

Academic and Support Services Assessment Report Fall 2023

By the Office of Planning and Assessment

University of Houston  Clear Lake

Summary of the Survey - Fall 2021

The purpose of the Academic and Support Services Assessment (ASSA) is to determine the level of satisfaction of all students concerning their experiences with academic and support services at the University of Houston-Clear Lake (UHCL). The students' opinions are solicited regarding which areas or issues should be improved to ensure that UHCL maintains the highest quality of instruction. The percentage of students who would recommend UHCL to family or friends is shown on the next page.

The online Academic and Support Services Assessment is conducted in the fall semesters every two years using Qualtrics survey software. UHCL launched its annual survey to all students for Fall 2023 on October 30th, 2023, and the survey was active through December 9th, 2023. All students who were enrolled during the fall 2023 semester were sent an invitation to complete the survey. The data can be divided by college, full-time/part-time, degree level, gender, program, or any of the above combinations. The average completion time for the survey is 10 minutes. A summary of data collected in the Academic and Support Services Assessment by UHCL and by individual schools is contained in the following pages. The ASSA Fall 2023 Total UHCL without Comments report is posted online at the link below:

The final reports are posted online at:

[Survey Data | Institutional Research | University of Houston-Clear Lake \(uhcl.edu\)](#)

Quick points for UHCL

Demographics

Respondents:

A total of 8,137 UHCL students were invited to participate. During this collection period, 536 students started the survey.

The response rate for this survey is 6.59%

Gender:

Female	316	58.95%
Male	99	18.48%
Non-binary/Other	8	1.50%
Prefer not to say	6	1.11%
Blank	105	19.59%

Course Load:

Full-Time	322	60.10%
Part-Time	107	19.97%
Blank	105	19.60%

I am primarily a (time of day) student:

Day-Time	228	42.54%
Evening	113	21.10%
Online	88	16.42%
Blank	105	19.59%

Degree Level

Undergrad	289	53.92%
Master's	118	22.01%
Doctorate	17	3.18%
Post-baccalaureate/non-degree seeking	5	1.00%

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

4.48% agreed with the above statement.

"UHCL has encouraged my personal growth and development."

4.10% agreed with the above statement.

"Even if I had other educational options, I would still choose to enroll at UHCL."

8.95% agreed with the above statement.

"I would recommend UHCL to friends and family"

4.85% agreed with the above statement.

College of Business

Demographics

Respondents:

During this collection period, 96 students started the survey.

The response rate for this survey is 17.92%

Gender:

Female	68	70.84%
Male	25	26.04%
Prefer not to say	2	2.08%
Blank	1	1.04%

Course Load:

Full-Time	64	66.76%
Part-Time	31	32.20%
Blanks	1	1.14%

I am primarily a (time of day) student:

Day-Time	31	32.30%
Evening	26	27.08%
Online	38	39.58%
Blanks	1	1.04%

Degree Level

Undergrad	62	64.58%
Master's	32	33.34%
Post-baccalaureate/non-degree seeking	1	1.04%
Blank	1	1.04%

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

3.12% agreed with the above statement.

"UHCL has encouraged my personal growth and development."

4.17% agreed with the above statement.

"Even if I had other educational options, I would still choose to enroll at UHCL."

6.25% agreed with the above statement.

"I would recommend UHCL to friends and family"

4.17% agreed with the above statement.

College of Education

Demographics

Respondents:

During this collection period, 69 students started the survey.

The response rate for this survey is 12.87%

Degree Level

Undergrad	51	73.91%
Master's	11	15.94%
Doctorate	7	10.15%

Gender:

Female	64	92.75%
Male	4	5.80%
Other	0	0.00%
Prefer not to say	1	1.45%

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

4.35% agreed with the above statement.

"UHCL has encouraged my personal growth and development."

2.90% agreed with the above statement.

"Even if I had other educational options, I would still choose to enroll at UHCL."

4.35% agreed with the above statement.

"I would recommend UHCL to friends and family"

4.35% agreed with the above statement.

Course Load:

Full-Time	47	68.12%
Part-Time	22	31.88%

I am primarily a (time of day) student:

Day-Time	28	40.58%
Evening	28	40.58%
Online	13	18.84%

College of Human Sciences and Humanities

Demographics

Respondents:

During this collection period, 141 students started the survey.

The response rate for this survey is 26.30%

Gender:

Female	112	79.43%
Male	24	17.02%
Non-binary/Other	4	2.84%
Prefer not to say	1	0.71%

Course Load:

Full-Time	106	75.18%
Part-Time	35	24.82%

I am primarily a (time of day) student:

Day-Time	72	51.06%
Evening	34	24.12%
Online	35	24.82%

Degree Level

Undergrad	96	68.08%
Master's	36	25.53%
Doctorate	7	4.97%
Post-baccalaureate/degree-seeking	2	1.42%

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

5.67% agreed with the above statement.

"UHCL has encouraged my personal growth and development."

4.25% agreed with the above statement.

"Even if I had other educational options, I would still choose to enroll at UHCL."

14.18% agreed with the above statement.

"I would recommend UHCL to friends and family"

5.67% agreed with the above statement.

College of Science and Engineering

Demographics

Respondents:

During this collection period, 124 students started the survey.

