



Graduate Student Satisfaction Survey

March 2017

Office of Institutional Research

July 31, 2017

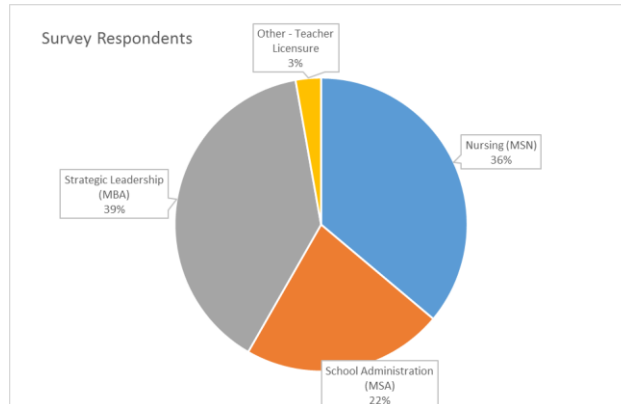
Overview

The Barton College Graduate Student Satisfaction Survey was designed, as part of a broader institutional effectiveness effort, to solicit graduate student opinions and perspectives about college programs and services and to gauge their viewpoints regarding the institution as a whole. Surveys such as this provide a means for understanding student opinion at a given point in time. In the spring of 2016, graduate students who were completing their degrees were sent an exit survey, but never before has the graduate student body been surveyed, as a whole, regarding their satisfaction.

The survey was administered using the Class Climate online evaluation system. The initial e-mail invitation for survey participation was sent to 89 graduate students on Monday, February 6, 2017. Reminders were sent to non-respondents on February 18 and February 28, 2017. The survey closed on Friday, March 3, 2017. Thirty-six responses were submitted for a response rate of 40.4%.

Results were compiled for the graduate student group as a whole and have also been disaggregated for students seeking the MSN degree, students seeking the MSA degree and students seeking the MBA degree. Note that one response was received by a graduate student seeking a Teacher Licensure certificate. His/her answers have not been included in any of the tables summarizing the survey results.

Demographics of the Respondents



- 69.4% of the overall respondents are full-time students and 30.6% are part-time students.
- 5.7% of the respondents were male and 94.3% were female.

Key Findings

Satisfaction with the academic experience at Barton is fairly consistent among the 3 groups of graduate students (MBS, MSN, and MSA), with the MBA students indicating the greatest satisfaction with their

Missing/no response								
	Mean=3.8		Mean=3.9		Mean=3.8		Mean=3.6	

Accessibility of faculty

	Overall		MSN		MSA		MBA	
	Total = 36		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%	1	7.7%				
2-Dissatisfied	8	22.2%	2	15.4%	2	25.0%	4	28.6%
3-Neutral	5	13.9%	3	23.1%	1	12.5%	1	7.1%
4-Satisfied	14	38.9%	5	38.5%	2	25.0%	6	42.9%
5-Very satisfied	8	22.2%	2	15.4%	3	37.5%	3	21.4%
Not applicable								
Missing/no response								
	Mean=3.6		Mean=3.4		Mean=3.8		Mean=3.6	

Academic advice

	Overall		MSN		MSA		MBA	
	Total = 34		Total = 13		Total = 8		Total = 12	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	5.9%	1	7.7%	1	12.5%		
3-Neutral	9	26.5%	4	30.8%	2	25.0%	3	25.0%
4-Satisfied	15	44.1%	6	46.2%	3	37.5%	5	41.7%
5-Very satisfied	8	23.5%	2	15.4%	2	25.0%	4	33.3%
Not applicable	1						1	
Missing/no response	1						1	
	Mean=3.9		Mean=3.7		Mean=3.8		Mean=4.1	

Course selections

	Overall		MSN		MSA		MBA	
	Total = 35		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	5.7%		%	1	12.5%	1	7.1%

	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	3.0%	1	8.3%				
2-Dissatisfied	3	9.1%	1	8.3%			2	15.4%
3-Neutral	6	18.2%			2	28.6%	4	30.8%
4-Satisfied	18	54.5%	9	75.0%	3	42.9%	5	38.5%
5-Very satisfied	5	15.2%	1	8.3%	2	28.6%	2	15.4%
Not applicable	3		1		1		1	
Missing/no response								
	Mean=3.7		Mean=3.7		Mean=4.0		Mean=3.5	

How do you perceive each of the following:

