ACADEMIC INFORMATION AND ASSESSMENT
Buffalo State College

BRIEF: SUNYACT2000: System, Sector and Institutional Results and Analysis*

Highlights:

Overall

- Health Science Centers have the highest levels of satisfaction overall; followed by the Community Colleges
- University Centers and University Colleges of Technology have the lowest levels of satisfaction overall
- Smaller institutions have higher levels of satisfaction and are better able to provide individual attention and instill a sense of belonging
- Institutions with a more specialized mission and degree focus have higher levels of satisfaction in general

Areas of SUNY Strength

- The highest levels of satisfaction were with the academic/classroom experience (3.80) and overall satisfaction with the institution (3.79) *
- The University Centers had the lowest levels of satisfaction with the academic/classroom experience (3.66)
- The highest rated items in the academic services and facilities category were:
  
  - Library services – 3.78
  - Campus computing – 3.67
  - Student-faculty relations – 3.65
  (All of these were rated the highest at the Health Science Centers.)

- Satisfaction levels in institutional services and environment were lower than in other areas. The highest rated items were:
  
  - Student harmony – 3.62
  - Peer relationships – 3.61
  - Admissions – 3.56
  - Personal integration – 3.55
  - Diversity/Multi-culturalism – 3.51

*See Attachment for explanation of items included in each area.
Areas for Improvement - SUNY

- The lowest rated item was satisfaction with the residence halls. It was the only item with a system-wide average (2.98) below neutral (3.00).
- Next lowest scores were:
  
  Auxiliary services (3.09)  
  Health services (3.14)  
  Campus security (3.20)  
  Financial aid services (3.24)

Trends Over Time

- Overall, system-wide average scores have increased in all areas since 1994
- The largest increase in satisfaction over the last three years was campus computing (up .15); the next largest increase (.10) was in financial aid services

National Norms

<table>
<thead>
<tr>
<th></th>
<th>SUNY State Ops</th>
<th>National Public 4-year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Instruction</td>
<td>3.76</td>
<td>3.90</td>
</tr>
<tr>
<td>This college in general</td>
<td>3.68</td>
<td>3.89</td>
</tr>
<tr>
<td>Library facilities</td>
<td>3.75</td>
<td>3.96</td>
</tr>
<tr>
<td>Computing labs</td>
<td>3.54</td>
<td>3.80</td>
</tr>
</tbody>
</table>

Buffalo State College

BSC post above average satisfaction in four areas:

- Diversity/multi-culturalism

BSC posted below average satisfaction in four areas:

- Campus Computing
- Auxiliary Campus Services
- Residence Halls
- Peer Relations
Since 1997, BSC improved in 9 areas, declined in 1 area (computing) and remained stable in 14 areas, three of which were below average:

- Peer Relationships
- Residence Halls
- Auxiliary Campus Services

Since 1994 BSC improved in 18 areas and remained stable in 6 areas, 3 of which were below average:

- Auxiliary Campus Services
- Peer Relationships
- Campus Computing

And 1 of which was stable at “low”