The response rate for this survey is **23.13%**

Gender:

Female	72	58.07%
Male	46	37.10%
Non-binary/Other	4	3.22%
Prefer not to say	2	1.61%

Course Load:

Full-Time	105	84.68%
Part-Time	19	15.32%

I am primarily a (time of day) student:

Daytime	97	78.22%
Evening	25	20.16%
Online	2	1.62%

Degree Level

Undergrad	80	64.52%
Master's	39	31.45%
Doctorate	3	2.42%
Post-baccalaureate/non-degree seeking	2	1.61%

Overall Satisfaction:

"I am satisfied with the educational experiences I have had at UHCL."

8.06% agreed with the above statement.

"UHCL has encouraged my personal growth and development."

8.06% agreed with the above statement.

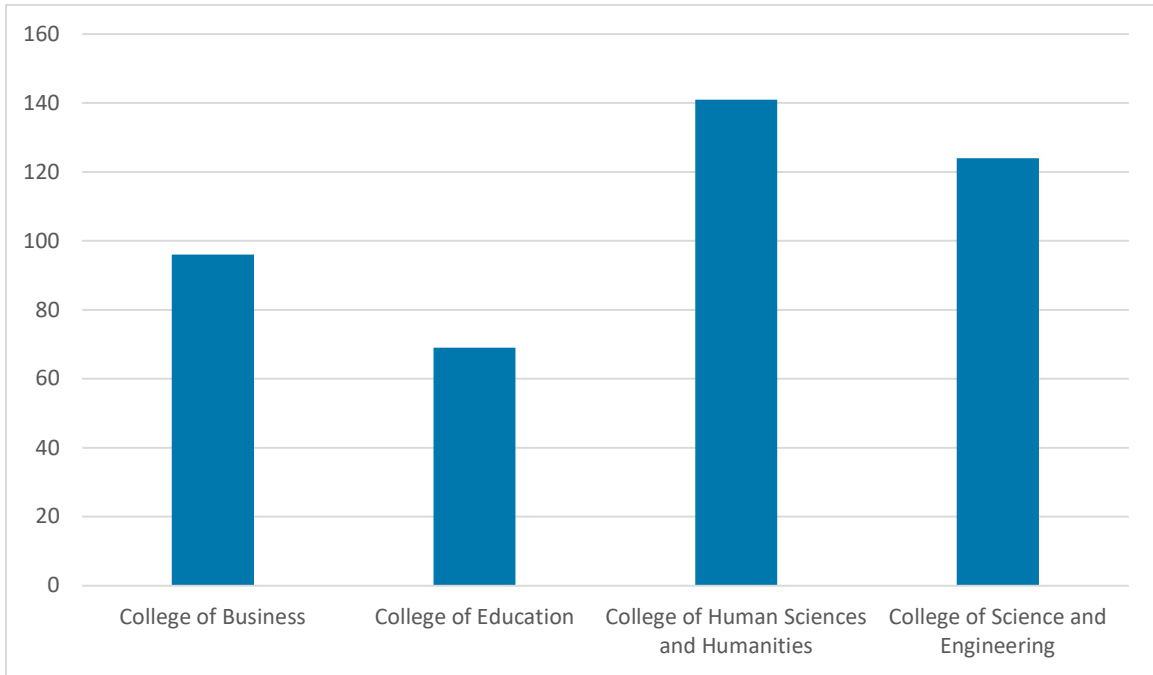
"Even if I had other educational options, I would still choose to enroll at UHCL."

15.32% agreed with the above statement.

"I would recommend UHCL to friends and family"

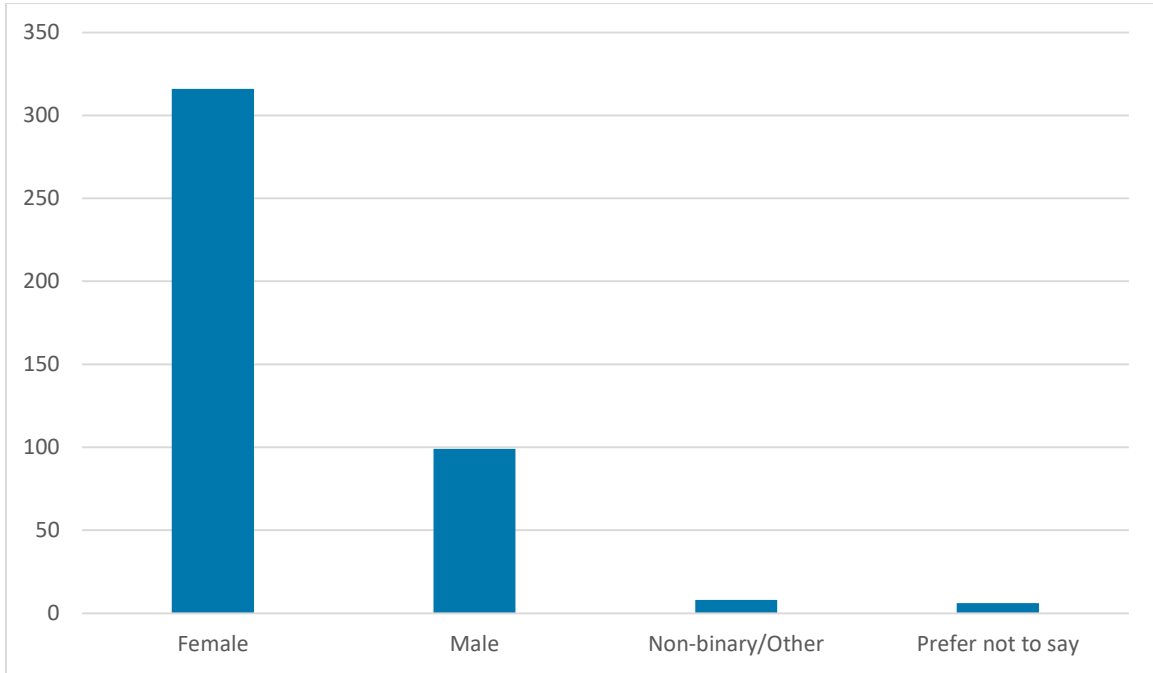
8.87% agreed with the above statement.

