Langston University
Student Satisfaction Survey
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Student Satisfaction Survey

During the fall of 2013 a survey was administered to all current Langston University Students. The survey was designed to measure students’ levels of satisfaction with the both the academic and operational experiences of the University.

Twenty-eight (28) questions were asked of all students and nine (9) additional questions related to housing issues were asked of students who attend school on the Langston Campus. Questions ranged from topics such as the knowledge and expertise of the faculty to the quality of campus life.

One hundred twenty eight students (n=128) completed the online survey. Responses to all questions possessed a confidence interval (i.e., a measure of reliability) of at least 95%.
Q1. Admission recruiters accurately portray the campus in their recruiting practices.

- Strongly agree: 20.31%
- Agree: 45.31%
- Neutral: 25%
- Disagree: 3.91%
- Strongly disagree: 6.47%

Q2. My academic advisor is approachable.

- Strongly agree: 51.56%
- Agree: 29.69%
- Neutral: 14.84%
- Disagree: 2.34%
- Strongly disagree: 1.56%
Q3. Support staff (for example, librarians, bookstore clerks, cafeteria workers) is helpful.

- Strongly agree: 36.72%
- Agree: 32.81%
- Neutral: 23.44%
- Disagree: 4.69%
- Strongly disagree: 2.34%

Q4. The financial aid staff is helpful and knowledgeable about financial aid procedures.

- Strongly agree: 11.72%
- Agree: 21.88%
- Neutral: 27.34%
- Disagree: 20.31%
- Strongly disagree: 18.75%
Q5. I have been able to register for classes I need with few conflicts.

- Strongly agree: 23.44%
- Agree: 38.28%
- Neutral: 24.22%
- Disagree: 8.59%
- Strongly disagree: 5.47%

Q6. Library resources and services are adequate.

- Strongly agree: 39.84%
- Agree: 42.19%
- Neutral: 12.5%
- Disagree: 3.91%
- Strongly disagree: 1.56%
Q7. The student handbook provides helpful information about Langston.

Q8. I generally know what is happening on campus (e.g., events, programs, activities, etc).
Q9. It is easy to get involved in campus organizations.

- **Strongly agree**: 21.88%
- **Agree**: 36.72%
- **Neutral**: 24.22%
- **Disagree**: 12.5%
- **Strongly disagree**: 4.89%

Q10. The athletic programs contribute to a strong sense of school spirit.

- **Strongly agree**: 23.44%
- **Agree**: 34.38%
- **Neutral**: 25%
- **Disagree**: 10.94%
- **Strongly disagree**: 6.25%
Q11. The campus is safe and secure.

strongly agree: 22.88%
agree: 46.88%
neutral: 21.88%
disagree: 3.91%
strongly disagree: 4.69%

Q12. The amount of student parking is adequate.

strongly agree: 14.04%
agree: 30.47%
neutral: 25%
disagree: 14.04%
strongly disagree: 14.04%
Q13. Computer labs are adequate and accessible.

Q14. On the whole, the campus is well-maintained (e.g., cleanliness of buildings and grounds, etc.).
Q15. I feel a sense of belonging at Langston.

- Strongly agree: 33.69%
- Agree: 35.16%
- Neutral: 18.75%
- Disagree: 7.91%
- Strongly disagree: 4.89%

Q16. I am proud to be a Lion!

- Strongly agree: 50.78%
- Agree: 25.78%
- Neutral: 16.41%
- Disagree: 3.12%
- Strongly disagree: 3.91%
Q17. Langston has a good reputation within the community.

- Strongly agree: 18.75%
- Agree: 31.25%
- Neutral: 28.12%
- Disagree: 14.06%
- Strongly disagree: 7.81%

Q18. Langston cares about students as individuals.

- Strongly agree: 27.34%
- Agree: 35.16%
- Neutral: 20.31%
- Disagree: 10.16%
- Strongly disagree: 7.03%
Q19. Tuition and fees are reasonable.

- Strongly agree: 10.16%
- Agree: 55.18%
- Neutral: 26.56%
- Disagree: 14.06%
- Strongly disagree: 14.06%

Q20. Faculty members are fair and unbiased in their treatment of individual students.

- Strongly agree: 17.19%
- Agree: 46.88%
- Neutral: 21.09%
- Disagree: 8.59%
- Strongly disagree: 6.25%
Q21. Faculty members provide timely feedback about student progress in class.

- Strongly agree: 41.41%
- Agree: 28.12%
- Neutral: 15.62%
- Disagree: 8.59%
- Strongly disagree: 6.25%

Q22. Faculty members are available after class and during office hours.

- Strongly agree: 53.12%
- Agree: 22.86%
- Neutral: 20.31%
- Disagree: 1.58%
- Strongly disagree: 2.34%
Q23. Faculty members are knowledgeable in their fields.

- Strongly agree: 22.60%
- Agree: 44.03%
- Neutral: 15.62%
- Disagree: 3.91%
- Strongly disagree: 2.34%

Q24. The quality of instruction in my classes is excellent.

- Strongly agree: 25.78%
- Agree: 35.94%
- Neutral: 22.06%
- Disagree: 8.59%
- Strongly disagree: 7.03%
Q25. If I had the opportunity to choose again, I would still choose to attend Langston.

- Strongly agree: 33.59%
- Agree: 24.22%
- Neutral: 26.66%
- Disagree: 7.81%
- Strongly disagree: 7.81%

Q26. I frequently check my Langston email.

- Strongly agree: 35.16%
- Agree: 20.31%
- Neutral: 7.81%
- Disagree: 3.12%
Q27. The Langston Police Department maintains a safe environment on campus.

- Strongly agree: 24.22%
- Agree: 35.18%
- Neutral: 28.12%
- Disagree: 3.91%
- Strongly disagree: 8.59%

Q28. Which campus do you attend?

- Langston Campus: 92.97%
- Tulsa Campus: 3.12%
- Okl Campus: 3.91%
Q29. Langston Campus Only - Residence hall policies and procedures are reasonable.

- Strongly agree: 19.60%
- Agree: 32.49%
- Neutral: 35.04%
- Disagree: 0.84%
- Strongly disagree: 5.98%

Q30. Langston Campus Only - Living conditions in the residence halls are comfortable.

- Strongly agree: 19.66%
- Agree: 38.46%
- Neutral: 23.93%
- Disagree: 8.55%
- Strongly disagree: 9.4%
Q31. Langston Campus Only - The variety of food available in the cafeteria is good.

- Strongly agree: 7.60%
- Agree: 12.82%
- Neutral: 29.06%
- Disagree: 17.09%
- Strongly disagree: 33.33%

Q32. Langston Campus Only - The cafeteria is clean and well maintained.

- Strongly agree: 9.4%
- Agree: 24.79%
- Neutral: 42.74%
- Disagree: 11.97%
- Strongly disagree: 11.11%
Q33. Langston Campus Only - There are sufficient number of weekend activities for students.

Q34. Langston Campus Only - A variety of intramural activities are offered.
Q35. Langston Campus Only - There are opportunities to explore my spirituality on campus.

Q36. Langston Campus Only - I am able to maintain and enhance my personal health and wellness on campus.
Q37. Langston Campus Only - I am aware of the co-curricular programs on campus (e.g., social events, performances).

- Strongly agree: 18.9%
- Agree: 38.46%
- Neutral: 23.93%
- Disagree: 14.53%
- Strongly disagree: 4.27%