

Saint Francis University

STUDENT SATISFACTION SURVEY 2008

Section 1

Data Analysis

May 2008

Office of Institutional Research and
Assessment

Executive Summary

Student Satisfaction Survey 2008 Results

Background

The Office of Institutional Research & Assessment, in collaboration with Academic Affairs (P. Skoner), the Student Government Association, and Information Technology (T. Wilson) developed a student satisfaction questionnaire to gauge the general pulse of undergraduate students at Saint Francis. The intent of the short survey was to collect student perceptions and opinions on a wide range of student and academic services in a nonintrusive and convenient way. The survey was to be viewed as a "pilot" with intention of administering the instrument in every spring semester from this year forward.

Methodology

The survey instrument was composed of 22 questions of which 1 through 20 pertained to student service areas of the university and questions 21 and 22 were open-ended with text boxes attached. In Q 1 to Q19, students were asked to rate their satisfaction for each service from "Very Satisfied" to "Very Dissatisfied". A sixth option was also available for students that felt they were unable to judge or it was not applicable. In Q 20, students were asked to rate the usefulness of various learning resources that they used at the university.

The survey was sent to 1,363 undergraduates by email (which contained a link to the web-based survey instrument). Survey Monkey software was used to build the questionnaire and collect the student data. As an incentive for students, the Student Government Association donated six prizes that were used in a drawing for all respondents that chose to include their email address at the beginning of the survey.

Three separate email contacts were sent to students; one initial "kick off" letter from the President and two follow-up reminders during finals week. The survey link was open to students to respond for 8 days (April 17th to April 25th).

Survey Response

Of the 1,363 surveys sent out, 528 (38.8%) were completed. Of those 528, 6 were discarded because they were intentional duplicates with only email addresses completed on the surveys. Those that responded to the survey were predominately white (94.9%), female (74.1%), between the ages of 18 to 22 yrs. (94.9%), resided on campus (79.6%), had self-reported QPA s between 3.0–3.9 (79.7%) and did not participate in intercollegiate athletics (72.6%). The response by class year was somewhat uniformly distributed with freshman comprising the highest number at 28.5% and sophomores the lowest at 22.0%.

Summary of Findings

Students at Saint Francis are generally satisfied with their educational experiences, as is evident from both the questionnaire data and the open-ended comments. The overall rating for all areas surveyed was 3.74 from a total possible score of 5.00 (which suggests that most student ratings were between 3.50 and 4.00). Only one area had a score under 3.00, (Parking 2.76) and the next lowest score was 3.12 (Athletic facilities). Mail Services, Academic Advising and the Library were rated the highest, with cumulative mean scores of 4.13, 4.01 and 4.00 respectively. The highest individual score within a given area was 4.29; which asked students to rate the attitude of their academic advisor.

A total of 164 students opted to comment on their overall educational experience in question 22. From those 164 student comments, we "parsed out" 59 positive and 226 negative comment fragments. Most of the positive comments were related to faculty, staff, and the University in general. The negative comments were clustered around food service, facilities, and parking.

Caveats

In general, the effort to collect meaningful and insightful data from our students in such a short amount of time proved to be very successful. However, there were a few issues that we will need to address for next year's implementation. For instance, we will ask for the major of each student in the Demographics section; it was not included this year. The survey response was not as representative of the overall undergraduate student body as it should be so, we will find ways to improve representation. The inclusion of prizes as encouragement for students to participate was a key to the rather high survey participation rate; we intend to pursue a similar, if not a more robust incentive plan next year. Additionally, we will conduct student focus groups in the fall to discuss more thoroughly the significant findings.

Total Undergraduates Surveyed
Total Responses
Total Responses(minus intentional
 redundancies)

1,363
528 38.8%
522 38.3%

Q3. Please rate each of the following support services.

