2017 Quality of Life Survey

Columbia University Senate - Student Affairs Committee
December 8, 2017
Presentation to Senate
Survey Context

- Students rated their satisfaction at Columbia on a 1-7 Likert scale:
  - 1=Very unsatisfied, 4=neutral, 7=satisfied
- Total Responses: 11,796, or 36% of the CU population
- Notes:
  - 3,500 first-semester students were removed from analysis
  - Survey results are presented largely as a comparison of mean satisfaction ratings between various groups
  - “Statistical Significance” was determined using standard 95% confidence intervals.

Key Findings: In general,

- Student satisfaction increased in most categories since 2015
- Student populations / issue areas with lowest satisfaction in 2015 remain least satisfied in 2017
In general, how satisfied are you being a student at Columbia? (Rate on 1-7 scale)

Overall Satisfaction

- Safety: 5.96, +8%
- Housing: 5.21, +11%
- Technology: 5.01, +6%
- Academics: 5.00, -5%
- Social Life: 4.92, +6%
- Career Preparation: 4.56, -1%
- Quality of Space: 4.53, -1%
- Physical Health: 4.34, -4%
- Funding: 4.32, +13%
- Administration: 4.13, +2%
- Mental Health: 4.02, -7%
- Fitness Services: 3.96, 0%
- Availability of Space: 3.74, 0%
- Overall: 5.24, +6%
Overall Satisfaction by Degree Status

<table>
<thead>
<tr>
<th>Degree Status</th>
<th>Average Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate (Masters)</td>
<td>5.4</td>
</tr>
<tr>
<td>Graduate (Non-PhD Doctoral)</td>
<td>5.19</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>5.15</td>
</tr>
<tr>
<td>Graduate (PhD)</td>
<td>5.15</td>
</tr>
</tbody>
</table>
Overall Satisfaction by Sexual Orientation

Average Overall Satisfaction

Heterosexual: 5.31
LGBTQ: 4.90
Overall Satisfaction by Disability Status

Average Overall Satisfaction

Disability: 4.67
No Disability: 5.34
Prefer not to answer: 4.65
What is your best estimate of your family's annual household income when you were in high school?

Overall Satisfaction and Socioeconomic Status

Average Overall Satisfaction

Annual Household Income

< $15,000 4.95
$15,001-$25,000 5.06
$25,001-$35,000 5.15
$35,001-$50,000 5.11
$50,001-$75,000 5.17
$75,001-$100,000 5.21
$100,001-$150,000 5.26
$150,001-$250,000 5.37
$250,001-$300,000 5.33
More than $300,001 5.45
How satisfied are you with your mental health at Columbia? (Rate on 1-7 scale)

- Average mental health satisfaction:
  - 4.02, approximately neutral
  - 2015 mean was 4.53 (7% decrease)
- Most common response was a 1, very unsatisfied
Conclusion

- The survey shows that while progress has been made, there is still much work to do.
- The initial analysis suggests we should continue to focus our efforts on:

  **Categories:**
  - Mental Health
  - Fitness Services
  - Space

  **Student populations:**
  - Students of Color
  - LGBTQ Students
  - Students with Disabilities
  - Undergraduate student
Conclusion

Sample of Initiatives:
- LBGTQ and Students of Color Lounges – Complete
- Food Bank - Complete
- Lerner Redesign – In Progress
- Task Force on Dodge Gym and Mental Health – In Progress
- Subcommittee on Students with Disabilities - Ongoing

Immediate next steps:
- Continue analyzing data
- Create school-specific focus groups to gain greater qualitative insights surrounding the data to help shape future initiatives