



UNIVERSITY OF  
SOUTH ALABAMA

# General Student Satisfaction Survey Report: Spring 2020

This report presents a snapshot of key data derived from items in the General Student Satisfaction (GSS) survey. This GSS was administered during spring semester 2020. The general objective of the GSS is to gather student perceptions related to several components of their educational experience as well as experiences with academic support and services at the University of South Alabama (USA). The GSS is conducted electronically and includes Likert scale, multiple choice, and open-ended questions. Data collection for the GSS occurred February 26, 2020 to March 26, 2020. To see all GSS item frequencies [click here](#).



## Survey Launch:

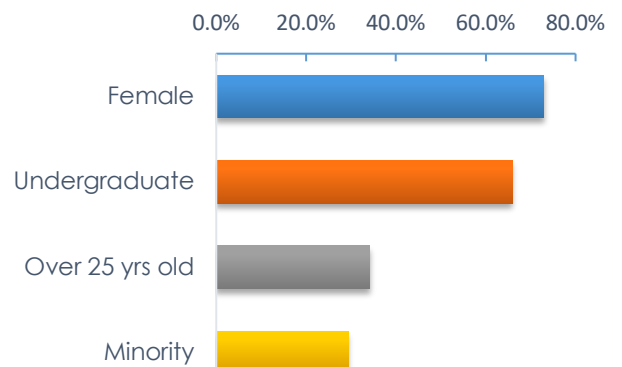
Historically, the Office of Institutional Effectiveness (OIE) administers this survey during the fall semester. However, the fall 2019 survey launch took place during the spring 2020 semester due to delays caused by the restructuring of the survey instrument. Students were invited to participate in the GSS via email. Reminder emails were sent to non-respondent students every three days until the close of the survey. Participation was voluntary, and no incentives were provided to students for their participation.

## Sampling Method:

The GSS is comprised of five sections: (1) Student Activity, (2) Online Learning, (3) College Experience, (4) Student Services and Support, and (5) Academic Goals. The survey instrument poses nearly eighty Likert scale, multiple choice, and open-ended questions including items about eight different student support and service units.

A total of 14,397 students were invited to complete the GSS. Students were split into four groups each receiving one of the four versions of the survey. Groups were stratified based on the demographic makeup of the University's student population (i.e. race, gender, level). Three of the four groups consisted of 3,600 students. The fourth group consisted of 3,597 students. 3,092 students responded to the survey, yielding a response rate of 21.5%.

## Respondent Demographics (%)



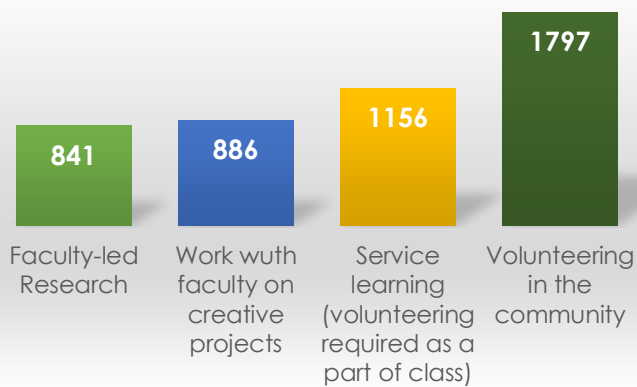
Note: The following responses were provided by 3,092 USA students on the 2020 GSS survey.

## Student Activities

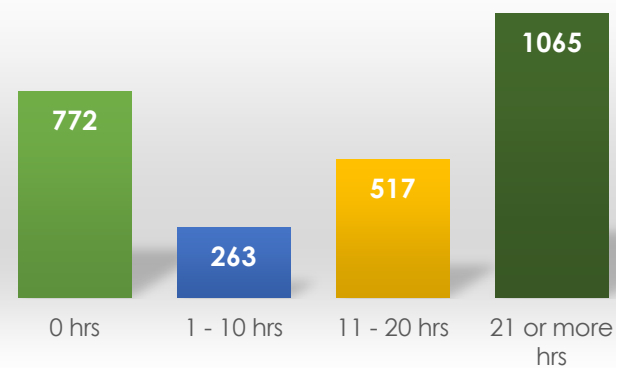
An average of **45%** of respondents reported that they have or plan to participate in the activities listed in the chart below.

