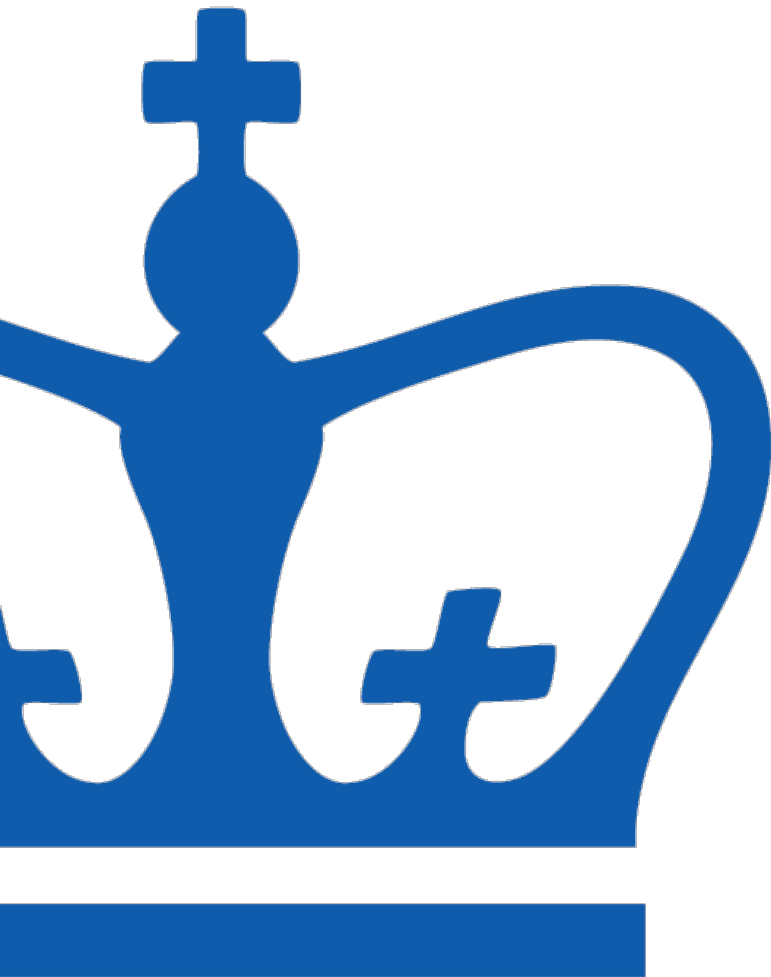


Quality of Life Survey

Student Affairs Committee

October 25th, 2013

Akshay Shah
Co-Chair, Student Affairs Committee
University Senator



Quality of Life

What?

- **University-wide survey designed to measure student quality of life on a qualitative and quantitative level.**
 - Recommendations derived from data will drive short-, mid-, and long-term projects to improve student quality of life.

Why?

- **There has never been a comprehensive, campus-wide data-collection mechanism to assess the Quality of Life of Columbia students.**
 - Several schools and departments administer student satisfaction surveys for specific immediate needs, but results in one-off incremental projects.
 - Governing bodies need data to implement policies, determine their impact objectively and methodically, and measure their success and sustainability resulted in the creation of the Quality of Life survey.

Quality of Life

How?

- **13 Categories:**
 - Funding, Housing, Academics, Social Life, Transportation, Safety, Libraries, Space, Career Preparation, Administration, Technology, Health
- **Four parts in each category:**
 - Satisfaction
 - Specific satisfaction questions per category
 - Importance
 - Satisfaction * Importance = Impact
 - Open-ended recommendation question per category
- **Randomized order of categories**
- **Wide variety of variables:**
 - 16 Demographic Variables
 - 84 Satisfaction Variables
 - 13 Importance Variables
 - 55 Personality Variables

Quality of Life – Timeline

- **Fall 2012: Survey Design and Development**
 - Behavioral Research Lab at the Columbia Business School
- **February 2013: Pilot to selected students**
- **February – April 2013: Engaged stakeholders and Improved Survey**
- **April 2013: Launched Survey**
- **2013-2014: Analysis and Recommendations**

