

Campus Image Survey Results

Thank you to everyone who took part in our recent survey. The results are shown below. We will endeavor to continue to improve the campus environment in light of your responses.

1. Survey Overview

Survey content: Overall image of the outdoor spaces on campus and the effect of recent interior and exterior renovations on improving the campus environment.

Subjects: Students, university staff, etc.

Period: November 29, 2016–January 18, 2017

Medium: Osaka University website

2. Number of Responses

Number of responses

	Toyonaka	Suita	Minoh	Total
Number of responses	368	285	108	761

3. Method of Calculating Satisfaction and Other Measures

◆ Satisfaction Score

• Satisfaction was scored on a five-point scale from –2 to +2, with –2 indicating a low assessment and +2 a high assessment.

Example 1) Uninviting atmosphere: –2 No opinion: 0 Inviting atmosphere: +2

Example 2) Appearance not improved: –2 No opinion: 0 Appearance improved: +2

◆ Weighted mean satisfaction score

• Mean values of satisfaction score calculated from the number of respondents. The values are in the range between +2 (good) and –2 (poor).

◆ Satisfaction/dissatisfaction rate (%)

Formulae: Satisfaction rate (%) = number of positive opinions ÷ number of respondents

Dissatisfaction rate (%) = number of negative opinions ÷ number of respondents

Note: The number of positive opinions was calculated as the total number of responses rated either +2 or +1.

The number of negative opinions was calculated as the total number of responses rated either –2 or –1.

For some items, the sum of the rates of satisfaction, dissatisfaction, and no opinion does not equal 100% because some respondents did not answer those questions.

4. Satisfaction Results

A) Satisfaction with the overall image of the outdoor spaces on campus

Questions	Toyonaka				Weighted mean satisfaction score	Suita			
	Satisfaction/dissatisfaction rate			Satisfied		Satisfaction/dissatisfaction rate			Weighted mean satisfaction score
	Satisfied	No opinion	Dissatisfied			Satisfied	No opinion	Dissatisfied	
1) Does the campus have an inviting atmosphere?	86%	9%	5%	1.4	56%	19%	26%	0.5	
2) Signage throughout the campus	53%	23%	24%	0.6	38%	21%	41%	0.2	
3) Crime prevention issues	26%	34%	40%	- 0.1	27%	26%	47%	- 0.3	
4) Barrier-free access for pedestrians (such as for wheelchair users, walkers using a cane, or people carrying heavy loads)	40%	27%	33%	0.1	29%	26%	44%	- 0.3	
5) Appearance	62%	21%	17%	0.6	57%	16%	26%	0.4	
6) Hospitable environment	71%	19%	10%	0.9	40%	29%	31%	0.1	
7) Pleasant environment	71%	20%	9%	0.9	53%	19%	28%	0.4	
8) Cleanliness	65%	21%	13%	0.8	71%	15%	14%	0.8	
9) Tree pruning, weeding, and plants	72%	17%	11%	0.9	70%	18%	13%	0.8	
10) Behavior on campus (students, university staff, and others)	56%	23%	21%	0.5	51%	22%	27%	0.4	
Mean	60%	21%	18%	0.7	49%	21%	30%	0.3	

Questions	Minoh				Weighted mean satisfaction score	Overall			
	Satisfaction/dissatisfaction rate			Satisfied		Satisfaction/dissatisfaction rate			Weighted mean satisfaction score
	Satisfied	No opinion	Dissatisfied			Satisfied	No opinion	Dissatisfied	
1) Does the campus have an inviting atmosphere?	42%	26%	32%	0.1	68%	15%	17%	0.9	
2) Signage throughout the campus	38%	38%	24%	0.2	55%	30%	15%	0.5	
3) Crime prevention issues	18%	31%	52%	- 0.5	25%	30%	44%	- 0.2	
4) Barrier-free access for pedestrians (such as for wheelchair users, walkers using a cane, or people carrying heavy loads)	15%	17%	69%	- 0.8	32%	25%	42%	- 0.2	
5) Appearance	44%	30%	26%	0.2	58%	20%	22%	0.5	
6) Hospitable environment	57%	16%	27%	0.4	57%	22%	20%	0.5	
7) Pleasant environment	54%	19%	28%	0.4	62%	19%	19%	0.6	
8) Cleanliness	65%	27%	8%	0.8	67%	20%	13%	0.8	
9) Tree pruning, weeding, and plants	56%	23%	20%	0.5	69%	18%	13%	0.8	
10) Behavior on campus (students, university staff, and others)	65%	26%	9%	0.8	55%	23%	21%	0.5	
Mean	45%	25%	30%	0.2	55%	22%	23%	0.5	

