

STUDENT SATISFACTION QUESTIONNAIRE RESULTS

This document contains a compilation of the following results:

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San Germán Campus

Student Satisfaction Study 2016-2017 – Graduate Level Results

Purpose: To know the level of satisfaction of graduate students with institutional services

Method: The digital questionnaire was administered in person to graduate students at IAUPR during April 2017.

The Central Office sends the campuses a list of randomly chosen sections to form a sampling. The professors take those students to computer labs to complete the questionnaire. The personnel of the Office of Planning and Development on the campuses explain the purpose of the survey and the instructions for how to complete it.

The following scale is used:

	Very Satisfied	Satisfied	Somewhat Satisfied	Not at all Satisfied	Does not apply
Service					

In order to calculate the percentage of satisfaction the responses for very satisfied and satisfied are tallied and divided by the total number of responses, excluding those that chose “does not apply.”

Participants: The digital questionnaire was administered in person to a random sampling of graduate students at Inter American University. Of 487 graduate students registered on the San Germán Campus, 29 responded to the survey for a participation rate of 6%.

Academic-Demographic Profile of the Participants-Student Satisfaction Study 2016-2017 – Graduate Level

Variables	Categories	Quantity	Percentage
Gender	Feminine	13	45%
	Masculine	16	55%
	Total	29	100%
Age	18 or younger	1	3%
	19-24	6	21%
	25-34	17	59%
	35-44	4	14%
	45 or older	1	3%
	Total	29	100%
Hours worked/week	0 hours	3	10%
	1-20 hours	7	24%
	21-34 hours	2	7%
	35-40 hours	10	34%
	More than 40 hours	7	24%
	Total	29	100%
Academic Goal	Master's	18	62%
	Doctorate	10	34%
	Professional Certificate	1	3%
	Total	29	100%
Academic Term	Semester	11	38%
	Trimester	18	62%
	Bimester	0	0%
	Combination	0	0%
	Other	0	0%
	Total	29	100%
Student status	Full time (9 or more credit hours)	11	38%
	Part time (less than 9 credit hours)	18	62%
	Total	29	100%
Schedule	Daytime	4	14%
	Nighttime	17	59%
	Saturdays	6	21%
	Combined	2	7%
	Total	29	100%
Credits Passed	0 credits	5	17%
	1-12 credits	10	34%
	13-24 credits	8	28%
	More than 24 credits	6	21%
	Total	29	100%
Distance Credits	0 credits	20	69%
	1-12 credits	9	31%
	13-24 credits	0	0%
	More than 24 credits	0	0%
	Total	29	100%

Results - Student Satisfaction Study 2016-2017 – Graduate Level

Satisfaction with the University in General: 93%

Academic Services - Student Satisfaction Study 2016-2017 – Graduate Level		Satisfaction
5.	Mastery of the professors of course material.	100%
10.	Treatment by the professors	97%
15.	Availability of computers for academic work.	97%
17.	Academic activities organized on campus.	96%
1	The image of IAUPR in the community	93%
16.	Access to bibliographic and other sources of information in the library (CAI).	93%
2.	The quality of your program.	93%
4.	The availability of courses at a time that suits you.	93%
6.	The teaching strategies used by the professors.	93%
7.	The use of technological resources by the professors in the classrooms.	93%
11.	The attention of faculty to student concerns and questions.	90%
14.	The opportunities to evaluate the professors.	90%
3.	The availability of courses in your specialty.	90%
12.	The availability of professors outside of class time.	89%
18.	The information in the Graduate Catalog.	89%
9.	The stimulation of research by the professors	89%
13.	The orientation to the academic program offered by the professors.	86%
8.	The speed with which the professor grades tests and academic work in the course.	76%

Administrative Services - Student Satisfaction Study 2016-2017 – Graduate Level		Satisfaction
15.	Bookstore service	95%
12.	Parking for students	90%
9.	Cleanliness of the campus	90%
11.	Treatment by Security Guards	86%
2.	The course selection process	86%
4.	The options for paying for courses.	86%
8.	The physical atmosphere of the classrooms	86%
16.	Cafeteria services.	85%
10.	Security on campus	83%
13.	The availability of areas with internet/wifi	82%
7.	The hours of the Office of Enrollment Management	82%
3.	The services of the Registrar's Office	78%
1.	The admissions process	76%
14.	First Aid services.	74%
5.	The services of the Financial Aid office	71%
6.	The services of the Bursar's Office	71%

Student Services - Student Satisfaction Study 2016-2017 – Graduate Level		Satisfaction
1.	The orientation to the regulations and rules of the university.	88%
2.	Cultural Activities program	88%
3.	The opportunities to participate in the selection of representatives for student organizations	88%
4.	Services for Students with Special Needs	88%

Religious Life Services - Student Satisfaction Study 2016-2017 – Graduate Level		Satisfaction
2.	The spiritual orientation offered by the University Chaplain's Office.	93%
1.	The activities offered by the University Chaplain's Office.	88%
3.	The availability of areas for prayer and reflection.	88%

**San Germán Campus
Student Satisfaction Survey 2017-18
Undergraduate Level**

Student Satisfaction Survey 2017-18 - Undergraduate Level

Results

Purpose: To know the level of satisfaction of undergraduate students with institutional services

Method: The digital questionnaire was administered in person to undergraduate students at IAUPR during April 2018.

