

LANGSTON UNIVERSITY

2008 STUDENT OPINION SURVEY RESULTS

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OFFICE OF INSTITUTIONAL RESEARCH AND PLANNING
PAGE HALL RM 309

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LANGSTON UNIVERSITY STUDENT OPINION SURVEY 2008

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INTRODUCTION

Purpose

Langston University administered the ACT Student Opinion Survey as a way to assess students' satisfaction with the college's services, facilities, and procedures. In addition to the base questionnaire, the Office of Institutional Research and Planning along with members of the Retention Committee developed an addition 30 items to explore students opinions more deeply concerning certain areas of University. The additional 30 items were developed based on areas the retention committee had heard students comment on.

METHODS

The questionnaire was administered to students between April 14th and May 2nd, 2008. The survey was administered as both an online and paper and pencil version. E-mails requesting participation in the online version were sent out to every student who had supplied the University with a valid e-mail address. Additionally, a select number of general classes were identified to administer the paper and pencil version during class time. This split format was utilized to give everyone an opportunity to participate, but also to ensure a minimum level of responses.

Students were asked to indicate whether they used a list of services and to rate the quality of those services on a 5 point scale where 1 represents very dissatisfied, 3 is neutral and 5 indicates very satisfied. The same scale was used for various aspects of the college environment (i.e., academic, admissions, registration, policies, facilities, registration, and the general environment). This year's survey also included 30 additional questions developed to assess a variety of pertinent issues that were not included in the standard ACT instrument. Students were encouraged to make comments and suggestions for improving the college at the end of the form.

The ACT company scanned the forms and analyzed the 2008 survey data. The company generated four statistical reports: a graphical summary and a statistical summary of student characteristics and their satisfaction ratings; a report of statistical comparisons between Langston University and other four-year colleges (normative data); and a detailed analysis of the findings broken down by a number of factors (i.e., program area of study; fulltime/part-time enrollment status; ethnic background; G.P.A., etc.).

A total of 542 were completed for a response rate of about 20%. Only 189 were completed online, most likely due to the lack of valid e-mail address. This is a problem that will be addressed prior to the next administration by the changing of the university e-mail server.

RESULTS

OVERALL

The results of the survey indicated that Langston University students have a slightly lower opinion of the school services and environment when compared to the national averages, as 55 of the 65 items on the standard survey were below the national averages and only 10 items were above the national averages. However, of the scores, none of the items were so low or high as to be outside of 1 standard deviation of the national means. The items that Langston University

received the highest scores for tended to be just above the national average, but items that the university scored lowest on tended to be of a greater magnitude below the national average.

The lowest scores by far were for Food Services, Financial Aid, and Computer Services. These areas were also where several follow up questions were directed due to conversations with the retention committee. All the follow up questions with these items are in Appendix B and for each category, the follow up questions yielded similar results as the overall question. Food Service received low marks for quality, variety, and cleanliness. Financial Aid received low marks for “promptness of Disbursements”, “availability” and “helpfulness” of the staff, and Understandability of the process. Computer Services received the lowest scores for reliability of the network and several other criteria. The lowest scores for the College Environment were for the Student Union (which is under construction), billing procedures, and availability of financial aid information. The highest and lowest scores for each category (services, college environment and additional questions) are below.

Highest 5 Scores for Services:

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
1	2	PERSONAL COUNSELING SERVICES	3.94	3.92	1.00
2	18	HONORS PROGRAMS	3.94	3.89	0.98
3	3	CAREER PLANNING SERVICES	3.88	3.81	0.98
4	1	ACADEMIC ADVISING SERVICES	3.86	3.90	0.95
5	22	VETERANS SERVICES	3.82	3.77	1.12

Highest 5 Scores for College Environment

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
1	7	CLASS SIZE RELATIVE TO THE TYPE OF COURSE	4	4.15	0.81
2	2	COURSE CONTENT IN YOUR MAJOR FIELD	3.88	3.95	0.85
3	9	AVAILABILITY OF YOUR ADVISOR	3.87	3.86	0.98
4	3	INSTRUCTION IN YOUR MAJOR FIELD	3.86	3.98	0.86
5	1	TESTING/GRADING SYSTEM	3.79	3.81	0.77

Lowest 5 Scores for Services:

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
19	19	COMPUTER SERVICES	3.33	3.91	0.96
20	12	RESIDENCE HALL SERVICES AND PROGRAMS	3.21	3.49	1.08
21	8	STUDENT HEALTH INSURANCE PROGRAM	3.20	3.35	1.18
22	10	FINANCIAL AID SERVICES	3.05	3.78	1.06
23	13	FOOD SERVICES	2.57	3.32	1.14

Lowest 5 Scores for College Environment:

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
39	27	CAMPUS BOOKSTORE	3.23	3.59	1.04
40	33	BILLING AND FEE PAYMENT PROCEDURES	3.22	3.53	0.97
41	13	AVAILABILITY OF FINANCIAL AID INFORMATION	3.18	3.64	1.00
42	31	AVAILABILITY OF THE COURSES YOU WANT	3.18	3.21	1.14
43	26	STUDENT UNION	2.92	3.61	0.91

Highest 5 Additional Items:

Item #	ITEMS	LU AVG
LU08	ADVISOR'S KNOWLEDGE ABOUT YOUR PROGRAM	3.89
LU15	HELPFULNESS OF LIBRARY STAFF	3.86
LU09	ADVISOR'S SETTING OF REALISTIC ACADEMIC GOALS	3.83
LU16	HOURS OF LIBRARY OPERATION	3.60
LU17	AVAILABILITY OF REQUIRED BOOKS AND MATERIALS IN THE LIBRARY	3.57

Lowest 5 Additional Items:

	ITEMS	LU AVG
LU18	RELIABILITY OF THE CAMPUS NETWORK	2.83
LU28	COST OF UNIVERSITY PROVIDED HOUSING	2.41
LU25	QUALITY OF FOOD IN THE CAFETERIA	2.36
LU05	PROMPTNESS OF FINANCIAL AID DISBURSEMENT	2.36
LU26	VARIETY OF FOOD IN THE CAFETERIA	2.34

UNIVERSITY SERVICES

University services consisted of 23 standard items and an additional 10 items. The additional items were combined with the original items that they further develop to make a composite score for that service area. These were then ranked from highest to lowest and are presented in Appendix B. The majority of the items were near the national averages on the scores and 5 of the items scored just above the national averages. As stated above, the highest scores were for:

Highest 5 Scores for Services:

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
1	2	PERSONAL COUNSELING SERVICES	3.94	3.92	1.00
2	18	HONORS PROGRAMS	3.94	3.89	0.98
3	3	CAREER PLANNING SERVICES	3.88	3.81	0.98
4	1	ACADEMIC ADVISING SERVICES	3.86	3.90	0.95
5	22	VETERANS SERVICES	3.82	3.77	1.12

And the lowest scores were for:

Lowest 5 Scores for Services:

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
19	19	COMPUTER SERVICES	3.33	3.91	0.96
20	12	RESIDENCE HALL SERVICES AND PROGRAMS	3.21	3.49	1.08
21	8	STUDENT HEALTH INSURANCE PROGRAM	3.20	3.35	1.18
22	10	FINANCIAL AID SERVICES	3.05	3.78	1.06
23	13	FOOD SERVICES	2.57	3.32	1.14

The services section had the most items that scored .5 or more below the national average. Of the services that received low scores, Computer services, Financial Aid, and Food Services had additional items to expand on the students opinions.

Computer Services

Computer Services consisted of 1 standard item and 6 additional items. Scores ranged from a low of 2.83 for additional item LU18 “Reliability of the Network” to a high of 3.51 for item LU22 “Ease of accessing student records.” Network reliability is an issue that the ITS department at the university has already addressed.

RK	ITEM#	ITEMS	%WHO	LU	NATIONAL	
			USED	AVG	AVG	SD
19		COMPUTER SERVICES (AGGREGATE)		3.24		
	19	COMPUTER SERVICES	294 (54.2%)	3.33	3.91	0.96
	LU18	RELIABILITY OF THE CAMPUS NETWORK		2.83		
	LU19	ACCESSIBILITY OF COMPUTER LABS (LOCATION, HOURS)		3.27		
	LU20	QUALITY OF COMPUTERS IN LABS		3.28		
	LU21	AVAILABILITY OF COMPUTER TECHNICAL SUPPORT STAFF		3.18		
	LU22	EASE OF ACCESSING STUDENT RECORDS		3.51		
	LU23	EASE OF ACCESSING ON-LINE COURSE MATERIALS		3.27		

Financial Aid Services

Financial Aid services consisted of 1 standard item and 4 additional items. The Aggregate score was 2.60 for the combined items and individually, the scores ranged from a low of 2.36 for additional item LU5 “Promptness of financial disbursements” to a high of 3.05 for the standard item 10 “Financial Aid Services.” Financial Aid services was also .73 below the national average.

			%WHO	LU	NATIONAL	
RK	ITEM#	ITEMS	USED	AVG	AVG	SD
22		FINANCIAL AID SVCS (AGGREGATE)		2.85		
	10	FINANCIAL AID SERVICES	327 (60.3%)	3.05	3.78	1.06
	LU2	HELPFULLNESS OF FINANCIAL AID STAFF		2.89		
	LU3	ACCESSABILITY OF FINANCIAL AID STAFF		3.00		
	LU4	UNDERSTANDABILITY OF FIN. AID PROCESS		2.95		
	LU5	PROMPTNESS OF FINANCIAL & DISBURSEMENT		2.36		

Food Service

Food services consisted of 1 standard item and 4 additional items. The scores ranged from a low of 2.34 for item LU26 “Variety of Food” to a high of 2.86 for items LU24 “Helpfulness of staff” and Item LU27 “Cleanliness of cafeteria.” The standard item Food Services received a 2.57 which was .75 below the national average.

			%WHO	LU	NATIONAL	
RK	ITEM#	ITEMS	USED	AVG	AVG	SD
23		FOOD SERVICES (AGGREGATE)		2.60		
	13	FOOD SERVICES	219 (40.4%)	2.57	3.32	1.14
	LU24	HELPFULLNESS OF CAFETERIA STAFF		2.86		
	LU25	QUALITY OF FOOD IN THE CAFETERIA		2.36		
	LU26	VARIETY OF FOOD IN THE CAFETERIA		2.34		
	LU27	CLEANLINESS OF THE CAFETERIA		2.86		

COLLEGE ENVIRONMENT

Academics

Academics consisted of 11 standard items (1-11) and 2 additional items (LU8 & LU9). The scores ranged from a low of 3.31 for “Variety of courses” to a high of 4.00 for “Class size”. Generally, they were all fairly close to the national averages. Ten (10) of the eleven (11) standard items were below the national average, although none were greater than .5 below nor were any greater than 1 standard deviation below the national averages.

