

Academic and Support Services Assessment Report Fall 2021

By the Office of Institutional Effectiveness

Total UHCL

without Written Comments

June 2022

Summary of the Survey - Fall 2021

The purpose of the Academic and Support Services Assessment (ASSA) is to determine the level of satisfaction of all students concerning their experiences with academic and support services at the University of Houston-Clear Lake (UHCL). The student's opinions are solicited regarding which areas or issues should be improved to ensure that UHCL maintains the highest quality of instruction. The percentage of students who would recommend UHCL to family or friends is shown on the next page.

The online Academic and Support Services Assessment is conducted in fall semesters every two years using Qualtrics survey software. UHCL launched its annual survey to all students for fall 2021 on October 25, 2021, and the survey was active through December 10, 2021. All students who were enrolled during the fall 2021 semester were sent an invitation to complete the survey. The data can be divided by college, by full-time/part-time, degree level, gender, program, or any of the above combinations. The average completion time for the survey is 10 minutes. A short summary of data collected in the Academic and Support Services Assessment by UHCL and by individual schools is contained in the following pages. The ASSA Fall 2021 Total UHCL without Comments report is posted on the OIE website at the link listed below:

The final reports are posted online at:

<https://www.uhcl.edu/about/administrative-offices/institutional-effectiveness/institutional-research/survey-data.aspx>

Quick points for UHCL

Demographics

Respondents:

A total of 9,390 UHCL students were invited to participate. During this collection period, 1,320 students started the survey.

The response rate for this survey is 14.1%

Gender:

Female	74.7%	947
Male	23.6%	299
Other	1.2%	15
Prefer not to say	0.6%	7

Course Load:

Full-Time	68.2%	865
Part-Time	31.8%	404

I am primarily a (time of day) student:

Day-Time	47.0%	598
Evening	29.3%	372
Online	23.7%	301

Degree Level:

Undergrad	67.2%	853
Master's	30.2%	383
Doctorate	2.7%	34

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

8.2% agreed with the above statement

"I would recommend UHCL to friends and family"

7.4% agreed with the above statement

College of Business

Demographics

Respondents:

A total of 2,632 business students were invited to participate. During this collection period, 286 students started the survey.

The response rate for this survey is 10.9%

Gender:

Female	78.0%	223
Male	22.0%	63

Course Load:

Full-Time	65.3%	186
Part-Time	34.7%	99

I am primarily a (time of day) student:

Day-Time	29.0%	83
Evening	35.0%	100
Online	36.0%	103

Degree Level:

Undergrad	66.4%	190
Master's	33.2%	95
Doctorate	0.3%	1

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

7.6% agreed with the above statement

"I would recommend UHCL to friends and family"

5.2% agreed with the above statement

College of Education

Demographics

Respondents:

A total of 1,564 business students were invited to participate. During this collection period, 249 students started the survey.

The response rate for this survey is 15.9%

Gender:

Female	90.4%	225
Male	8.4%	21
Other	1.2%	3

Course Load:

Full-Time	58.6%	146
Part-Time	41.4%	103

I am primarily a (time of day) student:

Day-Time	28.1%	70
Evening	39.4%	98
Online	32.5%	81

Degree Level:

Undergrad	71.1%	177
Master's	18.5%	46
Doctorate	10.4%	26

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

6.8% agreed with the above statement

"I would recommend UHCL to friends and family"

6.8% agreed with the above statement

College of Human Sciences and Humanities

Demographics

Respondents:

2495 graduating HSH students were invited to participate. During this collection period, 347 students started the survey.

The response rate for this survey is 13.9%

Degree Level:

Undergrad	74.3%	257
Master's	23.7%	82
Doctorate	2.0%	7

Gender:

Female	82.4%	285
Male	14.5%	50
Other	2.0%	7
Prefer not to say	1.2%	4

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

9.7% agreed with the above statement

"I would recommend UHCL to friends and family"

8.0% agreed with the above statement

Course Load:

Full-Time	66.2%	229
Part-Time	33.8%	117

I am primarily a (time of day) student:

Day-Time	44.7%	155
Evening	28.2%	98
Online	27.1%	94

College of Science and Engineering

Demographics

Respondents:

2648 graduating HSH students were invited to participate. During this collection period, 389 students started the survey.

The response rate for this survey is 14.7%

Gender:

Female	55.3%	214
Male	42.6%	165
Other	1.3%	5
Prefer not to say	0.8%	3

Course Load:

Full-Time	78.1%	304
Part-Time	21.9%	85

I am primarily a (time of day) student:

Day-Time	74.6%	290
Evening	19.5%	76
Online	5.9%	23

Degree Level:

Undergrad	58.9%	229
Master's	41.1%	160

Overall Satisfaction:

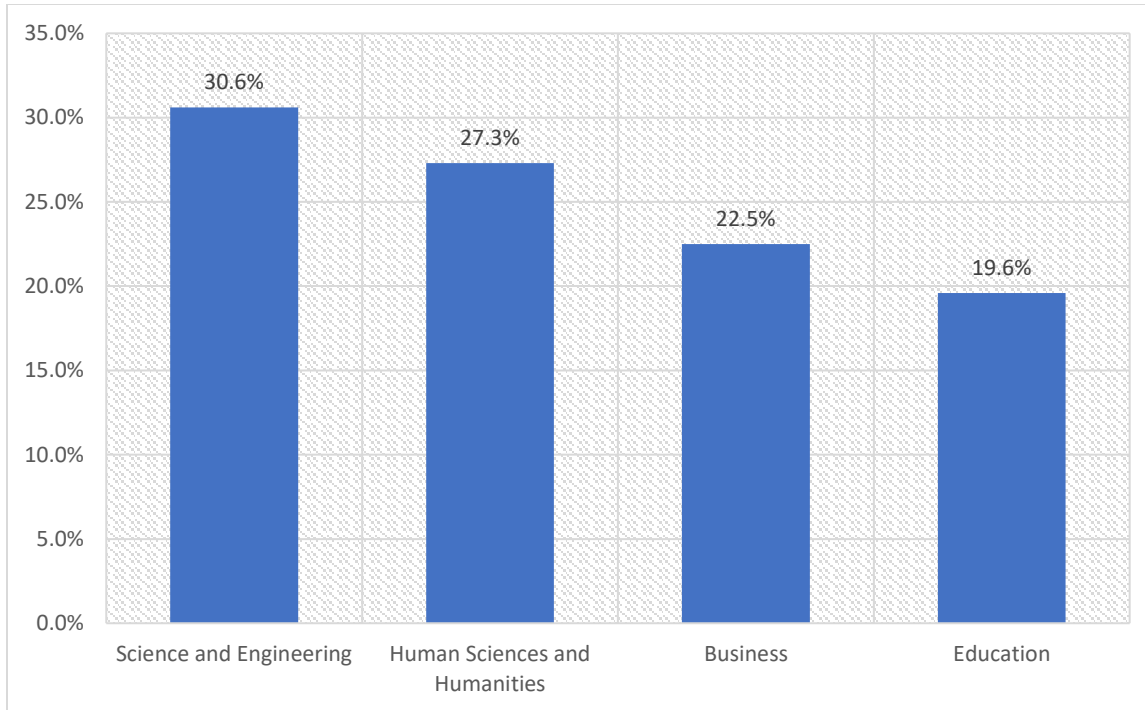
"I am satisfied with the educational experiences I have had at UHCL."