- Course Availability/Registration
The following reflects BSC’s standing relative to other SUNY institutions. The categories are computed as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>2000</th>
<th>1997</th>
<th>1994</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.1. Academic/Classroom Experience</td>
<td>Average</td>
<td>Average-</td>
<td>Low</td>
</tr>
<tr>
<td>A.2. Overall Satisfaction</td>
<td>Average</td>
<td>Average-</td>
<td>Low</td>
</tr>
<tr>
<td>A.3. Student Growth/Career Preparation</td>
<td>Average</td>
<td>Average-</td>
<td>Low</td>
</tr>
<tr>
<td>B.1. Course Availability/Registration</td>
<td>Low</td>
<td>Very Low</td>
<td>Low</td>
</tr>
<tr>
<td>B.2. Student-Faculty &amp; Staff Relations</td>
<td>Average</td>
<td>Average-</td>
<td>Average-</td>
</tr>
<tr>
<td>B.3. Academic Facilities &amp; Grounds</td>
<td>Average</td>
<td>Average</td>
<td>Average-</td>
</tr>
<tr>
<td>B.4. Academic Advising</td>
<td>Average</td>
<td>Average</td>
<td>Average-</td>
</tr>
<tr>
<td>B.5. Library Services &amp; Facilities</td>
<td>Average</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>B.6. Campus Computing</td>
<td>Average-</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>C.1. Admissions</td>
<td>Average</td>
<td>Average</td>
<td>Low</td>
</tr>
<tr>
<td>C.2. Financial Aid Services</td>
<td>Average</td>
<td>Average-</td>
<td>Low</td>
</tr>
<tr>
<td>C.3. Health Services</td>
<td>Average</td>
<td>Average</td>
<td>Average-</td>
</tr>
<tr>
<td>C.4. Auxiliary Campus Services</td>
<td>Average-</td>
<td>Average-</td>
<td>Average-</td>
</tr>
<tr>
<td>C.5. Placement Services</td>
<td>Average</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>C.6. Special Services</td>
<td>Average</td>
<td>Average</td>
<td>Low</td>
</tr>
<tr>
<td>C.7. Residence Halls</td>
<td>Average-</td>
<td>Average-</td>
<td>Low</td>
</tr>
<tr>
<td>C.8. Campus Security</td>
<td>Average</td>
<td>Average</td>
<td>Low</td>
</tr>
<tr>
<td>C.9. Personal Integration</td>
<td>Average</td>
<td>Average-</td>
<td>Average-</td>
</tr>
<tr>
<td>C.10. Student Voice</td>
<td>Average</td>
<td>Average</td>
<td>Average-</td>
</tr>
<tr>
<td>C.11. Student Harmony</td>
<td>Average</td>
<td>Average-</td>
<td>Average-</td>
</tr>
<tr>
<td>C.12. Diversity/Multi-culturalism</td>
<td>Average+</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>C.13. Rules and Regulations</td>
<td>Average</td>
<td>Average</td>
<td>Average-</td>
</tr>
<tr>
<td>C.14. Peer Relationships</td>
<td>Average-</td>
<td>Average-</td>
<td>Average-</td>
</tr>
<tr>
<td>C.15. Recreational Programs</td>
<td>Average</td>
<td>Average</td>
<td>Average-</td>
</tr>
</tbody>
</table>
# Clusters of Student Opinion Survey Items

**Student Evaluation of Institutional Quality**

## The Academic Experience

### A.1 ACADEMIC / CLASSROOM EXPERIENCES

1. Enjoyed Classes
2. Learned Something New
3. Intellectually Stimulated by Class Materials
4. Satisfied with Academic Experiences
5. Faculty Communicated Effectively
6. Faculty Came to Class Well Prepared
7. Class Assignments were Good Learning Experiences
8. Satisfaction with Quality of Instruction
9. Sufficient Challenge Offered by Program of Study

### A.2 OVERALL SATISFACTION

1. Satisfaction with this College in General
2. Overall Impression of the Quality of Education
3. Would You Choose this College Again

### A.3 STUDENT GROWTH & CAREER PREPARATION

1. Personal Growth
2. Preparation For Life-Long Learning
3. Preparation For Further Academic Study
4. Social Growth
5. Intellectual Growth
6. Preparation For Career

## Academic Services & Facilities

### B.1 COURSE AVAILABILITY/REGISTRATION

1. Availability of Courses Needed To Meet Graduation Requirements
2. Availability of Courses in Proper Sequence
3. Availability of Courses You Want At Times You Can Take Them
4. Registration Procedures
5. Class Size Relative to Type of Course

### B.2 STUDENT - FACULTY & STAFF RELATIONS

1. Faculty Respect For Students
2. Out-Of-Class Availability Of Your Instructors
3. Faculty Efforts To Overcome Student's Language Barriers
4. Attitude of (Non-Teaching) Staff Toward Students