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Bookstore	78	15.9%	267	53.5%	82	16.7%	58	11.8%	10	2.0%	3.69
Campus Ministry	52	24.1%	157	41.1%	115	39.3%	17	4.5%	4	1.0%	3.83
Student Health Services	95	22.7%	209	48.9%	80	18.7%	36	8.4%	7	1.6%	3.82
Mail Services (on-campus post office)	133	29.4%	258	57.0%	50	11.0%	11	2.4%	1	0.2%	4.13

Not Appl/Unable to Judge Total Responses

N	% of Tot.	Total Responses
4	0.8%	494
110	22.4%	492
64	13.0%	491
41	8.3%	494
answered question		494
skipped question		34

Q3. Academic Center for Enrichment

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Academic Counseling	56	22.6%	107	43.1%	73	29.4%	10	4.0%	2	0.8%	3.83
ACT 101 Program	20	14.3%	49	35.0%	67	47.9%	3	2.1%	1	0.7%	3.60
ASIS Program	16	11.5%	51	36.7%	67	48.2%	4	2.9%	1	0.7%	3.55
SAGE	20	15.5%	38	29.5%	67	51.9%	3	2.3%	1	0.8%	3.57
Special Needs Accommodation	19	12.0%	37	25.3%	71	48.6%	13	8.9%	6	4.1%	3.34
Supplemental Instruction	36	19.0%	79	41.8%	70	37.0%	4	2.1%	0	0.0%	3.78
Testing Center	20	13.8%	56	38.6%	65	44.8%	3	2.1%	1	0.7%	3.63
Tutorial Services	75	27.2%	129	46.7%	56	20.3%	11	4.0%	5	1.8%	3.93
Writing Center	52	21.5%	99	40.9%	75	31.0%	9	3.7%	7	2.9%	3.74
cumulative											3.70

Not Appl/Unable to Judge Total Responses

N	% of Tot.	Total Responses
245	49.7%	493
354	71.7%	494
354	71.8%	493
364	73.8%	493
348	70.4%	494
304	61.7%	493
349	70.6%	494
215	43.8%	491
250	50.8%	492
answered question		494
skipped question		34

Q4. Academic advising/ retention services

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Exploratory Advising	34	18.0%	83	43.9%	57	30.7%	11	5.8%	4	2.1%	3.70
First-year Advising	126	31.7%	167	42.1%	63	15.9%	29	7.3%	12	3.0%	3.92
New Student Placement	40	16.1%	127	51.2%	72	29.0%	7	2.8%	2	0.8%	3.79
RETAINS Program	19	11.7%	53	32.7%	85	52.5%	3	1.9%	2	1.2%	3.52
Availability of academic advisor	199	42.0%	189	39.9%	44	9.3%	31	6.5%	11	2.3%	4.13
Amount of information received for curriculum, standards	135	27.8%	240	49.5%	74	15.3%	29	6.0%	7	1.4%	3.96
Attitude of academic advisor	253	52.1%	164	33.7%	36	7.4%	24	4.9%	9	1.9%	4.29
Number of times met with academic advisor	190	38.9%	212	43.4%	53	10.9%	27	5.5%	6	1.2%	4.13
Withdrawal/Leave of Absence policy	54	19.8%	123	45.1%	81	29.7%	11	4.0%	4	1.5%	3.78
Overall rating of academic advising	189	39.1%	211	43.7%	59	12.2%	37	7.5%	7	1.4%	4.16
cumulative											4.01

Not Appl/Unable to Judge Total Responses

N	% of Tot.	Total Responses
305	61.7%	494
95	19.3%	492
243	49.5%	491
324	66.7%	486
14	2.9%	488
9	1.8%	494
5	1.0%	491
4	0.8%	492
217	44.3%	490
7	1.4%	490
answered question		494
skipped question		34

5. Athletics

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
itness Facilities (Weight Lifting, Track, Pool)	45	10.8%	160	38.4%	61	14.6%	101	24.2%	50	12.0%	3.12
ntercollegiate Athletics	44	14.1%	122	39.1%	77	24.7%	81	10.9%	35	11.2%	3.34
nteam Sports	24	8.5%	111	39.5%	79	28.1%	52	18.5%	15	5.3%	3.27
ecreational Activities and Facilities (Courts)	44	11.6%	154	40.6%	74	19.5%	76	20.1%	31	8.2%	3.27
ports Information	36	10.4%	150	43.5%	90	26.1%	43	12.5%	26	7.5%	3.37
ports Medicine Services	44	16.5%	87	32.6%	70	26.2%	44	16.5%	22	8.2%	3.33
tudent Athlete Development	39	16.4%	97	40.8%	72	30.3%	18	7.6%	12	5.0%	3.56
tudy Table	21	12.2%	48	27.9%	80	46.5%	13	7.6%	10	5.8%	3.33
	cumulative										3.31

