

ROSALIND FRANKLIN UNIVERSITY OF MEDICINE AND SCIENCE STUDENT SATISFACTION SURVEY RESULTS 2019

Please rate your experience with the campus environment at RFUMS.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
I feel a sense of belonging to RFUMS	24 2%	81 8%	585 60%	291 30%	3.17/.671	981	0.17 ↑
Faculty/staff care about me as an individual	23 2%	83 9%	526 54%	349 36%	3.22/.696	981	0.1 ↑
Administrators are approachable to students	14 1%	76 8%	569 58%	321 33%	3.22/.643	980	0.07 ↑
I feel a sense of pride about my campus	24 3%	137 14%	542 55%	275 28%	3.09/.715	978	0.1 ↑
So far, my experience at RFUMS has met my expectations	24 3%	94 10%	575 59%	286 29%	3.15/.682	979	0.09 ↑
The University environment is inclusive of students with different backgrounds and beliefs	16 2%	35 4%	461 47%	469 48%	3.41/.641	981	
The University demonstrates a commitment to meeting the needs of a diverse student population on campus	16 2%	49 5%	490 50%	425 43%	3.35/.653	980	

Please rate your experience related to the facilities on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
Lecture halls/labs are conducive to learning	23 2%	81 8%	627 64%	248 25%	3.12/.644	979	
There is adequate study space throughout the campus (outside of the library)	107 11%	265 27%	404 41%	205 21%	2.72/.916	981	0.09 ↓
Overall, the campus is well-maintained	5 1%	26 3%	510 52%	439 45%	3.41/.571	980	
There is adequate relaxation space throughout the campus	42 4%	138 14%	538 55%	261 27%	3.04/.760	979	0.15 ↑

Please rate your experience on campus related safety.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
I feel safe and secure while inside campus buildings	3 0%	6 1%	316 32%	657 67%	3.66/.506	982	
I feel safe and secure in University parking lots and outdoor spaces	4 0%	15 2%	371 38%	591 60%	3.58/.547	981	
Campus safety staff are knowledgeable and available to assist me	4 0%	16 2%	412 42%	549 56%	3.54/.553	981	0.1 ↑

Please rate your experience with your Faculty Advisor/Mentor.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
My faculty advisor/mentor is approachable	28 3%	77 8%	444 46%	427 44%	3.30/.736	976	
My faculty advisor/mentor helps me set goals to work toward	47 5%	166 17%	421 43%	342 35%	3.08/.841	976	

Please rate your experience with RFUMS Faculty.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
Faculty are fair and unbiased in their treatment of individual students	22 2%	99 10%	548 56%	312 32%	3.17/.692	981	
Faculty take into consideration student differences (e.g. culture, learning styles) as they teach a course	30 3%	146 15%	504 51%	301 31%	3.10/.754	981	0.1 ↑
Faculty are usually available after class and during office hours	8 1%	27 3%	559 57%	387 39%	3.35/.576	981	
Student class size is effective for learning	20 2%	73 8%	547 56%	339 35%	3.23/.671	979	0.08 ↑
The quality of instruction I receive in most of my classes is excellent	36 4%	166 17%	498 51%	281 29%	3.04/.775	981	

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Please rate your experience related to the quality of education you are receiving.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
Overall I am satisfied with the quality of education I receive	22 2%	88 9%	569 58%	302 31%	3.17/.677	981	0.06 ↑
There is open communication between students and faculty	20 2%	96 10%	542 55%	323 33%	3.19/.688	981	0.08 ↑
I am aware of the University's policy on academic integrity (cheating, dishonesty)	5 1%	17 2%	506 52%	453 46%	3.43/.558	981	0.07 ↑
Cultural competency is embedded in the curriculum	22 2%	107 11%	527 54%	324 33%	3.18/.706	980	0.06 ↑
There is a commitment to academic excellence on this campus	15 2%	52 5%	547 56%	366 37%	3.29/.636	980	0.1 ↑

Please rate your experience with interprofessionalism at RFUMS.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
I have experienced interprofessionalism in a clinical/lab setting while at RFUMS	11 1%	33 3%	471 48%	465 47%	3.42/.615	980	
I have a comprehensive understanding of interprofessionalism	8 1%	20 2%	448 46%	504 51%	3.48/.583	980	0.08 ↑
Outside of the HMTD course, I feel I have the opportunity to learn about, from, and with other professionals	26 3%	74 8%	501 51%	376 39%	3.26/.709	977	0.07
I socially interact with students from other programs outside of the classroom	68 7%	205 21%	440 45%	269 27%	2.93/.869	982	0.08 ↓
In the classes I have with other programs, the faculty treat students from all programs the same	40 4%	109 11%	494 51%	335 34%	3.15/.772	978	

