

**Office of Analysis, Assessment & Accreditation**

**2009 Graduating Student Survey**

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**June 2009**

## 2009 GRADUATING STUDENT SURVEY

### EXECUTIVE SUMMARY

Each year, the Office of Analysis, Assessment, and Accreditation conducts a survey of graduating baccalaureate students to determine attitudes and perceptions regarding their experiences at Utah State University. The survey included questions on: advising, faculty, departmental experiences, general education, libraries/technology, campus climate, future plans, use and evaluation of other services and activities, overall USU experiences, and student demographics.

The survey was distributed as part of the graduation application packet. Students were asked to complete it as part of the requirements for graduation. The results reported here are based on responses by students who made application for graduation from May 2008 to May 2009. Only those students receiving bachelor's degrees were included in the data analysis. Usable surveys were obtained from 1532 students. It should be noted that revisions were made in this year's survey. Because surveys are distributed year round, a number of respondent's surveys do not appear in this data base because the students completed the old survey form.

Approximately 87% of the respondents were between the ages of 21 and 30. Fifty-two percent of the respondents were female, and 6.3% of the respondents were minority students. About 4% of the respondents were international students. Among the important findings of the survey are the following (Note: percentages for the following will not add up to 100% because neutral responses are not included):

#### Overall Perceptions of USU

- 90.9% of the respondents said they were satisfied with the education they received at USU; 2.7% were dissatisfied.
- 81.7% said if they had to make the decision again, they would still come to USU; 7% said they would not.
- 73.5% said that the tuition they paid at USU was a worthwhile investment; 6.7% indicated it was not a worthwhile investment.

#### General Education

- 45% said General Education was a useful part of their university experience, 23.7% indicated it was not.
- 23.2% of the respondents had difficulty scheduling general education courses; 51.2% did not have difficulty scheduling courses.
- 37.2% of the respondents said that general education courses were well taught; 23.4% said general education courses were not well taught.

#### Faculty/Department Experiences

- 82.9% of the respondents were satisfied with the quality of teaching in their department; 5.4% were dissatisfied.
- 87.7% were satisfied with their department; 3.1% were dissatisfied.
- 89.7% said faculty were usually available after class and during office hours; 1.9% indicated they were not available.

#### Libraries/Technology

- 76.5% of the respondents said USU libraries had the books, journals, and materials they needed; 3.4% said materials were not available.
- 68.1% of the respondents indicated library staff were available and helpful; 4.8% said they were not.
- 78.6% said their teachers used classroom technology effectively in the classroom; while 4.3% disagreed.

#### Campus Climate

- 95.8% of the respondents said they felt safe on the USU campus; 0.5% did not feel safe.
- 11.3% of the respondents said USU does not provide enough activities for students; 58.2% disagreed.
- 72.6% said faculty care about students; 5.2% said they did not care about students.

#### Future Plans

- 20% of the respondents planned to continue their educations, of those 71.1% will be seeking master's degrees.
- 55.1% will be employed.
- 8.1% will be employed and continuing school.
- 3% plan on staying at home with their children.

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## 2009 GRADUATING STUDENT SURVEY

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#### SURVEY OBJECTIVES

Utah State University's assessment program surveys three groups of students and former students on a regular basis – freshmen/sophomores, those applying for graduation, and alumni. The Graduating Student Survey allows evaluation of how student opinion may have changed during the undergraduate years. The freshman/sophomore survey captures the perspectives of students as they begin their university experience, and the alumni survey evaluates their opinions after they have been established in their careers. Similar sets of questions appear on the Graduating Student Survey and the Freshman/Sophomore Student Survey to facilitate basic comparisons of student's experiences over time.

This report focuses on the results of the 2009 Graduating Student Survey. The primary objectives were to assess the attitudes and opinions of graduating students with respect to:

- Advising
- Faculty/Department Experiences
- General Education/University Studies
- Libraries/Technology
- Campus Climate
- Future Plans
- Use and Evaluation of Other Services and Activities
- Overall USU Experiences

#### SURVEY ADMINISTRATION

**Development of the Survey Instrument** – The survey was revised this year. Questions were developed to expand the data base to include student's future plans. More information was needed regarding future employment, future educational goals, the relationship of the student's education to their employment, and the sector in which the employment would take place. The section of the survey on "Evaluation of Other Services and Activities" was also revised, as well as updating some demographic questions.

**Sample Selection and Survey Administration** – An attempt was made to survey all of the undergraduate, graduating population. Surveys were distributed as part of the graduation application packet. All students were instructed to fill out the survey and return it with their graduation application materials. Upon payment of the graduation fee, surveys were collected by the Cashier's Office.

