

2026–2027 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.

The [Institution Name] leader(s) of this survey effort [is/are] [name(s)], and [he/she/they] can be reached at [email address(es)] and/or phone number(s)].

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	☐	☐	☐	☐	☐
Availability of courses	☐	☐	☐	☐	☐
Capstone courses, senior seminar, senior project or thesis, comprehensive exam, or other culminating experience	☐	☐	☐	☐	☐
Disability and accessibility services	☐	☐	☐	☐	☐
Faculty availability outside of class	☐	☐	☐	☐	☐
Independent study (<i>i.e., individual work with a faculty member for credit and a grade.</i>)	☐	☐	☐	☐	☐
Internships, field experiences, or practicums	☐	☐	☐	☐	☐
Multicultural and diversity classes, curricula, or programs	☐	☐	☐	☐	☐
Research with faculty	☐	☐	☐	☐	☐
Service learning or community-based learning	☐	☐	☐	☐	☐
Study abroad or study away	☐	☐	☐	☐	☐
Tutoring, supplemental instruction, writing center, help with study skills, or other academic support services	☐	☐	☐	☐	☐
Your interactions with faculty	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
Business and Management	☐	☐	☐	☐	☐
Communications	☐	☐	☐	☐	☐
Education	☐	☐	☐	☐	☐
Engineering	☐	☐	☐	☐	☐
Fine and Performing Arts	☐	☐	☐	☐	☐
Health Sciences	☐	☐	☐	☐	☐
Humanities	☐	☐	☐	☐	☐
Physical Sciences, Mathematics, and Computer Science	☐	☐	☐	☐	☐
Social Sciences	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
Career services	☐	☐	☐	☐	☐
Classroom/Laboratory facilities	☐	☐	☐	☐	☐
Counseling services	☐	☐	☐	☐	☐
Financial aid office	☐	☐	☐	☐	☐
Food services	☐	☐	☐	☐	☐
Information technology (IT) support and services	☐	☐	☐	☐	☐
Library building(s), resources, and services	☐	☐	☐	☐	☐
Mailroom	☐	☐	☐	☐	☐
Parking on campus	☐	☐	☐	☐	☐
Recreation/Athletics facilities	☐	☐	☐	☐	☐
Recreation/Athletics programs	☐	☐	☐	☐	☐
Registrar’s office	☐	☐	☐	☐	☐
Student center/union facilities	☐	☐	☐	☐	☐
Student center/union programs	☐	☐	☐	☐	☐
Student financial services, such as student accounts, business office, and bursar’s office	☐	☐	☐	☐	☐
Student health services	☐	☐	☐	☐	☐
Student housing	☐	☐	☐	☐	☐
Support services and programs for international students	☐	☐	☐	☐	☐
Support services and programs for multicultural and diverse students	☐	☐	☐	☐	☐
Your financial aid package	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
Clubs and organizations	☐	☐	☐	☐	☐
Cultural and fine arts programming	☐	☐	☐	☐	☐
Diversity on campus	☐	☐	☐	☐	☐
Lectures and speakers	☐	☐	☐	☐	☐
Religious/Spiritual life	☐	☐	☐	☐	☐
Sense of community on campus	☐	☐	☐	☐	☐
Social life on campus	☐	☐	☐	☐	☐
Student government	☐	☐	☐	☐	☐
Student voice in campus policies	☐	☐	☐	☐	☐

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
- ☐ Nonbinary, please self describe: _____
- ☐ Prefer not to respond

10. Are you transgender?

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ 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. What is your race and/or ethnicity? (Select all that apply)

- ☐ American Indian or Alaska Native
For example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, Maya, etc.
- ☐ Asian
For example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, Japanese, Pakistani, Hmong, Afghan, etc.
- ☐ Black or African American
For example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, Trinidadian and Tobagonian, Ghanaian, Congolese, etc.
- ☐ Hispanic or Latino
For example, Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, Colombian, Honduran, Spaniard, etc.
- ☐ Middle Eastern or North African
For example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, Israeli, Moroccan, Yemeni, Kurdish, Palestinian, etc.
- ☐ Native Hawaiian or Pacific Islander
For example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, Marshallese, Chuukese, Palauan, Tahitian, etc.
- ☐ White
For example, English, German, Irish, Italian, Polish, Scottish, French, Swedish, Norwegian, etc.
- ☐ Some other race or ethnicity: _____
- ☐ Prefer not to respond

13. 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 GED
- ☐ Attended college but did not complete degree
- ☐ Associate's degree (AA, AS, etc.)
- ☐ Bachelor's degree (BA, BS, etc.)
- ☐ Master's degree (MA, MBA, MS, etc.)
- ☐ Doctoral or professional degree (PhD, JD, MD, etc.)
- ☐ Prefer not to respond

14. Have you ever received a Pell Grant during your time at college?

- ☐ Yes
- ☐ No
- ☐ 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 (semesters, quarters, trimesters) 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

[If your institution chooses to add supplemental questions, they will be inserted here, preceded by this statement. You may customize this introduction.]

The following are some additional questions for you provided by [Institution Name].

[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].