Admissions

Admissions consisted of 4 standard items (12-15). All 4 were below the national averages, but were within 1 standard deviation and within the stricter criteria of .5. The scores ranged from a low of 3.18 for “Availability of Financial Aid information” to a high of 3.59 for “General

admissions procedures.” These items indicated there is room for improvements since they were about .3 below the national averages.

Rules And Regulations

Rules and regulation consisted of 6 standard items (16-21). Five (5) items were below the national averages. The item that was the most below (.39) the national average was item 21 “Personal Security/Safety”. Item 20 “Purpose for which student activities fees were used” was .80 above the national average.

Facilities

Facilities consisted of 8 standard items (22-29) and 4 additional items (LU10, LU28, LU29,& LU30). All eight (8) of the standard items were below the national averages. The scores ranged from a low of 2.41 for item LU28 “Cost of University provided housing” to a high of 3.61 for item 25 “Study Areas.” All scores were within 1 standard deviation of the national averages and all but 1 were within the stricter .5 range. Item 26 “Student Union” (2.92) was well below (.69) the national average (3.61). This should be expected considering the construction of the new Student Union.

Facility scores tended to be higher, but still below national averages for athletics. Housing seemed to be an area that could use some improvement. Most scores were in the high 2 to low 3 range. Students seemed less concerned with the availability of housing, item LU29 “comfort”, items LU30 “repair time”, and item LU28 “Cost” scored fairly low.

Registration

Registration consisted of 4 standard items and 2 additional items (LU6, LU7). All four (4) of the standard items were below the national averages. The scores ranged from a low of 3.10 for item LU7 “Timeliness of billing statements” to a high of 3.58 for item 32 “Academic Calendar.” Item 33 “Billing and fee payment procedures” was the most below (.31) the national averages. The two lowest scoring items were LU7 and LU6 ‘helpfulness of business office staff.’

General Items

General items consisted of 9 standard items addressing a wide range of different aspects of the university. Most of these items were very close to the national averages. Ones of particular importance that were: Item 42 “this College in general” which received a 3.59, but was .34 below the national average. Item 35 “Attitude of non teaching staff” received a 3.36 which was .3 below the national average.

LARGEST DIFFERENCE FROM NATIONAL AVERAGES

No items in the survey were outside of 1 standard deviation from the national averages. When a more restrictive criteria of .5 is used, 5 items are identified (below). Four items are well below the national averages (Items 17, 19, 10, and 13). Item 17 “Credit by Exam” received a 3.35 score, but was .59 below the national average. Item 19 “Computer Services” received a 3.33 and was .58 below the national average. Item 10 “Financial Aid Services” received a 3.05 and was

.73 below the national average. Item 13 “Food Services” received a 2.57 and was .75 below the national average.

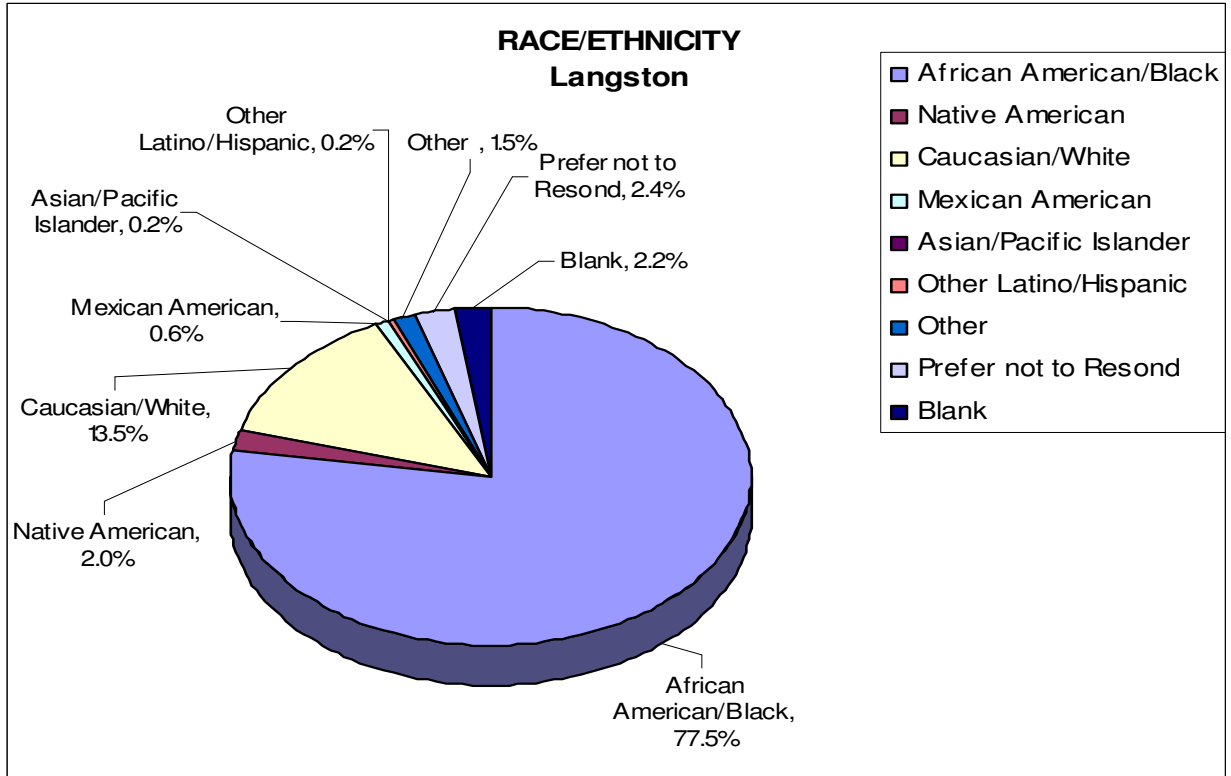
The 1 item that students rated the University much higher on than the national averages was Item 21 “Parking Facilities.” This item received a 3.33 which was .67 above the national average. This score is not very high, and may be more indicative of the low scores many other schools receive on this item. However, parking does not seem to be a problem on campus.

RK	ITEM#	ITEMS	LU	NATIONAL	
			AVG	AVG	SD
16	21	PARKING FACILITIES AND SERVICES	3.33	2.65	1.27
15	17	CREDIT-BY-EXAM PROGRAM (PEP, CLEP)	3.35	3.94	0.96
19	19	COMPUTER SERVICES	3.33	3.91	0.96
22	10	FINANCIAL AID SERVICES	3.05	3.78	1.06
23	13	FOOD SERVICES	2.57	3.32	1.14

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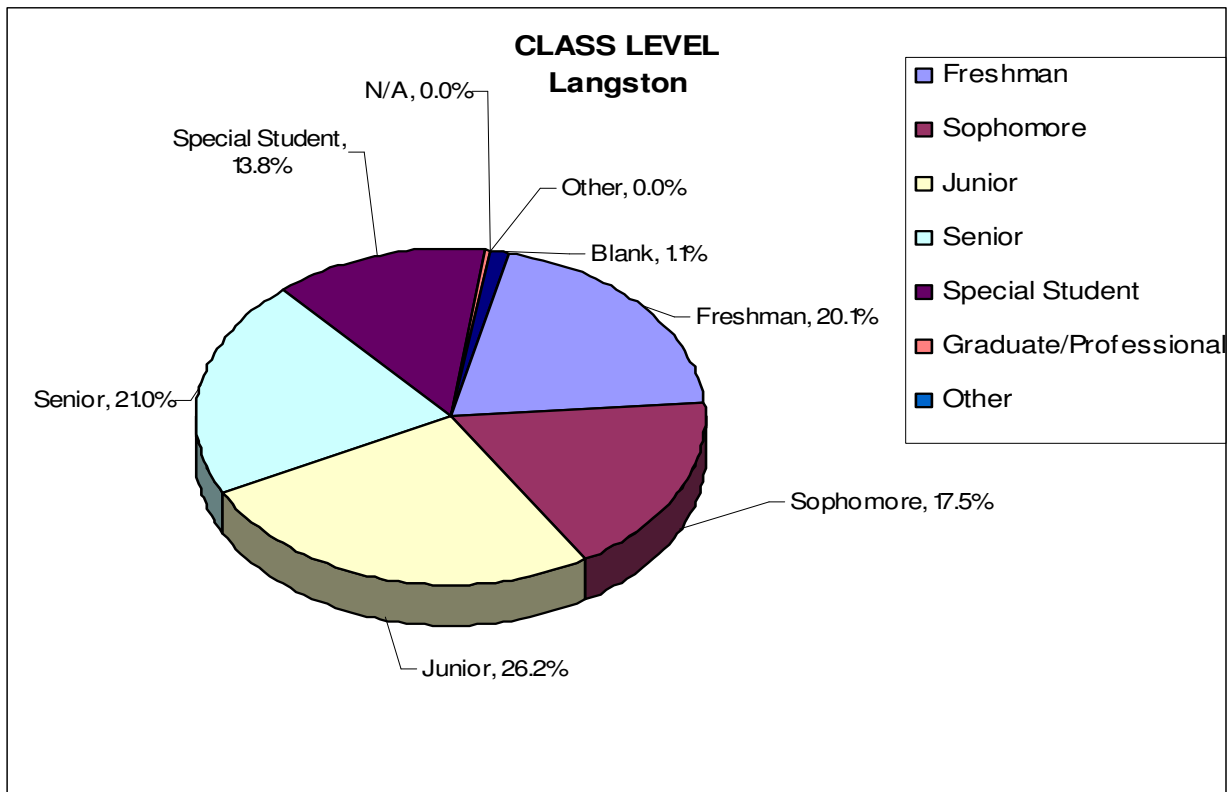
APPENDIX A: DEMOGRAPHICS