From what college will you receive your degree?



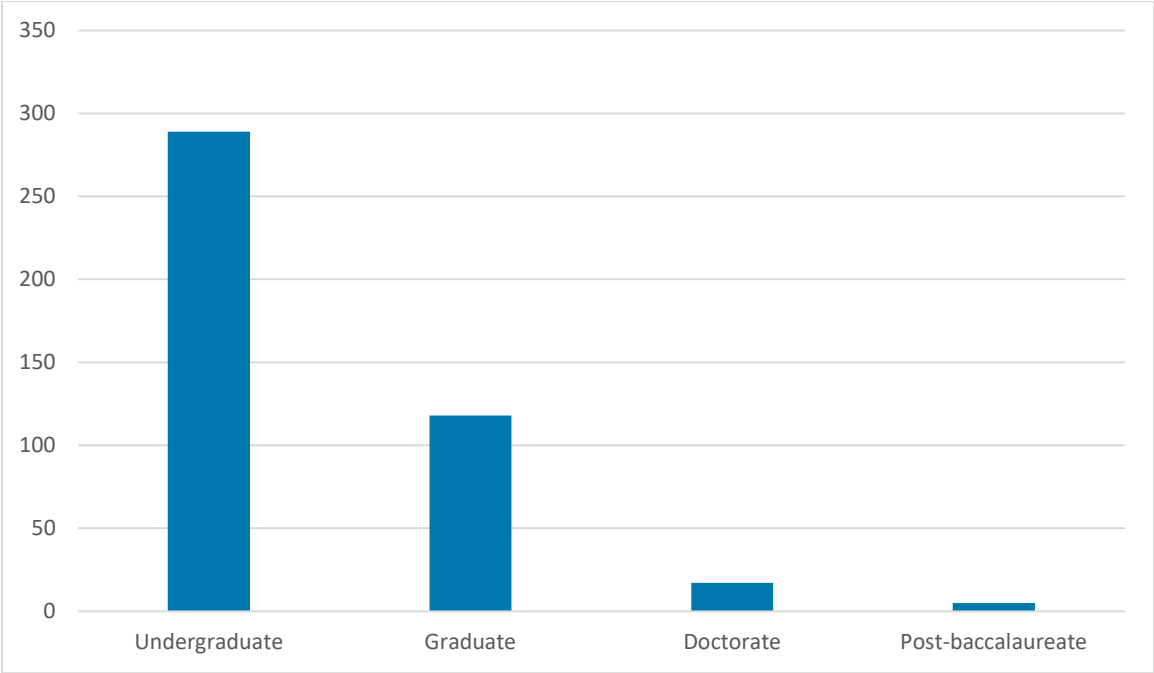
Degree	Count of Responses	Percent
College of Business (BUS)	96	17.92%
College of Education (COE)	69	12.87%
College of Human Sciences and Humanities (HSH)	141	26.30%
College of Science and Engineering (CSE)	124	23.13%
Blank	106	19.78%
Grand Total	536	100.00%

What is your gender?



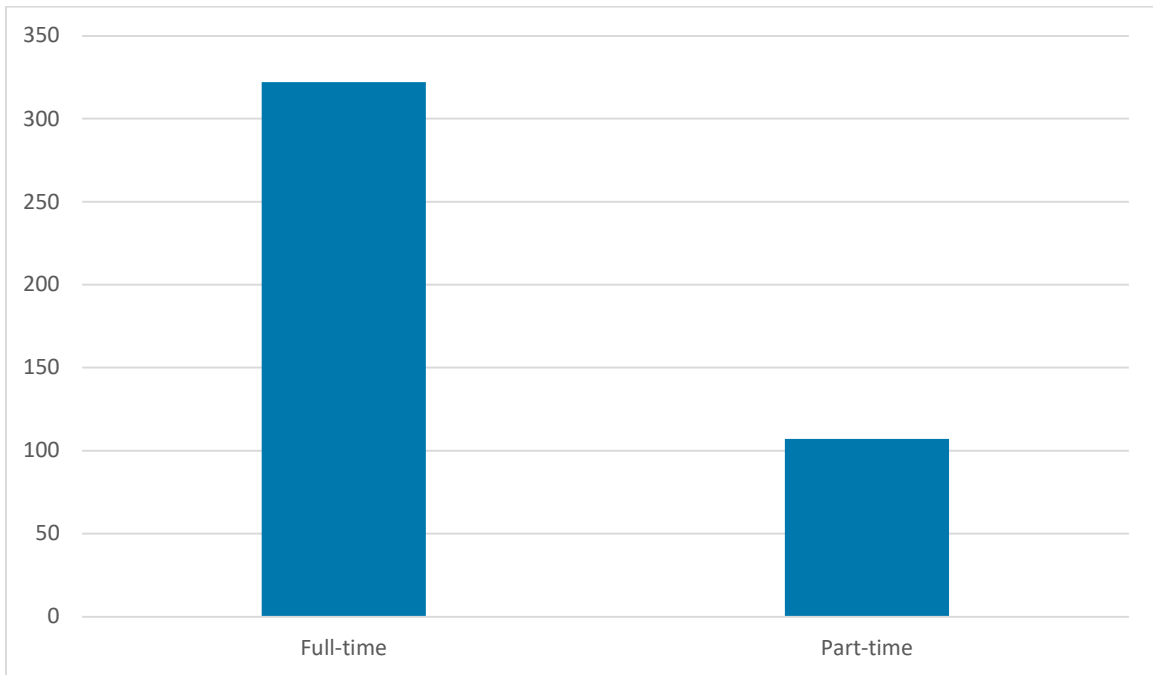
Gender	Count of Responses	Percent
Female	316	58.96%
Male	99	18.46%
Non-binary/Other	8	1.50%
Prefer not to say	6	1.12%
Blanks	107	19.96%
Grand Total	536	100.00%

