

2020

Student Satisfaction Survey Report Fall 2020

NOVEMBER 9, 2020

OFFICE OF INSTITUTIONAL EFFECTIVENESS, RESEARCH, AND
PLANNING



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Executive Summary

The Student Satisfaction Survey asks students to share their perceptions of how well Lincoln University is performing on key areas: COVID-19 safety, the availability and responsiveness of campus support services and online learning. In October 2020, all enrolled Lincoln University students were solicited by email to complete the survey.

Response rate: 16%

Campus Location	N	%
Main Campus	290	90%
SACE	33	10%
Grand Total	323	100%

Key Findings:

Campus COVID Safety

- 78% of respondents living on campus report feeling “extremely” or “somewhat” comfortable on campus.
- 33% report more frequent cleaning/sanitizing of common spaces (e.g. classrooms, dormitories) would help them feel more comfortable.
- Open-ended responses to “other” factors that would improve level of comfort include addressing quality of life issues, improved campus communication of important information and frequent testing of everyone on campus.

Communication

- Open-ended comments regarding how Lincoln University could improve the communication of essential information indicate that the desire for an improvement in the frequency, timeliness and clarity of updates; a preference for email updates; and the need for improved responsiveness to emails and phone calls among administrative offices.

Availability and Responsiveness of Services

- Both the availability and responsiveness of “academic support services (academic advising, tutoring, learning centers, etc.)” received the highest portion (54%/54%) of “Very satisfied” or “Satisfied” responses among all respondents.
- Open-ended comments indicate that respondents are frustrated with the lack of replies to emails or overall communication, would prefer more outreach/check-ins with students regarding information and deadlines and longer office hours.

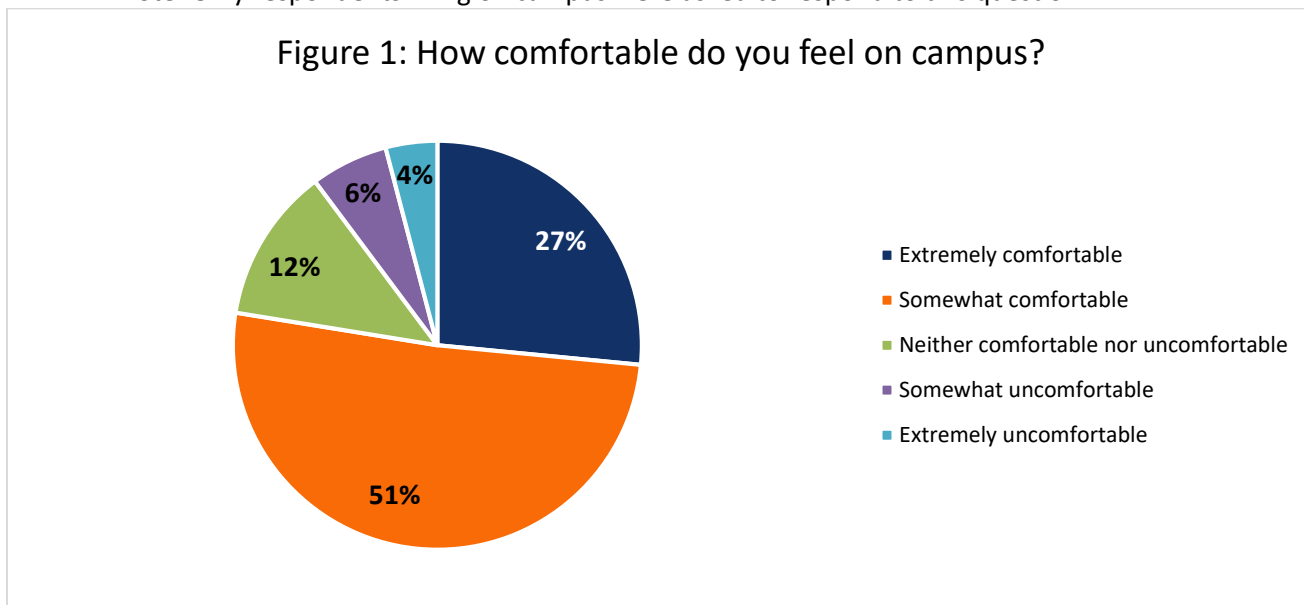
Online Learning

- More SACE students report feeling “extremely comfortable” or “Somewhat comfortable” with both online learning (75%) and video conferencing (78%) than respondents on main campus.
- Respondents on main campus are more likely to “strongly agree” or “agree” that they are “concerned about keeping up with my coursework” (71%) than SACE respondents (54%).
- Open-ended comments reveal that respondents want better, clearer and more consistent communication from professors, feel overwhelmed with course work and would prefer all classes to use the same online learning platform (e.g. Moodle).

