

2023–2024 HEDS Student Satisfaction Survey

This is a PDF representation of the online version of the survey. It includes all questions and response options, as well as notes (in italics) about how questions will display to survey takers.

Welcome to the Student Satisfaction Survey. Thanks for agreeing to participate!

This survey asks how satisfied you are with different parts of your experience at [Institution Name]. It should take 5-10 minutes to complete. Leaders at your [college/university] want to know more about your experiences so they can improve how well [Institution Name] meets its students' needs.

Your survey results will be shared with a handful of people at [Institution Name] who work to help students succeed and improve the institution. Anyone who has access to your responses is legally obligated to keep them confidential.

By clicking “Next,” you acknowledge that you are at least 18 years old, have read the information above, and agree to participate in the survey. Thank you for taking the time to share your thoughts. We appreciate it.

[Students will see a “Next” button here.]

In the next four sets of questions, we ask about your satisfaction with different parts of your college experience. If you have not had any experience with something we ask about, please select “Have not experienced.”

1. How satisfied are you with the *Quality of Your Academic Experiences* in the following areas?

	Very satisfied	Generally satisfied	Generally dissatisfied	Very dissatisfied	Have not experienced
Advising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capstone courses, senior seminar, senior project or thesis, comprehensive exam, or other culminating experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability and accessibility services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Faculty availability outside of class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internships, field experiences, or practicums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multicultural and diversity classes, curricula, or programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research with faculty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service learning or community-based learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study abroad or study away	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutoring, supplemental instruction, writing center, help with study skills, or other academic support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your interactions with faculty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If students indicate that they are “Generally dissatisfied” or “Very dissatisfied” with one or more of the items in Q1, they will see the following question.

1a. In the previous question, you indicated that you are dissatisfied with one or more elements of your academic experiences at [Institution Name]. We would appreciate it if you could provide more detail about why you are dissatisfied in those areas.

- ☐ More information about my responses to the previous question: _____
- ☐ I'm not interested in providing more information at this time.

2. How satisfied are you with the *Quality of Course Instruction* in the following areas?

	Very satisfied	Generally satisfied	Generally dissatisfied	Very dissatisfied	Have not experienced
Biological Sciences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business and Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine and Performing Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Sciences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Humanities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Sciences, Mathematics, and Computer Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Sciences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If students indicate that they are “Generally dissatisfied” or “Very dissatisfied” with one or more of the items in Q2, they will see the following question.

2a. In the previous question, you indicated that you are dissatisfied with one or more areas of your course instruction at [Institution Name]. We would appreciate it if you could provide more detail about why you are dissatisfied in those areas.

- ☐ More information about my responses to the previous question: _____
- ☐ I’m not interested in providing more information at this time.

3. How satisfied are you with the *Quality of Campus Services and Facilities* in the following areas?

	Very satisfied	Generally satisfied	Generally dissatisfied	Very dissatisfied	Have not experienced
Bookstore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classroom/Laboratory facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial aid office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information technology (IT) support and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library building(s), resources, and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mailroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation/Athletics facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation/Athletics programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registrar’s office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student center/union facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student center/union programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student financial services, such as student accounts, business office, and bursar’s office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support services and programs for international students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support services and programs for multicultural and diverse students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your financial aid package	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If students indicate that they are “Generally dissatisfied” or “Very dissatisfied” with one or more of the items in Q3, they will see the following question.

3a. In the previous question, you indicated that you are dissatisfied with one or more elements of campus services and facilities at [Institution Name]. We would appreciate it if you could provide more detail about why you are dissatisfied in those areas.

- ☐ More information about my responses to the previous question: _____
- ☐ I’m not interested in providing more information at this time.

4. How satisfied are you with the *Quality of Campus Life* in the following areas?

	Very satisfied	Generally satisfied	Generally dissatisfied	Very dissatisfied	Have not experienced
Campus safety/security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clubs and organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural and fine arts programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diversity on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lectures and speakers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religious/Spiritual life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sense of community on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social life on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student voice in campus policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If students indicate that they are “Generally dissatisfied” or “Very dissatisfied” with one or more of the items in Q4, they will see the following question.