8.1% agreed with the above statement

"I would recommend UHCL to friends and family"

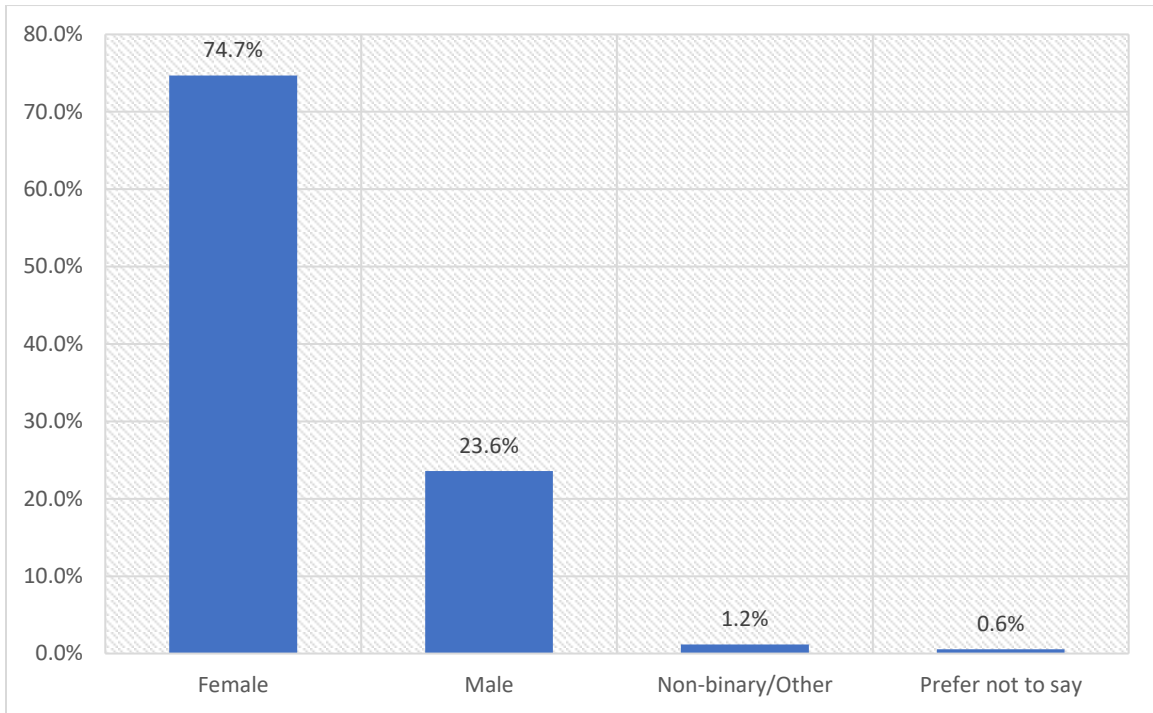
8.7% agreed with the above statement

From what college will you receive your degree?



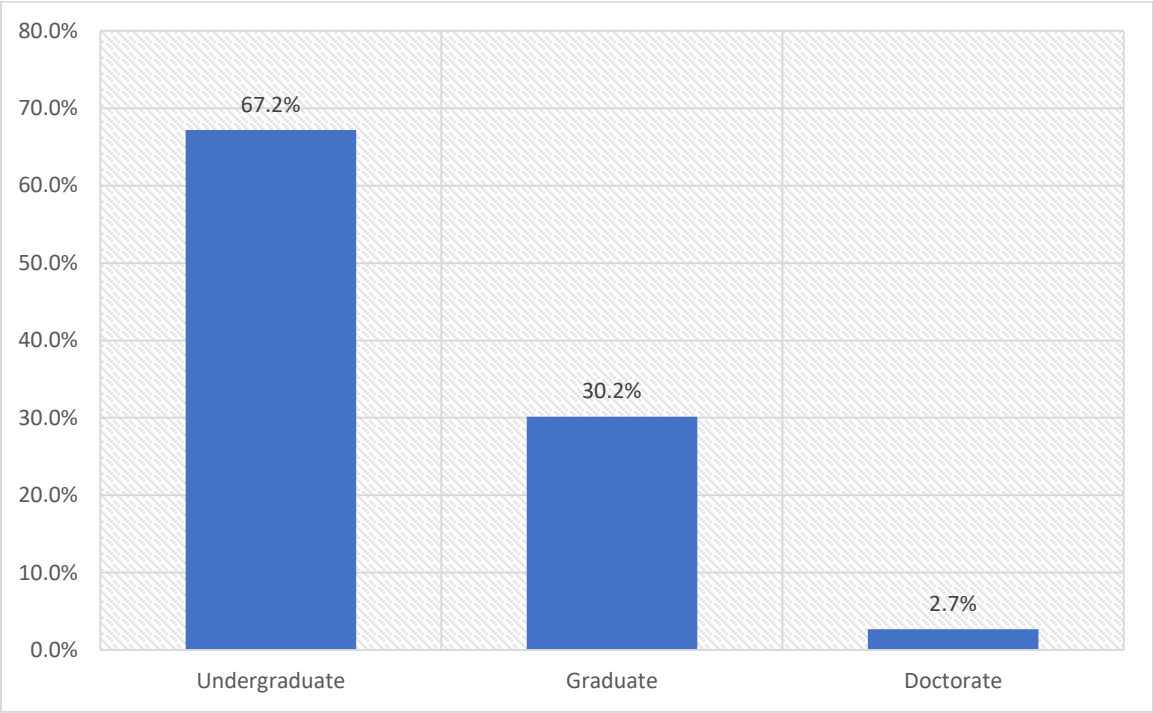
<i>Degree</i>	<i>Count of responses</i>	<i>Percent</i>
<i>College of Science and Engineering (CSE)</i>	389	30.6%
<i>College of Human Sciences and Humanities (HSH)</i>	347	27.3%
<i>College of Business (BUS)</i>	286	22.5%
<i>College of Education (COE)</i>	249	19.6%
Grand Total	1271	100.0%

What is your gender?