Age Distribution



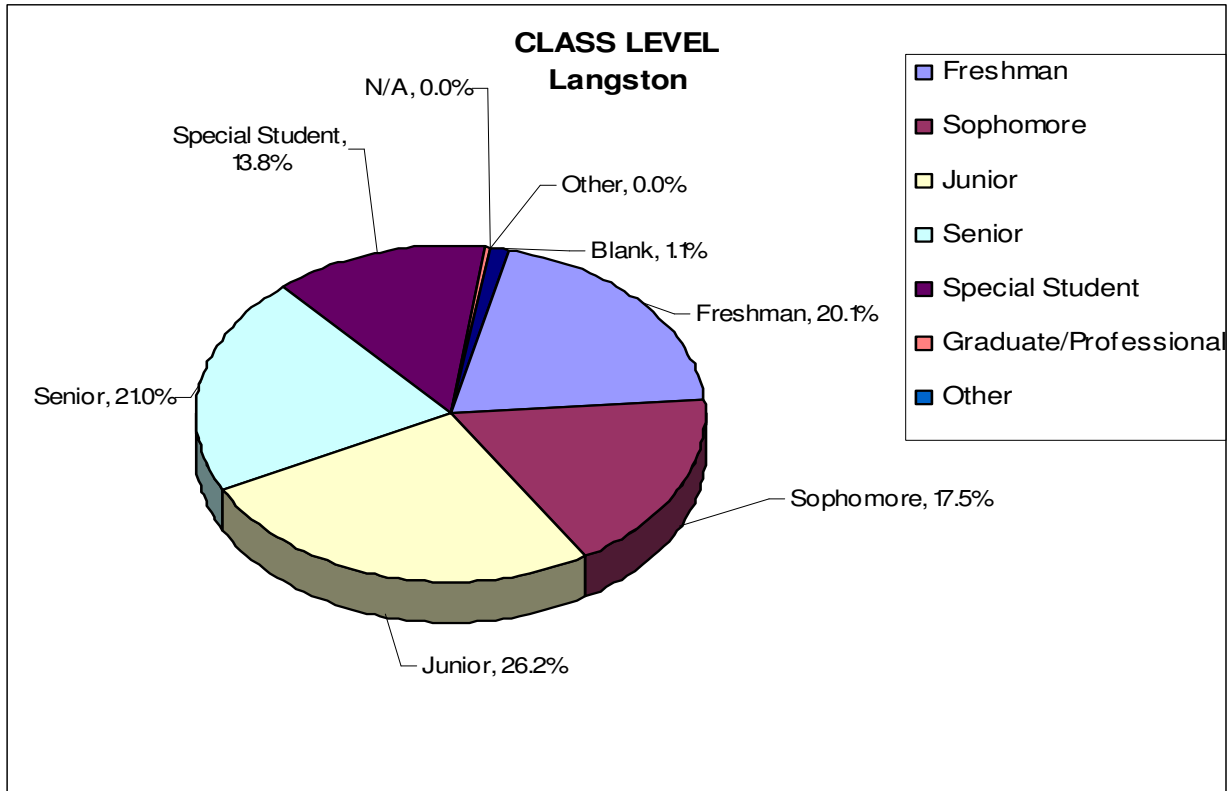
AGE	LANGSTON		NATIONAL
	N	%	%
18 or under	30	5.5%	11.4%
19	59	10.9%	17.0%
20	63	11.6%	15.4%
21	59	10.9%	14.6%
22	47	8.7%	10.5%
23-25	95	17.5%	12.6%
26-29	52	9.6%	6.3%
30-39	60	11.1%	6.4%
40-61	67	12.4%	3.9%
62 or over	0	0.0%	0.1%
Blank	10	1.8%	1.9%
Total	542	100.0%	100.0%

Race/Ethnicity



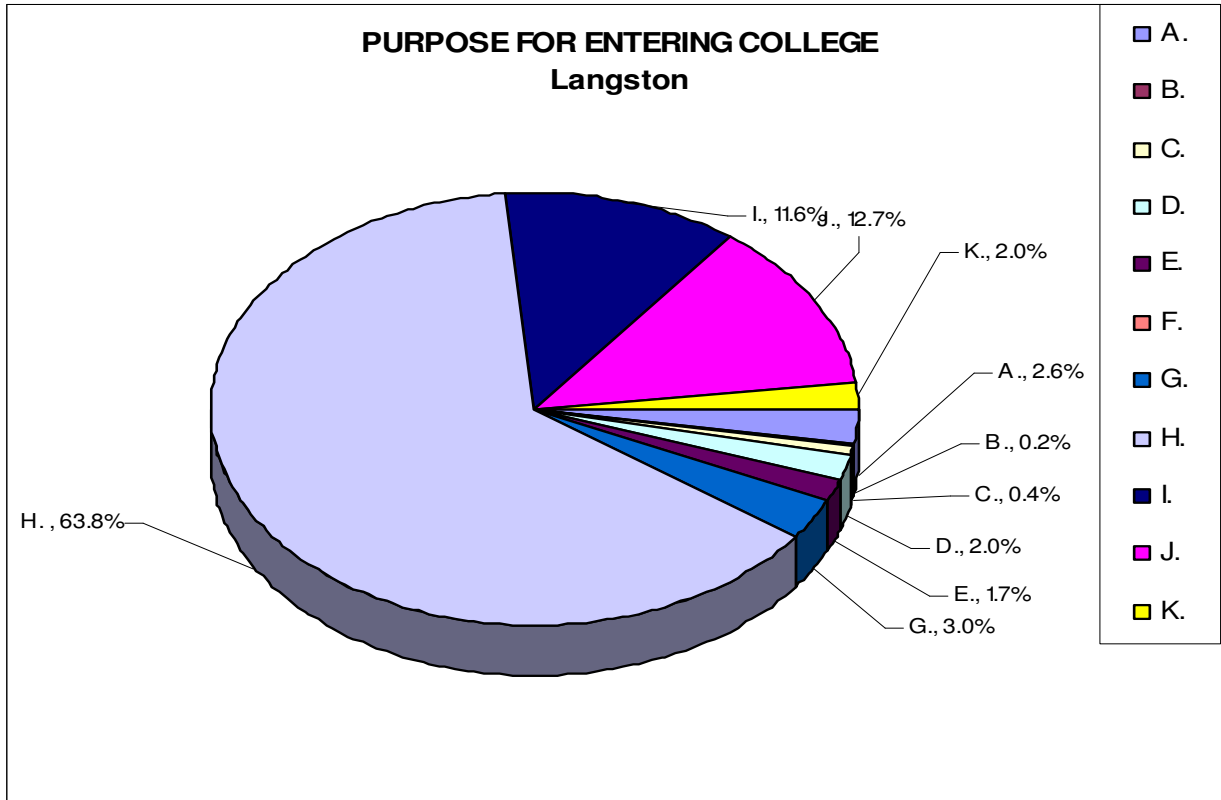
RACE/ETHNICITY	LANGSTON		NATIONAL
	N	%	%
African American/Black	420	77.5%	15.1%
Native American	11	2.0%	1.3%
Caucasian/White	73	13.5%	65.3%
Mexican American	3	0.6%	3.8%
Asian/Pacific Islander	1	0.2%	3.1%
Other Latino/Hispanic	1	0.2%	2.7%
Other	8	1.5%	2.5%
Prefer not to Respond	13	2.4%	4.1%
Blank	12	2.2%	2.1%
Total	542	100.0%	100.0%

Class Level



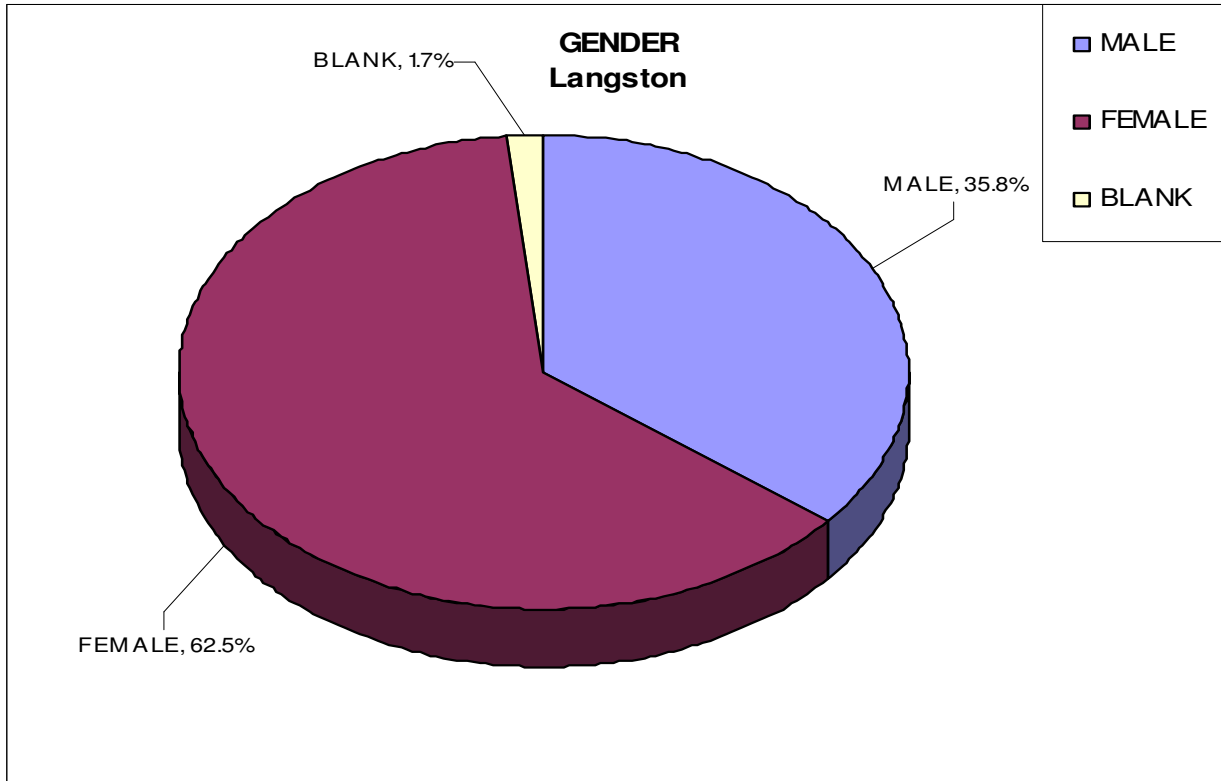
CLASS LEVEL	LANGSTON		NATIONAL
	N	%	%
Freshman	109	20.1%	24.5%
Sophomore	95	17.5%	20.1%
Junior	142	26.2%	20.2%
Senior	114	21.0%	25.8%
Special Student	75	13.8%	6.7%
Graduate/Professional	1	0.2%	0.2%
Other	0	0.0%	0.6%
N/A	0	0.0%	0.2%
Blank	6	1.1%	1.7%
Total	542	100.0%	100.0%