**Data Analysis** – Surveys were scanned and only students receiving bachelor's degrees were included in the data analysis. A total of 1,899 surveys were returned. Because this year's survey was revised and surveys are distributed all year long, only 1,544 surveys were received on the newly revised form; 1,532 of these were usable. The 355 surveys returned on the old form are not part of the data analysis.

Tables in this report show cross-tabulations by college. The narrative, however, is based on the data from the "Total" columns, because variations by college were not usually apparent. Where isolated differences did stand out, they are mentioned.

## RESPONDENT CHARACTERISTICS (See Table 1)

In considering the college breakdowns shown below, it is important to note that 38 or 2.5% indicated "Other", and 13 respondents or 0.8% did not indicate a college. The numbers of respondents by college are as follows:

Agriculture	89
Business	231
Education/Human Services	425
Engineering	186
Humanities, Arts, & Social Sciences	404
Natural Resources	32
Science	114
Other	38
No Response	13

About 87% of the respondents were between the ages of 21 and 30. There were more women (52.1%) than men (47.9%), however 79% of the respondents in the College of Education/Human Services were female. This is typical for this college. Only 11.3% of the College of Engineering respondents were female, which is also typical. Forty-eight percent of the respondents were married. Twenty-one percent of the respondents had one or more children. Six percent of the respondents classified themselves as minorities.

Seventeen percent of the respondents came from Outside of Utah, but in the USA, while 18.7% came from Cache Valley and 60.4% came from Utah, but outside Cache Valley. Four percent of the respondents were international students.

Thirty-nine percent reported they had lived in student housing one or more semesters while attending USU. A plurality of respondents (32.2%) had been enrolled at USU for 7 or 8 semesters. About 84% of the respondents had taken the majority of their college classes on USU's Logan Campus. Thirty-seven percent of the respondents had interrupted their educations. The most frequent period of interruption reported was one to two years. The most important reason for the interruption was church service.

TABLE 1. RESPONDENT CHARACTERISTICS											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
<b>Gender</b>											
Male		48.3%	63.6%	20.8%	88.7%	40.2%	62.5%	71.9%	50.0%	47.9%	
Female		51.7%	36.4%	79.2%	11.3%	59.8%	37.5%	28.1%	50.0%	52.1%	
<b>International Students</b>											
		1.1%	7.8%	0.9%	8.2%	3.2%	9.7%	1.8%	2.7%	3.8%	
<b>Minority Students</b>											
		7.1%	7.6%	6.1%	6.0%	6.4%	3.4%	2.7%	14.0%	6.3%	
<b>Married</b>											
		49.4%	45.6%	48.2%	57.8%	44.4%	50.0%	49.1%	42.1%	48.0%	
<b>How many children do you have?</b>											
Zero		81.8%	81.4%	76.0%	79.9%	78.5%	78.1%	83.2%	75.7%	78.9%	
1		9.1%	8.0%	9.6%	8.7%	12.1%	9.4%	11.5%	10.8%	10.0%	
2		1.1%	5.8%	6.0%	8.7%	5.3%	6.3%	3.5%	8.1%	5.7%	
3		5.7%	2.2%	3.6%	1.6%	2.5%	3.1%	0.9%	2.7%	2.7%	
4 or more		2.3%	2.7%	4.8%	1.1%	1.5%	3.1%	0.9%	2.7%	2.6%	
<b>Age</b>											
18-20 years old		2.2%	4.3%	7.0%	2.2%	3.7%	0.0%	0.9%	0.0%	3.9%	
21-25 years old		62.8%	72.3%	64.2%	68.3%	69.3%	68.8%	71.0%	60.7%	67.7%	
26-30 years old		22.5%	16.0%	16.3%	25.7%	19.6%	25.0%	22.8%	26.4%	19.7%	
31-40 years old		5.5%	3.5%	7.7%	2.1%	4.0%	3.1%	1.8%	7.9%	5.1%	
41-50 years old		0.0%	3.4%	3.6%	0.5%	0.8%	3.1%	0.9%	5.2%	2.1%	
51+ years old		1.1%	0.0%	0.8%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	
<b>Permanent address before first starting at USU.</b>											
Cache Valley		15.7%	18.6%	17.3%	16.7%	20.4%	21.9%	15.9%	36.8%	18.7%	
Utah, outside Cache Valley		57.3%	62.3%	63.4%	61.8%	57.2%	50.0%	63.7%	50.0%	60.4%	
Outside Utah, but in USA		24.7%	10.8%	18.1%	12.4%	20.1%	18.8%	18.6%	10.5%	17.1%	
Outside the USA		2.2%	8.2%	1.2%	9.1%	2.2%	9.4%	1.8%	2.6%	3.8%	
<b>Where did you take the majority of your college classes?</b>											
USU's Logan Campus		82.8%	81.4%	73.0%	96.2%	89.8%	90.6%	90.3%	89.2%	84.3%	
Other USU locations (e.g. Moab)		4.6%	11.7%	15.1%	0.5%	3.0%	0.0%	1.8%	8.1%	7.5%	
Another Utah College/University		4.6%	4.3%	7.1%	2.7%	4.7%	9.4%	6.2%	2.7%	5.2%	
A College/University outside Utah		8.0%	2.6%	4.7%	0.5%	2.5%	0.0%	1.8%	0.0%	3.0%	
<b>Semesters enrolled at USU.</b>											
2 or less		0.0%	1.3%	1.4%	0.0%	1.0%	0.0%	0.9%	0.0%	0.9%	
3-4		14.8%	11.4%	16.0%	3.8%	10.8%	9.4%	7.1%	5.4%	11.3%	
5-6		21.6%	14.5%	21.7%	10.8%	19.1%	34.4%	10.6%	5.4%	17.6%	
7-8		30.7%	32.0%	31.6%	30.3%	34.2%	12.5%	37.2%	32.4%	32.2%	
9-10		23.9%	21.1%	16.0%	36.2%	16.6%	28.1%	26.5%	18.9%	21.0%	
11-12		5.7%	8.3%	6.8%	9.2%	10.3%	12.5%	8.8%	18.9%	8.8%	
More than 12		3.4%	11.4%	6.4%	9.7%	8.0%	3.1%	8.8%	18.9%	8.2%	
<b>Semesters lived in USU housing while attending USU.</b>											
zero		69.8%	58.9%	66.4%	54.3%	57.5%	74.2%	54.9%	65.8%	60.8%	
1-2		14.0%	26.4%	24.4%	24.2%	26.4%	6.5%	23.9%	13.2%	23.9%	
3-4		10.5%	8.7%	5.2%	9.7%	9.2%	19.4%	10.6%	10.5%	8.5%	
5 or more		5.8%	6.1%	4.0%	11.8%	7.0%	0.0%	10.6%	10.5%	6.8%	
<b>Other than summers, what was the longest interruption in your USU education?</b>											
No interruption		69.4%	59.7%	67.1%	56.8%	63.8%	71.0%	62.5%	44.7%	63.1%	
Less than year		4.7%	7.4%	12.5%	4.9%	9.7%	6.5%	2.7%	15.8%	8.8%	
1-2 years		23.5%	27.3%	16.8%	35.7%	21.2%	19.4%	30.4%	23.7%	23.5%	
3-4 years		2.4%	3.5%	1.4%	2.7%	3.5%	0.0%	2.7%	7.9%	2.7%	
5 or more years		0.0%	2.2%	2.1%	0.0%	1.7%	3.2%	1.8%	7.9%	1.8%	

