

# Osaka University Campus Image Survey Results

From December 2010 through January 2011, the Facilities Management Committee conducted an Osaka University Campus Image Survey. The committee would like to thank all participants for their time and valuable input.

A summary of the information gathered is noted below. Osaka University will strive to further improve its campus environment based on the information.

## 1. Survey outline

Survey was conducted regarding the following topics.

- The image of the campus as a whole
- How much have recent various improvements improved the campus environment?

Respondents: Faculty, staff, and students

Survey duration: December 28, 2010 – January 31, 2011

Survey methods: The survey was conducted online through a Osaka University web page and by using postcards. Boxes for collecting postcards were set up in COOP restaurants.

Number of postcards distributed: 4,000 (Toyonaka: 1,440 Suita: 2,040 Minoh: 520)

## 2. Number of respondents

Number of respondents

	Toyonaka		Suita		Minoh		Total	
Postcard survey	33	22%	55	45%	23	40%	111	34%
Online survey	117	78%	67	55%	35	60%	219	66%
Total	150	100%	122	100%	58	100%	330	100%

\*Survey response rates: Toyonaka: 2.3%, Suita: 2.7%, Minoh: 4.4%, University as a whole: 2.8%

## 3. Calculation of satisfaction

Satisfaction level: A 5-point scale (+2 through to -2)

Ex.1 Regarding the atmosphere is

Not welcoming: -2

No opinion: 0

Welcoming: +2

Ex. 2 Regarding the comfort and convenience,

Have not increased: -2

No opinion: 0

Have increased: +2

Weighted average satisfaction rating: a mean satisfaction score calculated from the number of respondents

Satisfaction rate (%)

The satisfaction rate (%) is calculated as the number of respondents with positive opinions divided by the number of respondents. In this case, positive opinions refer to scores of +2 and +1.