Purpose for Entering College



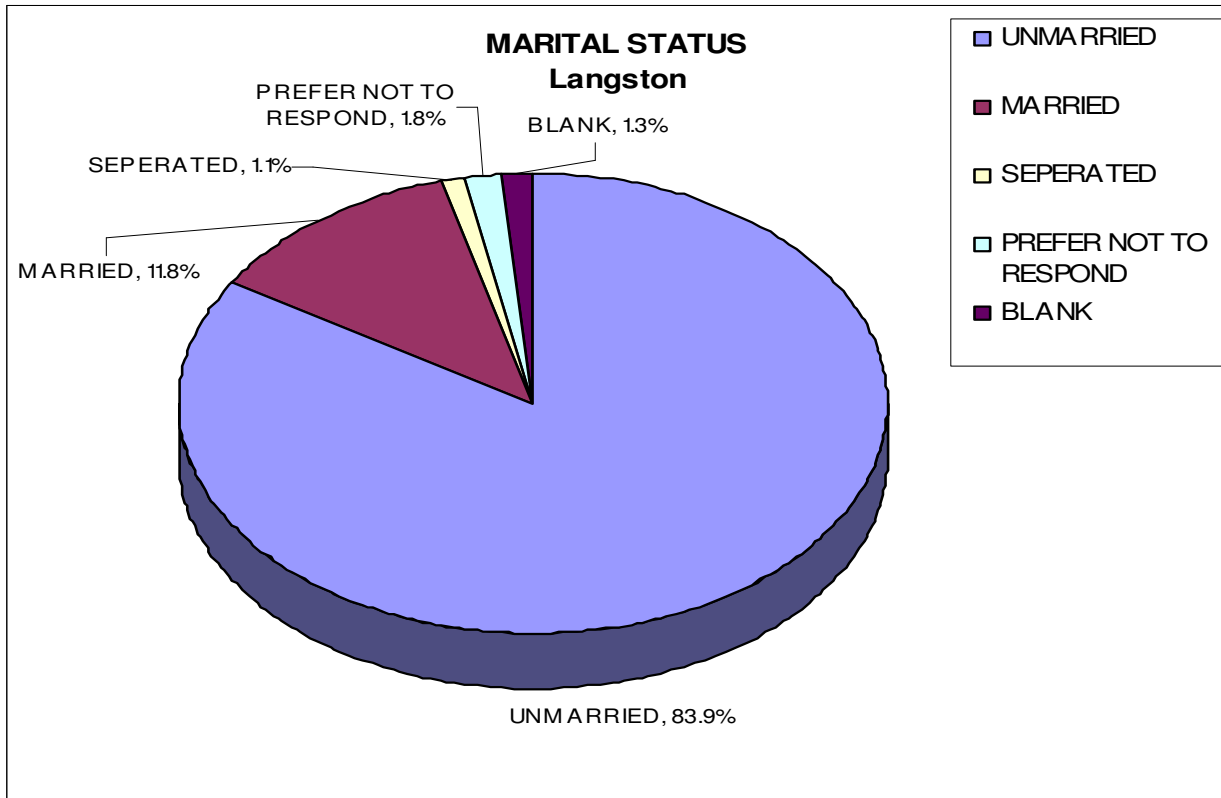
		LANGSTON		NATIONAL
PURPOSE FOR ENTERING COLLEGE		N	%	%
A	NO DEFINITE PURPOSE IN MIND	14	2.6%	3.8%
B	TO TAKE A FEW JOB RELATED COURSES	1	0.2%	0.5%
C	TO TAKE A FEW COURSES FOR SELF IMPROVEMENT	2	0.4%	0.4%
D	TO TAKE COURSES NECESSARY FOR TRANSFERING TO ANOTHER COLLEGE	11	2.0%	1.9%
E	TO OBTAIN OR MAINTAIN A CERTIFICATION	9	1.7%	1.9%
F	TO COMPLETE A TECH OR VOC PROGRAM	0	0.0%	0.3%
G	TO OBTAIN AN ASSOCIATE DEGREE	16	3.0%	6.0%
H	TO OBTAIN A BACHELOR'S DEGREE	346	63.8%	69.7%
I	TO OBTAIN A MASTER'S DEGREE	63	11.6%	7.3%
J	TO OBTAIN A GRAD/PROF DEGREE	69	12.7%	5.6%
K	BLANK	11	2.0%	2.5%
TOTAL		542	100.0%	100.0%

Gender



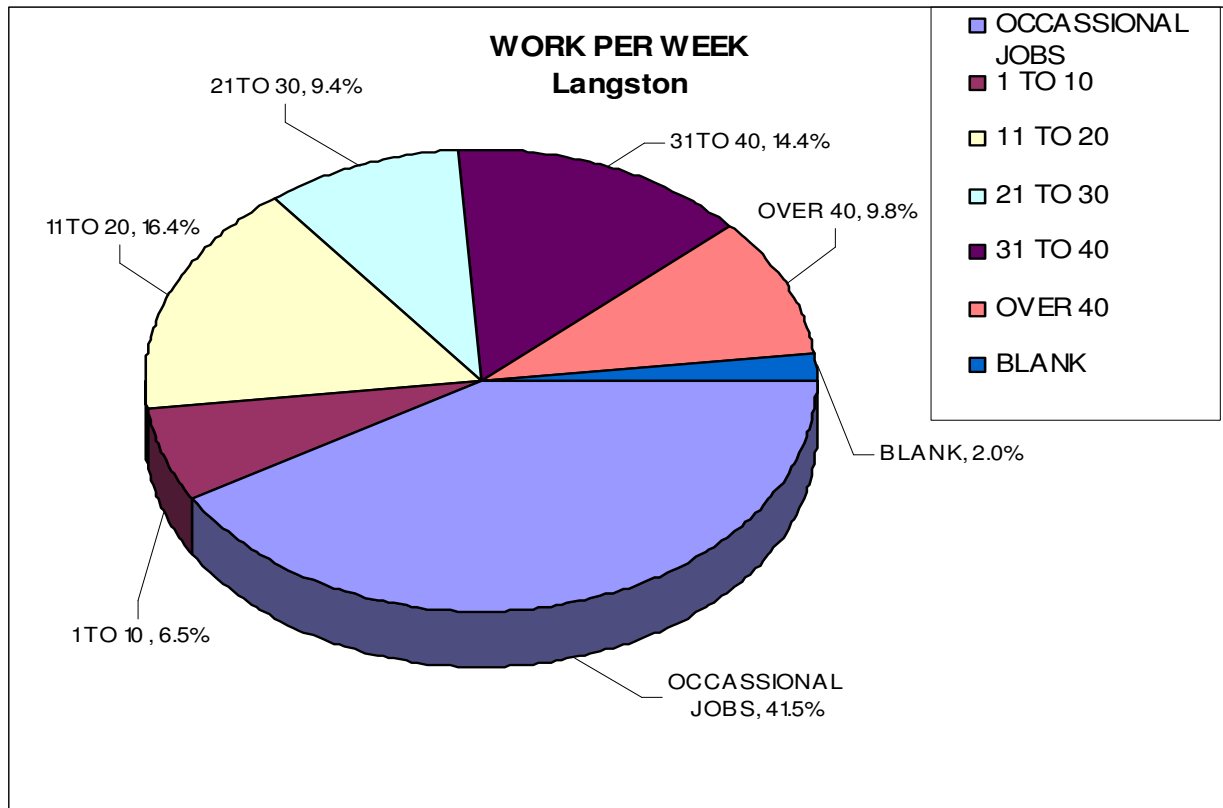
SEX	LANGSTON		NATIONAL
	N	%	%
MALE	194	35.8%	38.2%
FEMALE	339	62.5%	60.2%
BLANK	9	1.7%	1.6%
TOTAL	542	100.0%	100.0%

Marital Status



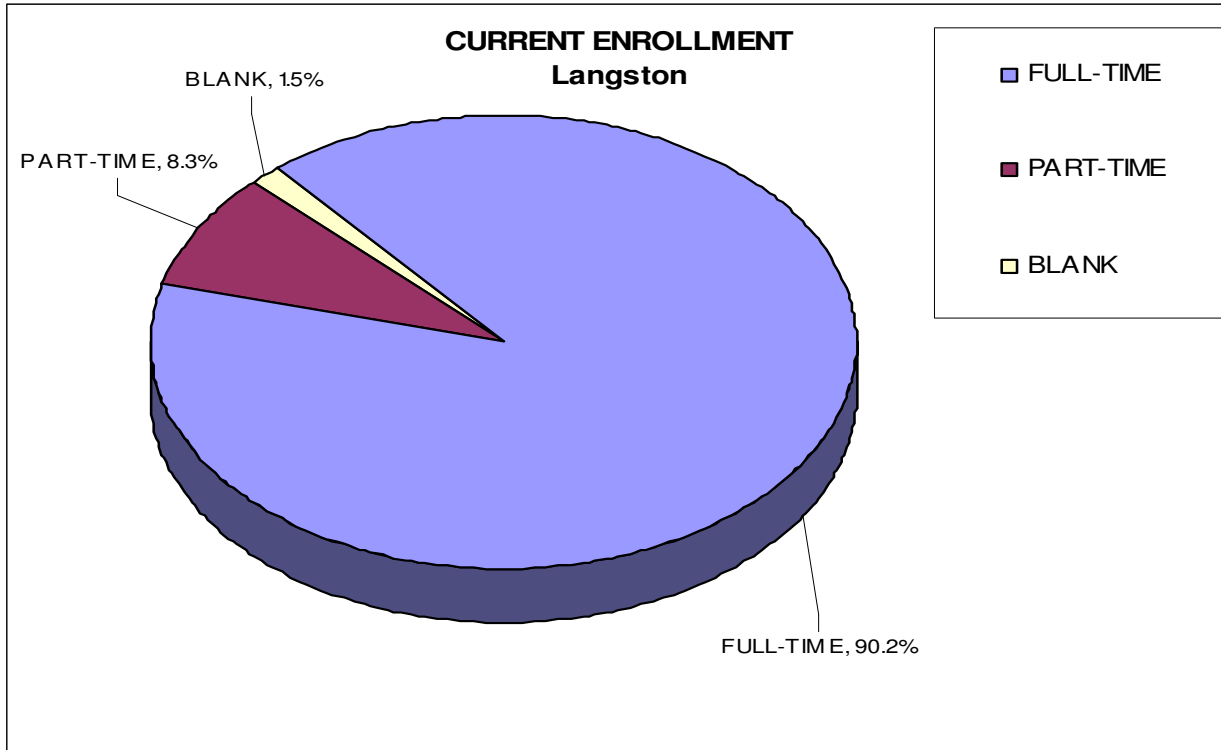
MARITAL STATUS	LANGSTON		NATIONAL
	N	%	%
UNMARRIED	455	83.9%	84.2%
MARRIED	64	11.8%	11.0%
SEPERATED	6	1.1%	0.7%
PREFER NOT TO RESPOND	10	1.8%	1.7%
BLANK	7	1.3%	2.3%
TOTAL	542	100.0%	100.0%