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
77	15.6%	494
179	36.5%	491
213	43.1%	494
114	23.1%	493
146	29.7%	491
227	46.0%	494
256	51.8%	494
318	64.9%	490
answered question		494
skipped question		34

6. Business Office

- Cash Handling Transactions
- Student Accounts/Billing Services
- Student Payroll Process

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Cash Handling Transactions	120	30.0%	193	48.3%	72	18.0%	11	2.8%	4	1.0%	4.04
Student Accounts/Billing Services	97	21.7%	225	50.3%	86	19.2%	27	6.0%	12	2.7%	3.82
Student Payroll Process	78	21.2%	185	50.3%	68	18.5%	28	7.6%	9	2.4%	3.80
	cumulative										3.89

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
92	18.7%	492
45	9.1%	492
122	24.9%	490
answered question		492
skipped question		36

7. Career Services

- Career Testing/Counseling
- Graduate/Professional School Assistance
- Job Search Assistance (resumes, interviewing skills, res)
- Employer Connections (job fairs, on-campus interviews)

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Career Testing/Counseling	54	23.3%	104	44.8%	67	28.0%	5	2.2%	2	0.9%	3.88
Graduate/Professional School Assistance	39	19.9%	68	34.7%	74	37.8%	11	5.6%	4	2.0%	3.63
Job Search Assistance (resumes, interviewing skills, res)	70	27.0%	117	45.2%	59	22.3%	12	4.6%	1	0.4%	3.94
Employer Connections (job fairs, on-campus interviews)	65	23.2%	128	45.7%	69	24.6%	13	4.6%	5	1.8%	3.84
	cumulative										3.84

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
261	52.9%	493
296	60.2%	492
234	47.5%	493
213	43.2%	493
answered question		493
skipped question		35

8. Information Technology Services

- Access to Campus Network
- Help Desk
- Print Program
- Repair Services
- Training

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Access to Campus Network	72	15.0%	214	44.5%	84	17.5%	75	15.6%	38	7.5%	3.44
Help Desk	96	22.1%	218	50.2%	87	20.0%	24	5.5%	9	2.1%	3.85
Print Program	88	18.5%	226	47.5%	80	16.8%	56	11.8%	26	5.5%	3.62
Repair Services	95	21.7%	233	53.2%	65	14.8%	37	8.4%	8	1.8%	3.84
Training	49	14.2%	146	42.3%	117	33.9%	28	8.1%	5	1.4%	3.60
	cumulative										3.67

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
12	2.4%	493
57	11.6%	491
13	2.7%	489
53	10.8%	491
147	29.9%	492
answered question		493
skipped question		35

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
sis Intervention	20	15.0%	50	37.6%	50	37.6%	0	0.0%	13	9.8%	3.48
ucational Programming	22	15.8%	54	38.8%	57	41.0%	0	0.0%	6	4.3%	3.62
ental Health Services	17	13.4%	42	33.1%	55	43.3%	0	0.0%	13	10.2%	3.39
ersonal Counseling	28	18.3%	52	34.0%	57	37.3%	0	0.0%	16	10.5%	3.50
stance Abuse (Intercept Program)	16	12.1%	44	33.3%	52	39.4%	0	0.0%	20	15.2%	3.27
											cumulative 3.46

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
358	72.9%	491
352	71.7%	491
360	73.9%	487
338	68.8%	491
358	73.1%	490
answered question		491
skipped question		37