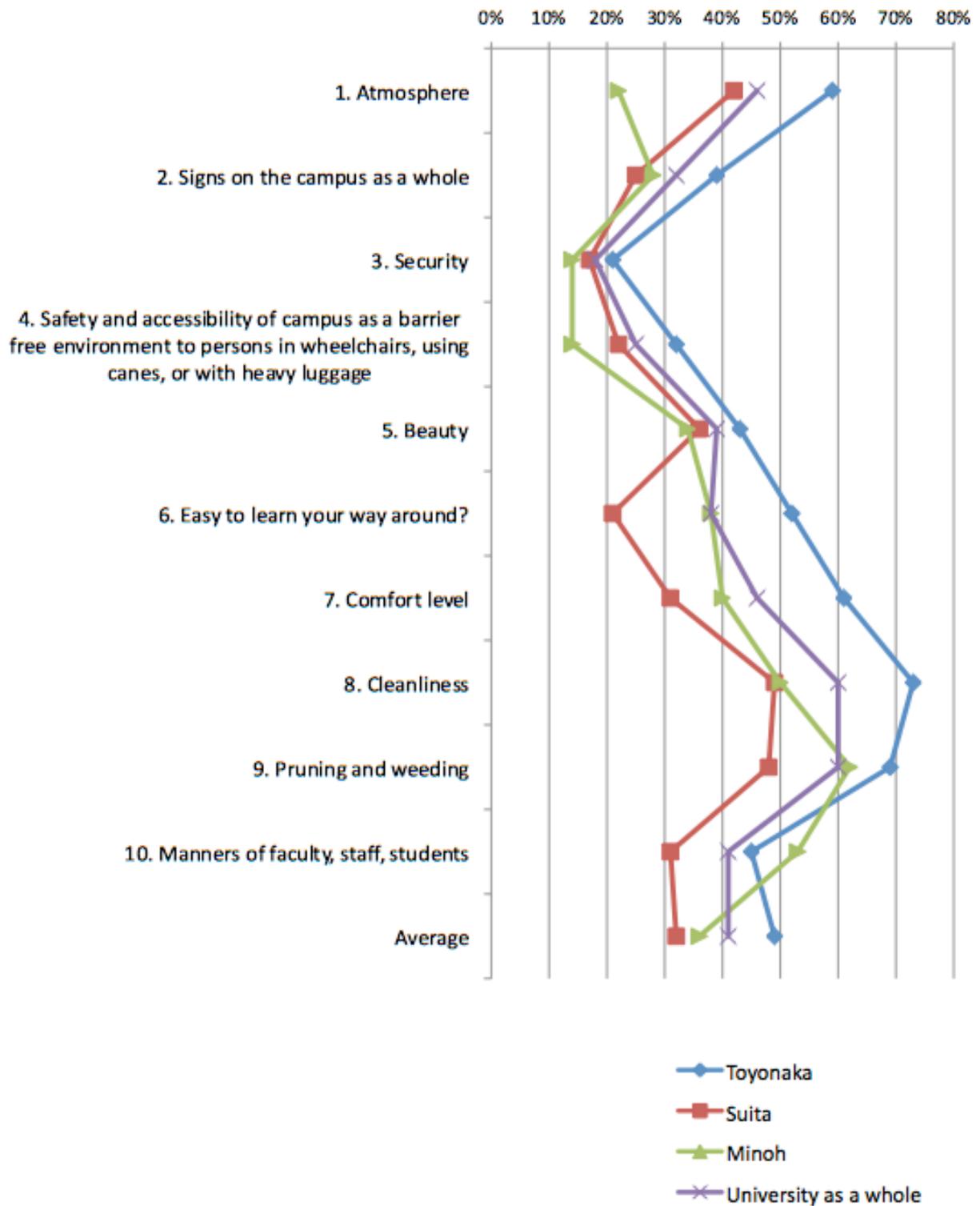
## 4. Satisfaction survey results

A) Satisfaction with the image of the campus as a whole

	Toyonaka		Suita		Minoh		University as a whole	
	SR	WSA	SR	WSA	SR	WSA	SR	WSA
1. Atmosphere	59%	0.7	42%	0.3	22%	▲ 0.6	46%	0.3
2. Signs on the campus as a whole	39%	0	25%	▲ 0.4	28%	▲ 0.4	32%	▲ 0.2
3. Security	21%	▲ 0.4	17%	▲ 0.4	14%	▲ 1.0	18%	▲ 0.5
4. Safety and accessibility of campus as a barrier free environment to persons in wheelchairs, using canes, or with heavy luggage	32%	▲ 0.1	22%	▲ 0.5	14%	▲ 1.1	25%	▲ 0.4
5. Beauty	43%	0.1	36%	▲ 0.1	34%	▲ 0.2	39%	▲ 0.0
6. Easy to learn your way around?	52%	0.4	21%	▲ 0.2	38%	▲ 0.2	38%	0.1
7. Comfort level	61%	0.5	31%	▲ 0.0	40%	▲ 0.1	46%	0.2
8. Cleanliness	73%	0.9	49%	0.4	50%	0.3	60%	0.6
9. Pruning and weeding	69%	0.8	48%	0.4	62%	0.7	60%	0.6
10. Manners of faculty, staff, students	45%	0.2	31%	0.1	53%	0.6	41%	0.2
Average	49%	0.3	32%	▲ 0.1	36%	▲ 0.2	41%	0.1

SR: Satisfaction rate

WSA: Weighted satisfaction average



B) How much have recent various improvements improved the campus environment?

	Comfort and convenience				Beauty		
	No. of respondents	Survey Items	SR	WSA	No. of respondents	SR	WSA
1. The passageway area between schools of Letters, of Law and the School of Economics (completed in 2009)	141	Accessibility	75%	1.2	135	82%	1.4
2. South side of the Student Commons (completed in 2009)	132	Comfort level	55%	0.8	129	67%	1.0
3. Access to and from the East Gate (completed in 2008)	125	Accessibility	54%	0.7	125	62%	0.9
4. The 1st floor "pilotis" area of the Common Hall for Humanities and Social Sciences (completed in 2009)	129	Comfort level	50%	0.5	130	57%	0.7
5. The "pilotis" area of the Science and Engineering Library (completed in 2008)	91	Comfort level	65%	1.0	90	71%	1.1
6. The sidewalk at the north side of the university hospital. (completed in 2009)	81	Accessibility	43%	0.4	79	49%	0.6
7. The elevator in the U3 building and the hand railing in that area	79	Convenience	39%	0.4	79	46%	0.4
8. The new "West Front" (containing a post office, etc.) (completed in 2007)	86	Convenience	64%	0.8	82	78%	1.2
9. Saito-guchi lane from the bicycle parking lot (completed in 2009)	50	Accessibility	56%	0.6	49	59%	0.8
10. The various barrier-free facilities (slopes in addition to steps, etc. completed in 2009)	51	Accessibility	49%	0.6	51	37%	0.4
Average	-	-	55%	0.7	-	61%	0.9

## 5. Opinions regarding the campuses

The number of opinions collected: Toyonaka: 181 Suita: 170 Minoh: 76 Total: 427

### **Toyonaka Campus**

- There is a lack of sense of unity among buildings in the campus.
- The campus is not spacious.
- There is no monument representing the university.
- There are few spaces for relaxing.
- The pathway at the East Gate is too narrow to go through and steps are slippery and dangerous.
- Manners of car drivers and riders of bicycles and motorcycles are bad.
- There are many illegally parked cars.
- There are some security problems — darkness due to a lack of streetlights, many thefts, no limits on human traffic at night.
- There are some poorly-written information signs.
- Steep slopes and difficult-to-walk stone-paved paths create barriers to pedestrians.
- The campus is not always kept clean and plants are not well maintained.
- There are some ill-mannered smokers.

### **Suita Campus**

- There is a lack of sense of unity among buildings in the campus.
- This campus is a car-oriented campus and it's not friendly to pedestrians and bicycle riders.
- Many respondents mentioned about aging buildings.
- Manners of car drivers and riders of bicycles and motorcycles are bad.
- There are some security problems — darkness due to a lack of streetlights, many thefts.
- Information signs and signs for cars are poorly written and confusing.
- Many steps and bad path conditions create barriers to pedestrians.
- The campus is not always kept clean and plants are not well maintained.
- There are some ill-mannered smokers.
- It would be nice if the restaurants were not so crowded.

### **Minoh Campus**

- Compared with other campuses, the image of Minoh campus is more closed, subdued, and dark.
- Many respondents mentioned about aging buildings.
- There are few spaces for relaxing.
- There are some security problems — darkness due to a lack of streetlights.
- Many stairs and steps create barriers to pedestrians.
- It would be nice if the number of school shuttle buses were increased.