Number of Responses

Emailed to **36,000** students

In **20** different schools

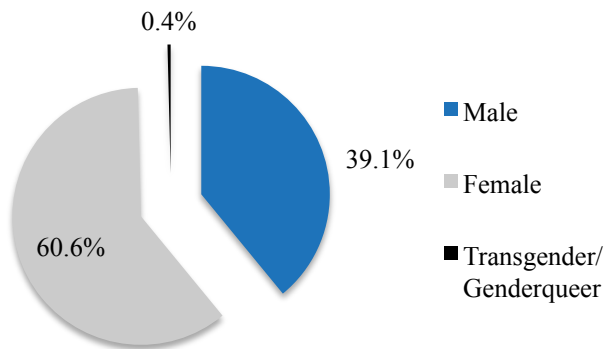
Over **8,650** surveys started

Over **6,250** completed responses

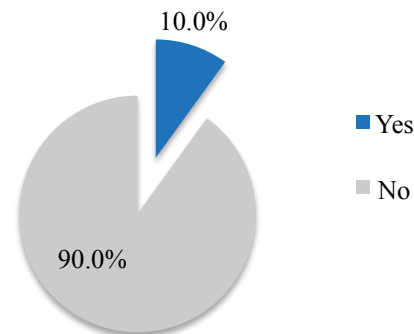