What is your current degree level?



Degree	Count of Responses	Percent
Undergraduate	289	53.92%
Graduate	118	22.01%
Doctorate	17	3.18%
Post-baccalaureate/non-degree seeking	5	0.92%
Blanks	107	19.97%
Grand Total	536	100.00%

Are you a full-time or part-time student?

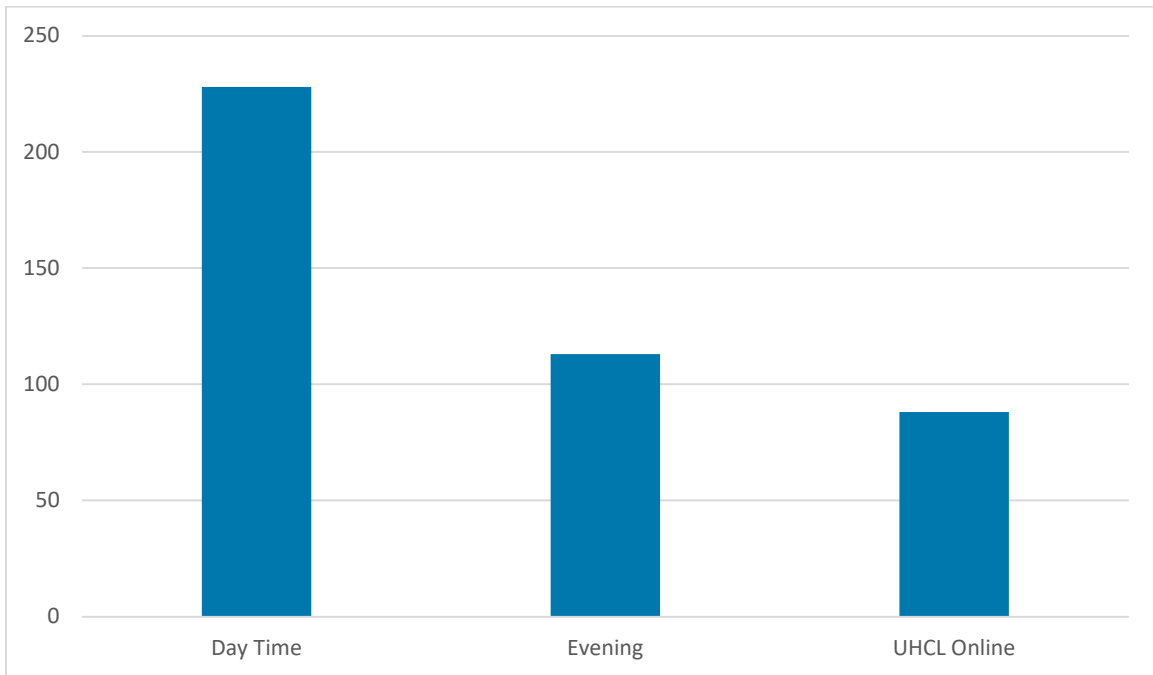


Course load	Count of Response	Percent
Full-time	322	60.06%
Part-time	107	19.97%
Blanks	107	19.97%
Grand Total	536	100.00%

Full-time (undergraduate including post bac ≥ 12 hours/graduate ≥ 9 hours)