The Central Office sent the campuses a list of randomly chosen sections to form a sampling. The professors take those students to computer labs to complete the questionnaire. The personnel of the Office of Planning and Development on the campuses explain the purpose of the survey and the instructions for how to complete it.

The following scale is used:

	Very Satisfied	Satisfied	Somewhat Satisfied	Not at all Satisfied	Does not apply
Service					

In order to calculate the percentage of satisfaction the responses for very satisfied and satisfied are tallied and divided by the total number of responses, excluding those that chose “does not apply.”

Participants: The digital questionnaire was administered in person to a random sampling of undergraduate students at Inter American University. Of 3,188 undergraduate students registered on the San Germán Campus, 667 responded to the survey for a participation rate of 21%. The results have a margin of error of 2.4% and a reliability level of 95%.

Academic-Demographic Profile of the Participants - Student Satisfaction Survey 2017-18 - Undergraduate Level

Variables	Categories	Quantity	Percentage
Gender	Female	363	55%
	Male	297	45%
	Total	660	100%
Age	18 or younger	140	21%
	19-24	468	70%
	25-34	45	7%
	35-44	9	1%
	45 or older	4	1%
	Total	666	100%

Variables	Categories	Quantity	Percentage
Hours worked/week	0 hours	384	58%
	1-20 hours	163	25%
	21-34 hours	71	11%
	35-40 hours	24	4%
	More than 40 hours	15	2%
	Total	657	100%
Academic Goal	Bachelor's	640	96%
	Associates	18	3%
	Non degree seeking	9	1%
	Total	667	100%
Admission	Regular	630	95%
	AVANCE	20	3%
	Special Student	10	2%
	Total	660	100%
Academic Term	Semester	657	99%
	Trimester	3	0%
	Bimester	1	0%
	Combination	1	0%
	Other	0	0%
	Total	662	100%
Student Status	Full time (12 or more credit hours)	643	97%
	Part time (less than 12 credit hours)	21	3%
	Total	664	100%
Schedule	Daytime	617	93%
	Nighttime	6	1%
	Saturdays	1	0%
	Combination	41	6%
	Total	665	100%
Credits Passed	0 credits	14	2%
	1 - 29 credits	257	39%
	30 - 59 credits	183	28%
	60 - 89 credits	108	16%
	90 - 119 credits	65	10%
	120 or more credits	36	5%
	Total	663	100%
Distance Credits	0 credits	443	68%
	1 - 29 credits	150	23%
	30 - 59 credits	22	3%
	60 - 89 credits	8	1%

Variables	Categories	Quantity	Percentage
	90 - 119 credits	4	1%
	120 or more credits	20	3%
	Total	647	100%

Results

Overall Satisfaction with the University: 83%

Student Satisfaction Survey 2017-18 - Undergraduate Level

Academic Services	% Satisfaction
1. The quality of your program of studies (major).	84%
10. Treatment by the professors	88%
11. The availability of professors outside of class time.	83%
12. The orientation to the academic program offered by the professors.	82%
13. The opportunities to evaluate the professors.	78%
14. The availability of courses at a time that suits you.	68%
15. The availability of courses in your major in distinct modalities (online, face to face, combined, portfolio).	72%
16. Availability of computers for academic work.	79%
17. Access to bibliographic and other sources of information in the library (CAI).	81%
18. Availability of tutoring (face to face or online)	71%
19. Enrichment opportunities offered by the Honors Program	72%
2. Practice experiences in the lab in courses in your major.	73%
3. Practice experiences outside the classroom.	77%
4. Mastery of the professors of course material.	87%
5. The teaching strategies used by the professors.	76%
6. The speed of faculty in responding to student concerns and questions.	77%
7. The use of technological resources by the professors in the classrooms.	78%
8. The stimulation of information-seeking and research by the professors	76%
9. The speed with which the professor grades tests and academic work in the course.	75%

Student Satisfaction Survey 2017-18 - Undergraduate Level

Servicios Administrativos	% Satisfacción
1. The speed of the admissions process	82%
12. Treatment by Security Guards	80%
2. The course selection process	80%
11. Security on campus	79%
13. First Aid services.	76%
15. Cleanliness of the campus.	76%
7. The availability of services online (admissions, registration, among others).	76%
9. Bookstore service	74%
14. Cafeteria services.	71%
4. The options for paying for courses.	71%
5. The services of the Financial Aid office	71%
8. The physical atmosphere of the classrooms	70%
3. The speed of the services of the Registrar's Office	68%
10. Parking for students	67%
16. The availability of areas with internet/wifi to use with your personal computer.	62%
6. The services of the Bursar's Office	55%