Academic reputation of the college

	Overall		MSN		MSA		MBA	
	Total = 36		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Poor								
2-Fair	2	5.6%	1	7.7%			1	7.1%
3-Neutral	4	11.1%	1	7.7%	3	37.5%		
4-Good	15	41.7%	5	38.5%	5	62.5%	5	35.7%
5-Excellent	15	41.7%	6	46.2%			8	57.1%
Not applicable								
Missing/no response								
	Mean=4.2		Mean=4.2		Mean=3.6		Mean=4.4	

Value of your Barton education

	Overall		MSN		MSA		MBA	
	Total = 36		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Poor	1	2.8%					1	7.1%
2-Fair	2	5.6%	1	7.7%			1	7.1%
3-Neutral	2	5.6%			2	25.0%		
4-Good	18	50.0%	7	53.8%	6	75.0%	5	35.7%
5-Excellent	13	36.1%	5	38.5%			7	50.0%
Not applicable								
Missing/no response								
	Mean=4.1		Mean=4.2		Mean=3.8		Mean=4.1	

Missing/no response								
	Mean=4.3		Mean=4.5		Mean=3.9		Mean=4.4	

The quality of Campus Connect

	Overall		MSN		MSA		MBA	
	Total = 36		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%	1	7.7%				
2-Dissatisfied	2	5.6%	1	7.7%			1	7.1%
3-Neutral	4	11.1%	2	15.4%			1	7.1%
4-Satisfied	17	47.2%	5	38.5%	6	75.0%	6	42.9%
5-Very satisfied	12	33.3%	4	30.8%	2	25.0%	6	42.9%
Not applicable								
Missing/no response								
	Mean=4.0		Mean=3.8		Mean=4.3		Mean=4.2	

Business Office hours of operation

	Overall		MSN		MSA		MBA	
	Total = 31		Total = 12		Total = 7		Total = 12	
	n	%	n	%	n	%	n	%
1-Very dissatisfied						%		
2-Dissatisfied	2	6.5%	1	8.3%	1	14.3%		
3-Neutral	2	6.5%	1	8.3%			1	8.3%
4-Satisfied	13	41.9%	6	50.0%	4	57.1%	3	25.0%
5-Very satisfied	14	45.2%	4	33.3%	2	28.6%	8	66.7%
Not applicable	5		1		1		2	
Missing/no response								
	Mean=4.3		Mean=4.1		Mean=		Mean=4.6	

Payment options available to you

	Overall		MSN		MSA		MBA	
	Total = 33		Total = 13		Total = 8		Total = 12	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	6.1%	1	7.7%			1	8.3%
3-Neutral	2	6.1%	1	7.7%			1	8.3%

4-Satisfied	15	45.5%	6	46.2%	6	75.0%	3	25.0%
5-Very satisfied	14	42.4%	5	38.5%	2	25.0%	7	58.3%
Not applicable	3						2	%
Missing/no response								%
	Mean=4.2		Mean=4.2		Mean=4.3		Mean=4.3	

The quality of the Student Account Center (online payment portal)

	Overall		MSN		MSA		MBA	
	Total = 30		Total = 12		Total = 7		Total = 11	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	1	3.3%		%	1	14.3%		%
3-Neutral	4	13.3%	2	16.7%	1	14.3%	1	9.1%
4-Satisfied	13	43.3%	6	50.0%	4	57.1%	3	27.3%
5-Very satisfied	12	40.0%	4	33.3%	1	14.3%	7	63.6%
Not applicable	6		1		1		3	
Missing/no response								
	Mean=4.2		Mean=4.2		Mean=3.7		Mean=4.5	

The quality of the Barton College Bookstore

	Overall		MSN		MSA		MBA	
	Total = 23		Total = 11		Total = 5		Total = 7	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	8.7%		%	1	20.0%	1	14.3%
3-Neutral	6	26.1%	2	18.2%	2	40.0%	2	28.6%
4-Satisfied	10	43.5%	6	54.5%	2	40.0%	2	28.6%
5-Very satisfied	5	21.7%	3	27.3%			2	28.6%
Not applicable	13		2		3		7	
Missing/no response								
	Mean=3.8		Mean=4.1		Mean=3.2		Mean=3.7	

Quality of the Ragan Writing Center

	Overall		MSN		MSA		MBA	
	Total = 27		Total = 11		Total = 6		Total = 10	
	n	%	n	%	n	%	n	%

1-Very dissatisfied									%
2-Dissatisfied	1	3.7%			1	16.7%			%
3-Neutral	9	33.3%	3	27.3%	3	50.0%	3	30.0%	
4-Satisfied	8	29.6%	4	36.4%	1	16.7%	3	30.0%	
5-Very satisfied	9	33.3%	4	36.4%	1	16.7%	4	40.0%	
Not applicable	9		2		2		4		
Missing/no response									
	Mean=3.9		Mean=4.1		Mean=3.3		Mean=4.1		