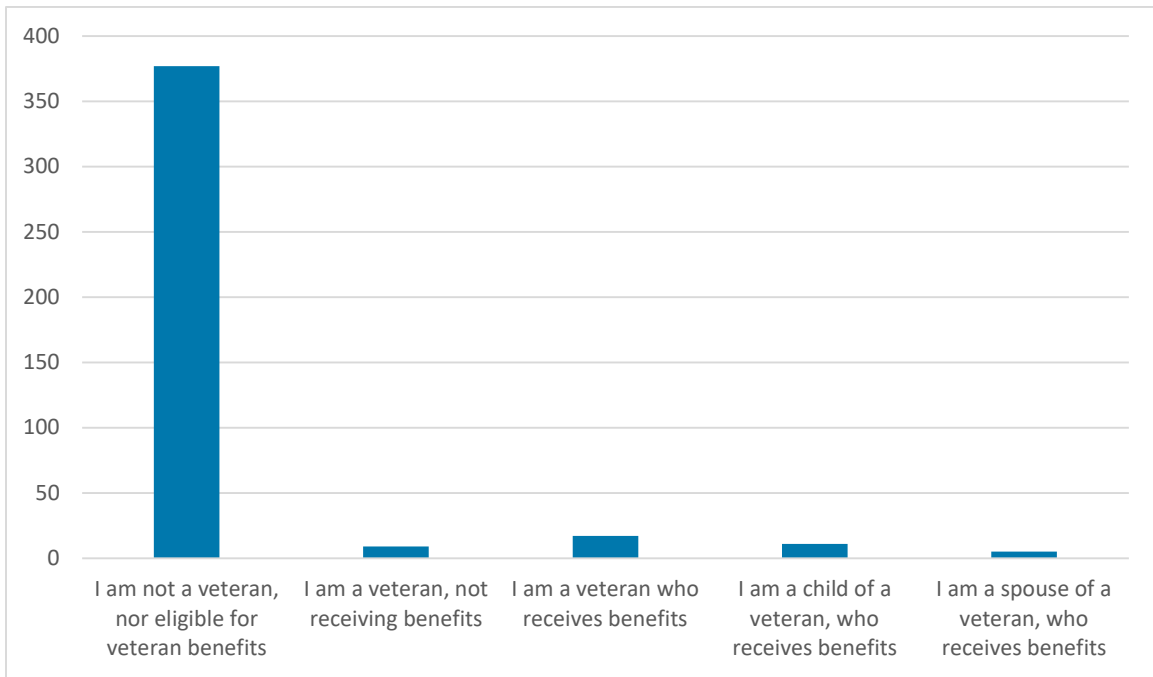
Part-time (undergraduate < 12 hours / graduate < 9 hours)

I am primarily a (time of day) student.



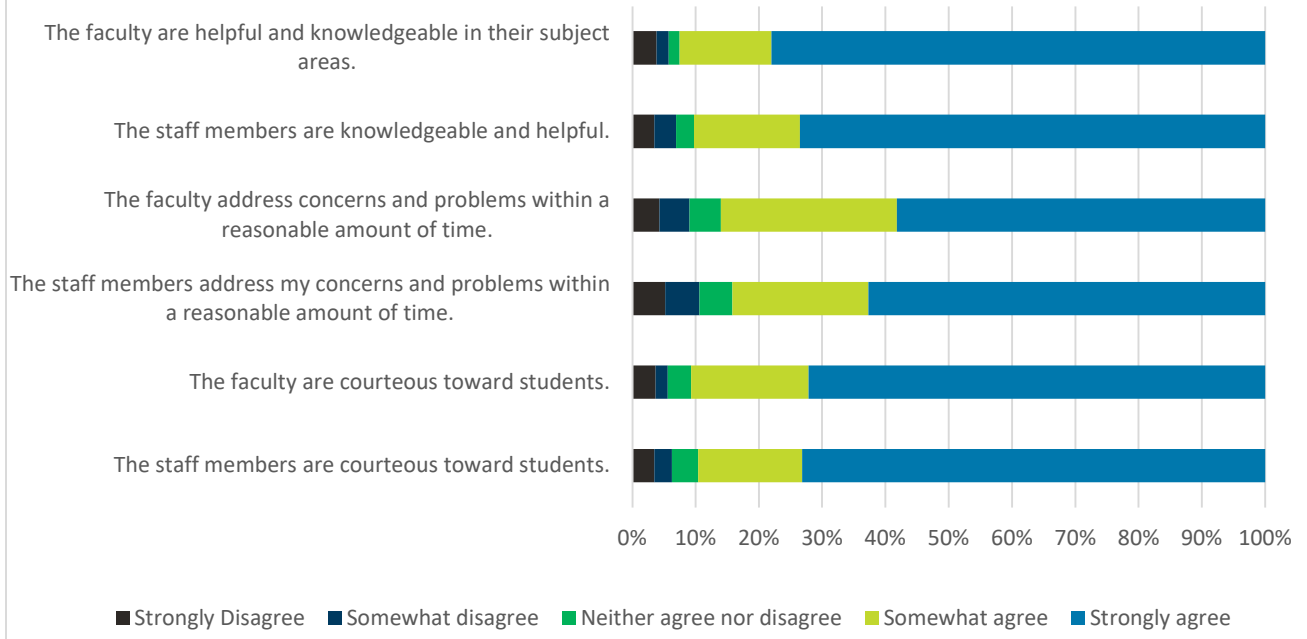
	Count of Response	Percent
Daytime	228	42.53%
Evening	113	21.08%
UHCL Online	88	16.42%
Blanks	107	19.97%
Grand Total	536	100.00%

Please indicate your Veteran’s Education Benefits status.