10. Dining Services

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
ankies	133	27.8%	259	54.1%	16	9.6%	35	7.3%	6	1.25%	4.00
al Plans	54	12.2%	203	46.0%	83	18.8%	69	15.6%	32	7.26%	3.40
dua Food Cart (Padua Express)	97	21.8%	251	56.5%	72	16.2%	19	4.3%	5	1.13%	3.94
rvian Dining Hall	56	12.0%	214	46.0%	97	20.9%	77	16.6%	21	4.52%	3.45
											cumulative 3.70

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
13	2.6%	492
50	10.2%	491
48	9.8%	492
28	5.7%	493
answered question		493
skipped question		35

11. Financial Aid

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
ancial Aid Counseling	54	15.2%	160	45.1%	94	26.5%	37	10.4%	10	2.8%	3.59
ancial Aid Information	55	13.2%	199	47.6%	112	26.8%	38	9.1%	14	3.3%	3.58
an Information and Processing	51	12.8%	185	46.6%	106	26.7%	45	11.3%	10	2.5%	3.56
olarships	70	15.2%	208	45.1%	97	21.0%	60	13.0%	26	5.6%	3.51
											cumulative 3.56

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
138	28.0%	493
75	15.2%	493
95	19.3%	492
32	6.5%	493
answered question		493
skipped question		35

12. Pasquerilla Library

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
isistive Technology	88	21.7%	242	59.8%	68	16.8%	7	1.7%	0	0.0%	4.01
ference Assistance	123	27.9%	264	59.9%	45	10.2%	8	1.8%	1	0.2%	4.13
ooks, Journals, and Periodicals	95	20.4%	285	61.3%	66	14.2%	17	3.7%	2	0.4%	3.98
ormation Literacy	73	17.7%	190	46.1%	94	22.8%	27	6.6%	28	6.8%	3.61
terlibrary Loan/Document Delivery	90	25.3%	196	55.1%	61	17.1%	7	1.9%	2	0.6%	4.03
ccess to Online Resources	121	26.1%	280	60.5%	50	10.8%	11	2.4%	1	0.2%	4.10
aching Learning Technology Center (TLTC)	55	21.3%	135	52.3%	67	26.0%	1	0.4%	0	0.0%	3.95
rary Hours	148	31.0%	256	53.6%	44	9.2%	22	4.6%	8	1.7%	4.08
rary Atmosphere	137	28.4%	267	55.3%	61	12.6%	12	2.5%	5	1.2%	4.07
											cumulative 4.00

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	
87	17.7%	492
52	10.5%	493
27	5.5%	492
80	16.3%	492
137	27.8%	493
28	5.7%	491
234	47.6%	492
15	3.0%	493
8	1.6%	491
answered question		493
skipped question		35

3. Registrar

urse Registration
 ide Reports
 edule Changes
 nscripts

Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
N	%	N	%	N	%	N	%	N	%	
103	21.2%	217	44.7%	80	16.5%	55	11.3%	30	6.2%	3.64
110	22.7%	291	60.0%	65	13.4%	15	3.1%	4	0.8%	4.01
107	23.1%	250	53.9%	68	14.7%	29	6.3%	10	2.2%	3.89
104	22.4%	274	58.9%	67	14.4%	16	3.4%	4	0.9%	3.98
cumulative										3.88

Not Appl/Unable to Judge		Total Responses
N	% of Tot.	
5	1.0%	490
5	1.0%	490
26	5.3%	490
23	4.7%	488
answered question		490
skipped question		38

4. Residence Life

idence Hall Programs
 using Facilities (Dorm rooms, bathrooms,

Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
N	%	N	%	N	%	N	%	N	%	
68	16.7%	176	43.2%	114	28.0%	32	7.9%	17	4.2%	3.60
63	14.7%	183	42.8%	76	17.8%	52	12.1%	54	12.6%	3.35
cumulative										3.47

Not Appl/Unable to Judge		Total Responses
N	% of Tot.	
81	16.6%	488
64	13.0%	492
answered question		493
skipped question		35