More than **40%** respondents reported that they spend over 20 hours per week working for pay.

Respondent Has or Plan to Participate In (n=):



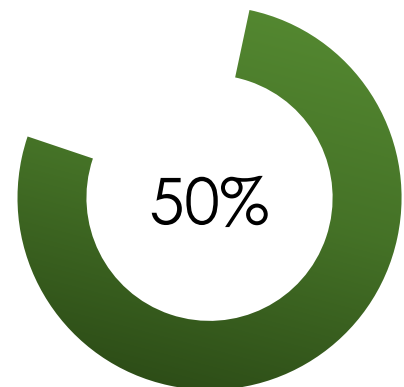
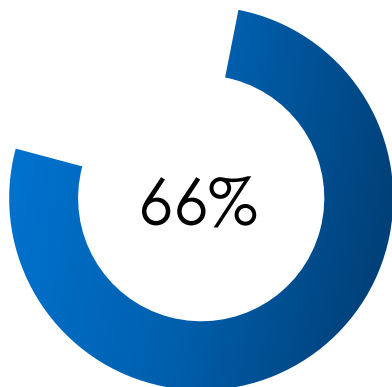
Hours Worked For Pay (n=):



## College Experiences

Nearly **66%** of respondents reported that, on some level, their college experience has taught them to handle adversity and failure.

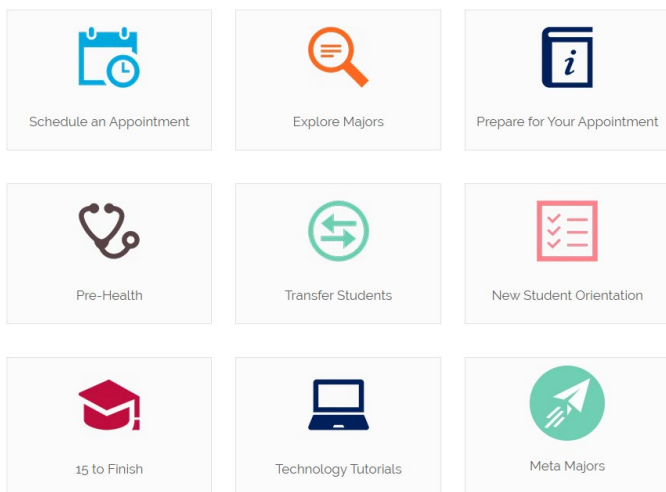
Over **50%** of respondents felt that, to some extent, their college experience changed their life in a positive way.



## Academic Advising

About **63%** of respondents reported some level of satisfaction with the availability of academic advising.

63%



## Online Learning

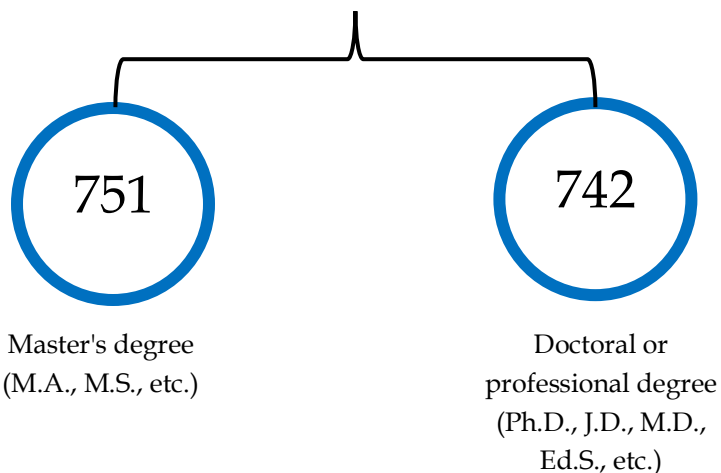
Of respondents, **62%** reported that they would take more online courses if they were available.



62%

## Academic Goals

At least **74%** of respondents reported that they wish to acquire a graduate or professional degree.



## Overall Experience

Over **78%** of respondents would rate their overall educational experience positively.

