

**Student Satisfaction Survey Report
Fall 2010**

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Student Satisfaction Survey

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Executive Summary

This survey was administered during the registration process on August 24, 2010 and consisted of seven sections of questions pertaining to the different offices associated with new student activities. Questions and responses were designed using a Likert scale. For evaluation purposes, a numerical scale was used to identify responses, with “4” representing “Strongly Agree” and “1” representing “Strongly Disagree.” Therefore, the higher the numerical value of the evaluation statistics, the more positive the result. Collectively, responses were highly favorable with positive comments offered.

Demographic Summary

Twenty-eight students completed and returned the survey. Of those, 17 were identified as incoming freshmen, 8 as transfer students, and 3 were not identified. Twenty-two students associated their race with white-non-Hispanic, one as Hispanic, one as African-American, and one as European. Three students failed to respond. The male/female ratio was 11/14, with males making 39% of the respondents and females 50%. Ten respondents identified themselves as athletes.

Cumulative Summaries

Admissions

Questions	Results - Average
The staff of the Admissions Office was friendly and addressed my concerns promptly.	3.82
Admissions policies and procedures were clear.	3.50
I am very satisfied with the level of competence with which my questions were answered by the staff.	3.64
I was able to speak with someone immediately when needed.	3.71
The application process was student-friendly.	3.68

Average for all questions: 3.67

Financial Aid

Questions	Results - Average
The staff of the Financial Aid Office was friendly and addressed my concerns promptly.	3.7
Financial aid policies and procedures were easy & convenient.	3.63
I am very satisfied with the level of competence with which my questions were answered by the staff.	3.63
I was able to speak with someone immediately when needed.	3.74
The financial aid process was student-friendly.	3.70

Average for all questions: 3.68

Academic Affairs

Questions	Results - Average
The staff of Academic Affairs was friendly and addressed my concerns promptly.	3.65
The course registration policies and procedures were clear.	3.54
I am very satisfied with the level of competence with which my questions were answered by the staff.	3.62
I was able to speak with someone immediately when needed.	3.73
The process was student-friendly.	3.73

Average for all questions: 3.65

Business Office

Questions	Results - Average
The staff of the Business Office was friendly and addressed my concerns promptly.	3.88
The payment policies and procedures were clear.	3.64
I am very satisfied with the level of competence with which my questions were answered by the staff.	3.80
I was able to speak with someone immediately when needed.	3.88
The payment process was student-friendly.	3.88

Average for all questions: 3.82

Campus Life

Questions	Results - Average
The staff of the Campus Life Office was friendly and addressed my concerns promptly.	3.88
The policies and procedures relating to housing and other student issues were clear.	3.80
I am very satisfied with the level of competence with which my questions were answered by the staff.	3.84
I was able to speak with someone immediately when needed.	3.80
The campus life office procedures were student-friendly.	3.80

Average for all questions: 3.82

Advising

Questions	Results - Average
The advising process was clear and student-friendly.	3.85
My advisor was helpful in providing direction for my college experience.	3.78
My advisor was friendly and addressed my concerns.	3.89
I was able to speak with someone within a reasonable amount of time.	3.59
I am very satisfied with the level of competence of my advisor.	3.78

Average for all questions: 3.78

Placement Testing

Questions	Results - Average
The placements testing processes and policies were clear.	3.73
The staff was friendly and answered my questions to my satisfaction.	3.73

Average for all questions: 3.73

Comments

Everything was already up to par. The staff is extremely friendly, patient and helpful and my experience was a very positive one. Thanks.

John 15:9

I would love to get in contact with an advisor so I can get all my questions and concerns answered. I didn't know today was registration day. Not read it in any paper delivered to me, not heard it in any way. I'm very interested in getting superbly organized so my academic results can meet the high hopes and expectations my mother and myself have over me. Loving the university (international student).