

Campus Survey Analysis

Fall 2023

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1/8/2024



Introduction

This report is intended to summarize the UTC students' responses to the Fall 2023 Student Experience Survey. This fall was the sixth survey distribution since the Fall of 2020, and 2,613 UTC students responded. It has been previously distributed in the fall and spring of each year but is now collected annually in the fall. It includes questions about demographics, scaled items on student experience, and an option to provide written feedback. This survey went live on October 1, 2023, and remained open for six weeks. This year, UTC had the highest response rate of all past distributions at 20%, which is double the response from Fall 2022.

The first section of this report shows the demographic breakdown of respondents. Please be aware that students could select multiple options for race, so the percentages will not perfectly represent the respondent totals. The second section shows the percentage totals for scaled responses to five statements regarding student experience. The last section summarizes the optional written feedback, where 179 respondents left comments and suggestions about their time at UTC.

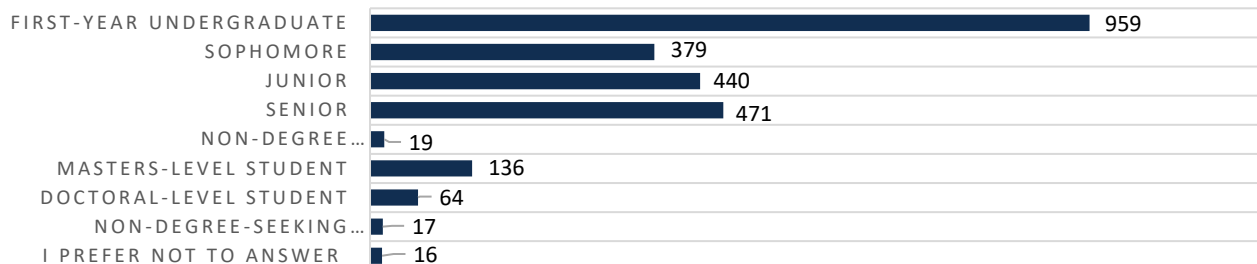
Key Points

- **82.2% of survey respondents agreed or strongly agreed that campus offers the resources and/or support needed for success.**
- **Only 63.7% of respondents agreed or strongly agreed that they felt a sense of belonging at UTC.**
- **Almost 20% of commenters mentioned concerns about the parking situation on campus.**

Survey Respondents

Total respondents: 2,613

LEVEL

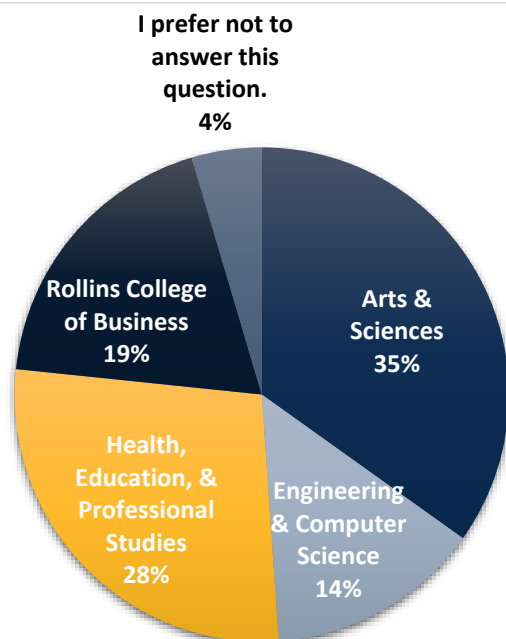


Representation from all levels of students and the four academic colleges were obtained during the Fall 2023 survey administration.

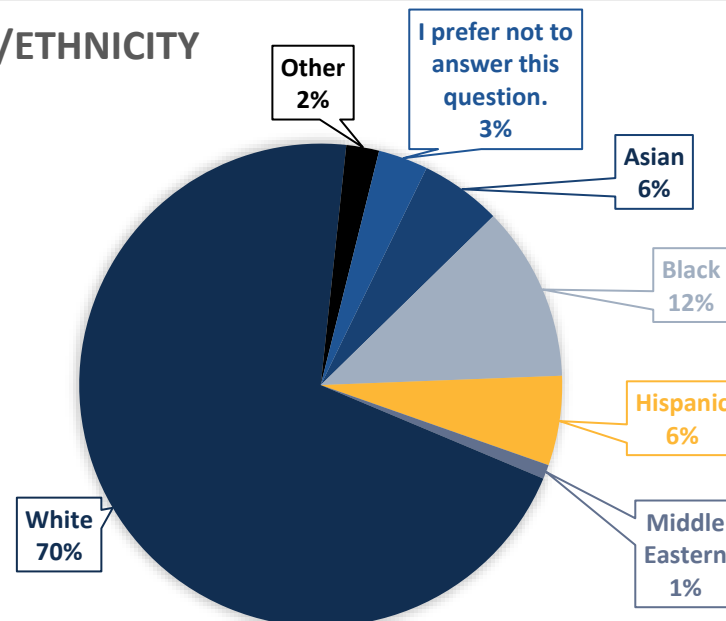
Most students identified as:

- First-year students (37%)
- Majored in degree under the College of Arts and Sciences (35%)

COLLEGE



RACE/ETHNICITY



Experience

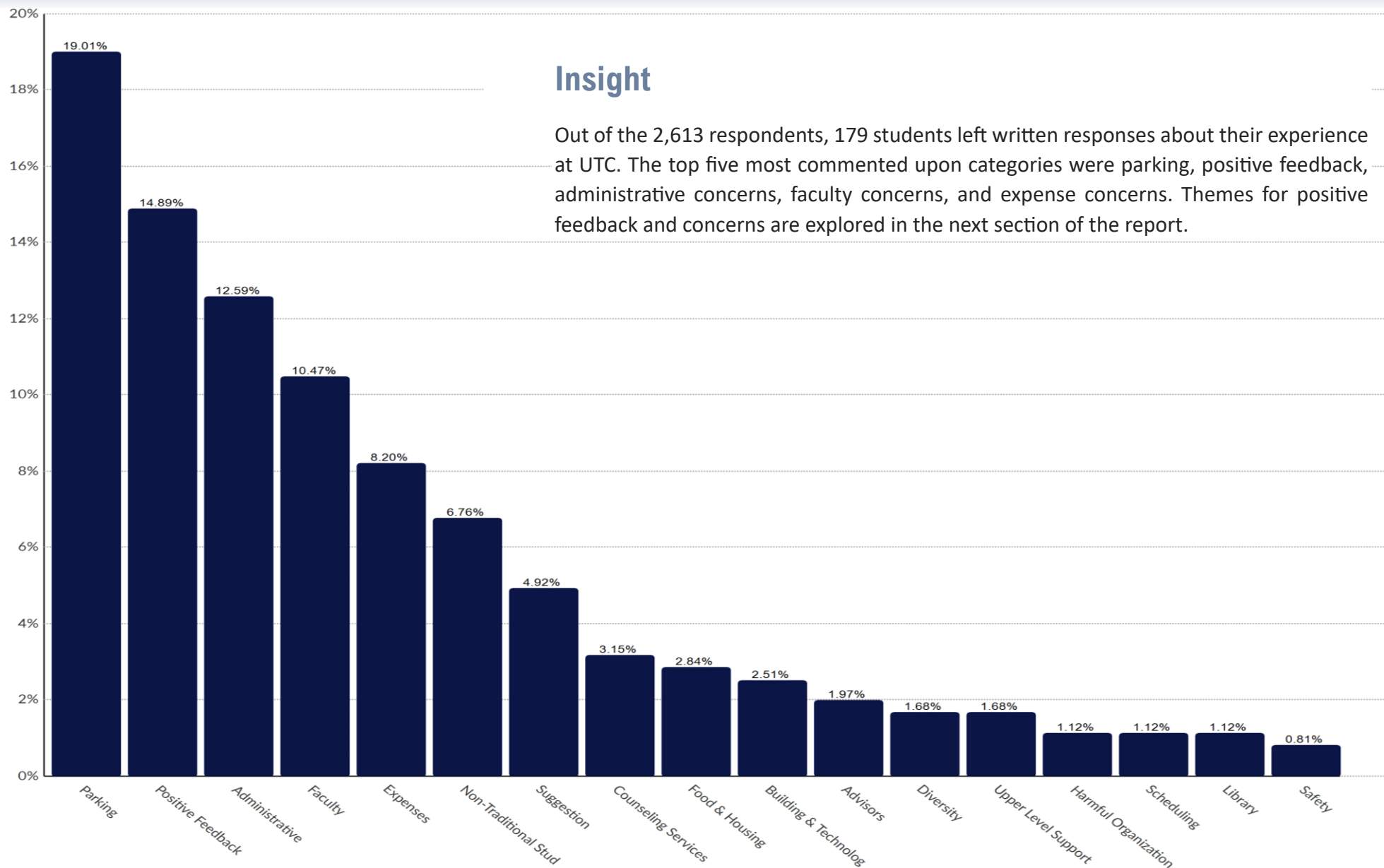
Statement:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I believe my campus listens to and responds to student needs.	4.1%	5.5%	23.9%	42.6%	24.0%
My campus offers the resources and/or support needed for my success as a student.	2.6%	3.3%	11.9%	40.3%	41.9%
I am currently accessing the resources and/or support I need to be successful.	3.3%	6.2%	24.2%	40.7%	25.6%
I would recommend my campus to a friend/ family member as a great place to study.	3.3%	3.8%	14.0%	38.3%	40.7%
I believe that I matter and belong at UT.	5.0%	6.4%	24.9%	35.3%	28.4%