Work per Week



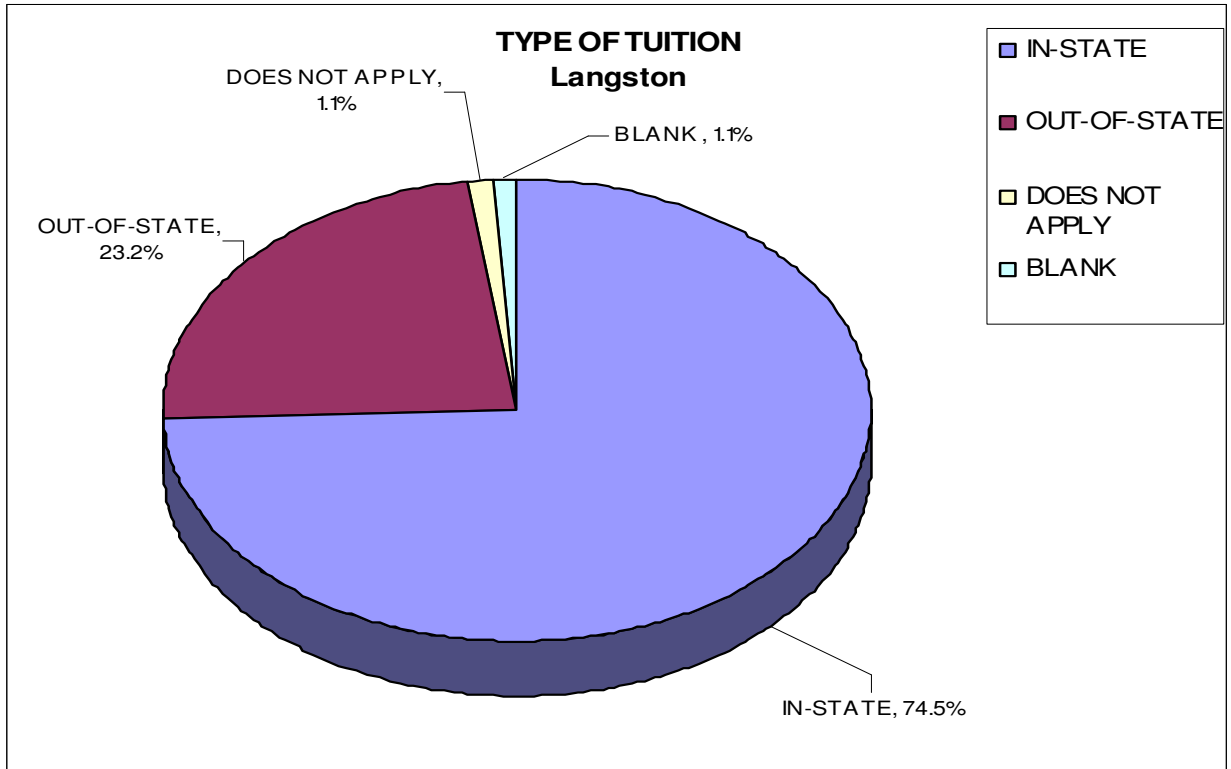
HOURS PER WEEK CURRENTLY EMPLOYED	LANGSTON		NATIONAL
	N	%	%
0 OR ONLY OCCASSIONAL JOBS	225	41.5%	34.2%
1 TO 10	35	6.5%	13.7%
11 TO 20	89	16.4%	20.3%
21 TO 30	51	9.4%	13.6%
31 TO 40	78	14.4%	10.8%
OVER 40	53	9.8%	5.5%
BLANK	11	2.0%	2.0%
TOTAL	542	100.0%	100.0%

Current Enrollment



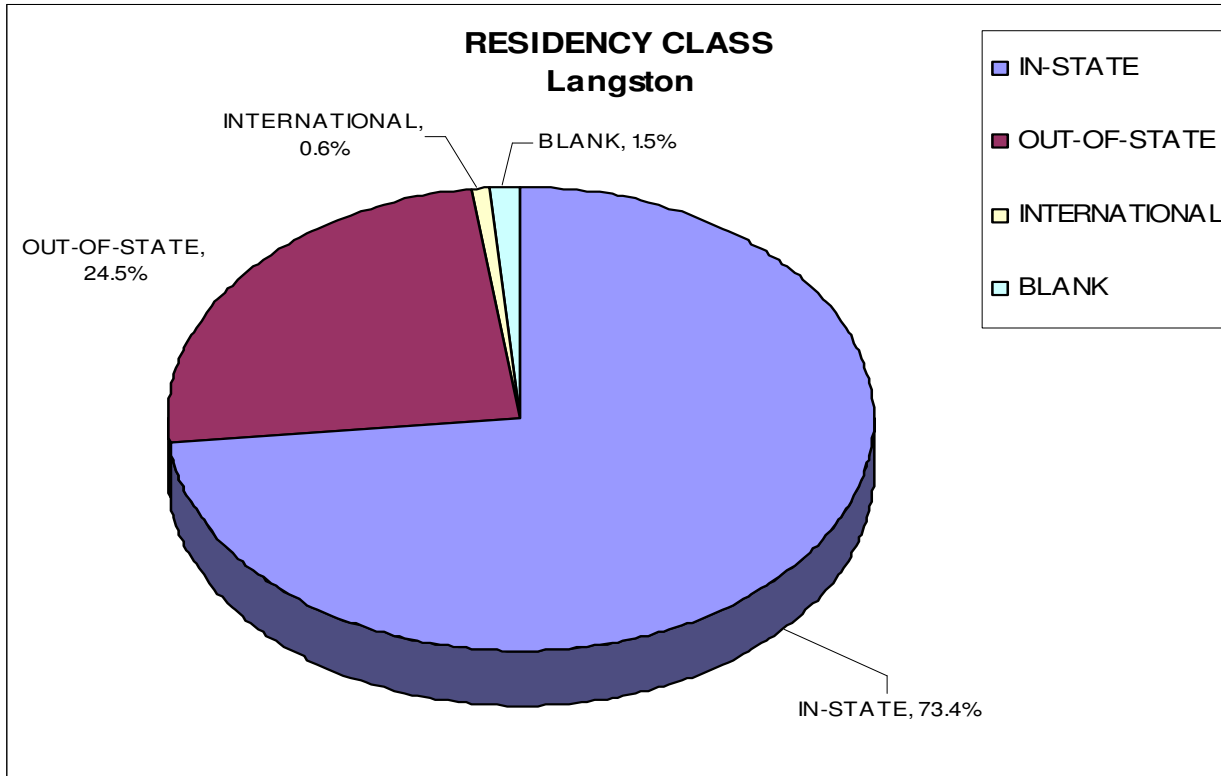
CURRENTL ENROLLMENT STATUS	LANGSTON		NATIONAL
	N	%	%
FULL-TIME	489	90.2%	90.8%
PART-TIME	45	8.3%	7.5%
BLANK	8	1.5%	1.7%
TOTAL	542	100.0%	100.0%

Type of Tuition



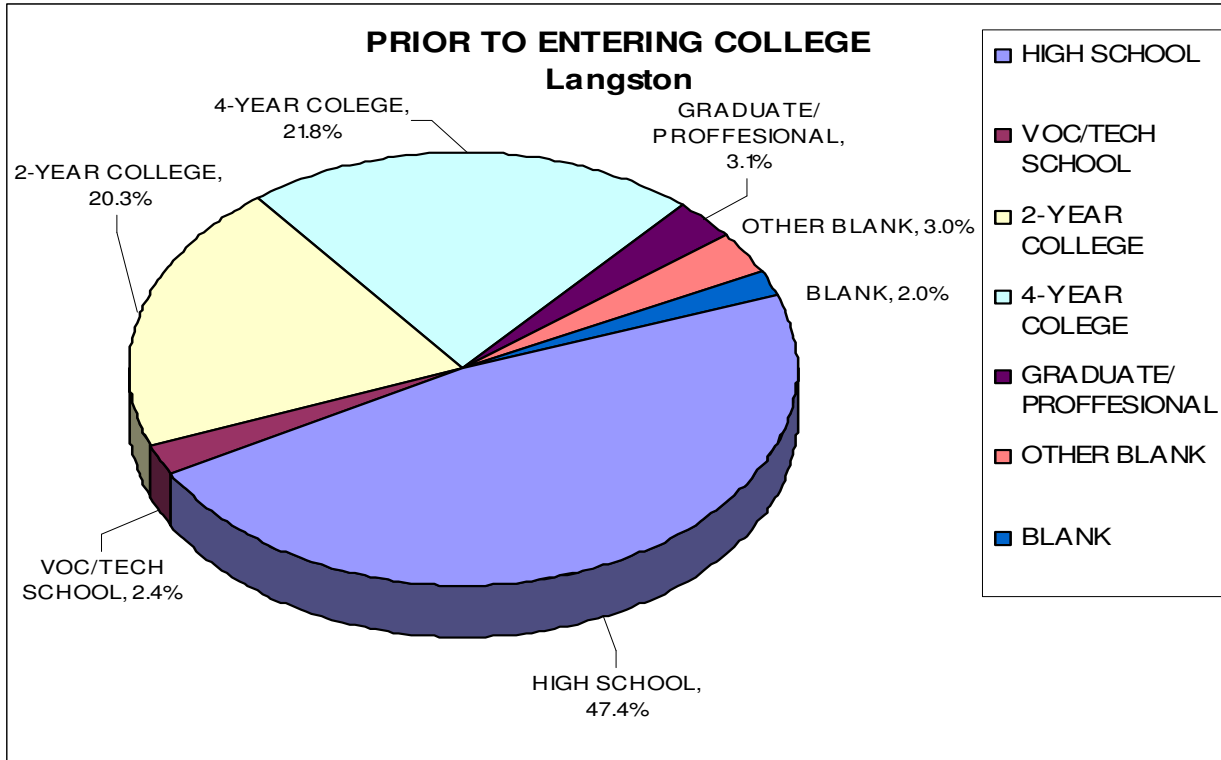
TYPE OF TUITION PAID AT COLLEGE	LANGSTON		NATIONAL
	N	%	%
IN-STATE	404	74.5%	0.7%
OUT-OF-STATE	126	23.2%	11.9%
DOES NOT APPLY	6	1.1%	14.1%
BLANK	6	1.1%	3.7%
TOTAL	542	100.0%	100.0%

Residency Class



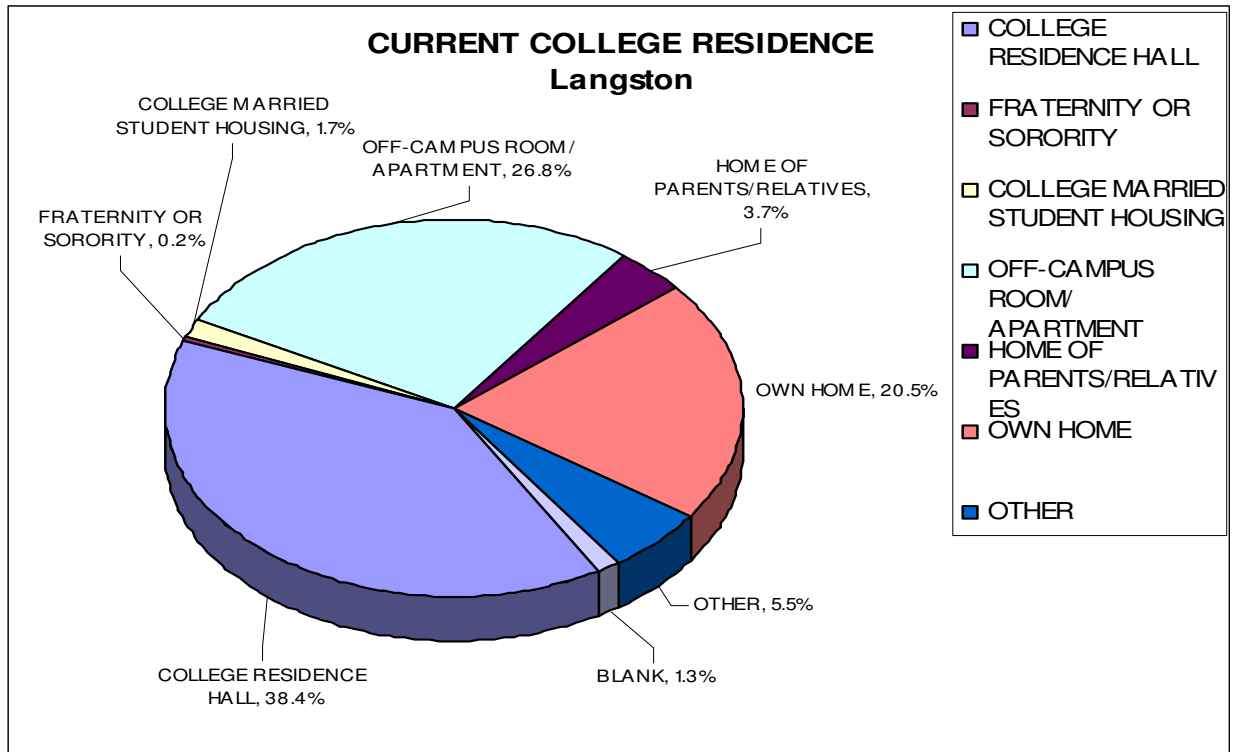
RESIDENC CLASSIFICATION AT COLLEGE	LANGSTON		NATIONAL
	N	%	%
IN-STATE	398	73.4%	76.5%
OUT-OF-STATE	133	24.5%	17.6%
INTERNATIONAL	3	0.6%	2.6%
BLANK	8	1.5%	3.4%
TOTAL	542	100.0%	100.0%