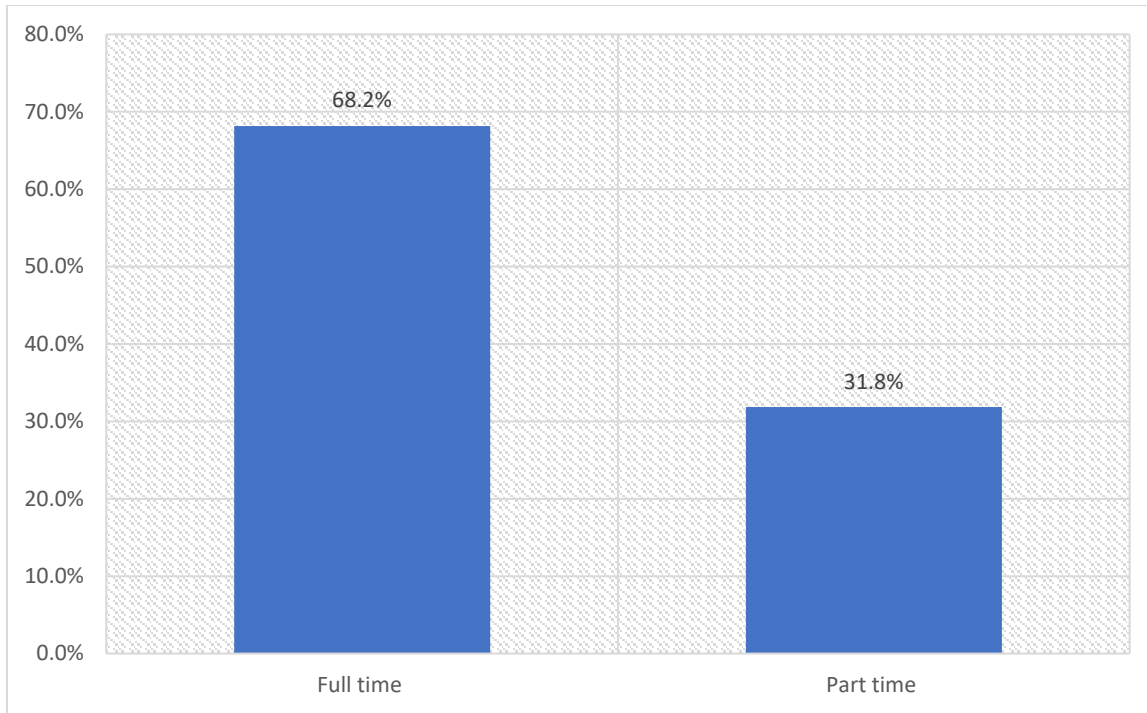
Gender	Count of Response	Percent
<i>Female</i>	947	74.7%
<i>Male</i>	299	23.6%
<i>Non-binary/Other</i>	15	1.2%
<i>Prefer not to say</i>	7	0.6%
Grand Total	1268	100.0%

What is your current degree level?



<i>Degree</i>	<i>Count of Response</i>	<i>Percent</i>
<i>Undergraduate</i>	853	67.2%
<i>Graduate</i>	383	30.2%
<i>Doctorate</i>	34	2.7%
Grand Total	1270	100.0%

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

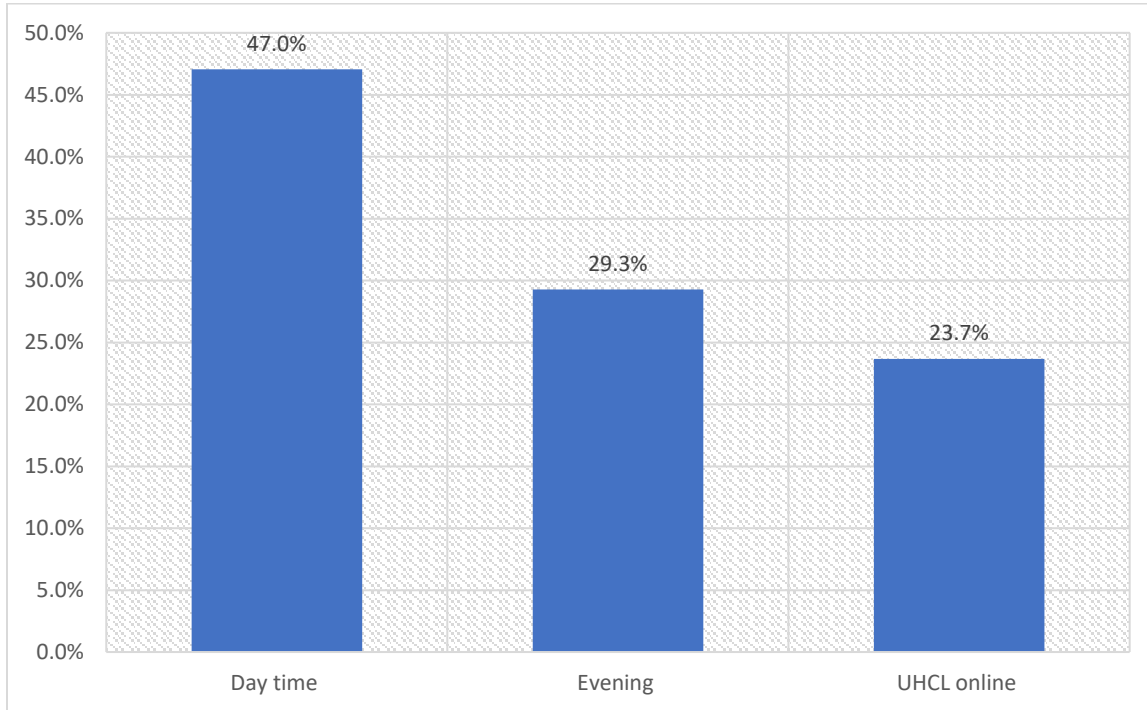


Course Load	Count of Response	Percent
<i>Full time</i>	865	68.2%
<i>Part-time</i>	404	31.8%
Grand Total	1269	100.0%