Overall Response Rate of **17.29%**

Diversity of Responses

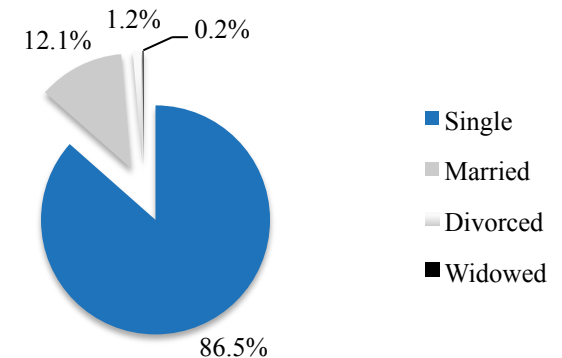
Gender



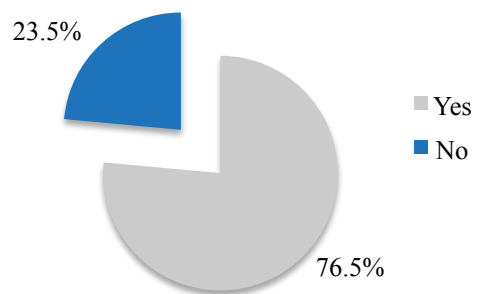
LGBTQ Identified



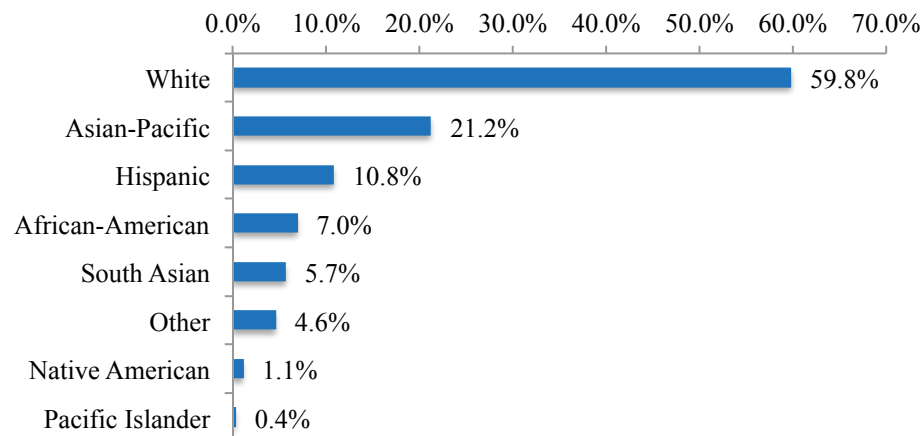