B) Satisfaction with the results of recent interior and exterior renovations

		Convenience/comfort			Appearance			
		Number of responses	Question	Satisfied	Weighted mean satisfaction score	Number of responses	Satisfied	Weighted mean satisfaction score
Toyonaka	1) Learning Commons (Main Library)	327	Pleasant environment	68%	1.0	315	73%	1.1
	2) Multipurpose store (normally known as the Meeting Room Building)	286	Ease of use	33%	0.4	289	44%	0.6
	3) CELAS Science Commons	292	Pleasant environment	52%	0.7	289	69%	1.1
Suita	4) Learning Commons (Science and Engineering Library)	212	Pleasant environment	57%	0.7	207	66%	0.9
	5) Poplar Street Welfare Center 1F restaurant	210	Pleasant environment	59%	0.8	212	75%	1.2
	6) Poplar Street Welfare Center 2F student cafeteria	210	Ease of access	64%	0.9	214	74%	1.2
	7) Poplar Street Welfare Center convenience store	220	Ease of access	74%	1.1	218	70%	1.0
	8) Pavement for bicycle parking next to the gymnasium	191	Ease of use	41%	0.5	184	50%	0.6
	9) Cycle lane provision	207	Pleasant environment	44%	0.3	203	45%	0.4
	10) Cybermedia Commons	189	Pleasant environment	40%	0.5	194	55%	0.8
Minoh	11) AV Commons/AV Library improvements (International Studies Library)	87	Pleasant environment	70%	1.0	86	71%	0.9
Mean		-	-	55%	0.7	-	63%	0.9

5. Main opinions expressed in the Free Comments box

Total number of comments: Toyonaka 240, Suita 149, Minoh 67, total 456

◆ Toyonaka Campus

- Buildings are difficult to find, and signs and maps are needed.
- Toilets should be maintained and cleaned more frequently.
- There isn't enough street lighting on campus, and at night the badly lit paths are dangerous in places.
- Many people smoke outside the smoking rooms.
- There aren't enough cafeterias.
- An ATM should be reinstalled.

◆ Suita Campus

- There aren't enough places to sit and relax.
- The road surfaces are poor in places, and need to be mended from the safety and barrier-free perspectives.
- Better segregated cycle lanes should be provided.
- Bicycle and motorbike riders are inconsiderate of others.
- There isn't enough street lighting, and some places are badly lit at night.
- Locations are difficult to find, and more signage should be provided.

◆ Minoh Campus

- The buildings have a forbidding aspect, and there are few venues for interacting with others.
- It's gloomy, and there aren't many people about.
- The world clock, the symbol of the present campus, should be moved to the new campus.
- Not very lively.

Satisfaction with the overall image of the outdoor spaces on campus (Toyonaka)

Compared with the 2014 survey:

- The campus once again improved its score for an inviting atmosphere to its highest ever level, beating its score in the previous survey.
- Scores for crime prevention issues and barrier-free access remained low.

Satisfaction with the overall image of the outdoor spaces on campus (Suita)

Compared with the 2014 survey:

- The current status was either maintained or slightly improved for almost all items.
- Scores for signage, crime prevention issues, barrier-free access, and hospitable environment all remained low.

Satisfaction with the overall image of the outdoor spaces on campus (Minoh)

Compared with the 2014 survey:

- The campus's score for a hospitable environment improved.
- Scores for inviting atmosphere, signage, crime prevention issues, and barrier-free access remained low.

Satisfaction with the overall image of the outdoor spaces on campus (Overall)

◆ Overall conclusions and analysis

Compared with the 2014 survey:

- Signage scores improved.
- Scores for crime prevention issues and barrier-free access remained low.