Full time (*undergraduate including post bac ≥ 12 hours / graduate ≥ 9 hours*)

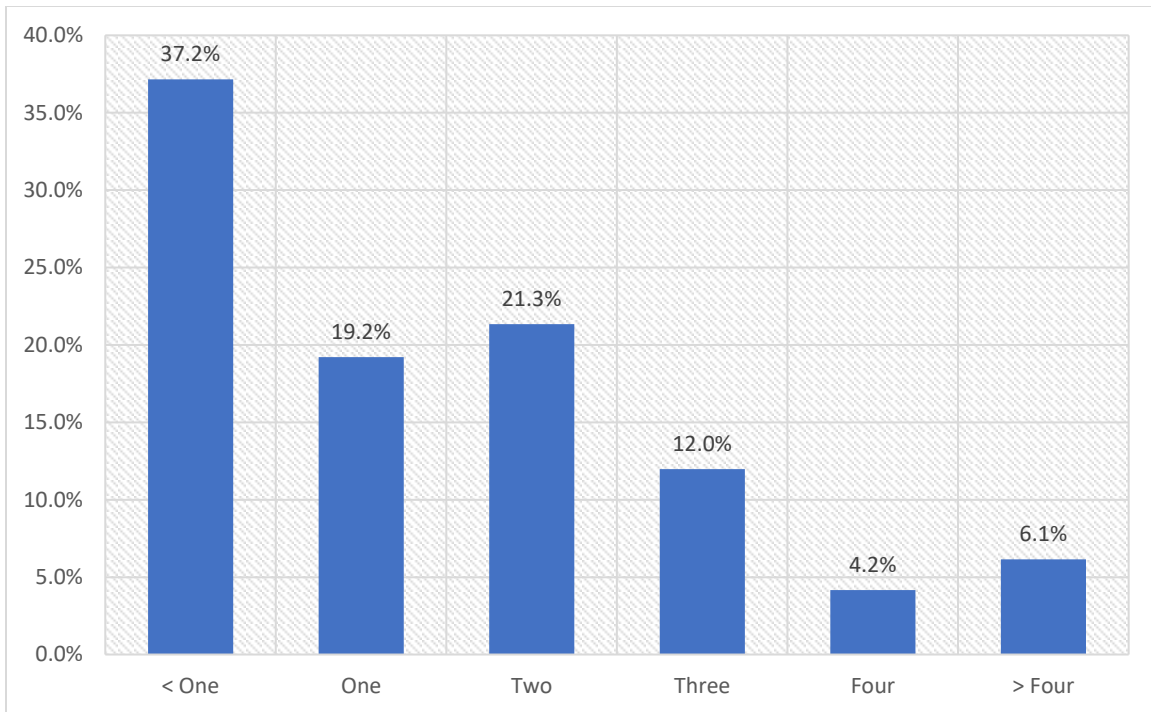
Part-time (*undergraduate < 12 hours / graduate < 9 hours*)

I am primarily “...” student.



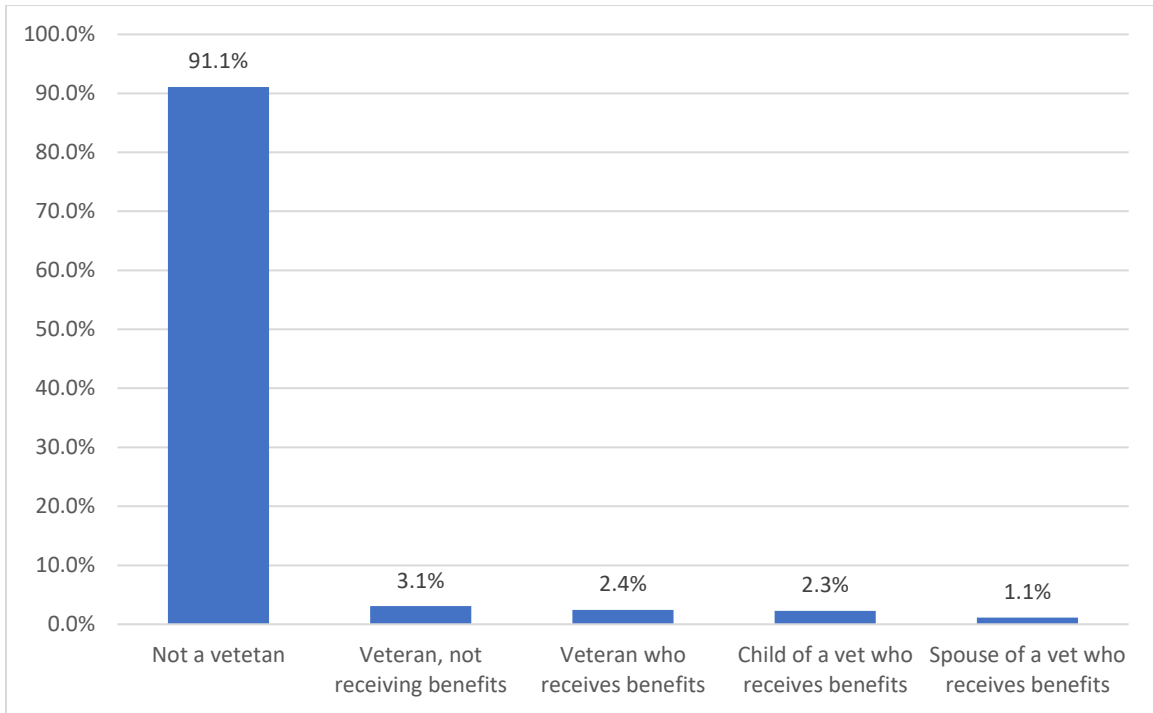
	Count of Response	Percent
<i>Day time</i>	598	47.0%
<i>Evening</i>	372	29.3%
<i>UHCL online</i>	301	23.7%
Grand Total	1271	100.0%

How many years have you attended UHCL?