Marital Status



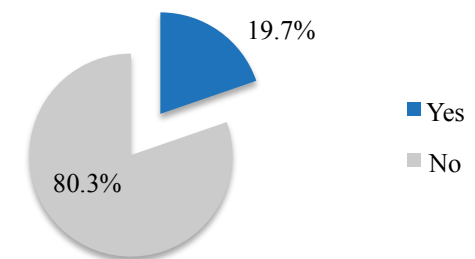
English First Language



Ethnicity

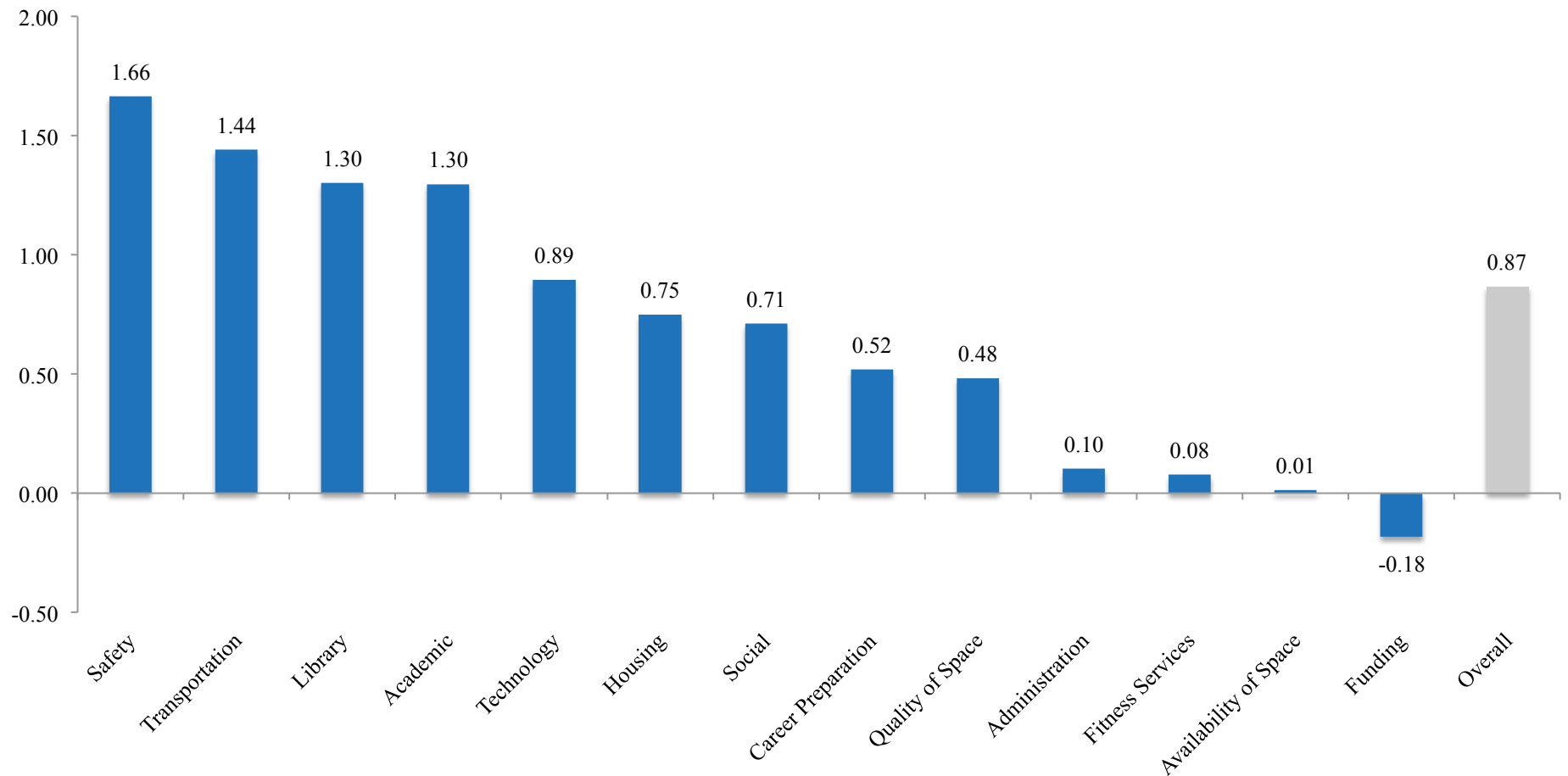


International Student



Overall Results

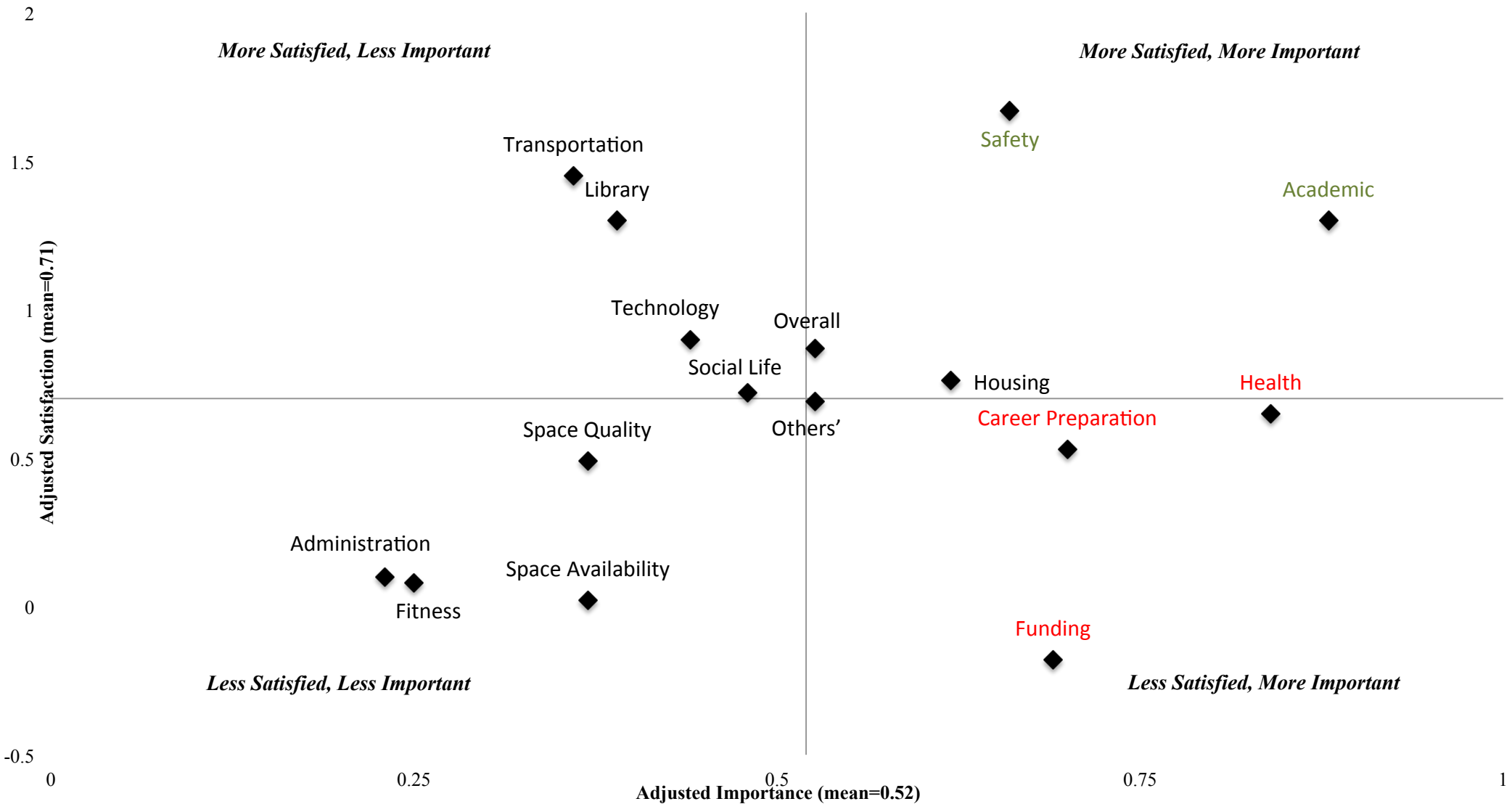
