

# **ModernThink** **Overview of Reports** **Survey Results**

Metropolitan State University of Denver  
Student Experience Survey  
Spring 2013

*Prepared by:*

**ModernThink**

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## Report Introduction

ModernThink is pleased to present you with your custom reports from the 2013 MSU Denver Student Experience Survey. This Overview provides descriptions of the various reports.

## Survey Reports

Your **Overall Survey Results Suite** includes:

1. Survey Data Spreadsheets
  - General Demographics
  - Financial Demographics
  - Academic Demographics
  - Satisfaction Factors – Academic Programs/Process
  - Satisfaction Factors – Academic Support and Overall Satisfaction
  - Satisfaction Factors - Campus Services
  - Satisfaction Factors - Facilities
2. Campus ScoreCard
3. Student Profile Report
4. Response Distribution Reports by Class
5. Satisfaction Factors Report by Class
6. Student Comments Report

## Survey Response Rates

The enclosed reports were generated from the data collected from all students at MSU Denver during the Student Experience Survey March 11 – 24, 2013. The response rate was as follows:

### All Students:

Surveys distributed at your institution:	4000
Surveys Responses:	262
Response Rates:	7%

*\*MSU Denver's response rate in 2011 was 11% (411/3598).*

Response rates were also generated by Class. Class designations were supplied by MSU Denver when the participant email addresses were supplied to ModernThink. The response rates listed below are based on those designations. The voluntary self-selected demographics are used in the survey reports and recognition analysis.

### Survey Responses by **Freshman**

Institution	Responded	Total	% Responded
MSU Denver	51	1000	5%

### Survey Responses by **Sophomore**

Institution	Responded	Total	% Responded
MSU Denver	43	1000	4%

### Survey Responses by **Junior**

Institution	Responded	Total	% Responded
MSU Denver	60	1000	6%

### Survey Responses by **Senior**

Institution	Responded	Total	% Responded
MSU Denver	108	1000	11%

## Survey Data Spreadsheets

The ModernThink Student Insight Survey is comprised of statements designed to assess key dynamics and relationships that are influencing your students' perceptions of your institution. Students are asked to respond to each statement using a five-point agreement scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a *Not Applicable* response option.

The customized MSU Denver Student Experience Survey used the ModernThink Higher Education Insight Survey statements as its base and also included the following custom statements:

10. There are sufficient co-curricular activities outside of the classroom designed specifically to enhance student academic development.
49. I have experienced bullying (i.e., the persistent use of aggressive, overbearing, or unreasonable behaviors) directed toward me by a member of the MSU Denver community.
50. I am aware of other students at this institution who have experienced bullying at MSU Denver.
51. I believe that MSU Denver's policies and practices are effective at preventing bullying.
52. Students understand that bullying is not tolerated in this institution.
53. Instances of alleged bullying are taken seriously by the administration.

Survey takers were also asked to respond to 25 voluntary demographic questions. Your three spreadsheets are based on those 25 demographic questions as follows:

- General Demographics (*Gender, Age, Ethnicity, Race, Sexual Orientation, Relationship Status, Religious Affiliation, Number of Children, International/foreign national, Citizenship Status*)
- Financial Demographics (*Employment Status (On/Off Campus), Parents'/Family Contribution to Education, Other Funding for Education, Parents'/Family Household Income, Parents' Education*)
- Academic Demographics (*Years attending Metro, Transfer Status, Credit Hours, Degree Pursuing, Current GPA, Weekly Hours on Academic Activities, Current Residence, Expected Placement, Reasons for selecting Institution*)

Results in the first column of the spreadsheet reflect your school's average percent positive for each survey statement, that is, the percentage of your students who responded with "*Strongly Agree*" or "*Agree*." The second column of data on each spreadsheet reflects the percentage of negative responses, that is, the percentage of your students who responded with a "*Disagree*" or "*Strongly Disagree*." The dimension average is the positive and negative response averages across all the statements that comprise that particular dimension. For example, nine statements make up the Academic Support & Faculty Interaction dimension. All statements are weighted equally.

While the “Overall” section of your spreadsheet reflects the data for the institution as a whole, the subsequent columns reflect the positive data (i.e., percentage of students who responded with a Strongly Agree or Agree). To protect the anonymity of your students, we do not report data for demographic categories with fewer than five respondents. If fewer than five responded, you will see asterisks in that column.