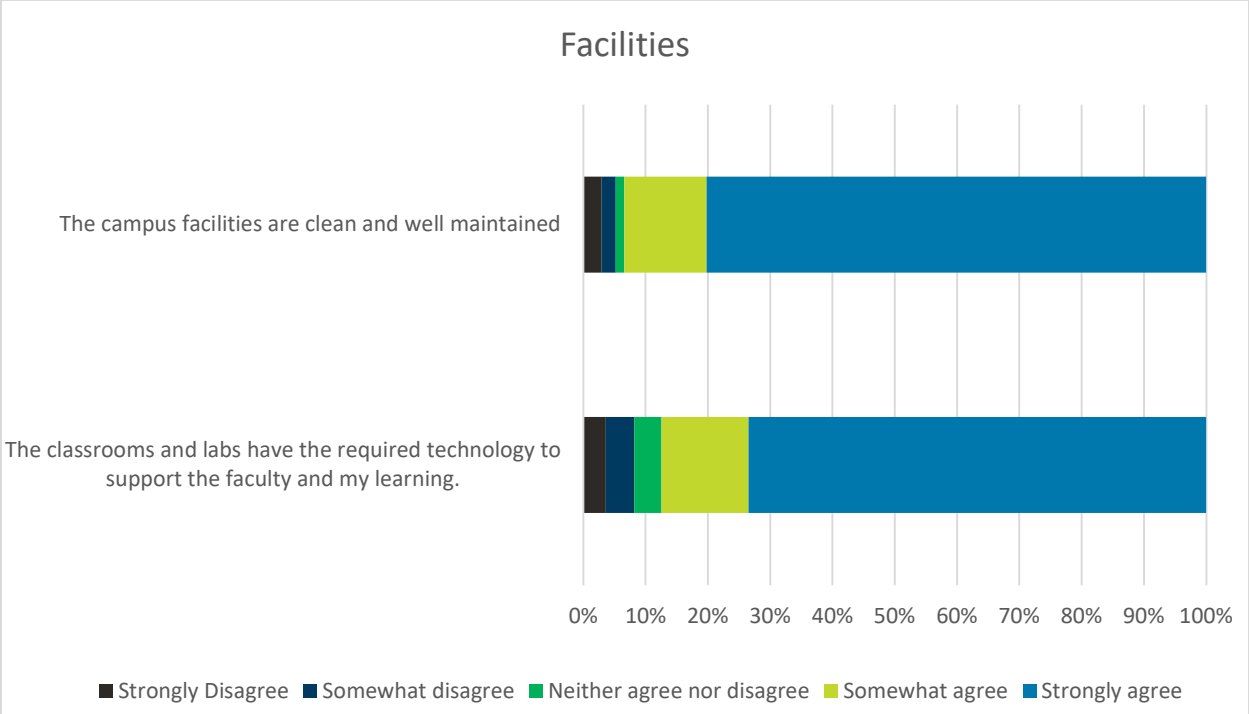


Status	Count	Percent
I am not a veteran, nor eligible for veteran benefits	377	70.33%
I am a veteran, not receiving benefits	9	1.68%
I am a veteran who receives benefits	17	3.2%
I am a child of a veteran, who receives benefits	11	2.05%
I am a spouse of a veteran, who receives benefits	5	0.92%
Blanks	117	21.82%
Grand Total	536	100.00%

Faculty and Staff Contributions

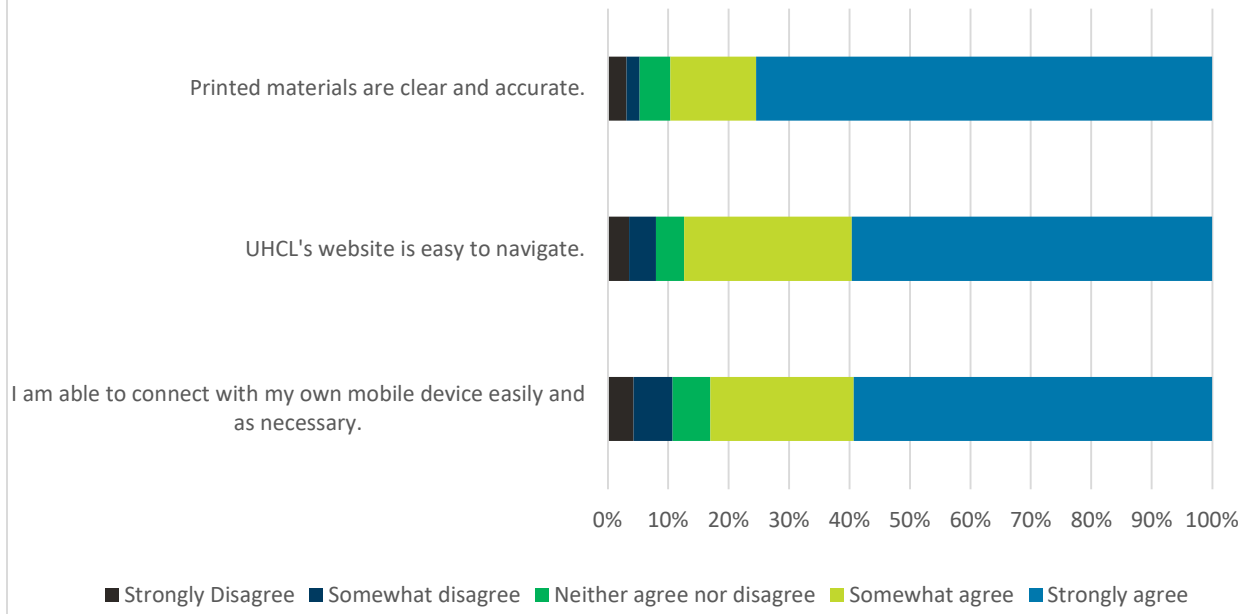


Area	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Blanks
The faculty are helpful and knowledgeable in their subject areas.	18	9	8	68	365	68
The staff members are knowledgeable and helpful.	16	16	13	77	339	75
The faculty address concerns and problems within a reasonable amount of time.	20	22	23	129	270	72
The staff members address my concerns and problems within a reasonable amount of time.	24	25	24	99	289	75
The faculty are courteous toward students.	17	9	17	86	334	73
The staff members are courteous toward students.	16	13	19	76	338	74