Satisfaction Across Categories



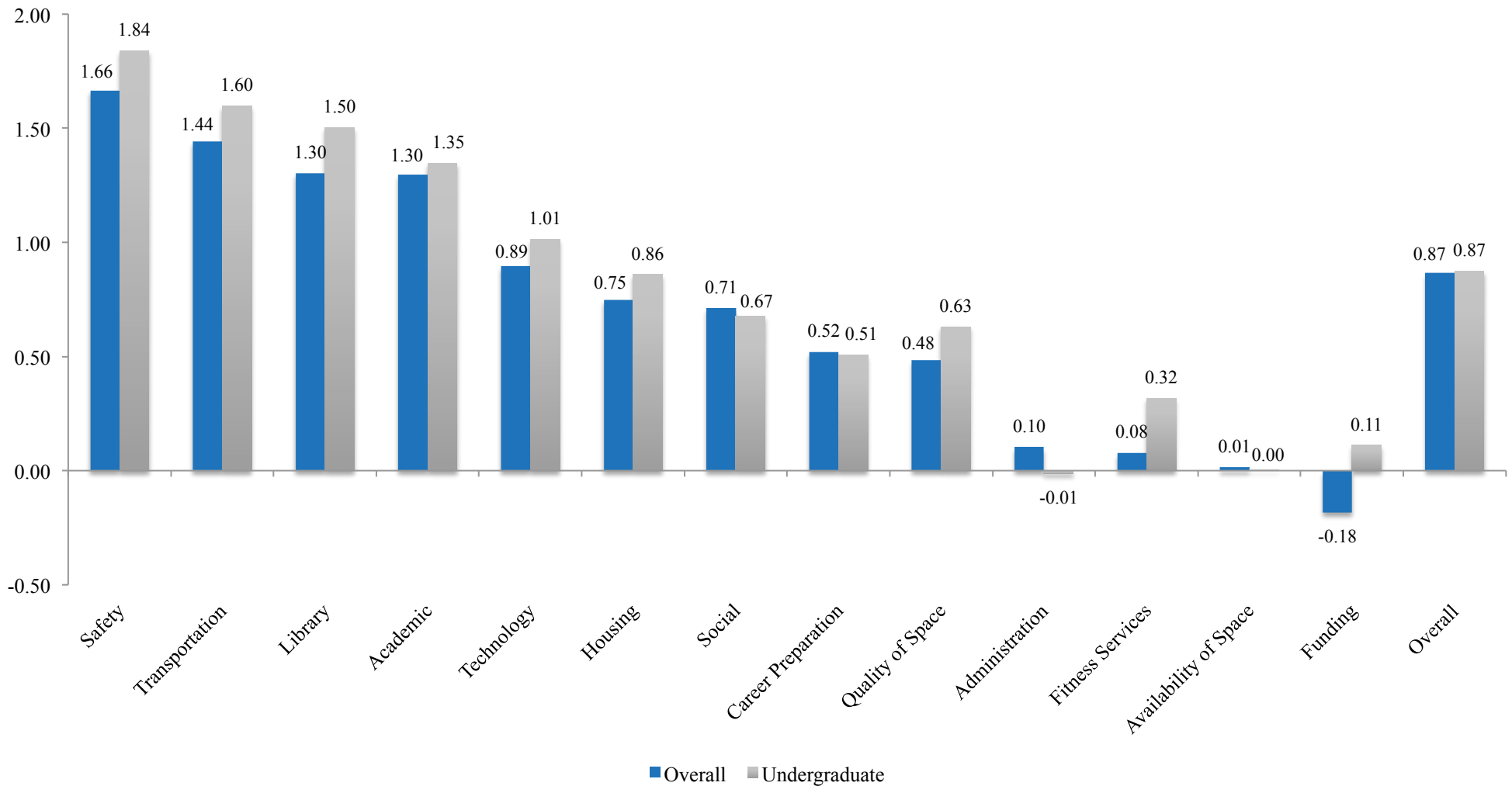
Satisfaction is on a scale of -3 to 3, with -3 being "very dissatisfied," 0 being "neutral," and 3 being "very satisfied."