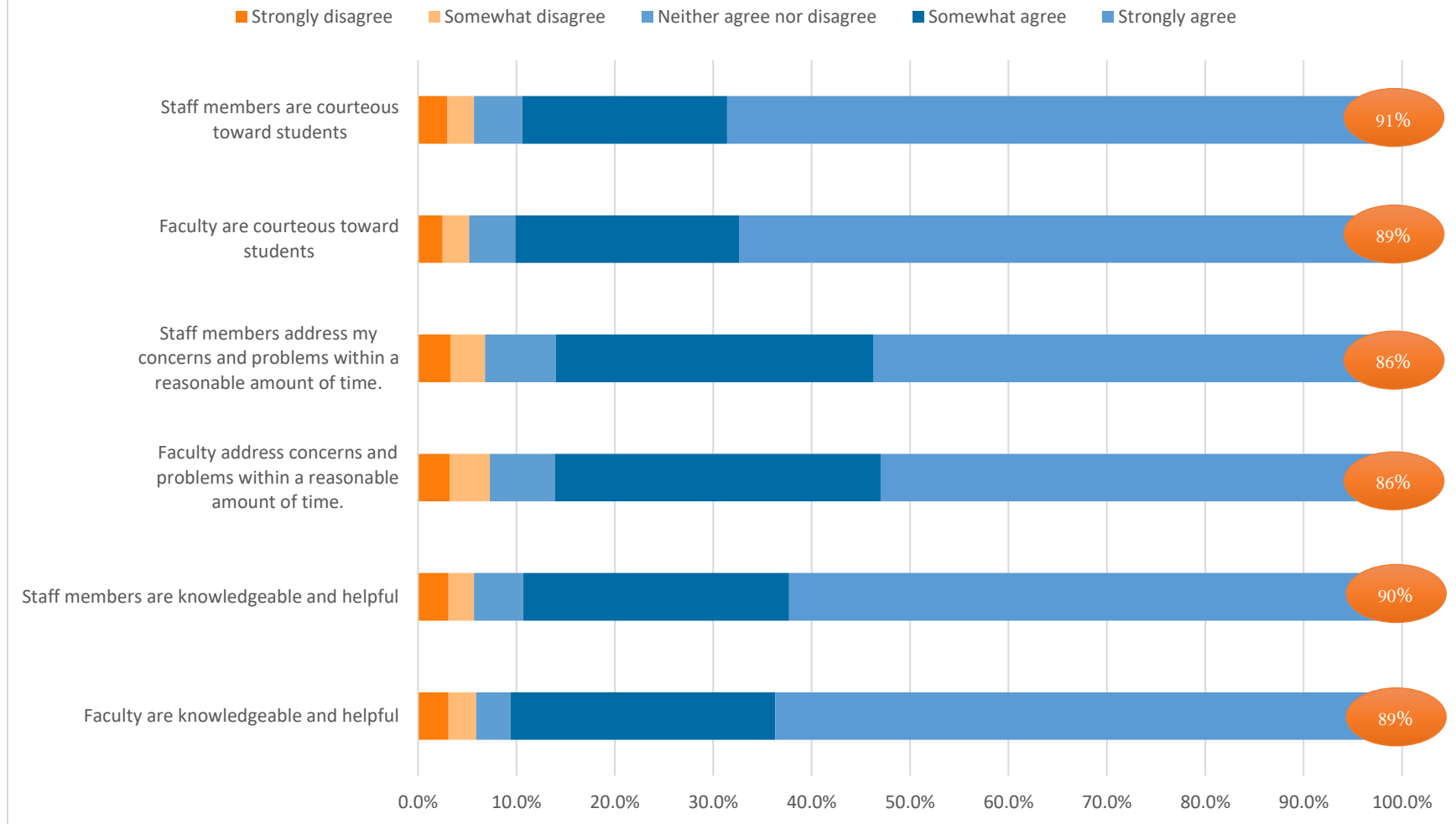
Years	Count	Percent
<i>Less than one</i>	472	37.2%
<i>One</i>	244	19.2%
<i>Two</i>	271	21.3%
<i>Three</i>	152	12.0%
<i>Four</i>	53	4.2%
<i>More than four</i>	78	6.1%
Grand Total	1270	100.0%

Please indicate your Veteran’s Education Benefits status.



Status	Count	Percent
<i>I am not a veteran, nor eligible for veteran benefits.</i>	1153	91.1%
<i>I am a veteran, not receiving benefits.</i>	39	3.1%
<i>I am a veteran who receives benefits.</i>	31	2.4%
<i>I am a child of a veteran who receives benefits.</i>	29	2.3%
<i>I am a spouse of a veteran who receives benefits.</i>	14	1.1%
Grand Total	1266	100.0%