Student Satisfaction Survey 2017-18 - Undergraduate Level

Student Services	%
8. Services for students who are differently abled.	82%
5. The availability of information about the rules and regulations of the university.	80%
6. Activities about the prevention of STDs and drug, alcohol, and tobacco use.	79%
1. The services offered by the Academic Counselors to achieve your goals.	78%
4. The opportunities to participate in the selection of representatives for student organizations.	78%
7. The opportunities to participate in student organizations	78%
10. Cultural Activities program	74%
3. The opportunities to develop skills and special talents (sports, music, art,...).	74%
2. The opportunities to do (community) volunteer work as part of your university experience.	73%
9. The opportunities for recreation.	73%
11. The spaces available on campus to spend free time.	70%



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Comparison Report - SAN GERMÁN VS. INSTITUTION

Student Satisfaction Results 2018-2019 – Graduate Level

Profile of the Sampling Participants

Variable	Category	SAN GERMÁN	INSTITUTION
		Percentage	
Gender	Female	72%	66%
	Male	28%	34%
	Total	100%	100%
Age	19 - 24	15%	19%
	25 - 34	50%	51%
	35 - 44	21%	19%
	Older than 44	14%	11%
	Total	100%	100%
Academic Goal	Master's	53%	78%
	Doctorate	47 %	22%
	Professional Certificate	0%	0%
	Total	100%	100%
Academic Term	Semester	61%	24%
	Trimester	38%	75%
	Bimester	1%	0%
	Combination	1%	1%
	Other	0 %	0%
	Total	100%	100%

Variable Student Satisfaction Results – Graduate Level 2019	Category	SAN GERMÁN	INSTITUTION
		Percentage	
Schedule	Full time (9 or more credit hours)	40%	41%
	Part time (less than 9 credit hours)	60%	59%
	Total	100%	100%
Credits Passed	0 credits	8%	12%
	1-12 credits	27%	33%
	13-24 credits	30%	28%
	More than 24 credits	35%	27%
	Total	100%	100%
Schedule	Daytime	3%	6%
	Nighttime (after 5 p.m.)	83%	76%
	Saturdays	1%	4%
	Combined	13%	14%
	Total	100%	100%
Total of Distance Credits	0 credits	78%	76%
	1-12 credits	14%	20%
	13-24 credits	6%	3%
	More than 24 credits	1%	1%
	Total	100%	100%

Results - Student Satisfaction Results – Graduate Level 2019

Category	SAN GERMÁN	INSTITUTION
	Percentage	
Overall Satisfaction with the University	74%	78%

Academic Services Questions Student Satisfaction Results – Graduate Level 2019		SAN GERMÁN	INSTITUTION
		Percentage	
1.	The image of IAUPR in the community	86%	89%
2.	The quality of your program.	83%	79%
3.	The availability of courses in your specialty.	63%	68%
4.	The availability of courses at a time that suits you.	78%	71%
5.	Mastery of the professors of course material.	87%	87%
6.	The teaching strategies used by the professors.	82%	79%
7.	The use of technological resources by the professors in the classrooms.	90%	82%
8.	The speed with which the professor grades tests and academic work in the course.	77%	81%
9.	The stimulation of research by the professors	80%	80%
10.	Treatment by the professors	89%	89%
11.	The attention of faculty to student concerns and questions.	83%	80%
12.	The availability of professors outside of class time.	87%	86%
13.	The orientation to the academic program offered by the professors.	81%	82%
14.	The opportunities to evaluate the professors.	66%	76%
15.	Availability of computers for academic work.	87%	82%
16.	Access to bibliographic and other sources of information in the library (CAI).	82%	83%
17.	Academic activities organized on campus.	72%	75%
18.	The information in the Graduate Catalog.	72%	77%

Administrative Services Questions Student Satisfaction Results – Graduate Level 2019		SAN GERMÁN	INSTITUTION
		Percentage	
1.	The admissions process	87%	80%
2.	The course selection process	73%	79%
3.	The services of the Registrar's Office	77%	79%
4.	The options for paying for courses.	80%	82%
5.	The services of the Financial Aid office	60%	77%
6.	The services of the Bursar's Office	67%	80%
7.	The hours of the Office of Enrollment Management	69%	80%
8.	The physical atmosphere of the classrooms	72%	68%
9.	Cleanliness of the campus	83%	79%
10.	Security on campus	79%	80%
11.	Treatment by Security Guards	85%	85%
12.	Parking for students	80%	67%
13.	The availability of areas with internet/wifi	63%	64%
14.	First Aid services.	71%	78%
15.	Bookstore service	77%	79%
16.	Cafeteria services.	82%	66%