Overall Results

Overall Satisfaction vs. Importance

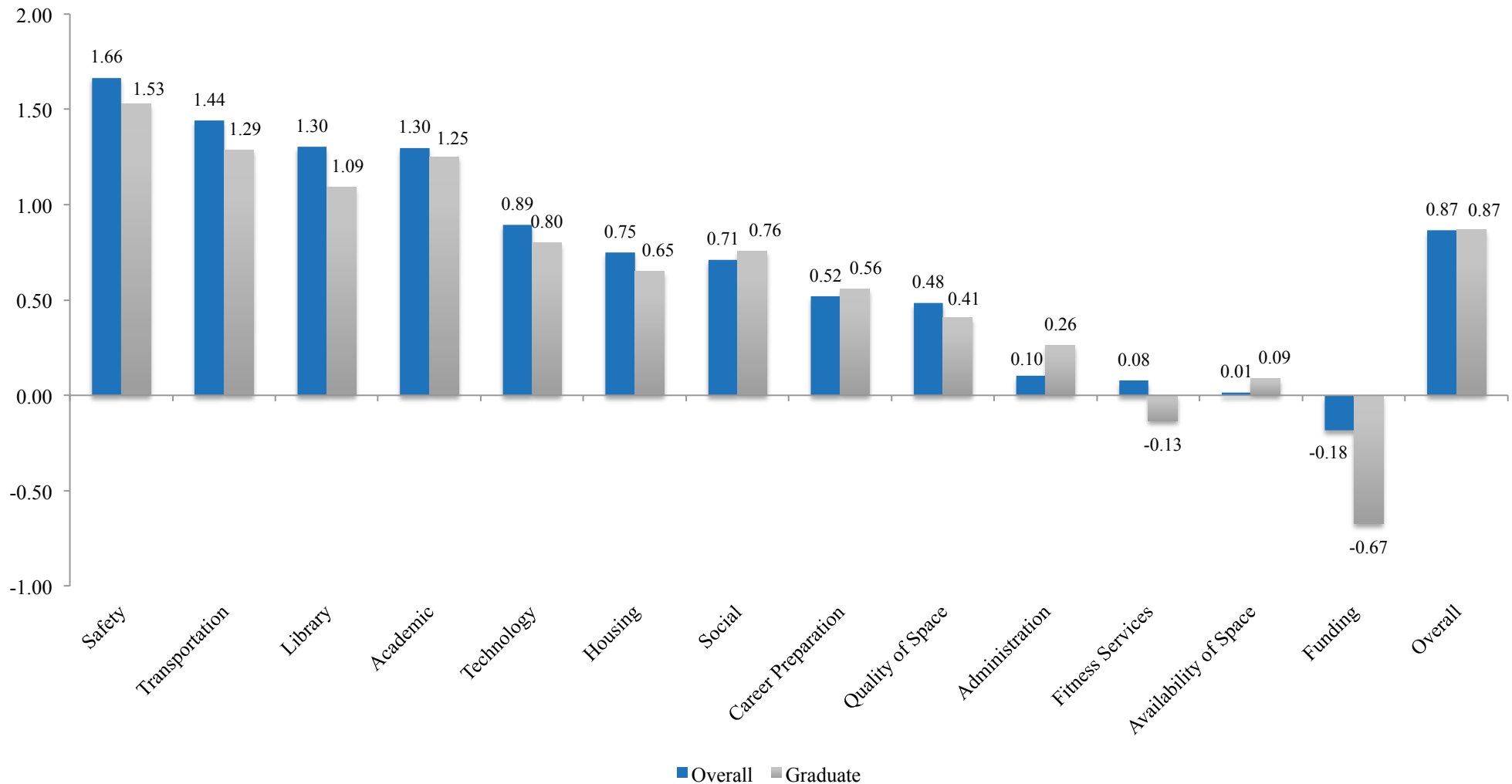


Undergraduate Students Satisfaction



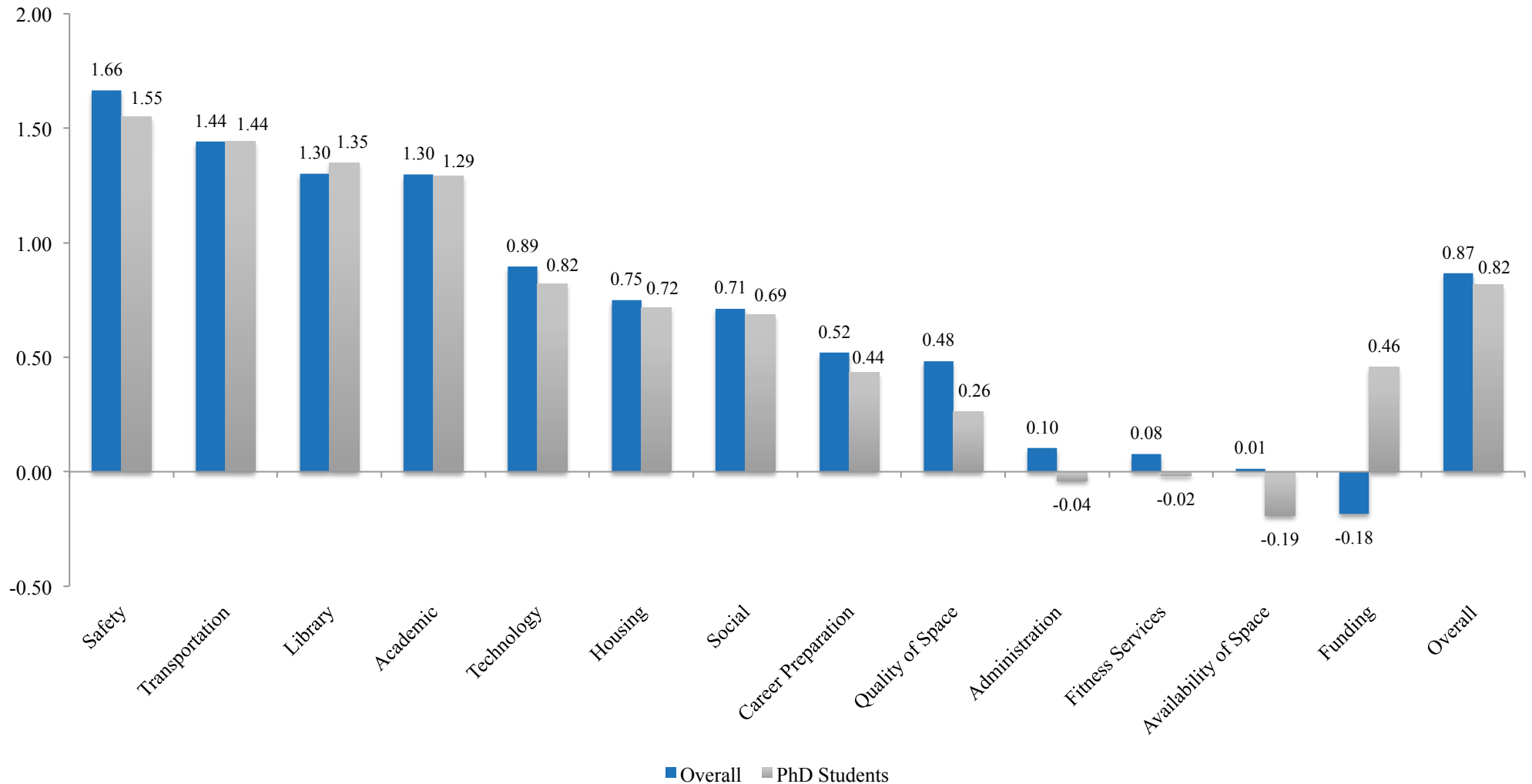
Satisfaction is on a scale of -3 to 3, with -3 being "very dissatisfied," 0 being "neutral," and 3 being "very satisfied."

Graduate Non-PhD Students Satisfaction



Satisfaction is on a scale of -3 to 3, with -3 being "very dissatisfied," 0 being "neutral," and 3 being "very satisfied."