5. Student Activities and Social Climate

ademic Clubs
 mpus Awareness of Cultural Diversity
 ernity and Sorority System
 ormation Desk at JFK
 w Student Orientation
 mber of Culturally Diverse Programs
 mber of Recreational Activities and Facilit
 ality of On-campus Activities and Events
 ial Clubs
 ansportation to Off-campus Activities and

Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
N	%	N	%	N	%	N	%	N	%	
76	19.6%	224	57.7%	178	40.1%	10	2.6%	0	0.0%	3.94
40	11.0%	154	42.2%	129	35.3%	33	9.0%	9	2.5%	3.50
81	24.7%	115	35.1%	82	25.0%	30	9.1%	20	6.1%	3.63
94	22.0%	240	56.1%	86	20.1%	27	6.6%	1	0.2%	3.98
85	22.8%	182	48.9%	83	22.3%	16	4.3%	6	1.6%	3.87
43	12.4%	128	36.9%	144	41.5%	25	7.2%	7	2.0%	3.50
52	12.5%	191	45.8%	99	23.7%	57	13.7%	18	4.3%	3.48
66	14.7%	222	49.6%	96	21.4%	56	12.5%	8	1.8%	3.63
58	15.1%	197	51.4%	104	27.2%	20	5.2%	4	1.0%	3.74
40	12.2%	140	42.6%	92	28.0%	43	13.1%	14	4.3%	3.45
cumulative										3.68

Not Appl/Unable to Judge		Total Responses
N	% of Tot.	
103	21.0%	491
127	25.8%	492
163	33.2%	491
62	12.7%	490
119	24.2%	491
145	29.5%	492
74	15.1%	491
44	8.9%	492
107	21.8%	490
163	33.1%	492
answered question		492
skipped question		36

6. Student Development Office

ormation About the Discipline Process
 ilticultural Affairs

Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
N	%	N	%	N	%	N	%	N	%	
24	8.5%	107	37.7%	117	41.2%	26	9.2%	10	3.5%	3.38
21	9.1%	76	32.9%	116	50.2%	12	5.2%	5	2.6%	3.41
cumulative										3.39

Not Appl/Unable to Judge		Total Responses
N	% of Tot.	
200	41.3%	484
254	52.4%	485
answered question		488
skipped question		40

7. Telecommunications

able Television
 Long Distance Telephone Service
 Telephone Service on Campus

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
able Television	108	25.9%	241	57.8%	47	11.3%	18	4.3%	3	0.7%	4.04
Long Distance Telephone Service	26	12.3%	76	36.0%	82	38.9%	20	9.5%	7	3.3%	3.45
Telephone Service on Campus	56	16.5%	167	49.1%	89	26.2%	20	5.9%	8	2.4%	3.71
	cumulative										3.80

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	Total Responses
74	15.1%	491
279	56.9%	490
150	30.6%	490
answered question		491
skipped question		37

8. University Police

Emergency Services
 Dining Services
 Safety Information

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Emergency Services	90	22.9%	205	52.2%	75	19.1%	18	4.6%	5	1.3%	3.91
Dining Services	44	9.9%	120	27.1%	169	35.6%	105	23.7%	105	23.7%	2.76
Safety Information	86	19.7%	213	48.9%	111	25.5%	20	4.6%	6	1.4%	3.81
	cumulative										3.47

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	Total Responses
99	20.1%	492
49	10.0%	492
54	11.0%	490
answered question		493
skipped question		35

9. Internships

Internship Placement Assistance
 Internship Supervision

	Very Satisfied (5.0)		Satisfied (4.0)		Neither Sat/Dissat (3.0)		Dissatisfied (2.0)		Very Dissatisfied (1.0)		Mean Score
	N	%	N	%	N	%	N	%	N	%	
Internship Placement Assistance	23	15.3%	56	37.3%	54	36.0%	11	7.3%	6	4.0%	3.53
Internship Supervision	22	14.8%	62	41.6%	54	36.2%	6	4.0%	5	3.4%	3.60
	cumulative										3.57

Not Appl/Unable to Judge Total Responses		
N	% of Tot.	Total Responses
338	69.3%	488
341	69.6%	490
answered question		490
skipped question		38