Student Services Questions Student Satisfaction Results – Graduate Level 2019		SAN GERMÁN	INSTITUTION
		Percentage	
1.	The orientation to the regulations and rules of the university.	76%	78%
2.	Cultural Activities program	73%	74%
3.	The opportunities to participate in the selection of representatives for student organizations	65%	73%
4.	Services for Students with Special Needs	81%	79%

SERVICIOS DE VIDA RELIGIOSA PREGUNTAS		SAN GERMÁN	SISTEMA
		SATISFACCIÓN %	
1.	The activities offered by the University Chaplain's Office.	84%	83%
2.	The spiritual orientation offered by the University Chaplain's Office.	84%	83%
3.	The availability of areas for prayer and reflection.	80%	81%

Student Satisfaction Study 2021-22 - Undergraduate Level

San Germán Campus Student Satisfaction Study 2021-22 - Undergraduate Level

Results

Purpose: To know the level of satisfaction of undergraduate students with institutional services

Method: The digital questionnaire was administered online through the Blackboard Learn platform to undergraduate students at IAUPR during March 2022.

The following scale is used:

	Very Satisfied	Satisfied	Somewhat Satisfied	Not at all Satisfied	Does not apply
Service					

In order to calculate the percentage of satisfaction the responses for very satisfied and satisfied are tallied and divided by the total number of responses, excluding those that chose “does not apply.”

Participants: The digital questionnaire was administered online to a random sampling of undergraduate students at Inter American University. Of 3,177 undergraduate students registered on the San Germán Campus, 536 responded to the survey for a participation rate of 17%.

Academic-Demographic Profile of the Participants - Student Satisfaction Study 2021-22 - Undergraduate Level

Variables	Categories	Quantity	Percentage
Academic Goal	Associate	24	5%
	Bachelor's	509	95%
	Total	533	100%
Academic Term	Semester	521	98%
	Trimester	8	2%
	Bimester	2	0%
	Total	531	100%
Schedule	Daytime	514	98%
	Nighttime	7	1%
	Saturdays	4	1%
	Total	525	100%

Results

Student Satisfaction Study 2021-22 - Undergraduate Level

Overall Satisfaction with the University: 78%

Overall Satisfaction	Level of Satisfaction	quantity	%
Overall Level of Satisfaction	Satisfied	419	78%
	Not satisfied	117	22%
	Total	536	100%
Modality of Program	Face to face	433	81%
	Asynchronous online	103	19%
	Total	536	100%
Level of satisfaction with hybrid courses with the option of attending through Blackboard Collaborate	Satisfied	321	74%
	Not satisfied	112	26%
	Total	433	100%
Level of satisfaction with asynchronous online courses	Satisfied	82	80%
	Not satisfied	21	20%
	Total	103	100%

Aspects of the Course	Level of Satisfaction	quantity	%
Mastery of the professors of course material.	Satisfied	470	88%
	Not satisfied	63	12%
	Total	533	100%
Organization of the course	Satisfied	442	83%
	Not satisfied	92	17%
	Total	534	100%
Use of Blackboard Collaborate by the professor	Satisfied	435	82%
	Not satisfied	96	18%
	Total	531	100%
The manner in which the professor fosters class participation	Satisfied	447	84%
	Not satisfied	84	16%
	Total	531	100%
Availability of bibliographic resource links in the course Blackboard	Satisfied	436	82%
	Not satisfied	97	18%
	Total	533	100%
Feedback from the professor about academic performance	Satisfied	433	81%
	Not satisfied	101	19%
	Total	534	100%
The manner in which the professor fosters research in the class	Satisfied	446	84%
	Not satisfied	86	16%
	Total	532	100%

Student Satisfaction Study 2021-22 - Undergraduate Level

Student Support Services	Level of Satisfaction	quantity	%
Tutoring	Satisfied	352	72%
	Not satisfied	135	28%
	Total	487	100%
Academic Counseling	Satisfied	376	75%
	Not satisfied	127	25%
	Total	503	100%
Technical support for accessing the classes	Satisfied	375	75%
	Not satisfied	125	25%
	Total	500	100%
Counseling	Satisfied	379	75%
	Not satisfied	123	25%
	Total	502	100%
Chaplain and Religious Services	Satisfied	350	72%
	Not satisfied	134	28%
	Total	484	100%

Registration Services	Level of Satisfaction	quantity	%
Selection of courses	Satisfied	417	80%
	Not satisfied	105	20%
	Total	522	100%
Available Financial Aid	Satisfied	399	76%
	Not satisfied	123	24%
	Total	522	100%
Paying for courses	Satisfied	402	77%
	Not satisfied	121	23%
	Total	523	100%