Prior to Entering College



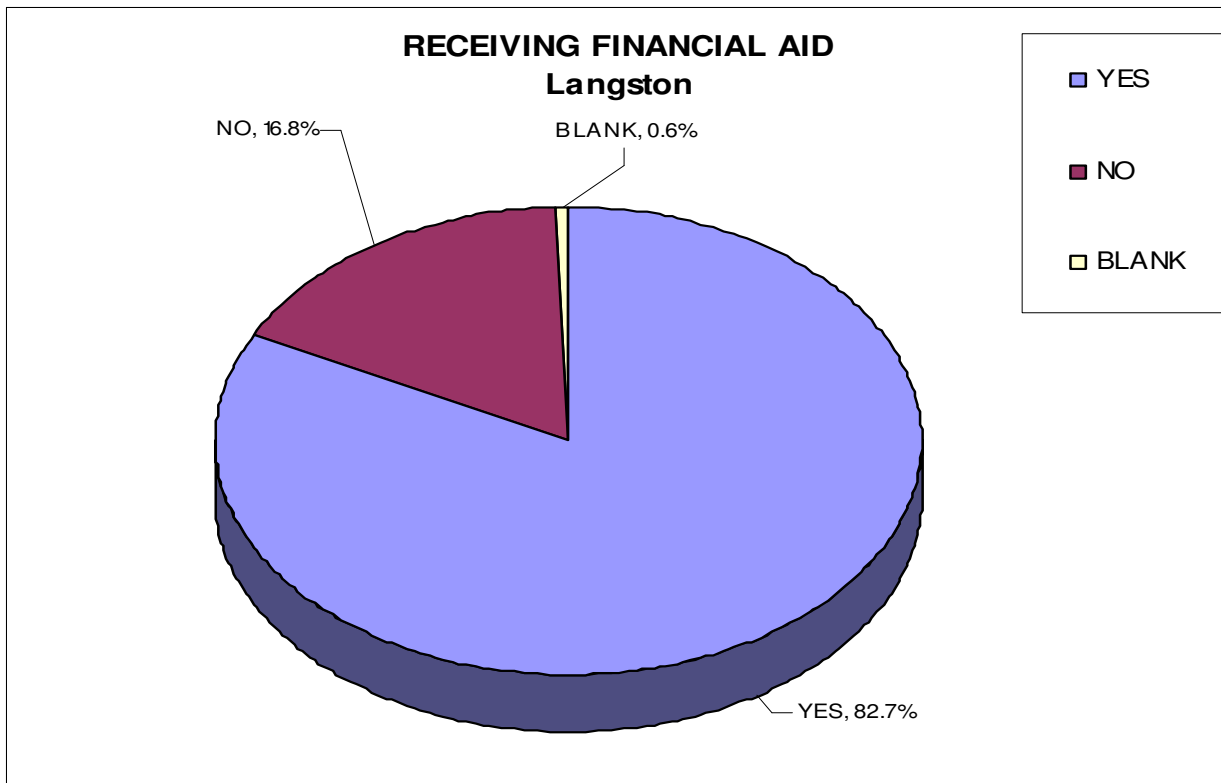
TYPE OF SCHOOL ATTENDED PRIOR TO ENTERING COLLEGE	LANGSTON		NATIONAL
	N	%	%
HIGH SCHOOL	257	47.4%	63.0%
VOCATIONAL/TECHNICAL SCHOOL	13	2.4%	2.2%
2-YEAR COLLEGE	110	20.3%	13.5%
4-YEAR COLEGE	118	21.8%	15.1%
GRADUATE/PROFFESIONAL	17	3.1%	1.3%
OTHER BLANK	16	3.0%	2.2%
BLANK	11	2.0%	2.7%
TOTAL	542	100.0%	100.0%

Current College Residence



CURRENT COLLEGE RESIDENCE	LANGSTON		NATIONAL
	N	%	%
COLLEGE RESIDENCE HALL	208	38.4%	35.1%
FRATERNITY OR SORORITY	1	0.2%	1.0%
COLLEGE MARRIED STUDENT HOUSING	20	1.7%	0.3%
OFF-CAMPUS ROOM/APARTMENT	145	26.8%	25.4%
HOME OF PARENTS/RELATIVES	20	3.7%	20.3%
OWN HOME	111	20.5%	13.7%
OTHER	30	5.5%	2.4%
BLANK	7	1.3%	1.8%
TOTAL	542	100.0%	100.0%

Receiving Financial Aid



RECEIVE ANY TYPE OF FINANCIAL AID	LANGSTON		NATIONAL
	N	%	%
YES	448	82.7%	76.4%
NO	91	16.8%	21.7%
BLANK	3	0.6%	1.9%
TOTAL	542	100.0%	100.0%

Major and Occupational Choice

MAJOR AND OCCUPATIONAL CHOICE	LANGSTON		NATIONAL
	N	%	%
UNDECIDED	10	1.8%	5.6%
AGRICULTURE & AG TECHNOLOGIES	20	3.7%	0.7%
ARCHITECTURE & ENVORONMENTAL DESIGN	0	0.0%	0.8%
BUSINESS & MANAGEMENT	118	21.8%	17.3%
BUSINESS & OFFICE	0	0.0%	0.3%
MARKETING & DISTRIBUTION	1	0.2%	0.8%
COMMUNICATIONS & COMM TECH	11	2.0%	3.8%
COMMUNITY AND PERSONAL SERVICES	28	5.2%	3.5%
COMPUTER & INFO SCIENCES	12	2.2%	2.2%
CROSS-DISCIPLINARY STUDIES	6	1.1%	0.9%
EDUCATION	33	6.1%	7.2%
TEACHER EDUCATION	39	7.2%	5.6%
ENGINEERING, PRE-ENGINEERING	1	0.2%	2.3%
ENGINEERING RELATED TECH	3	0.6%	0.8%
FOREIGN LANGUAGE	0	0.0%	0.5%
HEALTH SCIENCES & ALLIED HEALTH	116	21.4%	14.8%
HOME ECONOMICS	7	1.3%	1.4%
LETTERS	0	0.0%	1.4%
MATHEMATICS	4	0.7%	0.9%
PHILOSOPHY, RELIGION & THEOLOGY	0	0.0%	1.6%
SCIENCES (BIO & PHYSICAL)	20	3.7%	5.9%
SOCIAL SCIENCES	62	11.4%	10.4%
TRADE AND INDUSTRIAL	0	0.0%	0.6%
VISUAL AND PERFORMING ARTS	3	0.6%	4.2%
BLANK	48	8.9%	6.5%
TOTAL	542	100.0%	100.0%

APPENDIX B: ITEM RESPONSES (SERVICES)

										%WHO	LU	NATIONAL	
RK	ITEM#	ITEMS	VS	S	N	D	VD	N/A	BLANK	USED	AVG	AVG	SD
1	2	PERSONAL COUNSELING SERVICES	27 (30.3%)	33 (37.1%)	13 (14.6%)	5 (5.6%)	3 (3.4%)		8 (9%)	89 (16.4%)	3.94	3.92	1.00
2	18	HONORS PROGRAMS	21 (28%)	25 (33.3%)	12 (16%)	5 (6.7%)	1 (1.3%)		11 (14.7%)	75 (13.8%)	3.94	3.89	0.98
3	3	CAREER PLANNING SERVICES	27 (23.3%)	54 (46.6%)	21 (18.1%)	5 (4.3%)	3 (2.6%)		6 (5.2%)	116 (21.4%)	3.88	3.81	0.98
4	1	ACADEMIC ADVISING SERVICES	64 (24.2%)	121 (45.7%)	45 (17%)	17 (6.4%)	7 (2.6%)		11 (4.2%)	265 (48.9%)	3.86	3.90	0.95
5	22	VETERANS SERVICES	7 (25.9%)	4 (14.8%)	3 (11.1%)	2 (7.4%)	1 (3.7%)		10 (37%)	27 (5%)	3.82	3.77	1.12
6	9	COLLEGE-SPONSORED TUTORIAL SERVICES	25 (21.7%)	50 (43.5%)	20 (17.4%)	5 (4.3%)	5 (4.3%)		10 (8.7%)	115 (21.2%)	3.81	3.90	0.96
7	11	STUDENT EMPLOYMENT SERVICES	23 (21.3%)	46 (42.6%)	24 (22.2%)	5 (4.6%)	5 (4.6%)		5 (4.6%)	108 (19.9%)	3.75	3.88	1.02
8		LIBRARY FACILITIES & SERVICES (AGGREGATE)									3.73		
	6	LIBRARY FACILITIES AND SERVICES	83 (24.6%)	148 (43.9%)	62 (18.4%)	23 (6.8%)	5 (1.5%)		16 (4.7%)	337 (62.2%)	3.88	4.07	0.87
	LU15	HELPFULNESS OF LIBRARY STAFF	110 (20.3%)	202 (37.3%)	113 (20.8%)	15 (2.8%)	10 (1.8%)	18 (3.3%)	74 (13.7%)		3.86		
	LU16	HOURS OF LIBRARY OPERATION	89 (16.4%)	178 (32.8%)	119 (22%)	43 (7.9%)	22 (4.1%)	15 (2.8%)	75 (13.8%)		3.60		
	LU17	AVAILABILITY OF REQUIRED BOOKS & MATERIALS IN LIBRARY	82 (15.1%)	174 (32.1%)	130 (24%)	45 (8.3%)	19 (3.5%)	17 (3.1%)	75 (13.8%)		3.57		
9	15	CULTURAL PROGRAMS	22 (18.8%)	46 (39.3%)	29 (24.8%)	4 (3.4%)	5 (4.3%)		11 (9.4%)	117 (21.6%)	3.72	3.84	0.91
10	4	JOB PLACEMENT SERVICES	10 (18.5%)	23 (42.6%)	9 (16.7%)	6 (11.1%)	2 (3.7%)		4 (7.4%)	54 (10%)	3.66	3.59	1.11
11	5	RECREATIONAL & INTRAMURAL PROGRAMS & SERVICES	14 (15.1%)	38 (40.9%)	25 (26.9%)	9 (9.7%)	2 (2.2%)		5 (5.4%)	93 (17.2%)	3.60	4.03	0.87
12	16	COLLEGE ORIENTATION PROGRAM	26 (15.4%)	58 (34.3%)	57 (33.7%)	11 (6.5%)	3 (1.8%)		14 (8.3%)	169 (31.2%)	3.60	3.76	0.93