10. How important are each of the following learning resources in helping you to succeed in your courses?

Blackboard
 Student Laptops
 Squierilla Library Electronic Resources
 Squierilla Library Print Resources

	Not Used		Used Occasionally		Used Frequently		Essential		Total Responses	
	N	%	N	%	N	%	N	%		
Blackboard	18	3.7%	93	18.9%	149	30.3%	232	47.2%	492	
Student Laptops	15	3.0%	14	2.8%	52	10.5%	412	83.6%	493	
Squierilla Library Electronic Resources	27	5.5%	142	28.8%	177	35.9%	147	29.8%	493	
Squierilla Library Print Resources	40	8.1%	164	33.3%	119	24.2%	169	34.3%	492	
									answered question	493
									skipped question	35

DEMOGRAPHICS

Q23. Gender

	<u>N</u>	<u>%</u>
Male	127	25.9%
Female	364	74.1%
	491	answered question
	37	skipped question

Q24. What is your year of study?

	<u>N</u>	<u>%</u>
Freshman	140	28.5%
Sophomore	108	22.0%
Junior	124	25.2%
Senior	113	23.0%
Fifth Year	7	1.4%
	492	answered question
	36	skipped question

Q25. Age

	<u>N</u>	<u>%</u>
18-22	468	94.9%
23-25	17	3.4%
26-29	1	0.2%
30-40	3	0.6%
41-50	4	0.8%
51 & over	0	0.0%
	493	answered question
	35	skipped question

Q26. What is your ethnicity?

	<u>N</u>	<u>%</u>
American Indian / Alaska Native	2	0.4%
Asian / Pacific Islander	1	0.2%
Black	9	1.8%
Hispanic	4	0.8%
White	464	94.9%
Non-Resident Alien	1	0.2%
Unknown	8	1.6%
	489	answered question
	39	skipped question

Q27. Are you an international student?

	<u>N</u>	<u>%</u>
Yes	3	0.6%
No	486	99.4%
	489	answered question
	39	skipped question

Q28. GPA

	<u>N</u>	<u>%</u>
0-1.9	3	0.6%
2.0-2.9	74	15.2%
3.0-3.9	389	79.7%
4.0	22	4.5%
	488	answered question
	40	skipped question

Q29. Housing Status

	<u>N</u>	<u>%</u>
Resident	390	79.6%
Commuter	100	20.4%
	490	answered question
	38	skipped question

Q30. Campus Location

	<u>N</u>	<u>%</u>
Loretto	472	96.3%
External Site	18	3.7%
	490	answered question
	38	skipped question

Q31. Do you participate in Intercollegiate Athletics?

	<u>N</u>	<u>%</u>
Yes	135	27.4%
No	358	72.6%
	493	answered question
	35	skipped question

Question Number	Survey Area	Mean Score	Rank
2	Attitude of academic advisor	4.29	1
	Overall rating of academic advising	4.16	2
	Reference Assistance	4.13	3
	Number of times met with academic advisor	4.13	4
	Mail Services (on-campus post office)	4.13	5
	Avallability of academic advisor	4.13	6
	Access to Online Resources	4.10	7
	Library Hours	4.08	8
	Library Atmosphere	4.07	9
	Cable Television	4.04	10
	Cash Handling Transactions	4.04	11
	Interlibrary Loan/Document Delivery	4.03	12
	Assistive Technology	4.01	13
	Grade Reports	4.01	14
	Frankles	4.00	15
	Transcripts	3.98	16
	Information Desk at JFK	3.98	17
	Books, Journals, and Periodicals	3.98	18
	Amount of Information received for curriculum, standards, and procedures	3.96	19
	Teaching Learning Technology Center (TLTC)	3.95	20
	Academic Clubs	3.94	21
	Job Search Assistance (resumes, interviewing skills, resources)	3.94	22
	Padua Food Cart (Padua Express)	3.94	23
	Tutorial Services	3.93	24
	First-year Advising	3.92	25
	Emergency Services	3.91	26
	Schedule Changes	3.89	27
	Career Testing/Counseling	3.88	28
	New Student Orientation	3.87	29
	Help Desk	3.85	30
	Repair Services	3.84	31
	Employer Connections (job fairs, on-campus interviews, websites)	3.84	32
	Campus Ministry	3.83	33
	Academic Counseling	3.83	34
	Student Accounts/Billing Services	3.82	35
	Student Health Services	3.82	36
	Safety Information	3.81	37
	Student Payroll Process	3.80	38
	New Student Placement	3.79	39
	Supplemental Instruction	3.78	40
	Withdrawal/Leave of Absence policy	3.78	41
	Social Clubs	3.74	42
	Writing Center	3.74	43
	Telephone Service on Campus	3.71	44
	Exploratory Advising	3.70	45
	Bookstore	3.69	46