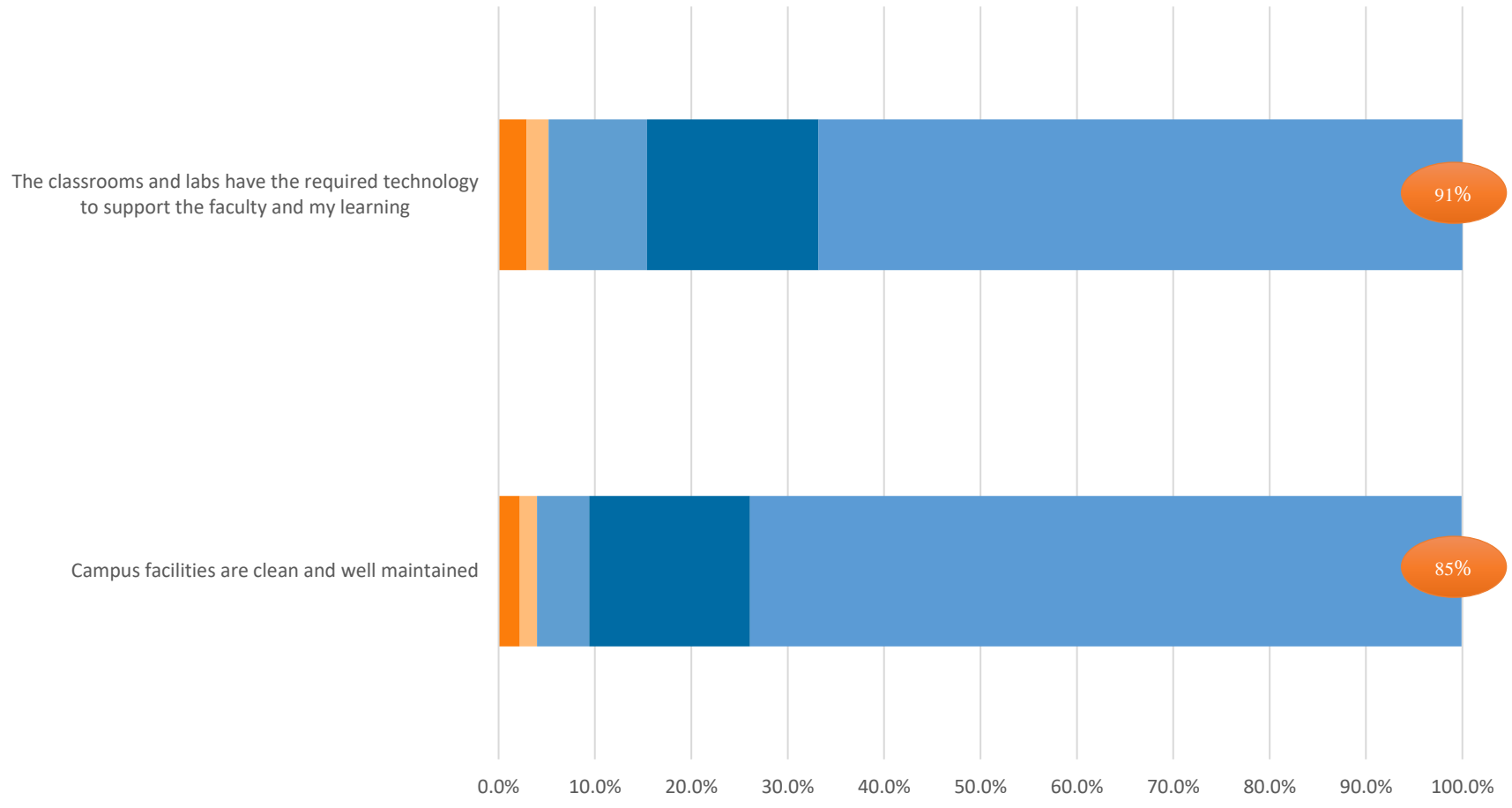
Faculty and Staff Contributions



n=1219

Facilities

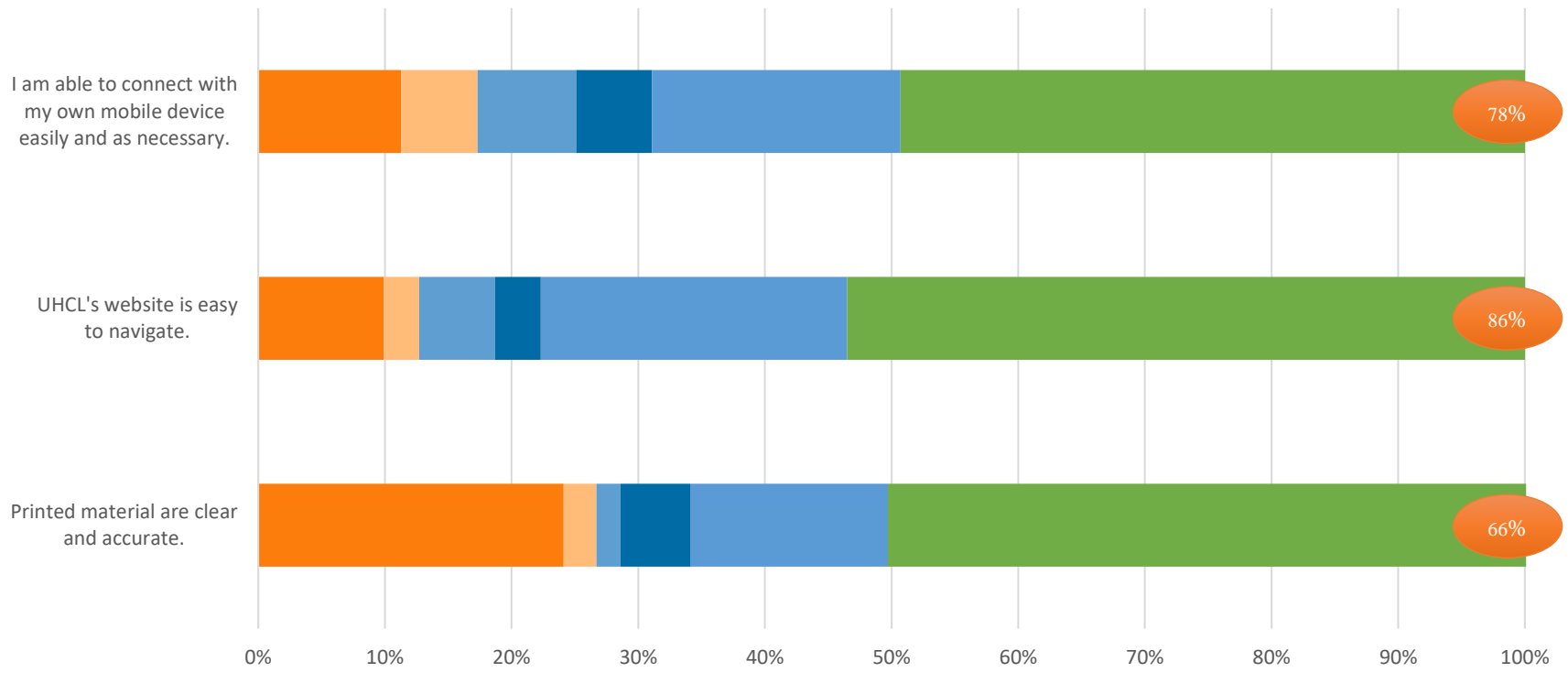
Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree



n=1218

Communications and Internet Resources

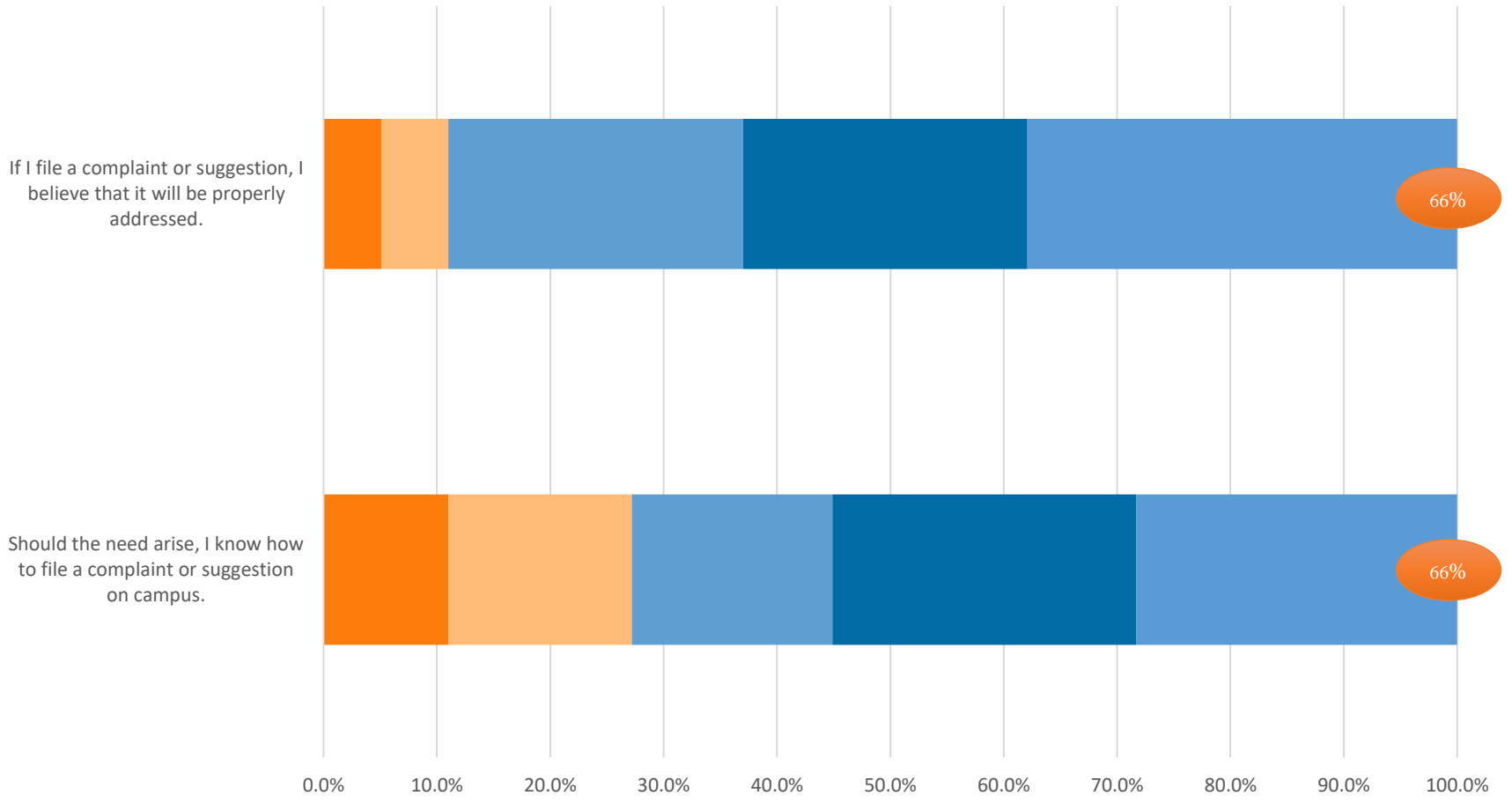
Unable to evaluate Strongly Disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly Agree



n=1071 is the number that was able to evaluate, and agreement percentages are from this group.

Complaint Handling

Strongly Disagree Somewhat Disagree Neither agree nor disagree Somewhat agree Strongly Agree



n=1199

Please indicate how satisfied you were with the **quality of services** in the following areas.

Department	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Grand Total	Percent Positive
Academic Advising	47%	36%	9%	6%	3%	923	83%
Academic Records Office	43%	40%	12%	4%	1%	863	83%
Admissions Office	43%	41%	11%	3%	2%	873	84%
Bookstore	42%	35%	16%	4%	3%	785	77%
Campus Recreation and Wellness	55%	32%	10%	1%	1%	652	87%
Career Services Center	46%	36%	16%	1%	1%	596	81%
Computer Labs	54%	34%	10%	2%	1%	699	87%
Copy Center	48%	33%	17%	1%	1%	536	80%
Counseling Services	49%	33%	15%	1%	2%	582	82%
Dean of Students Office	44%	33%	20%	1%	2%	512	78%
Disability Services	42%	33%	21%	2%	2%	471	75%
Financial Aid Office	47%	35%	10%	5%	3%	808	82%
Food Services	42%	36%	12%	6%	3%	693	79%
Health Services	46%	35%	17%	1%	1%	495	81%
Housing	42%	32%	21%	2%	3%	445	74%
Mathematics Center	44%	35%	19%	1%	1%	475	79%
Neumann Library	53%	34%	10%	2%	1%	683	86%
Office of Diversity, Equity, and Inclusion	49%	32%	16%	1%	1%	493	81%
Office of Student Involvement and Leadership	47%	33%	16%	2%	2%	527	80%
Orientation and New Student Programs	47%	34%	14%	3%	3%	678	81%
Parking	39%	33%	15%	7%	6%	768	72%
Police	46%	34%	15%	2%	2%	578	81%
Students Assistance Center	46%	35%	16%	1%	1%	510	81%

Student Business Services	47%	37%	12%	2%	1%	554	84%
Student Publications	46%	37%	15%	1%	1%	512	83%
Student Success Center	47%	35%	15%	2%	1%	536	82%
Testing Center	45%	32%	20%	1%	1%	478	77%
Transfer Advising	49%	32%	15%	2%	2%	601	81%
Transportation for Shuttle Services	45%	30%	19%	3%	3%	444	75%
Writing Center	47%	34%	15%	2%	2%	513	81%
Average	46.2%	34.4%	14.9%	2.5%	1.9%	609.4	80.7%