Comfort Level on Campus

- 37% of respondents live in campus.
- 78% of those living on campus report feeling “Extremely” or “Somewhat” comfortable (Figure 1).

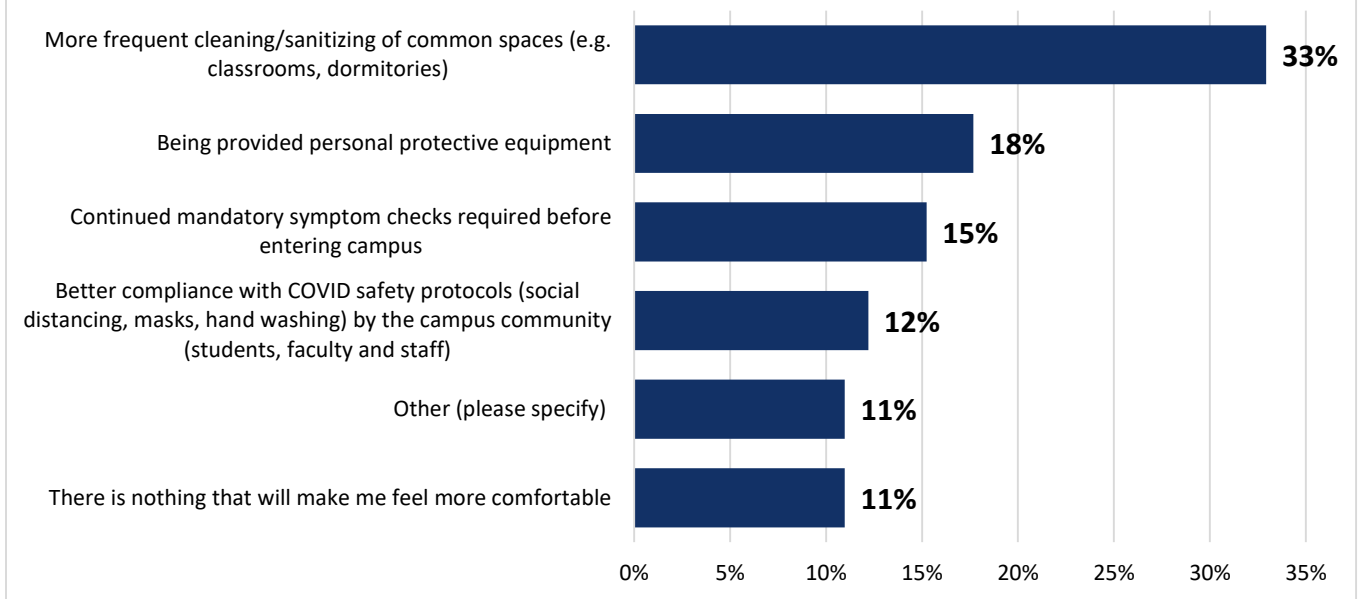
*Note: Only respondents living on campus were asked to respond to this question.



- 33% of respondents living on campus reported that “more frequent/sanitizing of common spaces” would help them feel more comfortable (Figure 2).

*Note: Only respondents living on campus were asked to respond to this question.

Figure 2: What factors would help you feel more comfortable? (please select all that apply)