### B.3 ACADEMIC FACILITIES & GROUNDS

1. General Condition Of Buildings And Grounds
2. Classroom Facilities
3. Science Laboratories
4. Learning Labs
5. Study Areas

### B.4 ACADEMIC ADVISING

1. Value Of Information Provided By Your Advisor
2. Availability Of Your Advisor
3. Academic Advising Services
4. Campus Tutoring Services

### B.5 LIBRARY SERVICES & FACILITIES

1. Library Facilities
2. Library Services

### B.6 CAMPUS COMPUTING

1. Computing Laboratories
2. Access To Computing Services

## Institutional Services & Environment

### C.1 ADMISSIONS

1. Accuracy of Information You Received Before Enrolling At this College
2. College Catalog/Admissions Publications
3. New Student Orientation Program
4. Assistance Provided By The College Staff When You Entered This College

### C.2 FINANCIAL AID SERVICES

1. Financial Aid Services
2. Quality of Financial Aid Information
3. Difficult To Finance College Education (*)
4. Campus Help Finding Part-Time Jobs
5. Billing and Payment Procedures

* - Inversely related to the other items

### C.3 HEALTH SERVICES

1. Campus Student Health Insurance Program
2. Campus Student Health Services
3. Campus AIDS Education Program
4. Campus Alcohol & Substance Abuse Program

### C.4 AUXILIARY CAMPUS SERVICES

1. Cultural Arts Program
2. Campus Bus Service
3. Student Union/Campus Center
4. College Social Activities
5. Campus Food Service
6. Parking Facilities
7. College Bookstore

### C.5 PLACEMENT SERVICES

1. Career Planning and Placement Services

### C.6 SPECIAL SERVICES

1. Personal Counseling Services
2. Campus Response to Needs of the Disabled

### C.7 RESIDENCE HALLS

1. Condition Of Residence Hall Facilities
2. Residence Hall Services And Programs

### C.8 CAMPUS SECURITY

1. Campus Services For Victims Of Crime
2. Dissemination Of Campus Crime Statistics
3. Campus Efforts To Address Acquaintance Rape
4. Personal Security/Safety on this Campus

### C.9 PERSONAL INTEGRATION

1. Your Sense of Belonging on This Campus
2. Concern For You As An Individual
3. Campus Atmosphere of Ethnic, Political and Religious Understanding
4. Freedom from Harassment on Campus

### C.10 STUDENT VOICE

1. Student Voice in College Policies
2. Student Government
3. Purpose For Which Student Activity Fees Are Used
4. Religious Activities and Programs
5. Campus Media (Student Newspaper, Campus Radio)
6. Understanding Of Lesbian/Gay/Bisexual Students
7. Opportunities for Community Service
8. Opportunities for Personal Involvement in Campus Activities

### C.11 STUDENT HARMONY

1. Incidents of Racial Prejudice By Faculty Toward Students Seldom Occur
2. Incidents of Racial Prejudice By Admin. Staff Toward Students Seldom Occur
3. Incidents of Racial Prejudice By Students Seldom Occur
4. Racial Harmony

### C.12 DIVERSITY / MULTI-CULTURALISM

1. Racial And Ethnic Diversity Of The Faculty And Staff
2. Gender Diversity Of The Faculty And Staff
3. Gender Diversity Of The Student Body
4. Racial And Ethnic Diversity Of The Student Body
5. Extent To Which This Campus Helped You Appreciate Ethnic & Cultural Diversity
6. Multicultural Content Of Courses You Have Taken

### C.13 RULES & REGULATIONS

1. Clarity Of Residence Hall Rules And Policies
2. Clarity Of Rules Governing Student Conduct

### C.14 PEER RELATIONSHIPS

1. Developed Strong Friendships with Other Students
2. Other Students Have Positively Influenced my Personal Growth, Values and Attitudes

### C.15 RECREATIONAL PROGRAMS

1. Athletic Facilities
2. Recreational And Intramural Programs