Please rate your experience related to the library on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
Library hours of operation are adequate for my study needs	2 0%	9 1%	394 40%	574 59%	3.57/.525	979	
Library staff are helpful, responsive and approachable	42 4%	125 13%	513 53%	298 31%	3.09/.772	978	0.18 ↓
Library resources and services are adequate	14 1%	41 4%	539 55%	382 39%	3.32/.623	976	
I have adequate access to quiet learning spaces in the library	47 5%	117 12%	460 47%	352 36%	3.14/.808	976	
I have adequate access to collaborative learning spaces in the library	41 4%	149 15%	478 49%	311 32%	3.08/.795	979	
I have adequate access to databases and collections in the library	16 2%	47 5%	510 52%	404 41%	3.33/.646	977	

Please rate your experience related to technology on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
The hours of operation of the IT Helpdesk are adequate	6 1%	33 3%	645 66%	290 30%	3.25/.542	974	
IT Helpdesk staff are helpful, responsive, and accessible	16 2%	49 5%	573 59%	333 34%	3.26/.626	971	
Computer labs are adequate and accessible	9 1%	29 3%	586 60%	349 36%	3.31/.574	973	
Technology available in classrooms and study spaces is appropriate and easy to use	9 1%	44 5%	589 61%	330 34%	3.28/.588	972	
Technology used in simulation labs is appropriate and effective	12 1%	35 4%	592 61%	326 34%	3.28/.590	965	
I feel faculty effectively use technology in the classroom	13 1%	81 8%	590 61%	290 30%	3.19/.632	974	
I feel I am adequately prepared for technology I will experience in a clinical/lab setting	16 2%	87 9%	578 60%	290 30%	3.18/.651	971	

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Please evaluate the software programs utilized on campus	Very Dissatisfied		Very Satisfied		Mean/SD	Total	Change since 2017
	Dissatisfied	Satisfied	Dissatisfied	Satisfied			
Google Apps	10 1%	27 3%	546 56%	388 40%	3.35/.588	971	
D2L (Desire to Learn)	23 2%	91 9%	596 61%	266 27%	3.13/.666	976	
WebAdvisor	35 4%	116 12%	625 64%	198 20%	3.01/.683	974	0.12 ↑
InSite	28 3%	113 12%	644 66%	186 19%	3.02/.651	971	
ExamSoft	29 3%	69 7%	603 63%	262 27%	3.14/.667	963	0.15 ↑
Engage	26 3%	97 10%	646 69%	171 18%	3.02/.629	940	
Duo Two-Factor Authentication	254 26%	242 25%	386 39%	95 10%	2.33/.969	977	

Please rate your experience related to Academic Support Services on campus.	Strongly Disagree		Strongly Agree		Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
	Disagree	Agree	Disagree	Agree				
Tutoring services are readily available	24 4%	59 10%	282 47%	237 39%	3.22/.778	376 38%	978	0.06 ↓
Academic Support Services adequately meets my needs	17 3%	47 8%	307 49%	251 40%	3.27/.717	355 36%	977	
RFUMS is committed to meeting the needs of students with disabilities	4 1%	15 3%	243 48%	241 47%	3.43/.595	473 49%	976	
I am confident that my student record remains confidential according to the University's policy	12 1%	27 3%	397 46%	437 50%	3.44/.626	105 11%	978	
Policies and handbooks are readily available	9 1%	18 2%	385 46%	419 50%	3.46/.598	144 15%	975	

Please rate your experience related to Career Services.	Strongly Disagree		Strongly Agree		Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
	Disagree	Agree	Disagree	Agree				
There are adequate services to help me decide upon a career	20 3%	71 12%	301 52%	190 33%	3.14/.754	394 40%	976	0.15 ↑
There are adequate services to help me prepare for interviews/job search	14 3%	73 13%	293 52%	184 33%	3.15/.731	412 42%	976	0.19 ↑

Please rate your experience with Food Services on campus.	Strongly Disagree		Strongly Agree		Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
	Disagree	Agree	Disagree	Agree				
There is an adequate selection of food available in the cafeteria	24 3%	84 9%	395 43%	426 46%	3.32/.743	50 5%	979	
The hours of food service on campus meets my needs	41 5%	149 16%	426 46%	303 33%	3.08/.815	59 6%	978	0.31 ↑
The cost of food on campus is adequate in relation to the quality of food received	60 7%	150 16%	432 47%	287 31%	3.02/.854	50 5%	979	0.09 ↑

