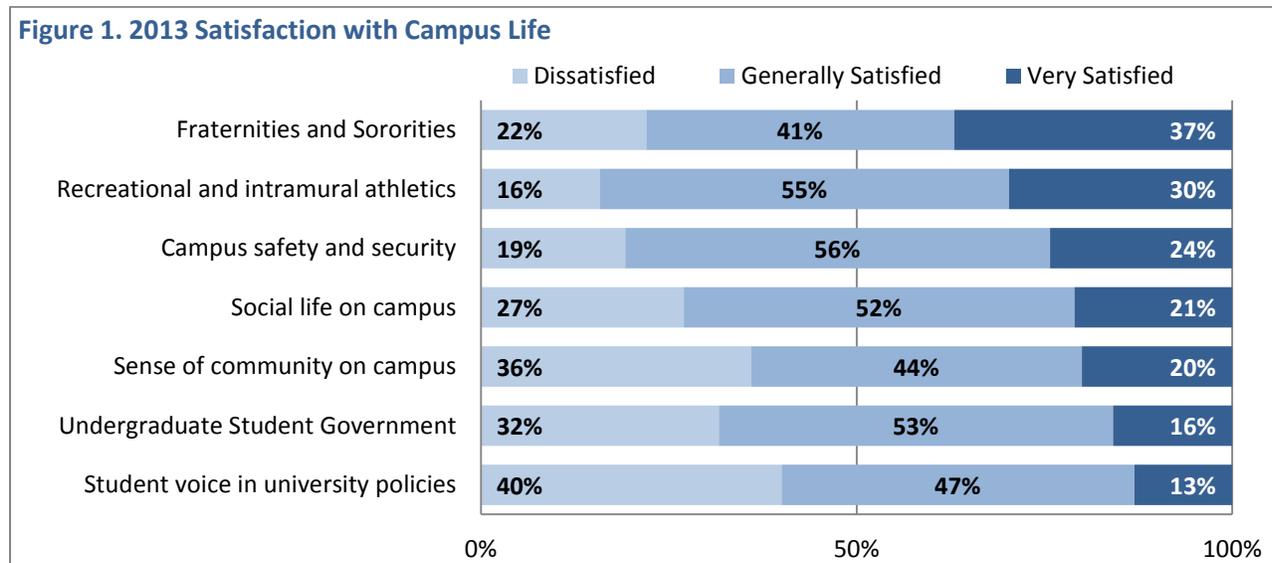
¹ Of the 978 seniors who received the survey, 44% (n=426) responded. Compared to their peers, women (49% vs. 39% men), Asian/White (47% vs. 33% underrepresented minorities), domestic (45% vs. 29% international students), and Engineering students (47% vs. 41% other students) responded to the survey at a significantly higher rate.

² Scale: very satisfied, general satisfied, ambivalent, generally dissatisfied, very dissatisfied

Campus Life

Overall, the majority of 2013 seniors were generally satisfied with many aspects of campus life. They were most satisfied with recreational and intramural athletic opportunities, fraternities and sororities on campus, and social life on campus. Fewer students were satisfied with Undergraduate Student Government, the sense of community on campus, and student voice in university policies. Since 2010, seniors' satisfaction with social life on campus has increased by 11%; sense of community increased by 7%; satisfaction with fraternities and sororities increased by 6%. However, satisfaction with student voice in university policies decreased by 10%.

Table 2. Satisfaction with Campus Life	2010	2013
Recreational/intramural athletic opportunities	87%	85%
Campus safety and security	62%	81%
Fraternities and sororities on campus	72%	78%
Social life on campus	62%	73%
Undergraduate Student Government	69%	68%
Sense of community on campus	57%	64%
Student voice in university policies	70%	60%



Campus Offices and Facilities

Students were asked to rate their satisfaction with 20 campus offices. In general, satisfaction was high; 16 of the 20 offices had a satisfaction rate of over 80%. During the past eight years, the offices with the largest gains in student satisfaction have been the Registrar and Financial Aid offices (Table 3).