Quality of the Oral Communications Center

	Overall		MSN		MSA		MBA	
	Total = 23		Total = 9		Total = 4		Total = 10	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	9	39.1%	3	33.3%	3	75.0%	3	30.0%
4-Satisfied	6	26.1%	2	22.2%	1	25.0%	3	30.0%
5-Very satisfied	8	34.8%	4	44.4%			4	40.0%
Not applicable	13		4		4		4	
Missing/no response								
	Mean=4.0		Mean=4.1		Mean=3.3		Mean=4.1	

Quality of services offered by the Library and its staff

	Overall		MSN		MSA		MBA	
	Total = 31		Total = 13		Total = 6		Total = 12	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	7	22.6%	3	23.1%	2	33.3%	2	16.7%
4-Satisfied	11	35.5%	4	30.8%	2	33.3%	5	41.7%
5-Very satisfied	13	41.9%	6	46.2%	2	33.3%	5	41.7%
Not applicable	5				2		2	%
Missing/no response								%
	Mean=4.2		Mean=4.2		Mean=4.0		Mean=4.3	

Student activities available to you

	Overall		MSN		MSA		MBA	
	Total = 22		Total = 9		Total = 5		Total = 8	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	7	31.8%	3	33.3%	2	40.0%	2	25.0%
4-Satisfied	7	31.8%	2	22.2%	3	60.0%	2	25.0%
5-Very satisfied	8	36.4%	4	44.4%		%	4	50.0%
Not applicable	14		4		3		6	
Missing/no response								
	Mean=4.0		Mean=4.1		Mean=		Mean=4.3	

Campus security

	Overall		MSN		MSA		MBA	
	Total = 28		Total = 11		Total = 4		Total = 13	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	1	3.6%					1	7.1%
3-Neutral	6	21.4%	3	27.3%	1	25.0%	2	15.4%
4-Satisfied	6	21.4%	1	9.1%	3	75.0%	2	15.4%
5-Very satisfied	15	53.6%	7	63.6%			8	61.5%
Not applicable	8		2		4		1	
Missing/no response								
	Mean=4.3		Mean=4.4		Mean=3.8		Mean=4.3	

Quality of IT services offered to you

	Overall		MSN		MSA		MBA	
	Total = 30		Total = 13		Total = 5		Total = 11	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	4	13.3%	1	7.7%	3	60.0%		
4-Satisfied	14	46.7%	6	46.2%	2	40.0%	6	54.5%
5-Very satisfied	12	40.0%	6	46.2%			5	45.5%
Not applicable	6				3		3	
Missing/no response								
	Mean=4.3		Mean=4.4		Mean=3.4		Mean=4.5	

Reliability of wireless connectivity on campus

	Overall		MSN		MSA		MBA	
	Total = 31		Total = 12		Total = 5		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	1	3.2%					1	7.1%
4-Satisfied	16	51.6%	5	41.7%	5	100%	6	42.9%
5-Very satisfied	14	45.2%	7	58.3%			7	50.0%
Not applicable	5		1		3			
Missing/no response								
	Mean=4.4		Mean=4.6		Mean=4.0		Mean=4.4	

Quality of services offered by the Office of Career Services

	Overall		MSN		MSA		MBA	
	Total = 22		Total = 9		Total = 3		Total = 10	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	3	13.6%	1	11.1%	1	33.3%	1	10.0%
4-Satisfied	7	31.8%	2	22.2%	2	66.7%	3	30.0%
5-Very satisfied	12	54.5%	6	66.7%			6	60.0%
Not applicable	14		4		5		4	
Missing/no response								
	Mean=4.4		Mean=4.6		Mean=3.7		Mean=4.5	

Appearance of the campus (buildings and grounds)

	Overall		MSN		MSA		MBA	
	Total = 35		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	2	5.7%			2	25.0%		
4-Satisfied	17	48.6%	8	61.5%	3	37.5%	6	42.9%
5-Very satisfied	16	45.7%	5	38.5%	3	37.5%	8	57.1%

Not applicable	1					%		%
Missing/no response						%		%
	Mean=4.4		Mean=4.4		Mean=4.1		Mean=4.6	

Cleanliness of campus buildings

	Overall		MSN		MSA		MBA	
	Total = 33		Total = 12		Total = 7		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	3.0%					1	7.1%
2-Dissatisfied	1	3.0%					1	7.1%
3-Neutral								
4-Satisfied	17	51.5%	7	58.3%	4	57.1%	6	42.9%
5-Very satisfied	14	42.4%	5	41.7%	3	42.9%	6	42.9%
Not applicable	3		1		1			
Missing/no response								
	Mean=4.3		Mean=4.4		Mean=4.4		Mean=4.1	