4a. In the previous question, you indicated that you are dissatisfied with one or more elements of campus life at [Institution Name]. We would appreciate it if you could provide more detail about why you are dissatisfied in those areas.

- ☐ More information about my responses to the previous question: _____
- ☐ I’m not interested in providing more information at this time.

5. How strong is your connection to [Institution Name]?

- ☐ Very strong connection
- ☐ Strong connection
- ☐ Some connection
- ☐ Little connection
- ☐ No connection

6. Overall, how satisfied are you with your education at [Institution Name]?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

7. What one thing about [Institution Name] has been so beneficial for you that the [college/university] should never change it?

8. What one thing would you change at [Institution Name] to make the student experience better?

Below, we ask questions about your identity, background, and affiliation with [Institution Name]. You may choose not to respond to any of these questions. We use responses to these questions to develop a picture of how different people experience our campus.

9. What is your gender?

- ☐ Man
- ☐ Woman
- ☐ Non-binary, please self describe: _____
- ☐ Prefer not to respond

10. Are you transgender?

- ☐ Yes
- ☐ No
- ☐ Prefer not to respond

11. What is your citizenship status?

- ☐ U.S. citizen
- ☐ U.S. permanent resident but not a U.S. citizen
- ☐ Not a U.S. citizen or permanent resident
- ☐ Prefer not to respond

12. Are you Hispanic or Latino/a?

- ☐ Yes
- ☐ No
- ☐ Prefer not to respond

13. Please indicate the race or races with which you identify. (Choose one or more)

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or other Pacific Islander
- ☐ White
- ☐ Prefer not to respond

14. What is the highest level of education completed by either of your parents (or those who raised you)?

- ☐ Did not finish high school
- ☐ High school diploma or G.E.D.
- ☐ Attended college but did not complete degree
- ☐ Associate's degree (A.A., A.S., etc.)
- ☐ Bachelor's degree (B.A., B.S., etc.)
- ☐ Master's degree (M.A., M.S., etc.)
- ☐ Doctoral or professional degree (Ph.D., J.D., M.D., etc.)
- ☐ Prefer not to respond

15. How do you attend classes at [Institution Name]?

- ☐ Primarily or entirely on campus
- ☐ Primarily or entirely online
- ☐ Split between on campus and online
- ☐ Prefer not to respond

Nonresidential institutions may hide the first two response options in Q16.

16. Which of the following best describes where you are currently living?

- ☐ Dormitory or other campus housing (not a fraternity or sorority house)
- ☐ Fraternity or sorority house (including college-owned housing)
- ☐ Residence (house, apartment, etc.) *within* walking distance to your institution
- ☐ Residence (house, apartment, etc.) *farther than* walking distance to your institution, but in the United States
- ☐ In another country
- ☐ A living arrangement not listed above
- ☐ Prefer not to respond

The following two questions will only be shown to students at 4-year institutions.

17. Are you a part-time or full-time student at [Institution Name]?

- ☐ Part-time
- ☐ Full-time
- ☐ Prefer not to respond

18. What is your current academic classification?

- ☐ Freshman/First Year
- ☐ Sophomore
- ☐ Junior
- ☐ Senior
- ☐ Other academic classification: _____
- ☐ Prefer not to respond

The following three questions will only be shown to students at 2-year institutions.

19. What is your current age?

- ☐ Younger than 25
- ☐ 25–34
- ☐ 35–44
- ☐ 45 or older
- ☐ Prefer not to respond

20. How many credits did you enroll in at the beginning of this semester?

- ☐ Less than 12
- ☐ 12 or more
- ☐ Prefer not to respond

21. How many total academic terms have you been enrolled at [Institution Name]?

- ☐ This is my first academic term
- ☐ This is my second academic term
- ☐ This is my third or fourth academic term
- ☐ This is my fifth or sixth academic term
- ☐ I have been enrolled more than six academic terms
- ☐ Prefer not to respond

22. Since you've begun college, have you ever received a Pell Grant?

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ Prefer not to respond

[The following message appears after students click the “Submit” button.]

Thank you for taking the time to answer the questions on the Student Satisfaction Survey! We appreciate your feedback. If you have any questions about this survey, please contact [Survey Liaison Name], [Survey Liaison Title], at [Survey Liaison Email].