**ModernThink**  
MSU Denver Student Experience Survey  
Metropolitan State University of Denver  
General Demographics

		2013 Overall	
		Positive Response	Negative Response
Total number of survey respondents (262)			
<b>Academic Support &amp; Faculty Interaction</b>			
1	I am provided sufficient support and resources from the college/university to succeed academically.	66	9
2	I have regular opportunities to interact with faculty members on activities other than coursework (committees, orientation, student life, etc.)	53	17
3	I am comfortable asking faculty for help when I don't understand something or am struggling with an assignment.	77	6
4	Faculty members care about me as an individual.	56	12
5	I receive meaningful feedback from faculty about my academic performance.	58	10
6	Faculty members regularly model this institution's values.	66	7
7	Faculty members are consistent and fair.	65	8
8	The quality of instruction I receive in most of my classes is excellent.	67	9
9	I have opportunities to discuss my academic plans with a faculty member or advisor.	72	11
<b>Academic Support &amp; Faculty Interaction - Average</b>		64	9

There is some variation by theme/dimension in what makes a “good” score, but even with those differences, the following guidelines should help you interpret your scores:

**Percent Positive**

SCORE	INTERPRETATION
75% +	Very Good to Excellent
65% - 74%	Good
55% - 64%	Fair to Mediocre
45% - 54%	Yellow Flag
< 45%	Red Flag

**Percent Negative**

SCORE	INTERPRETATION
< 10%	Excellent – Very Good
10% - 14%	Fair – Good
15% - 19%	Yellow Flag
20% - 29%	Red Flag
30% <	Acute

# Campus ScoreCard

The Campus ScoreCard allows you to compare your 2013 Student Experience Survey data with your most recent 2013 Campus Climate Survey data (from the Great Colleges program). Displayed are your overall percent positive and negative data from both surveys, as well as a breakdown of your Student Experience Survey results by Student Class and your Campus Climate Survey data results by Job Category.

ModernThink MSU Denver Student Experience Survey Metropolitan State University of Denver Campus ScoreCard*	2013 Survey					2013 Survey					Class					Job Category					2013 Survey					2013 Survey				
	Positive Response	Negative Response	Positive Response	Negative Response	Overall %	Positive Response	Negative Response	Positive Response	Negative Response	Overall %	Positive Response	Negative Response	Positive Response	Negative Response	Overall %	Positive Response	Negative Response	Positive Response	Negative Response	Overall %	Positive Response	Negative Response	Positive Response	Negative Response	Overall %	Positive Response	Negative Response	Positive Response	Negative Response	Overall %
<b>2013 MSU Denver Student Experience Survey</b>															<b>2013 Campus Climate Survey</b>															
<b>Suggestion &amp; Information</b>															<b>Suggestion &amp; Information</b>															
1. The quality of student support services from the employment program is excellent.															1. The quality of student support services from the employment program is excellent.															
2. The quality of student support services from the employment program is good.															2. The quality of student support services from the employment program is good.															
3. The quality of student support services from the employment program is fair.															3. The quality of student support services from the employment program is fair.															
4. The quality of student support services from the employment program is poor.															4. The quality of student support services from the employment program is poor.															
5. The quality of student support services from the employment program is very poor.															5. The quality of student support services from the employment program is very poor.															
<b>Academic Support &amp; Family Interaction - Average</b>															<b>Academic Support &amp; Family Interaction - Average</b>															
6. The quality of student support services from the employment program is excellent.															6. The quality of student support services from the employment program is excellent.															
7. The quality of student support services from the employment program is good.															7. The quality of student support services from the employment program is good.															
8. The quality of student support services from the employment program is fair.															8. The quality of student support services from the employment program is fair.															
9. The quality of student support services from the employment program is poor.															9. The quality of student support services from the employment program is poor.															
10. The quality of student support services from the employment program is very poor.															10. The quality of student support services from the employment program is very poor.															
<b>Personal Development</b>															<b>Personal Development</b>															
11. The quality of student support services from the employment program is excellent.															11. The quality of student support services from the employment program is excellent.															
12. The quality of student support services from the employment program is good.															12. The quality of student support services from the employment program is good.															
13. The quality of student support services from the employment program is fair.															13. The quality of student support services from the employment program is fair.															
14. The quality of student support services from the employment program is poor.															14. The quality of student support services from the employment program is poor.															
15. The quality of student support services from the employment program is very poor.															15. The quality of student support services from the employment program is very poor.															
<b>Community &amp; Pride</b>															<b>Community &amp; Pride</b>															
16. The quality of student support services from the employment program is excellent.															16. The quality of student support services from the employment program is excellent.															
17. The quality of student support services from the employment program is good.															17. The quality of student support services from the employment program is good.															
18. The quality of student support services from the employment program is fair.															18. The quality of student support services from the employment program is fair.															
19. The quality of student support services from the employment program is poor.															19. The quality of student support services from the employment program is poor.															
20. The quality of student support services from the employment program is very poor.															20. The quality of student support services from the employment program is very poor.															
<b>Leadership, Honors, &amp; Values</b>															<b>Leadership, Honors, &amp; Values</b>															
21. The quality of student support services from the employment program is excellent.															21. The quality of student support services from the employment program is excellent.															
22. The quality of student support services from the employment program is good.															22. The quality of student support services from the employment program is good.															
23. The quality of student support services from the employment program is fair.															23. The quality of student support services from the employment program is fair.															
24. The quality of student support services from the employment program is poor.															24. The quality of student support services from the employment program is poor.															
25. The quality of student support services from the employment program is very poor.															25. The quality of student support services from the employment program is very poor.															
<b>Communication &amp; Collaboration</b>															<b>Communication &amp; Collaboration</b>															
26. The quality of student support services from the employment program is excellent.															26. The quality of student support services from the employment program is excellent.															
27. The quality of student support services from the employment program is good.															27. The quality of student support services from the employment program is good.															
28. The quality of student support services from the employment program is fair.															28. The quality of student support services from the employment program is fair.															
29. The quality of student support services from the employment program is poor.															29. The quality of student support services from the employment program is poor.															
30. The quality of student support services from the employment program is very poor.															30. The quality of student support services from the employment program is very poor.															
<b>Campus Safety Standards</b>															<b>Campus Safety Standards</b>															
31. The quality of student support services from the employment program is excellent.															31. The quality of student support services from the employment program is excellent.															
32. The quality of student support services from the employment program is good.															32. The quality of student support services from the employment program is good.															
33. The quality of student support services from the employment program is fair.															33. The quality of student support services from the employment program is fair.															
34. The quality of student support services from the employment program is poor.															34. The quality of student support services from the employment program is poor.															
35. The quality of student support services from the employment program is very poor.															35. The quality of student support services from the employment program is very poor.															
<b>Overall Survey Average 1 - 50</b>															<b>Overall Survey Average 1 - 50</b>															