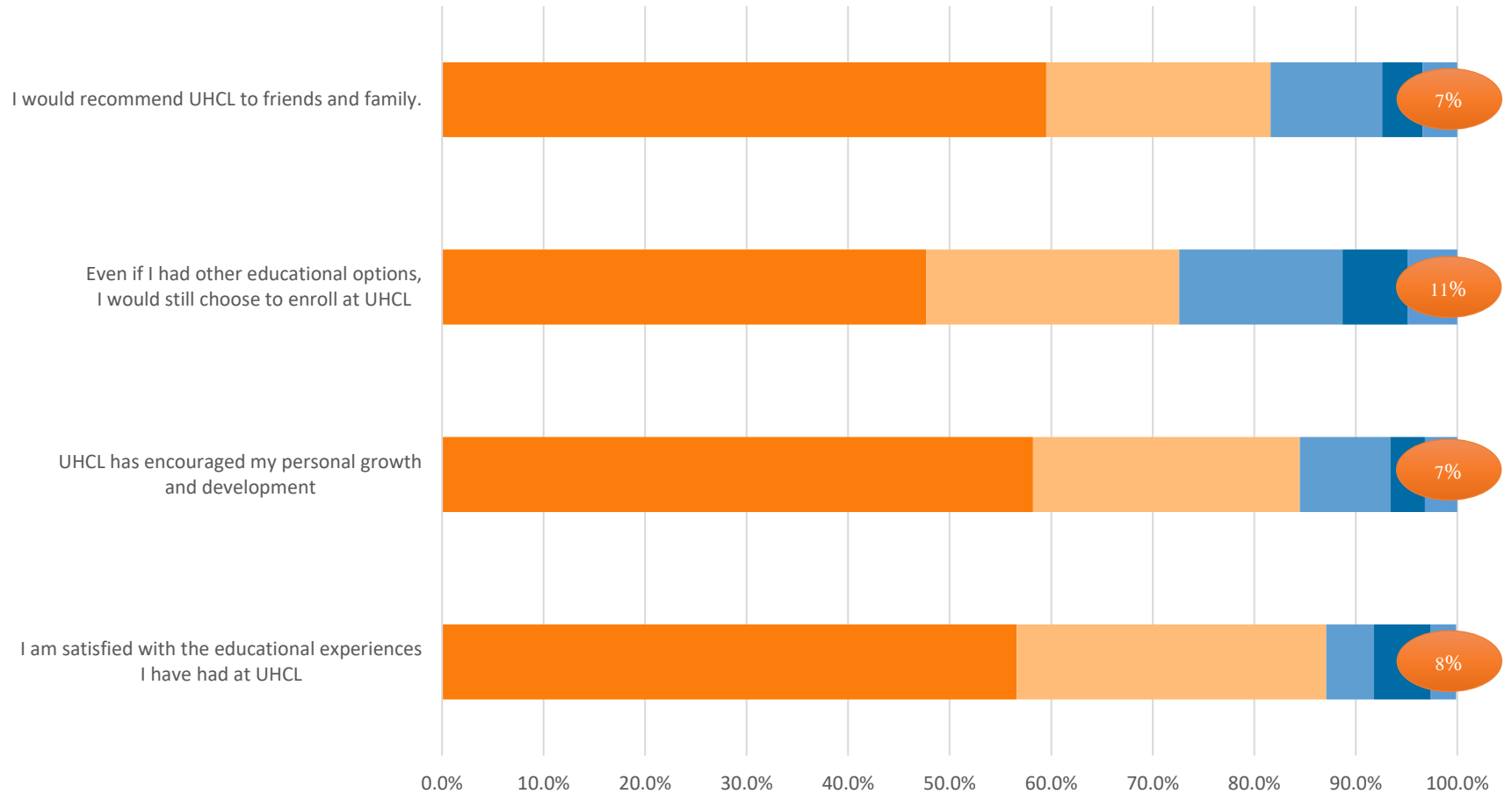
Please indicate how satisfied you were with the **availability of services** in the following areas.

Department	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Grand Total	Percent Positive
Academic Advising	50%	34%	9%	5%	2%	787	84%
Academic Records Office	50%	37%	10%	2%	1%	734	87%
Admissions Office	50%	35%	12%	1%	1%	729	86%
Bookstore	48%	31%	14%	5%	3%	658	79%
Campus Recreation and Wellness	59%	28%	2%	11%	1%	572	87%
Career Services Center	54%	29%	14%	1%	1%	514	83%
Computer Labs	61%	27%	9%	2%	1%	604	88%
Copy Center	54%	28%	16%	1%	1%	469	82%
Counseling Services	58%	28%	12%	1%	2%	502	85%
Dean of Students Office	54%	27%	17%	0%	1%	448	81%
Disability Services	52%	26%	19%	1%	2%	412	78%
Financial Aid Office	54%	31%	9%	3%	2%	686	85%
Food Services	50%	32%	11%	3%	4%	601	82%
Health Services	56%	26%	15%	1%	2%	433	82%
Housing	53%	24%	20%	0%	3%	396	77%
Mathematics Center	56%	27%	14%	1%	2%	423	83%
Neumann Library	59%	28%	10%	2%	2%	591	87%
Office of Diversity, Equity, and Inclusion	55%	27%	16%	0%	2%	429	83%
Office of Student Involvement and Leadership	56%	27%	15%	1%	2%	462	83%
Orientation and New Student Programs	56%	28%	13%	2%	2%	581	84%
Parking	48%	30%	14%	3%	5%	650	78%
Police	56%	27%	14%	1%	2%	510	83%

Students Assistance Center	56%	27%	15%	0%	2%	450	83%
Student Business Services	56%	30%	12%	1%	2%	491	86%
Student Publications	54%	29%	15%	1%	2%	459	83%
Student Success Center	58%	27%	13%	1%	2%	469	85%
Testing Center	57%	24%	16%	0%	2%	420	81%
Transfer Advising	59%	25%	13%	1%	2%	529	84%
Transportation for Shuttle Services	53%	24%	16%	2%	4%	396	78%
Writing Center	59%	26%	13%	0%	2%	453	85%
Average	54.7%	28.3%	13.3%	1.8%	1.9%	528.6	83.0%

Indicate Your Level of Agreement with the Following Statements

■ Strongly Disagree
 ■ Somewhat Disagree
 ■ Neither agree nor disagree
 ■ Somewhat Agree
 ■ Strongly Agree



n=1104

End of Report