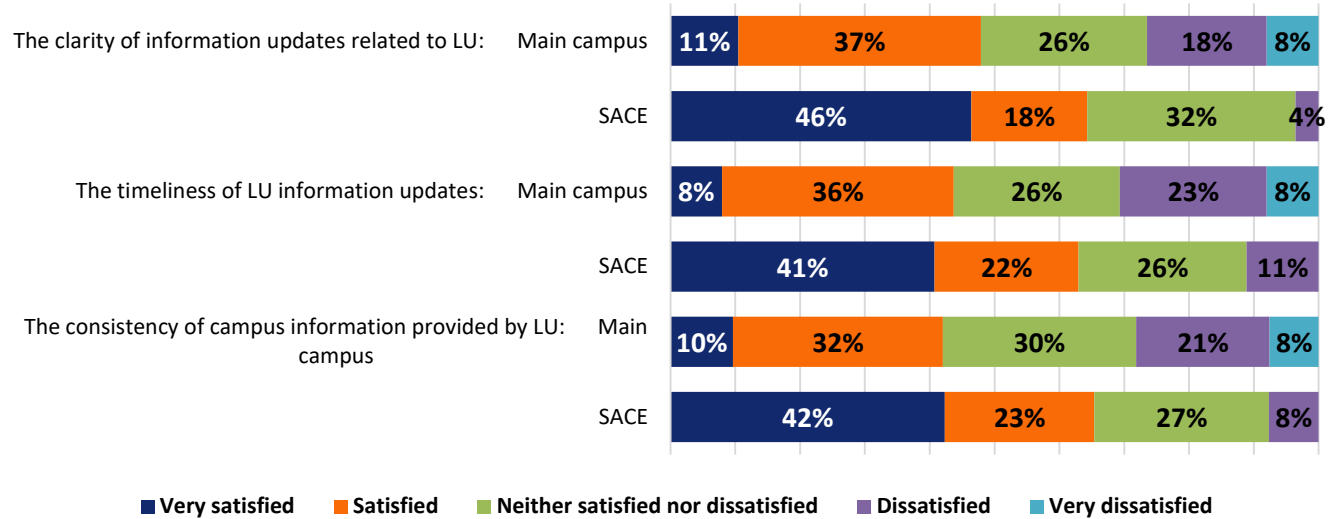
Most “other” responses fell into the following categories:

- Quality of life for students on campus (65%):
 - Fewer restrictions on the time allowed off-campus (29%)
 - Improving dorms and food from dining services (12%)
 - Providing more activities for students to have fun (12%)
 - Fairly enforcing protocols (12%)
- Better communication from administration (24%)
- Regular testing of everyone on campus (18%)
- Better availability of common spaces or hours of service of academic offices or areas (6%) and more PPE (6%) were also mentioned

Communication

- SACE students reported more “very satisfied” or “satisfied” responses on all three communication items than students on Main campus (Figure 3).
 - Main campus students represent a larger portion of the sample and are required to comply with protocols and procedures specific to being on campus.

Figure 3: We are interested in your assessment of the information updates you receive from Lincoln University. How satisfied are you with each of the following:



How can LU improve the communication of essential communication? Open-ended responses may be categorized as follows:

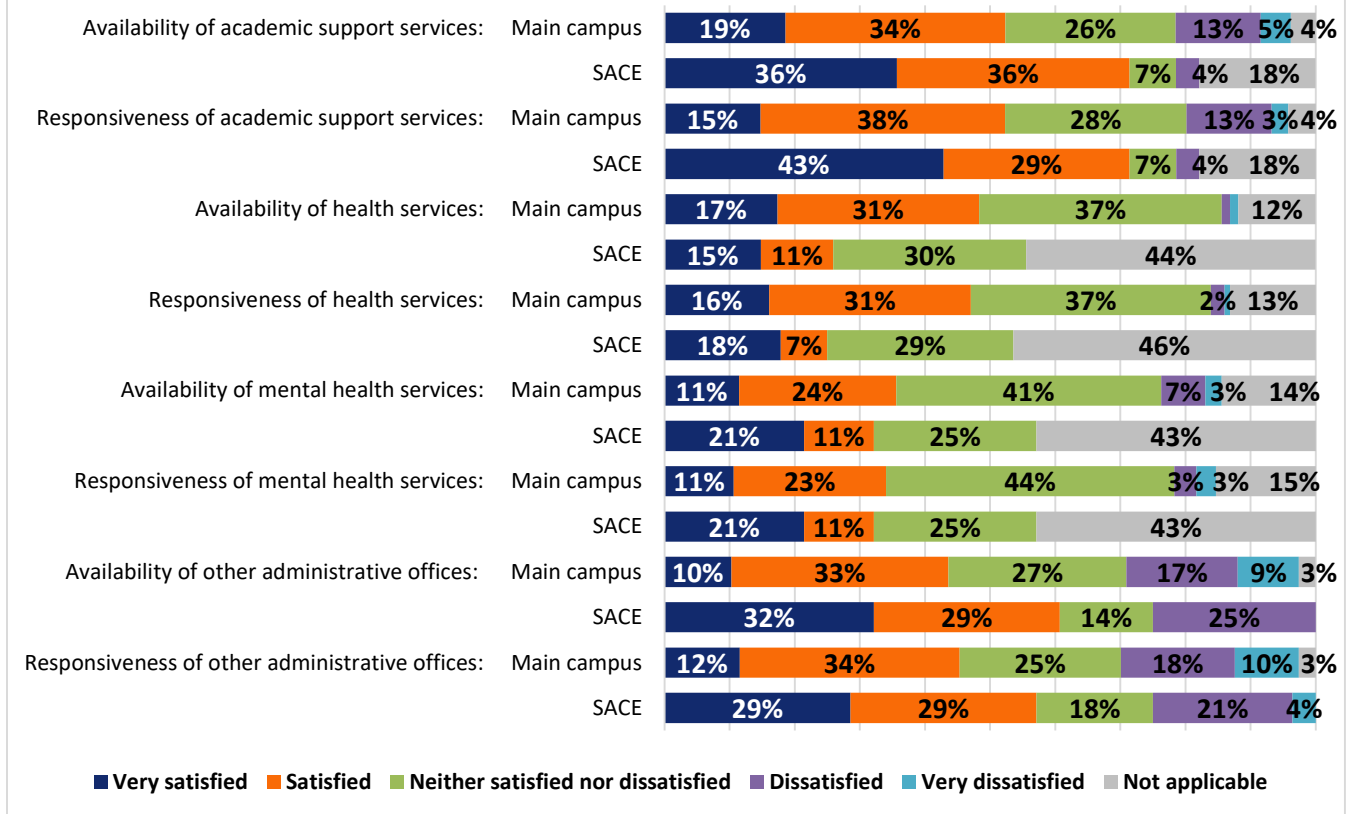
- Students want more frequent and timely updates (38%).
 - In particular, students want advance notice of deadlines or events beyond just one or two days.
- Students want updates by email (34%).
 - Many students noted that it was hard to find or be assured of reliable information when updates are posted across multiple sources and not sent directly to all students by email.
- Students want better consistency, clarity and transparency in the information shared (17%).
- Students also note that various offices across campus are not responding to phone calls or emails (10%).
- Students offered other options for communicating information (21%):
 - Student wire
 - Text updates
 - Social media
 - Town hall meetings
 - A school app for important information

Availability and Responsiveness of Support Services

- Both the availability and responsiveness of “academic support services (academic advising, tutoring, learning centers, etc.)” received the highest portion (54%/54%) of “Very satisfied” or “Satisfied” responses among all respondents (Figure 4).
 - SACE respondents report more “very satisfied” or “satisfied” ratings (71%/71%) than respondents on main campus (52%/52%) for both “availability” and “responsiveness.”

- Both the availability and responsiveness of “other administrative offices (financial aid, bursar, etc.)” received the highest portion (26%/27%) of “Dissatisfied” or “Very dissatisfied” responses among all respondents.
 - SACE respondents report more “very satisfied” or “satisfied” ratings (61%/57%) than respondents on main campus (44%/45%) for both “availability” and “responsiveness.”

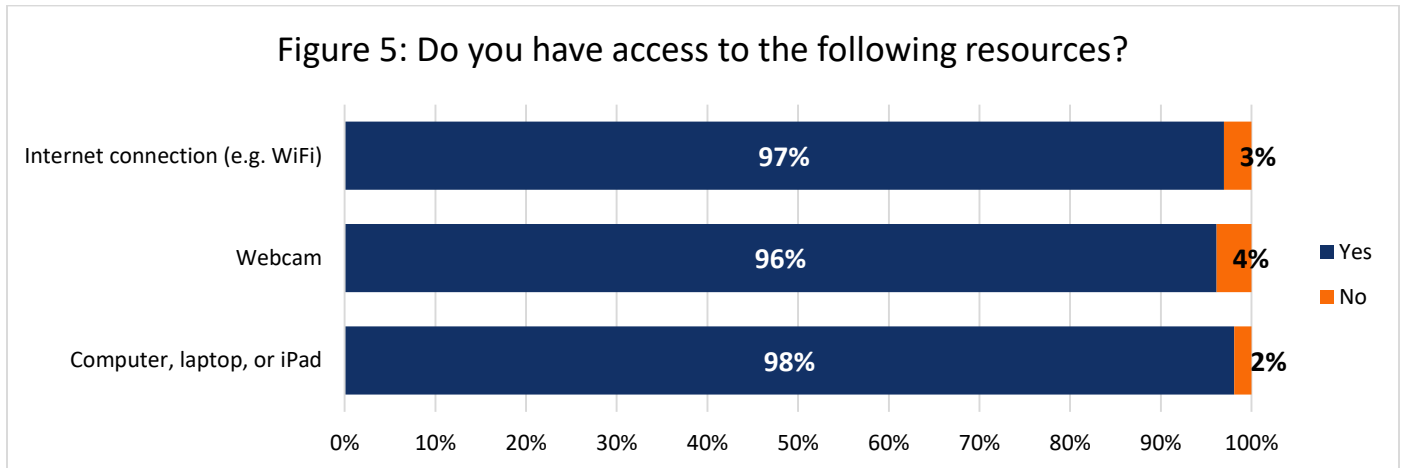
Figure 4: How satisfied are you with each of the following:



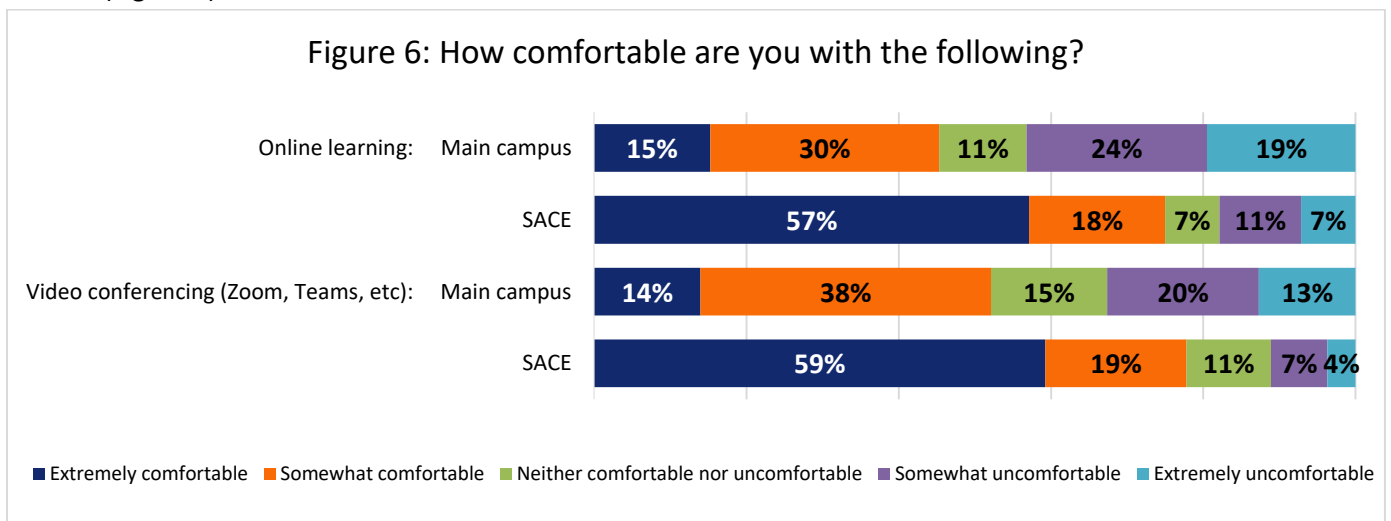
- Open-ended comments: How can LU improve the *availability* of these academic and health-related services?
 - 39% of comments note the lack of response to emails and phone calls and the general lack of availability of some services (hours of operation or available staff to assist students)
 - 21% of comments note the need for clearer, consistent information and a pro-active approach to reaching out to students
 - Open-ended comments: How can LU improve the *responsiveness* of these academic and health-related services?
 - 57% of comments note the lack of response to emails and phone calls in a timely manner and problems with not enough staff to address student concerns.
 - 30% of comments indicate a desire for clearer, more consistent information and a pro-active approach to reaching out to students
- *Note: Some comments fell into more than one qualitative category.

Virtual Learning

- Almost all respondents have access to internet, a webcam and a computer or iPad (Figure 5).