# Student Profile Report

This report shows the students overall response rate and the profile of the respondents across the 25 demographic categories. You can use this report as a quick reference guide to see the percentage of respondents in each category such as gender, ethnicity, relationship status, etc. The number of respondents is also included in the report.

## Response Distribution Reports

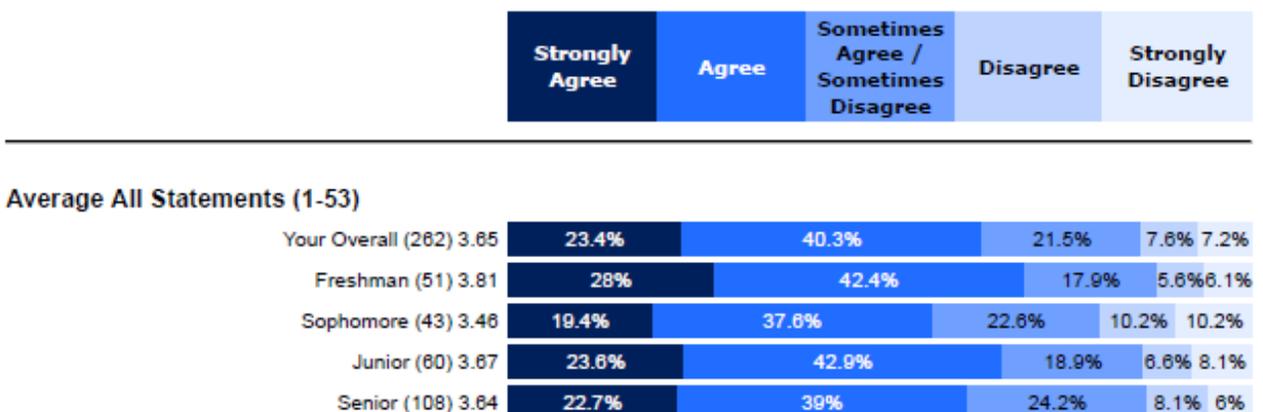
While the spreadsheets described above provide student responses to questions asked on the Likert Scale (*Strongly Agree* to *Strongly Disagree*), the Response Distribution Reports provide student responses from questions on the survey asked on an Importance Scale and a Satisfaction Scale. In the Response Distribution Report, you will find the percentages of all possible response options for each survey statement by scale. You can compare your overall results to those within each Student Class.

Please note that the number ranging between 1 and 5 provided next to the number of respondents for each demographic subset, represents the average with each response on the Likert Scale assigned a numerical weight:

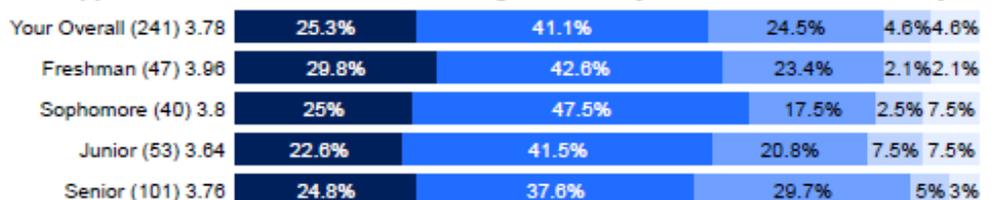
Importance Scale Response	Numerical Weight
Very Important	5
Important	4
Neutral	3
Unimportant	2
Very Unimportant	1

Thus the 3.78 provided in the example below (I am provided sufficient support from college/University to succeed academically – Your Overall) would represent an average response of partway between *Sometimes Disagree* (3) and *Agree* (4).