PhD Students Satisfaction



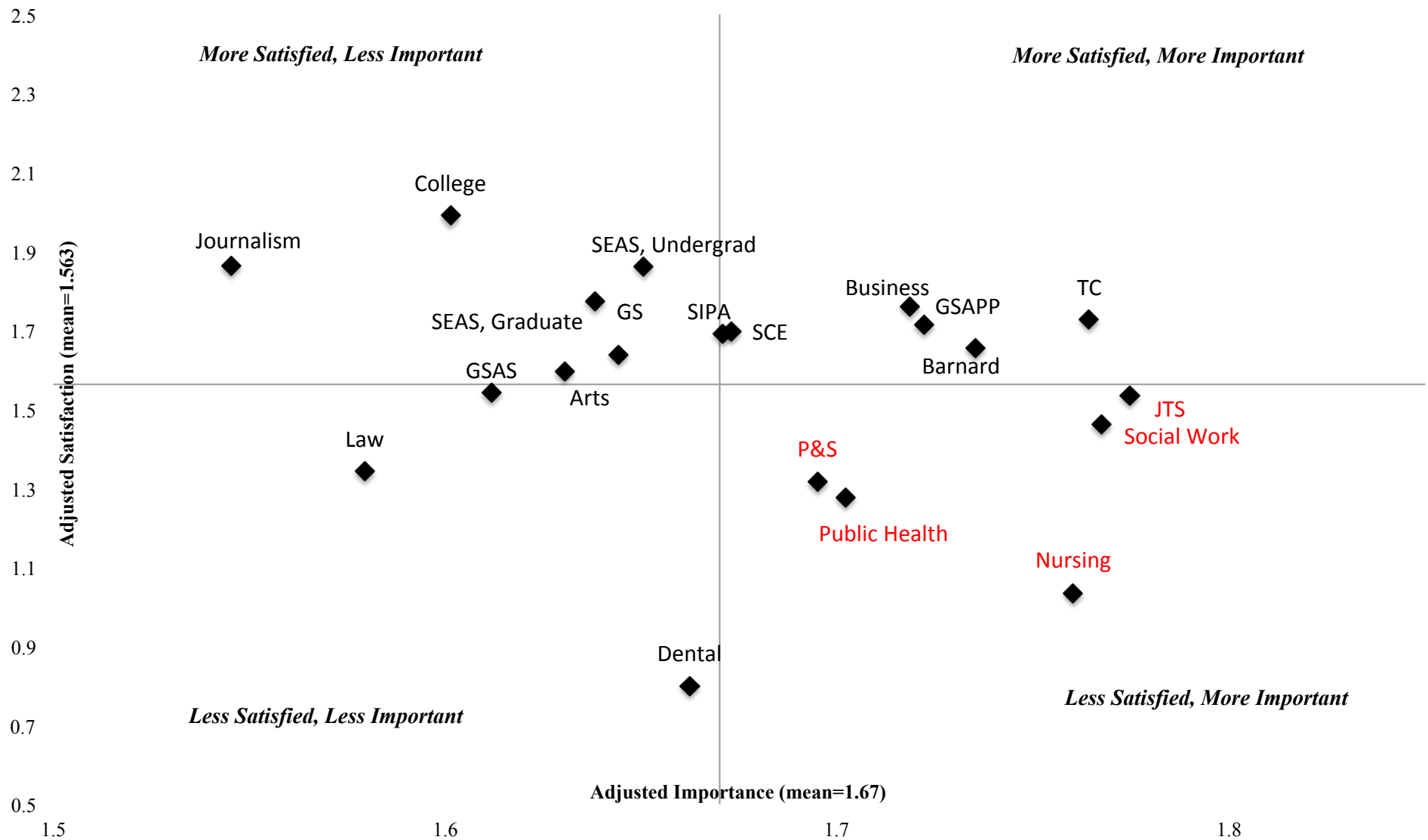
Satisfaction is on a scale of -3 to 3, with -3 being "very dissatisfied," 0 being "neutral," and 3 being "very satisfied."

Data Analysis and Recommendations

- Analyze data by category
- Test hypothesis using survey data
- Meet with key administrators to discuss results and jointly develop recommendations

Comparing Satisfaction Across Schools

Safety Satisfaction vs. Importance



Likelihood to Donate

School	Likelihood of Donating (-3 to 3)
Columbia Business School	1.05
School of General Studies	0.57
Columbia College	0.47
College of Physicians and Surgeons	0.38
SEAS, Undergraduate	0.34
Barnard College	0.20
SIPA	0.10
College of Dental Medicine	0.10
SEAS, Graduate	0.05
Jewish Theological Seminary	0.05
Graduate School of Journalism	-0.02
Columbia Law School	-0.03
School of Continuing Education	-0.04
School of Social Work	-0.05
School of Nursing	-0.09
GSAPP	-0.12
Teachers College	-0.21
GSAS	-0.22
School of Public Health	-0.40
School of Arts	-0.46

Next Steps

- Establish a data protocol for open access and transparent discussion.
- Develop recommendations jointly with key stakeholders.
- Circulate the Quality of Life Report among Senate Committees, Offices of the President and the Provost.
- Publish the finalized Quality of Life Report in November 2013.
- Institutionalize the survey so that it's conducted every two years through a possible Senate resolution.

Acknowledgements

Quality of Life survey would not have been possible without the help of:

- The Behavioral Research Lab at the Columbia Business School – Professor Katherine Phillips, Professor Akinola Modupe, Alia Crum and Ashley Martin.
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- Zan Gilani

Thank You

Questions

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