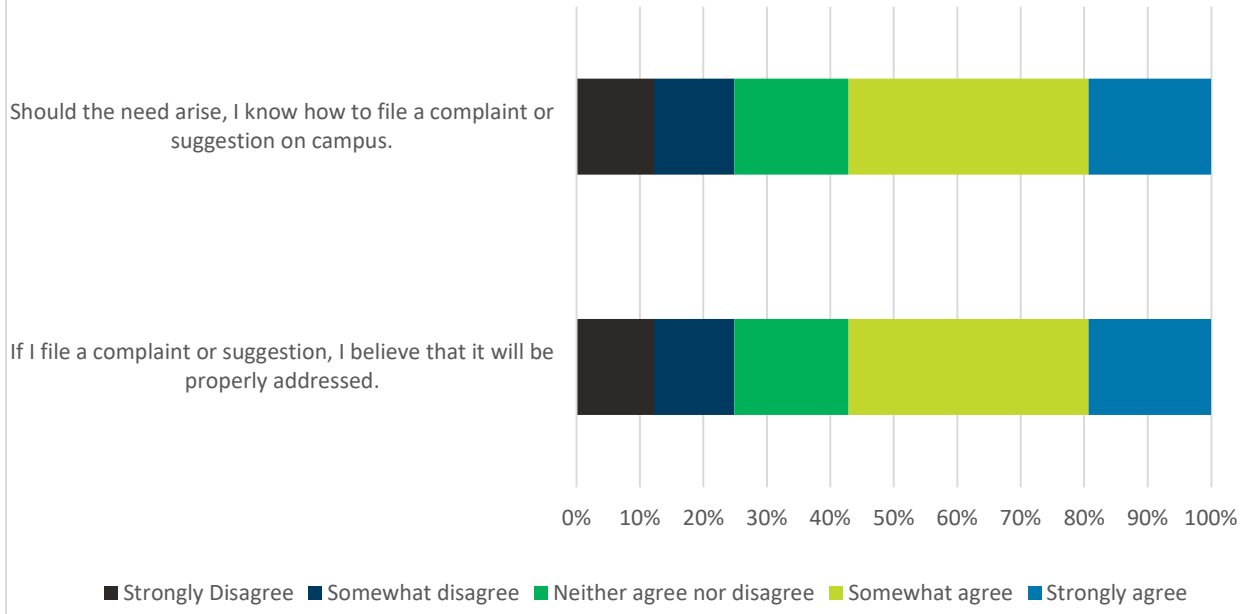
Area	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Blanks
The campus facilities are clean and well-maintained	13	10	6	58	353	96
The classrooms and labs have the required technology to support the faculty and my learning.	15	19	18	58	305	121

Communication and Internet Resources



Area	Strongly disagree	Somewh at disagree	Neither agree nor disagree	Somewh at agree	Strongl y agree	Blank s
Printed materials are clear and accurate.	13	9	21	59	313	121
UHCL's website is easy to navigate.	16	20	21	125	269	85
I am able to connect with my own mobile device easily and as necessary.	19	29	28	106	265	89

Complaint Handling



Area	Strongly disagree	Somewh at disagree	Neither agree nor disagree	Somewh at agree	Strongl y agree	Blank s
Should the need arise, I know how to file a complaint or suggestion on campus.	55	57	81	170	87	86
If I file a complaint or suggestion, I believe that it will be properly addressed.	33	31	108	153	125	86

Please indicate how satisfied you were with the QUALITY of services in the following areas.

Department	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Blanks
Academic Advising	154	153	21	14	9	185
Academic Records Office (Registrar, e-services, catalog, calendar)	117	141	24	12	5	237
Bookstore	103	122	31	10	4	266
Campus Recreation and Wellness	106	73	10	1	2	344
Career Services Center	63	52	8	1	1	411
Center for Student Advocacy and Community	22	20	3	2	0	489
Computer Labs	113	94	14	7	0	308
Copy Center	48	40	5	1	0	442
Counseling and Mental Health Center	49	17	10	3	1	456
Dean of Students Office	22	12	5	1	2	494
Disability Services	17	7	3	1	1	507
Financial Aid Services	112	106	22	14	2	280
Food Services (Patio Caf��, Hawk Energy Bar, Hawk's Coffee House, Food Trucks, Neumann Library Coffee Station)	80	89	24	15	5	323
Health Services	28	21	5	2	2	478