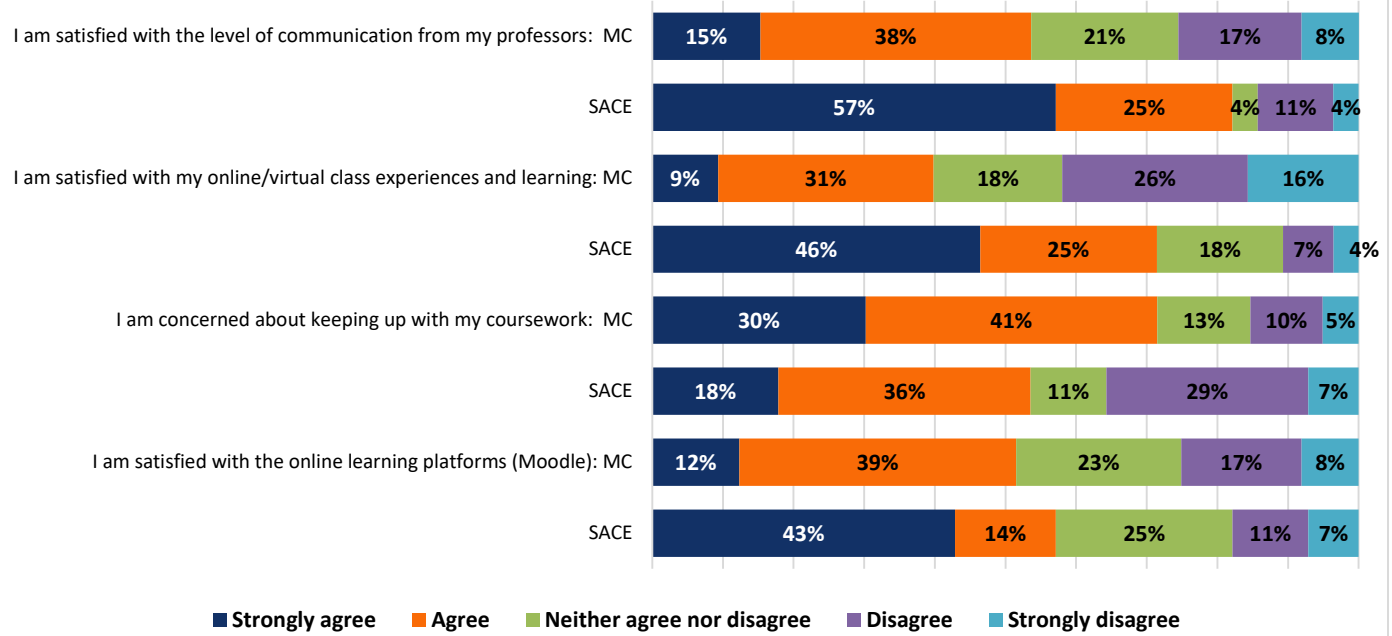
- More SACE students report feeling “extremely comfortable” or “Somewhat comfortable” with both online learning (75%) and video conferencing (78%) than respondents on main campus (Figure 6).



- SACE respondents are more likely to “strongly agree” or “agree” that they are satisfied with “the level of communication from my professors” (82%) and “my online/virtual class experiences and learning” (71%) than respondents on main campus (54%/40%; see Figure 7).
- Respondents on main campus are more likely to “strongly agree” or “agree” that they are “concerned about keeping up with my coursework” (71%) than SACE respondents (54%).

Figure 7: Please indicate your level of agreement with the following statements

*MC=Main campus



- Open-ended response: Please describe one way online learning at Lincoln University could be improved and one thing that should not be changed.
- Responses were varied, but the most commonly cited suggestions include the following (see Appendix # for complete list of comments):
 - Largest portion of comments (13%) indicated students wanted better, clearer and more consistent communication from professors.
 - Many (12%) comments also indicated that professors were assigning too much work, and for the students living at home, this was causing some life balance problems due to part-time jobs they held.
 - 12% of comments suggested the continued use of Moodle and the desire for all classes to use Moodle (instead of different platforms).
 - 11% of comments indicated that all professors should have training in using online platforms.
 - 11% noted that they didn't like online learning.
 - 10% indicated that they wanted their professors to be more flexible and understanding when it came to various challenges.

Additional Comments

Respondents were asked to provide any additional comments that could help Lincoln University improve experiences for students. Responses were varied, but the most common comments include the following:

- 13% of comments referenced the amount of work assigned by professors.

- 13% noted the need for better information on campus resources and better communication from administrative offices in general.
- 10% of comments noted problems receiving responses to emails and phone calls to both professors and administrative units.
- 10% of comments noted the need for understanding and flexibility for students from both professors and other administrative units.
- 6% of comments noted that the mental health of students should be taken into consideration and given more attention.