Table 3. Satisfaction with Campus Offices	2005	2006	2007	2010	2013	Trend
Center for Civic Engagement and Learning ³	83%	78%	86%	--	96%	n/a
Center for Women	88%	83%	85%	92%	95%	—
Disability Resources	-	-	86%	-	93%	n/a
Educational Services for Students	90%	88%	89%	90%	93%	—
Multicultural Affairs	85%	78%	81%	78%	93%	—
Registrar's Office	72%	68%	64%	81%	93%	—
Student Activities and Leadership	-	-	-	-	92%	n/a
International Affairs	-	-	-	-	91%	n/a
Support of Undergraduate Research and Creative Endeavors	-	-	-	-	90%	n/a
Undergraduate Studies	86%	83%	76%	78%	89%	—
Bursar's Office	83%	83%	77%	76%	87%	—
University Counseling Services	86%	80%	79%	83%	86%	—
Writing Resource Center	-	-	-	-	86%	n/a
Career Center	77%	76%	75%	75%	85%	—
Residence Life	-	-	-	-	85%	n/a
Financial Aid	66%	67%	63%	75%	81%	—
Greek Life Office	-	-	-	-	71%	n/a
University Health Service	77%	82%	71%	74%	71%	—
Dining Services ⁴	41%	46%	48%	55%	59%	—
Access Services	-	-	-	-	56%	n/a

Historically, most seniors have also been satisfied with facilities, libraries, classrooms and labs. Over the past eight years, satisfaction with all the items in Table 4 has remained above 70%. Seniors have been consistently most satisfied with library facilities and resources.

Table 4. Satisfaction with Facilities	2005	2006	2007	2010	2013	Trend
Library facilities and resources	93%	93%	95%	95%	95%	—
Classroom facilities	90%	91%	93%	93%	89%	—
Laboratory facilities	87%	91%	92%	87%	85%	—
Thwing Center	84%	86%	81%	76%	79%	—
Athletic facilities	77%	83%	84%	80%	74%	—
Campus housing/residence halls	-	-	-	-	69%	-

³ This item was listed as the Office of Student Community Service from 2005 to 2010.

⁴ This item was listed as Food Service from 2005 to 2010.

Qualitative Comments

Seniors were given the option to provide additional comments on the survey. Students wrote 59 pages of comments. A selection of the many thoughtful comments is provided below.

- “I can honestly say that I have loved my time at Case. As with any university there are always things that could be improved, but overall my experience at this school has been one that I will treasure as I advance in professional school and beyond. I feel prepared for what will come my way and the sense of community created at CWRU was one that pleasantly surprised me. I have met some amazing people, been presented with opportunities I would not see elsewhere, and obtained an education I know will serve me well into the future.”
- “Communication between offices needs to be more prevalent and more effective! I am often sent back and forth between housing, the bursar, financial aid, and access services and they all tell me to go see the other office. These experiences are frustrating for many students.”
- “If I could change anything about the school, I would change the vision and mission statement of the University to make sure that student life becomes a focus for years to come.”
- “I really enjoyed the atmosphere at Case; I felt like I was surrounded by intelligent, academically inclined people, which is why I came here. But the lack of understanding or enthusiasm when it comes to creative projects was challenging for me.”
- “Overall I appreciate my time here at Case, probably the most valuable aspect is still the academic culture, and interest of nearly every student in learning. That said, I was at times shocked by the amount of classes, research, activities, clubs etc. that students took/ participated in. There is a general sense at this campus that if you aren't taking 18 credit hours you are lazy and aren't being "practical". This culture led me to feel consistently stressed and overworked and as a graduating senior, I do not feel that it was necessary or beneficial in many regards.”
- “If the school is really determined to change things in the future, I suggest that instead of looking at how the typical student feels about the school, go out and find those people who are having a tough time here and could use some HELPFUL advice or people that present their point of view of Case in a different perspective...”

Additional Information

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