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Response Distribution Report



**1. I am provided sufficient support and resources from the college/university to succeed academically.**



## Satisfaction Factors Report

Like the Response Distribution Report that provides student responses from questions on the survey asked on an Importance Scale, the Satisfaction factor Report provides the students Responses on a Satisfaction Scale. In the Satisfaction Factors Report, you will find the percentages of all possible response options for each survey statement by scale. You can compare your overall results to those within each Student Class.

Please note that the number ranging between 1 and 5 provided next to the number of respondents for each demographic subset, represents the average with each response on the Likert Scale assigned a numerical weight:

Satisfaction Scale Response	Numerical Weight
Very Satisfied	5
Satisfied	4
Neutral	3
Dissatisfied	2
Strongly Dissatisfied	1

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Satisfaction Factors Report



Very Satisfied					Very Dissatisfied					Very Important					Unimportant				
<b>Average All Statements (1-62)</b>																			
19.1%	32.5%	33.1%	9.5%	5.8%	3.5 (262)	Your Overall	(262) 4.09	46.5%	26.9%	19.5%	3.2%	3.9%	46.5%	26.9%	19.5%	3.2%	3.9%		
21.5%	33.6%	29.2%	9.4%	6.3%	3.55 (51)	Freshman	(51) 4.11	45.7%	28.9%	18.9%	3.3%	3.2%	45.7%	28.9%	18.9%	3.3%	3.2%		
22.9%	26.7%	33%	11%	6.4%	3.49 (43)	Sophomore	(43) 3.76	39.7%	20.9%	25.2%	4.4%	9.8%	39.7%	20.9%	25.2%	4.4%	9.8%		
19.8%	30.5%	37.5%	7.5%	4.7%	3.53 (60)	Junior	(60) 4.22	51.5%	26.5%	16.9%	2.9%	2.1%	51.5%	26.5%	16.9%	2.9%	2.1%		
16%	35.3%	32.6%	10.2%	6%	3.45 (108)	Senior	(108) 4.13	46.8%	28.3%	19%	2.9%	2.9%	46.8%	28.3%	19%	2.9%	2.9%		

### 1. Registration Process

26.9%	39.4%	17.1%	9.3%	7.3%	3.69 (193)	Your Overall	(192) 4.46	65.1%	22.4%	8.3%	1.6%	2.6%	65.1%	22.4%	8.3%	1.6%	2.6%
22.5%	42.5%	17.5%	10%	7.5%	3.63 (40)	Freshman	(40) 4.25	62.5%	17.5%	10%	2.5%	7.5%	62.5%	17.5%	10%	2.5%	7.5%
33.3%	30%	16.7%	16.7%	3.3%	3.73 (30)	Sophomore	(30) 4.27	56.7%	23.3%	13.3%	3.3%	3.3%	56.7%	23.3%	13.3%	3.3%	3.3%
16.7%	45.2%	28.6%	2.4%	7.1%	3.62 (42)	Junior	(42) 4.48	64.3%	23.8%	9.5%	0%	2.4%	64.3%	23.8%	9.5%	0%	2.4%
32.1%	38.3%	11.1%	9.9%	8.6%	3.75 (81)	Senior	(80) 4.63	70%	23.8%	5%	1.3%	0%	70%	23.8%	5%	1.3%	0%

## Student Comments Report

This report provides the student comments to the open-ended questions segment of the survey:

1. What have been the best parts of your student experience?
2. If you could change three things at this institution, what would they be and why?
3. All in all, if you had it to do all over again, would you enroll at this institution?
  - 3a. If you care to, please elaborate.
4. Have you witnessed bias/harassment/discrimination based on race/ethnicity, gender, religious affiliation, gender identity or sexual orientation at this institution?
  - 4a. If you care to, please elaborate.
5. Have you witnessed academic dishonesty/cheating at this institution?
  - 5a. If you care to, please elaborate.
6. Did you participate in the First Year Success Program?
  - 6a. If you care to, please elaborate.
7. Please feel free to comment on any topics relevant to your student experience that have not been raised in this survey.

The responses to these questions are transcribed exactly as written. They are sorted by Class Year.

## Further Assistance and Next Steps

Please contact Amy Anders with any comments or questions or if we can be of any further assistance. Amy can be reached at 888.684.4658 or via email at [aanders@modernthink.com](mailto:aanders@modernthink.com)