Availability of places to charge your electronic devices

	Overall		MSN		MSA		MBA	
	Total = 27		Total = 10		Total = 3		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	3.7%					1	7.1%
2-Dissatisfied	4	14.8%	1	10.0%			3	21.4%
3-Neutral	2	7.4%					2	14.3%
4-Satisfied	12	44.4%	5	50.0%	2	66.7%	5	35.7%
5-Very satisfied	8	29.6%	4	40.0%	1	33.3%	3	21.4%
Not applicable	9		3		5			
Missing/no response								
	Mean=3.8		Mean=4.2		Mean=4.3		Mean=3.4	

Classroom environment

	Overall		MSN		MSA		MBA	
	Total = 31		Total = 11		Total = 6		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	1	3.2%			1	16.7%		

3-Neutral	2	6.5%					2	14.3%
4-Satisfied	16	51.6%	6	54.5%	3	50.0%	7	50.0%
5-Very satisfied	12	38.7%	5	45.5%	2	33.3%	5	35.7%
Not applicable	5		2		2			
Missing/no response								
	Mean=4.3		Mean=4.5		Mean=4.0		Mean=4.2	

Lab facilities

	Overall		MSN		MSA		MBA	
	Total = 17		Total = 7		Total = 2		Total = 8	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	5	29.4%	1	14.3%	1	50.0%	3	37.5%
4-Satisfied	5	29.4%	2	28.6%			3	37.5%
5-Very satisfied	7	41.2%	4	57.1%	1	50.0%	2	25.0%
Not applicable	19		6		6		6	
Missing/no response								
	Mean=4.1		Mean=4.4		Mean=4.0		Mean=3.9	

Selection of food offered in the cafeteria

	Overall		MSN		MSA		MBA	
	Total = 15		Total = 7		Total = 2		Total = 6	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	4	26.7%	2	28.6%	1	50.0%	1	16.7%
4-Satisfied	7	46.7%	3	42.9%	1	50.0%	3	50.0%
5-Very satisfied	4	26.7%	2	28.6%			2	33.3%
Not applicable	21		6		6		8	
Missing/no response								
	Mean=4.0		Mean=4.0		Mean=3.5		Mean=4.2	

Selection of food offered by additional food service options on campus

	Overall		MSN		MSA		MBA	
	Total = 16		Total = 7		Total = 2		Total = 7	

	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	7	43.8%	2	28.6%	1	50.0%	4	57.1%
4-Satisfied	4	25.0%	3	42.9%	1	50.0%		
5-Very satisfied	5	31.3%	2	28.6%			3	42.9%
Not applicable	20		6		6		7	
Missing/no response								
	Mean=3.9		Mean=4.0		Mean=3.5		Mean=3.9	

Selection of products in campus vending machines

	Overall		MSN		MSA		MBA	
	Total = 21		Total = 9		Total = 2		Total = 10	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	9.5%					2	20.0%
3-Neutral	7	33.3%	3	33.3%			4	40.0%
4-Satisfied	8	38.1%	4	44.4%	2	100%	2	20.0%
5-Very satisfied	4	19.0%	2	22.2%		%	2	20.0%
Not applicable	15		4		6		4	
Missing/no response								
	Mean=3.7		Mean=3.9		Mean=4.0		Mean=3.4	

Overall quality of the college

	Overall		MSN		MSA		MBA	
	Total = 36		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	1	2.8%					1	7.1%
3-Neutral	4	11.1%	2	15.4%	2	25.0%		
4-Satisfied	19	52.8%	7	53.8%	4	50.0%	7	50.0%
5-Very satisfied	12	33.3%	4	30.8%	2	25.0%	6	42.9%
Not applicable								
Missing/no response								
	Mean=4.2		Mean=4.2		Mean=4.0		Mean=4.3	

Detailed Demographics of the Respondents

Are you a full-time or a part-time student?

	Overall	MSN	MSA	MBA
Full-time	69.4%	76.9%	50.0%	78.6%
Part-time	30.6%	23.1%	50.0%	21.4%

What is your gender?

	Overall	MSN	MSA	MBA
Male	5.7%		12.5%	7.7%
Female	94.3%	100.0%	87.5%	92.3%

How do you prefer to be communicated with? (check all that apply)

	Overall	MSN	MSA	MBA
Email	94.4%	100.0%	100%	85.7%
Cell Phone (voice call)	16.7%	15.4%		28.6%
Cell phone (text)	44.4%	46.2%	37.5%	50.0%