APPENDIX B: ITEM RESPONSES (SERVICES) Continued

										%WHO	LU	NATIONAL	
RK	ITEM#	ITEMS	VS	S	N	D	VD	N/A	BLANK	USED	AVG	AVG	SD
13	7	STUDENT HEALTH SERVICES	26 (15.7%)	59 (35.5%)	41 (24.7%)	21 (12.7%)	7 (4.2%)		12 (7.2%)	166 (30.6%)	3.49	3.74	1.08
14	23	DAY CARE SERVICES	7(22.6%)	9(29%)	2(6.5%)	0(0%)	6(19.4%)		7(22.6%)	31(5.7%)	3.46	3.62	1.14
15	17	CREDIT-BY-EXAM PROGRAM (PEP, CLEP)	4 (12.5%)	7 (21.9%)	7 (21.9%)	3 (9.4%)	2 (6.2%)		9 (28.1%)	32 (5.9%)	3.35	3.94	0.96
16	21	PARKING FACILITIES AND SERVICES	38 (13%)	101 (34.6%)	71 (24.3%)	40 (13.7%)	23 (7.9%)		19 (6.5%)	292 (53.9%)	3.33	2.65	1.27
17		COLLEGE-SPONSORED SOCIAL ACTIVITIES (AGGREGATE)									3.27		
	14	COLLEGE-SPONSORED SOCIAL ACTIVITIES	27 (13.7%)	81 (41.1%)	54 (27.4%)	19 (9.6%)	3 (1.5%)		13 (6.6%)	197 (36.3%)	3.60	3.84	0.84
	LU11	VARIETY OF SCHOOL SPONSORED ACTIVITIES	44 (8.1%)	110 (20.3%)	176 (32.5%)	55 (10.1%)	33 (6.1%)	50 (9.2%)	74 (13.7%)		3.18		
	LU12	DESIRABILITY OF SCHOOL SPONSORED ACTIVITIES	47 (8.7%)	105 (19.4%)	181 (33.4%)	48 (8.9%)	34 (6.3%)	53 (9.8%)	74 (13.7%)		3.20		
	LU13	FREQUENCY OF SCHOOL SPONSORED ACTIVITIES	36 (6.6%)	105 (19.4%)	179 (33%)	59 (10.9%)	32 (5.9%)	56 (10.3%)	75 (13.8%)		3.13		
	LU14	STUDENT INVOLVEMENT IN PLANNING ACTIVITIES	39 (7.2%)	109 (20.1%)	176 (32.5%)	48 (8.9%)	23 (4.2%)	71 (13.1%)	76 (14%)		3.24		
18	20	COLLEGE MASS TRANSIT SERVICES	8 (14%)	12 (21.1%)	14 (24.6%)	8 (14%)	4 (7%)		11 (19.3%)	57 (10.5%)	3.26	3.67	1.08
19		COMPUTER SERVICES (AGGREGATE)									3.24		
	19	COMPUTER SERVICES	43 (14.6%)	102 (34.7%)	63 (21.4%)	49 (16.7%)	23 (7.8%)		14 (4.8%)	294 (54.2%)	3.33	3.91	0.96
	LU18	RELIABILITY OF THE CAMPUS NETWORK	39 (7.2%)	100 (18.5%)	131 (24.2%)	93 (17.2%)	79 (14.6%)	20 (3.7%)	80 (14.8%)		2.83		
	LU19	ACCESSIBILITY OF COMPUTER LABS (LOCATION, HOURS)	71 (13.1%)	149 (27.5%)	118 (21.8%)	74 (13.7%)	47 (8.7%)	7 (1.3%)	75 (13.8%)		3.27		
	LU20	QUALITY OF COMPUTERS IN LABS	84 (15.5%)	150 (27.7%)	100 (18.5%)	57 (10.5%)	67 (12.4%)	6 (1.1%)	77 (14.2%)		3.28		

APPENDIX B: ITEM RESPONSES (SERVICES) Continued

										%WHO	LU	NATIONAL	
RK	ITEM#	ITEMS	VS	S	N	D	VD	N/A	BLANK	USED	AVG	AVG	SD
	LU21	AVAILABILITY OF COMPUTER TECHNICAL SUPPORT STAFF	61 (11.3%)	136 (25.1%)	125 (23.1%)	77 (14.2%)	50 (9.2%)	17 (3.1%)	76 (14%)		3.18		
	LU22	EASE OF ACCESSING STUDENT RECORDS	71 (13.1%)	169 (31.2%)	148 (27.3%)	40 (7.4%)	21 (3.9%)	15 (2.8%)	77 (14.2%)		3.51		
	LU23	EASE OF ACCESSING ON-LINE COURSE MATERIALS	49 (9%)	131 (24.2%)	159 (29.3%)	54 (10%)	30 (5.5%)	44 (8.1%)	75 (13.8%)		3.27		
20	12	RESIDENCE HALL SCS AND PROGRAMS	13 (7.6%)	60 (34.9%)	53 (30.8%)	22 (12.8%)	15 (8.7%)		9 (5.2%)	172 (31.7%)	3.21	3.49	1.08
21	8	STUDENT HEALTH INSURANCE PROGRAM	3 (8.1%)	10 (27%)	9 (24.3%)	6 (16.2%)	2 (5.4%)		7 (18.9%)	37 (6.8%)	3.20	3.35	1.18
22		FINANCIAL AID SVCS (AGGREGATE)									2.85		
	10	FINANCIAL AID SERVICES	52 (15.9%)	82 (25.1%)	62 (19%)	58 (17.7%)	57 (17.4%)		16 (4.9%)	327 (60.3%)	3.05	3.78	1.06
	LU2	HELPLESSNESS OF FINANCIAL AID STAFF	58 (10.7%)	112 (20.7%)	104 (19.2%)	77 (14.2%)	100 (18.5%)	20 (3.7%)	71 (13.1%)		2.89		
	LU3	ACCESSABILITY OF FINANCIAL AID STAFF	54 (10%)	121 (22.3%)	123 (22.7%)	78 (14.4%)	76 (14%)	19 (3.5%)	71 (13.1%)		3.00		
	LU4	UNDERSTANDABILITY OF FIN. AID PROCESS	55 (10.1%)	113 (20.8%)	110 (20.3%)	94 (17.3%)	76 (14%)	19 (3.5%)	74 (13.7%)		2.95		
	LU5	PROMPTNESS OF FINANCIAL & DISBURSEMENT	27 (5%)	81 (14.9%)	92 (17%)	75 (13.8%)	173 (31.9%)	23 (4.2%)	71 (13.1%)		2.36		
23		FOOD SERVICES (AGGREGATE)									2.60		
	13	FOOD SERVICES	8 (3.7%)	44 (20.1%)	53 (24.2%)	62 (28.3%)	45 (20.5%)		7 (3.2%)	219 (40.4%)	2.57	3.32	1.14
	LU24	HELPLESSNESS OF CAFETERIA STAFF	23 (4.2%)	57 (10.5%)	103 (19%)	50 (9.2%)	46 (8.5%)	187 (34.5%)	75 (13.8%)		2.86		
	LU25	QUALITY OF FOOD IN THE CAFETERIA	18 (3.3%)	38 (7%)	79 (14.6%)	57 (10.5%)	102 (18.8%)	171 (31.5%)	76 (14%)		2.36		
	LU26	VARIETY OF FOOD IN THE CAFETERIA	16 (3%)	38 (7%)	74 (13.7%)	68 (12.5%)	98 (18.1%)	173 (31.9%)	74 (13.7%)		2.34		
	LU27	CLEANLINESS OF THE CAFETERIA	20 (3.7%)	60 (11.1%)	123 (22.7%)	44 (8.1%)	48 (8.9%)	170 (31.4%)	77 (14.2%)		2.86		

APPENDIX C: ITEM RESPONSES (UNIVERSITY ENVORONMENT)

#	ITEM	VS	S	N	D	VD	N/A	BLANK	LU	NATIONAL	
									AVG	AVG	SD
ACADEMIC											
7	CLASS SIZE RELATIVE TO THE TYPE OF COURSE	157 (29%)	220 (40.6%)	105 (19.4%)	19 (3.5%)	5 (0.9%)	2 (0.4%)	34 (6.3%)	4	4.15	0.81
LU8	ADVISOR'S KNOWLEDGE ABOUT YOUR PROGRAM	154 (28.4%)	169 (31.2%)	89 (16.4%)	28 (5.2%)	20 (3.7%)	10 (1.8%)	71 (13.1%)	3.89		
2	COURSE CONTENT IN YOUR MAJOR FIELD	117 (21.6%)	246 (45.4%)	100 (18.5%)	26 (4.8%)	9 (1.7%)	12 (2.2%)	32 (5.9%)	3.88	3.95	0.85
9	AVAILABILITY OF YOUR ADVISOR	145 (26.8%)	206 (38%)	107 (19.7%)	30 (5.5%)	15 (2.8%)	7 (1.3%)	32 (5.9%)	3.87	3.86	0.98
3	INSTRUCTION IN YOUR MAJOR FIELD	128 (23.6%)	222 (41%)	97 (17.9%)	36 (6.6%)	9 (1.7%)	14 (2.6%)	36 (6.6%)	3.86	3.98	0.86
LU9	ADVISOR'S SETTING OF REALISTIC ACADEMIC GOALS	141 (26%)	159 (29.3%)	109 (20.1%)	30 (5.5%)	17 (3.1%)	12 (2.2%)	73 (13.5%)	3.83		
1	TESTING/GRADING SYSTEM	80 (14.8%)	275 (50.7%)	116 (21.4%)	26 (4.8%)	5 (0.9%)	9 (1.7%)	31 (5.7%)	3.79	3.81	0.77
4	OUT-OF-CLASS AVAILABILITY OF YOUR	119 (22%)	197 (36.3%)	133 (24.5%)	32 (5.9%)	11 (2%)	16 (3%)	34 (6.3%)	3.77	3.95	0.85
10	VALUE OF THE INFORMATION PROVIDED BY YOUR	142 (26.2%)	189 (34.9%)	106 (19.6%)	38 (7%)	25 (4.6%)	8 (1.5%)	34 (6.3%)	3.77	3.81	1.02
5	ATTITUDE OF THE FACULTY TOWARD STUDENTS	117 (21.6%)	207 (38.2%)	107 (19.7%)	51 (9.4%)	24 (4.4%)	3 (0.6%)	33 (6.1%)	3.68	4.04	0.88
11	PREPARATION YOU ARE RECEIVING FOR YOUR	113 (20.8%)	194 (35.8%)	122 (22.5%)	46 (8.5%)	28 (5.2%)	6 (1.1%)	33 (6.1%)	3.63	3.79	0.94
8	FLEXIBILITY TO DESIGN YOUR OWN PROGRAM	75 (13.8%)	174 (32.1%)	155 (28.6%)	34 (6.3%)	18 (3.3%)	49 (9%)	37 (6.8%)	3.56	3.59	0.99
6	VARIETY OF COURSES OFFERED BY THIS COLLEGE	58 (10.7%)	190 (35.1%)	122 (22.5%)	98 (18.1%)	27 (5%)	14 (2.6%)	33 (6.1%)	3.31	3.62	1.01