Question Number	Survey Area	Mean Score	Rank
q7	Graduate/Professional School Assistance	3.65	47
q13	Course Registration	3.64	48
q15	Fraternity and Sorority System	3.63	49
q15	Quality of On-campus Activities and Events	3.63	50
q3	Testing Center	3.63	51
q9	Educational Programming	3.62	52
q8	Laptop Program	3.62	53
q12	Information Literacy	3.61	54
q14	Residence Hall Programs	3.60	55
q19	Internship Supervision	3.60	56
q3	ACT 101 Program	3.60	57
q8	Training	3.60	58
q11	Financial Aid Counseling	3.59	59
q11	Financial Aid Information	3.58	60
q3	SAGE	3.57	61
q11	Loan Information and Processing	3.56	62
q5	Student Athlete Development	3.56	63
q3	OASIS Program	3.55	64
q19	Internship Placement Assistance	3.53	65
q4	RETAINS Program	3.52	66
q11	Scholarships	3.51	67
q15	Number of Culturally Diverse Programs	3.50	68
q15	Campus Awareness of Cultural Diversity	3.50	69
q9	Personal Counseling	3.50	70
q15	Number of Recreational Activities and Facilities (tournaments, ping pong, pool, etc.)	3.48	71
q9	Crisis Intervention	3.48	72
q15	Transportation to Off-campus Activities and Events	3.45	73
q17	Long Distance Telephone Service	3.45	74
q10	Torvian Dining Hall	3.45	75
q8	Access to Campus Network	3.44	76
q16	Multicultural Affairs	3.41	77
q10	Meal Plans	3.40	78
q9	Mental Health Services	3.39	79
q16	Information About the Discipline Process	3.38	80
q5	Sports Information	3.37	81
q14	Living Facilities (Dorm rooms, bathrooms, fitness rooms, study lounges)	3.35	82
q3	Special Needs Accommodation	3.34	83
q5	Intercollegiate Athletics	3.34	84
q5	Study Table	3.33	85
q5	Sports Medicine Services	3.33	86
q5	Recreational Activities and Facilities (Courts and Fields)	3.27	87
q5	Intramural Sports	3.27	88
q9	Substance Abuse (Intercept Program)	3.27	89
q5	Fitness Facilities (Weight Lifting, Track, Pool)	3.12	90
q18	Parking Services	2.76	91

SUMMARY OF THE SURVEY RESPONSE "Not Applicable/Unable to Judge"