Insight

Each statement used a 5-point scale ranging from Strongly Disagree (1) to Strongly Agree (5). More than half of the respondents agreed or strongly agreed with all five statements. Less than a quarter felt neutral, and 11% or less disagreed or strongly disagreed with the five statements. The statement with the highest agreement is that campus offers resources and support needed for success (82.2%). Additionally, many of the positive comments pertained to the availability of resources at UTC.

The statement with the lowest agreement is the final statement, "I believe that I matter and belong at UT" (63.7%). It is interesting to note that almost 25% of respondents remained neutral when asked about their sense of belonging. Various factors could contribute to this feeling, including uncertainty about the question's meaning or discomfort with responding to this inquiry. Neutrality rates were very even, between 20% and 27%, amongst all populations, but white respondents had the lowest agreement rate of only 43%. All other groups fell between 59% and 67% agreement. One student's comment echoed these statistics saying, "There are many programs geared for minorities and sexualities other than heteronormative however, if you do not fall into those categories, there's not much available in terms of support."

Additional Comments and Suggestions



Positive Feedback



Themes

Thirty-three out of 179 students shared positive experiences about their time at UTC, expressing satisfaction with the availability of resources and the support provided by faculty and staff. HHP faculty and staff have been specifically mentioned as being encouraging and welcoming. Students have also appreciated the campus environment, mental health services, and advisors. These students seem to feel a sense of belonging and value their experiences at UTC.

“I love UTC. I thought the school was beyond my reach but I'm living the dream and finally going back to school to finish my degree. I love it here!”

“I highly doubt there is not a resource for literally ANYTHING!”

"I feel strongly encouraged by HHP faculty and staff."

Concerns



Administrative Services

Twenty-six students have expressed dissatisfaction with the campus's focus on finances over student success, as well as unhelpful staff and outdated administrative systems. Some have also mentioned difficulty in accessing resources and student support during times of need. While these students may have had positive experiences with UTC's faculty and programs, they feel that the school falls short in providing quality services and support for their students.



Parking

Forty-four out of the 179 students who commented expressed frustration with the parking situation on campus. All mention issues with the cost of parking passes, lack of available spaces, reserved parking options, and the inconvenience of parking far away from campus. Some students suggest that parking should be free or substantially cheaper for students who already pay to attend classes, while others propose that there should be more general parking options and fewer reserved spots. Overall, the majority of comments in this category suggest that the parking situation needs to be improved.



Faculty

Twenty-three students expressed concerns about the faculty members. Broad themes in the comments include the lack of quality in their teaching, confusion with material, and unprofessional behavior. Many students felt that nothing was done to address the issues, even if they expressed their concerns about faculty members. Several felt that this was either due to politics or the tenure system.

Concerns (continued)

Expense

Nineteen students felt parking, tuition, and/or books are not affordable. One expressed the need for more scholarship opportunities. Most feel that these costs are creating a barrier to success.

Mental Health

Eight students voiced concerns about their mental health and campus counseling access. Most complimented the counseling services but expressed the need for more than two counselors at such a large university. They discussed difficulty getting appointments due to lack of availability.

Building or Technology

Five students had concerns about building maintenance or technology. The Art and Engineering buildings were specifically identified as having structural or electrical issues. One student felt that campus resources and technology needed to be updated.

Suggestions

Three students asked for more tutoring or support with upper-level coursework. Several Non-Traditional (including online and senior learners) want an organization for students like themselves. Two students expressed interest in a supply chain management program.

Non-Traditional Student

This category included thirteen students who self-identified as non-traditional, adult learners, special needs, or ESL. The comments focused on the lack of resources and access compared to traditional students.

Housing and Food

Nine students indicate issues with the housing and food services at the university. Upper-level students feel that they are not prioritized enough. There are also concerns about the quality and options of meal plans. Additionally, some students complained about the housing department's management and the move-in/out process.

Advisors

Four students commented on their negative experiences with advisors. They had issues with advisors canceling and /or missing appointments and miscommunication. One student expressed that the directions on the website for scheduling advising appointments are incorrect.

Other Concerns

Three or fewer students expressed concerns about the lack of diversity, harmful organizations such as the Yellow Deli and Chick-fil-A, and issues with library services, scheduling, or safety.