APPENDIX C: ITEM RESPONSES (UNIVERSITY ENVIRONMENT) Continued

#	ITEM	VS	S	N	D	VD	N/A	BLANK	LU	NATIONAL	
									AVG	AVG	SD
ADMISSIONS											
12	GENERAL ADMISSIONS PROCEDURES	90 (16.6%)	202 (37.3%)	141 (26%)	46 (8.5%)	21 (3.9%)	11 (2%)	31 (5.7%)	3.59	3.77	0.85
15	COLLEGE CATALOG/ADMISSIONS PUBLICATIONS	73 (13.5%)	175 (32.3%)	160 (29.5%)	56 (10.3%)	21 (3.9%)	25 (4.6%)	32 (5.9%)	3.46	3.81	0.83
14	ACCURACY OF COLLEGE INFORMATION YOU	78 (14.4%)	170 (31.4%)	153 (28.2%)	65 (12%)	34 (6.3%)	10 (1.8%)	32 (5.9%)	3.39	3.73	0.94
13	AVAILABILITY OF FINANCIAL AID INFORMATION	74 (13.7%)	150 (27.7%)	133 (24.5%)	84 (15.5%)	62 (11.4%)	9 (1.7%)	30 (5.5%)	3.18	3.64	1.00
RULES AND REGULATIONS											
20	PURPOSES FOR WHICH STUDENT ACTIVITY FEES	45 (8.3%)	104 (19.2%)	173 (31.9%)	94 (17.3%)	66 (12.2%)	27 (5%)	33 (6.1%)	<u>3.93</u>	3.13	1.02
17	RULES GOVERNING STUDENT CONDUCT AT THIS	57 (10.5%)	190 (35.1%)	163 (30.1%)	42 (7.7%)	26 (4.8%)	30 (5.5%)	34 (6.3%)	3.44	3.48	0.94
19	ACADEMIC PROBATION AND SUSPENSION POLICIES	42 (7.7%)	158 (29.2%)	189 (34.9%)	30 (5.5%)	21 (3.9%)	68 (12.5%)	34 (6.3%)	3.39	3.45	0.87
21	PERSONAL SECURITY/SAFETY AT THIS CAMPUS	72 (13.3%)	174 (32.1%)	140 (25.8%)	63 (11.6%)	45 (8.3%)	16 (3%)	32 (5.9%)	3.33	3.72	0.98
18	RESIDENCE HALL RULES AND REGULATIONS	37 (6.8%)	132 (24.4%)	134 (24.7%)	43 (7.9%)	27 (5%)	132 (24.4%)	37 (6.8%)	3.29	3.24	1.04
16	STUDENT VOICE IN COLLEGE POLICIES	54 (10%)	133 (24.5%)	181 (33.4%)	52 (9.6%)	32 (5.9%)	57 (10.5%)	33 (6.1%)	3.28	3.30	0.96
FACILITIES											
25	STUDY AREAS	92 (17%)	206 (38%)	128 (23.6%)	49 (9%)	20 (3.7%)	14 (2.6%)	33 (6.1%)	3.61	3.77	0.90
22	CLASSROOM FACILITIES	86 (15.9%)	219 (40.4%)	123 (22.7%)	56 (10.3%)	21 (3.9%)	4 (0.7%)	33 (6.1%)	3.58	3.79	0.88
24	ATHLETIC FACILITIES	69 (12.7%)	131 (24.2%)	132 (24.4%)	37 (6.8%)	20 (3.7%)	117 (21.6%)	36 (6.6%)	3.49	3.63	1.00
LU10	AVAILABILITY OF REQUIRED TEXTBOOKS AND MATERIALS IN THE BOOKSTORE	80 (14.8%)	162 (29.9%)	132 (24.4%)	58 (10.7%)	27 (5%)	7 (1.3%)	76 (14%)	3.46		

APPENDIX C: ITEM RESPONSES (UNIVERSITY ENVORONMENT) Continued

#	ITEM	VS	S	N	D	VD	N/A	BLANK	LU		SD
									AVG	AVG	
23	LABORATORY FACILITIES	62 (11.4%)	166 (30.6%)	136 (25.1%)	60 (11.1%)	30 (5.5%)	54 (10%)	34 (6.3%)	3.37	3.70	0.91
28	AVAILABILITY OF STUDENT HOUSING	44 (8.1%)	128 (23.6%)	147 (27.1%)	26 (4.8%)	28 (5.2%)	136 (25.1%)	33 (6.1%)	3.36	3.42	1.01
29	GENERAL CONDITION OF BUILDINGS AND	70 (12.9%)	172 (31.7%)	151 (27.9%)	66 (12.2%)	39 (7.2%)	13 (2.4%)	31 (5.7%)	3.34	3.65	0.99
27	CAMPUS BOOKSTORE	51 (9.4%)	189 (34.9%)	113 (20.8%)	90 (16.6%)	44 (8.1%)	23 (4.2%)	32 (5.9%)	3.23	3.59	1.04
LU30	RESPONSE TIME FOR REPAIR IN UNIVERSITY PROVIDED HOUSING	34 (6.3%)	69 (12.7%)	109 (20.1%)	39 (7.2%)	44 (8.1%)	168 (31%)	78 (14.4%)	3.03		
LU29	COMFORT OF UNIVERSITY PROVIDED HOUSING	30 (5.5%)	70 (12.9%)	124 (22.9%)	34 (6.3%)	43 (7.9%)	165 (30.4%)	75 (13.8%)	3.03		
26	STUDENT UNION	38 (7%)	116 (21.4%)	116 (21.4%)	69 (12.7%)	79 (14.6%)	85 (15.7%)	39 (7.2%)	2.92	3.61	0.91
LU28	COST OF UNIVERSITY PROVIDED HOUSING	18 (3.3%)	44 (8.1%)	86 (15.9%)	76 (14%)	86 (15.9%)	159 (29.3%)	73 (13.5%)	2.41		
REGISTRATION											
32	ACADEMIC CALENDAR FOR THIS COLLEGE	70 (12.9%)	222 (41%)	155 (28.6%)	30 (5.5%)	21 (3.9%)	8 (1.5%)	36 (6.6%)	3.58	3.85	0.83
30	GENERAL REGISTRATION PROCEDURES	65 (12%)	191 (35.2%)	159 (29.3%)	59 (10.9%)	23 (4.2%)	12 (2.2%)	33 (6.1%)	3.43	3.67	0.90
33	BILLING AND FEE PAYMENT PROCEDURES	57 (10.5%)	170 (31.4%)	149 (27.5%)	74 (13.7%)	51 (9.4%)	6 (1.1%)	35 (6.5%)	3.22	3.53	0.97
31	AVAILABILITY OF THE COURSES YOU WANT	60 (11.1%)	169 (31.2%)	120 (22.1%)	79 (14.6%)	60 (11.1%)	21 (3.9%)	33 (6.1%)	3.18	3.21	1.14
LU6	HELPFULNESS OF BUSINESS OFFICE STAFF	67 (12.4%)	130 (24%)	124 (22.9%)	76 (14%)	61 (11.3%)	10 (1.8%)	74 (13.7%)	3.14		
LU7	TIMELINESS OF BILLING STATEMENTS	46 (8.5%)	123 (22.7%)	151 (27.9%)	65 (12%)	53 (9.8%)	28 (5.2%)	75 (13.8%)	3.10		

APPENDIX C: ITEM RESPONSES (UNIVERSITY ENVORONMENT) Continued

#	ITEM	VS	S	N	D	VD	N/A	BLANK	LU	NATIONAL	
									AVG	AVG	SD
GENERAL											
36	RACIAL HARMONY AT THIS COLLEGE	108 (19.9%)	213 (39.3%)	133 (24.5%)	18 (3.3%)	18 (3.3%)	20 (3.7%)	32 (5.9%)	3.77	3.76	0.88
42	THIS COLLEGE IN GENERAL	86 (15.9%)	215 (39.7%)	144 (26.6%)	39 (7.2%)	24 (4.4%)	3 (0.6%)	31 (5.7%)	3.59	3.93	0.89
38	OPPORTUNITIES FOR PERSONAL INVOLVEMENT	70 (12.9%)	180 (33.2%)	149 (27.5%)	35 (6.5%)	18 (3.3%)	57 (10.5%)	33 (6.1%)	3.55	3.78	0.84
41	CAMPUS MEDIA (STUDENT NEWSPAPER, CAMPUS)	67 (12.4%)	178 (32.8%)	157 (29%)	35 (6.5%)	16 (3%)	56 (10.3%)	33 (6.1%)	3.54	3.54	0.92
39	STUDENT GOVERNMENT	62 (11.4%)	149 (27.5%)	173 (31.9%)	31 (5.7%)	19 (3.5%)	75 (13.8%)	33 (6.1%)	3.47	3.48	0.85
34	CONCERN FOR YOU AS AN INDIVIDUAL	70 (12.9%)	186 (34.3%)	160 (29.5%)	56 (10.3%)	33 (6.1%)	7 (1.3%)	30 (5.5%)	3.4	3.58	0.97
40	RELIGIOUS ACTIVITIES AND PROGRAMS	62 (11.4%)	123 (22.7%)	178 (32.8%)	32 (5.9%)	24 (4.4%)	90 (16.6%)	33 (6.1%)	3.4	3.59	0.86
35	ATTITUDE OF COLLEGE NONTEACHING STAFF	58(10.7%)	193 (35.6%)	159 (29.3%)	46 (8.5%)	42 (7.7%)	12 (2.2%)	32 (5.9%)	3.36	3.69	0.93
37	OPPORTUNITIES FOR STUDENT EMPLOYMENT	55 (10.1%)	121 (22.3%)	156 (28.8%)	54 (10%)	33 (6.1%)	89 (16.4%)	34 (6.3%)	3.26	3.50	0.95