Question Number	Survey Area	Not Appl/Unable to Judge		Question Number	Survey Area	Not Appl/Unable to Judge	
		N	% of Tot.			N	% of Tot.
q9	Mental Health Services	360	73.9%	q15	Social Clubs	107	21.8%
q3	SAGE	364	73.8%	q15	Academic Clubs	103	21.0%
q9	Substance Abuse (Intercept Program)	358	73.1%	q18	Emergency Services	99	20.1%
q3	Crisis Intervention	358	72.9%	q4	First-year Advising	95	19.3%
q9	OASIS Program	354	71.8%	q11	Loan Information and Processing	95	19.3%
q3	Counseling Educational Programming	352	71.7%	q6	Cash Handling Transactions	92	18.7%
q3	ACT 101 Program	354	71.7%	q12	Assistive Technology	87	17.7%
q3	ACE Testing Center	349	70.6%	q14	Residence Hall Programs	81	16.6%
q19	ACE Special Needs Accommodation	348	70.4%	q12	Information Literacy	80	16.3%
q19	Internship Supervision	341	69.6%	q5	Fitness Facilities (Weight Lifting, Track, Pool)	77	15.6%
q9	Internship Placement Assistance	338	69.3%	q11	Financial Aid Information	75	15.2%
q4	Personal Counseling	338	68.8%	q15	No. of Recreational Activities and Facilities (tournaments, ping pong, pool)	74	15.1%
q5	Advising/Retention RETAINS Program	324	66.7%	q17	Cable Television	74	15.1%
q4	Athletics Study Table	318	64.9%	q2	Student Health Services	64	13.0%
q3	Exploratory Advising	305	61.7%	q14	Housing Fac. (Dorm rooms, bathrooms, fitness rooms, and study lounges)	64	13.0%
q7	ACE Supplemental Instruction	304	61.7%	q15	Information Desk at JFK	62	12.7%
q17	Graduate/Professional School Assistance	296	60.2%	q8	Help Desk	57	11.6%
q7	Long Distance Telephone Service	279	56.9%	q18	Safety Information	54	11.0%
q16	Career Testing/Counseling	261	52.9%	q8	Repair Services	53	10.8%
q5	Multicultural Affairs	254	52.4%	q12	Reference Assistance	52	10.5%
q3	Student Athlete Development	256	51.8%	q10	Meal Plans	50	10.2%
q3	Writing Center	250	50.8%	q18	Parking Services	49	10.0%
q4	Academic Counseling	245	49.7%	q10	Padua Food Cart (Padua Express)	48	9.8%
q12	New Student Placement	243	49.5%	q6	Student Accounts/Billing Services	45	9.1%
q7	Teaching Learning Technology Center (TLC)	234	47.6%	q15	Quality of On-campus Activities and Events	44	8.9%
q5	Job Search Assistance (resumes, interviewing skills, resources)	234	47.5%	q2	Mall Services (on-campus post office)	41	8.3%
q4	Sports Medicine Services	227	46.0%	q11	Scholarships	32	6.5%
q3	Withdrawal/Leave of Absence policy	217	44.3%	q12	Access to Online Resources	28	5.7%
q7	Tutorial Services	215	43.8%	q10	Torvian Dining Hall	28	5.7%
q5	Employer Connections (job fairs, on-campus interviews, websites)	213	43.2%	q12	Books, Journals, and Periodicals	27	5.5%
q16	Intramural Sports	213	43.1%	q13	Schedule Changes	26	5.3%
q5	Information About the Discipline Process	200	41.3%	q13	Transcripts	23	4.7%
q15	Intercollegiate Athletics	179	36.5%	q12	Library Hours	15	3.0%
q15	Fraternity and Sorority System	163	33.2%	q4	Availability of academic advisor	14	2.9%
q17	Transportation to Off-campus Activities and Events	163	33.1%	q8	Laptop Program	13	2.7%
q8	Telephone Service on Campus	150	30.6%	q10	Frankles	13	2.6%
q5	Training	147	29.9%	q8	Access to Campus Network	12	2.4%
q15	Sports Information	146	29.7%	q4	Amount of information received for curriculum, standards, and procedures	9	1.8%
q11	Number of Culturally Diverse Programs	145	29.5%	q12	Library Atmosphere	8	1.6%
q12	Financial Aid Counseling	138	28.0%	q4	Overall rating of academic advising	7	1.4%
q15	Interlibrary Loan/Document Delivery	137	27.8%	q13	Course Registration	5	1.0%
q6	Campus Awareness of Cultural Diversity	127	25.8%	q13	Grade Reports	5	1.0%
q15	Student Payroll Process	122	24.9%	q4	Attitude of academic advisor	5	1.0%
q5	New Student Orientation	119	24.2%	q4	Number of times met with academic advisor	4	0.8%
q2	Recreational Activities and Facilities (Courts and Fields)	114	23.1%	q2	Bookstore	4	0.8%
	Campus Ministry	110	22.4%				