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Please rate your experience related to student activities and engagement on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
I enjoy being a student on this campus	18 2%	44 5%	499 52%	395 41%	3.33/.653	18 2%	974	
I can easily get involved in campus organizations	8 1%	45 5%	487 52%	400 43%	3.36/.615	35 4%	975	
I generally know what is happening on campus	8 1%	60 6%	553 58%	336 35%	3.27/.611	20 2%	977	
Student activity fees, through student council, are put to good use	22 3%	93 11%	487 56%	265 31%	3.15/.702	107 11%	974	0.07 ↑
There are a sufficient number of activities for students	4 0%	34 4%	532 56%	373 40%	3.35/.571	33 3%	976	
Participation in community service through RFUMS is valuable to my education	9 1%	53 6%	485 53%	369 40%	3.33/.628	60 6%	976	
There is diversity among the organizations that are offered on campus	6 1%	21 2%	483 51%	436 46%	3.43/.572	30 3%	976	
There is diversity among the activities that are offered on campus	6 1%	25 3%	486 51%	428 45%	3.41/.578	30 3%	975	
In this institution there are adequate programs and activities that support and further diversity and inclusion	7 1%	29 3%	476 50%	432 46%	3.41/.590	31 3%	975	

Please rate the below student services/experiences.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
Administration holds students accountable for policy violations that occur on campus	19 3%	37 5%	408 54%	299 39%	3.29/.674	212 22%	975	0.1 ↑
Living conditions in Student Housing are adequate	5 1%	21 4%	275 53%	219 42%	3.36/.608	456 47%	976	
Staff are responsive to student questions and concerns	12 1%	40 4%	499 55%	365 40%	3.33/.622	60 6%	976	0.12 ↑
The materials available in the Spirit Store meet my needs	7 1%	37 4%	479 54%	359 41%	3.35/.599	93 10%	975	0.13 ↑
The RFUMS Online Bookstore meets my textbook needs	9 2%	24 4%	299 55%	211 39%	3.31/.635	433 44%	976	

Please rate your experience with Fitness and Recreation on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
The intramural activities offered on campus are adequate	11 2%	24 4%	352 54%	265 41%	3.34/.631	323 33%	975	0.09 ↓
The fitness classes offered on campus are adequate	11 2%	38 6%	359 54%	262 39%	3.30/.651	305 31%	975	0.14 ↓
I am satisfied with the equipment available in the Fitness Center	33 4%	88 11%	409 50%	293 36%	3.17/.772	154 16%	977	
I am satisfied with the outdoor athletic fields on campus	24 4%	53 8%	329 52%	231 36%	3.20/.745	338 35%	975	

Please rate your experience with Student Health Center on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
I am aware of the medical services available through the Student Health Center	20 2%	46 5%	479 53%	356 40%	3.30/.668	74 8%	975	0.07 ↑
The services available through the Student Health Center meet my needs	21 3%	53 7%	433 53%	310 38%	3.26/.692	157 16%	974	0.09 ↑
The hours and availability of the Student Health Center are convenient for my schedule	34 4%	86 11%	424 52%	271 33%	3.14/.765	160 16%	975	0.08 ↑

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Please rate your experience with Student Counseling on campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
I am aware of the services offered through the Student Counseling Service	7 9%	39 5%	404 51%	344 43%	3.37/.620	181 19%	975	0.08 ↑
I would be comfortable contacting the Student Counseling Service if I needed the Service	16 2%	54 7%	382 48%	349 44%	3.33/.690	174 18%	975	0.08 ↑
I am satisfied with the service at the Student Counseling Service	9 4%	26 10%	103 41%	116 46%	3.28/.789		254	0.1 ↑

I have used the Student Counseling Service	Count	Percent
Yes	257	26%
No	717	74%
Total	974	100%

Note: If respondent selected "yes" was then asked how satisfied with service

Please rate your experience with Student Financial Services on Campus.	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Don't Use/Not Applicable	Total	Change since 2017
Student Financial Services staff have been helpful when I have needed assistance or had questions	33 4%	68 8%	427 50%	320 38%	3.22/.752	126 13%	974	0.09 ↓
An important reason I chose to attend RFUMS was the financial aid/scholarships available to me if I enrolled here	184 23%	226 28%	223 28%	171 21%	2.47/1.065	169 17%	973	
The financial aid award package I received is adequate to meet my basic financial needs for the academic year	77 9%	124 15%	413 50%	225 27%	2.94/.883	134 14%	973	
Overall, I am satisfied with the customer service I receive from Student Financial Services	39 5%	68 8%	468 55%	283 33%	3.16/.752	115 12%	973	0.06 ↓

Please rate your experience related to the following questions:	Strongly Disagree	Disagree	Agree	Strongly Agree	Mean/SD	Total	Change since 2017
I am proud to be a student at RFUMS	21 2%	69 7%	530 56%	333 35%	3.23/.675	953	0.09 ↑
I am proud to be a student in my program	20 2%	36 4%	466 49%	430 45%	3.37/.660	952	0.09 ↑

All in all, if you had to do it over again, would you enroll at RFUMS?	Count	Percent	Change since 2017
Yes	879	92%	
No	73	8%	
Total	952	100%	