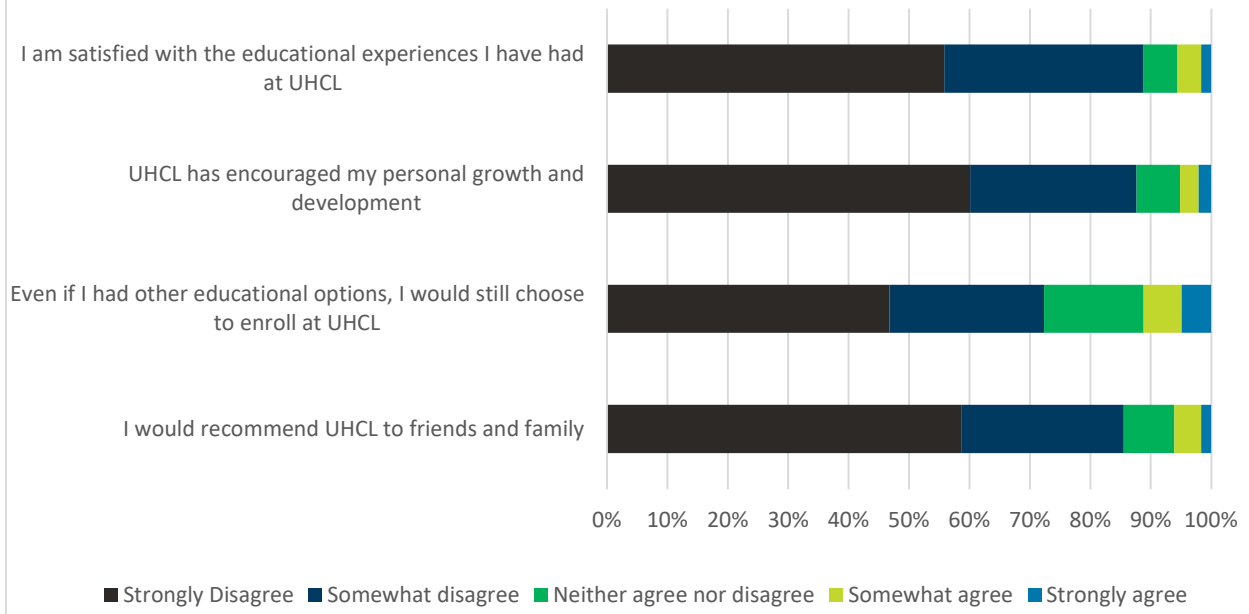
Hispanic Serving Institution/Minority Housing (Hunter Hall, University Forest Student Apartments)	3	2	1	1	0	529
Library Services	151	106	8	4	1	266
Office of Student Involvement and Leadership	41	32	4	1	1	457
Orientation and New Student Programs	74	58	15	4	1	384
Parking Services	86	93	30	21	16	290
Police	19	22	4	1	2	488
Student Business Services	36	34	12	5	1	448
Student Enrollment Center (SEC)/Admissions	65	57	17	2	3	392
Student Publications (The Signal)	10	13	7	0	0	506
Student Success Center (academic coaching, tutoring, etc.)	48	45	8	3	1	431
Testing Center	27	19	4	2	0	484
Transfer Advising	76	54	5	3	5	393
Transportation for Shuttle Services	18	17	3	0	0	498
Veteran Services	13	9	1	2	2	509
Writing Center	56	30	9	1	1	439

Please indicate how satisfied you were with the AVAILABILITY of services in the following areas.

Department	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Blanks
Academic Advising	158	149	19	19	7	184
Academic Records Office (Registrar, e-services, catalog, calendar)	135	123	28	11	4	235
Bookstore	120	106	25	12	3	270
Campus Recreation and Wellness	95	78	10	3	2	348
Career Services Center	70	44	6	1	0	415
Center for Student Advocacy and Community	22	22	3	1	0	488
Computer Labs	121	89	5	4	1	316
Copy Center	47	37	6	0	0	446
Counseling and Mental Health Center	46	23	7	3	1	456
Dean of Students Office	21	13	3	1	1	497
Disability Services	16	11	2	0	0	507
Financial Aid Services	118	101	22	10	2	283
Food Services (Patio Caf��, Hawk Energy Bar, Hawk's Coffee House, Food Trucks, Neumann Library Coffee Station)	99	78	18	10	7	324
Health Services	25	21	3	2	2	483

Hispanic Serving Institution/Minority Housing (Hunter Hall, University Forest Student Apartments)	5	0	1	1	0	529
Library Services	146	110	8	2	1	269
Office of Student Involvement and Leadership	44	26	8	0	0	458
Orientation and New Student Programs	82	50	16	2	1	385
Parking Services	96	92	21	18	16	293
Police	23	14	5	1	1	492
Student Business Services	41	29	14	1	2	449
Student Enrollment Center (SEC)/Admissions	66	55	15	5	2	393
Student Publications (The Signal)	14	9	5	1	0	507
Student Success Center (academic coaching, tutoring, etc.)	1	43	11	3	46	432
Testing Center	26	18	5	0	0	487
Transfer Advising	75	51	10	4	2	394
Transportation for Shuttle Services	17	17	3	1	0	498
Veteran Services	13	11	1	1	1	509
Writing Center	52	29	10	2	1	442

Indicate your level of agreement with the following statement



Area	Strongly disagree	Somewh at disagree	Neither agree nor disagree	Somewh at agree	Strongl y agree	Blank s
I am satisfied with the educational experiences I have had at UHCL	240	142	24	17	7	106
UHCL has encouraged my personal growth and development	258	118	31	13	9	107
Even if I had other educational options, I would still choose to enroll at UHCL	201	110	71	27	21	106
I would recommend UHCL to friends and family	251	115	36	19	7	108

End of Report