			<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>
<b>What was the most important reason for the longest interruption?</b>											
<b>Finances</b>			2.4%	5.8%	3.6%	2.7%	4.3%	3.2%	2.7%	5.3%	3.9%
<b>Illness/stress</b>			0.0%	0.0%	1.0%	1.6%	3.0%	0.0%	1.8%	7.9%	1.6%
<b>Job</b>			2.4%	3.1%	1.9%	1.6%	2.0%	0.0%	0.0%	7.9%	2.1%
<b>Lack of interest in school</b>			1.2%	1.3%	1.7%	0.0%	3.0%	3.2%	0.9%	7.9%	1.9%
<b>Marriage</b>			3.6%	0.4%	1.7%	0.5%	1.3%	0.0%	2.7%	0.0%	1.3%
<b>Family responsibilities (childcare)</b>			1.2%	4.0%	5.3%	0.5%	3.5%	0.0%	0.0%	2.6%	3.2%
<b>Church service</b>			17.9%	25.1%	12.3%	34.2%	14.2%	19.4%	29.2%	13.2%	19.2%
<b>Attended another university</b>			2.4%	0.9%	1.0%	1.6%	1.8%	0.0%	0.9%	0.0%	1.3%
<b>Military Service</b>			1.2%	0.9%	0.2%	0.5%	1.5%	0.0%	0.0%	2.6%	0.8%
<b>Other</b>			1.2%	2.2%	5.6%	2.2%	4.3%	3.2%	1.8%	7.9%	3.8%
<b>No interruption</b>			66.7%	56.1%	65.7%	54.3%	61.0%	71.0%	60.2%	44.7%	60.8%
NOTE: Percentages are based on the number of students responding to each question.											



## **FINDINGS: SOURCES OF FINANCIAL AID (See Table 2)**

Students were asked to indicate the percent of their financial support for school (tuition, books, housing, food, etc.) that came from each of the following sources. The mean percent for each source follows:

- 20% Parents or other relative
- 3% Spouse
- 11% Personal Savings
- 14% Employment
- 21% Scholarship
- 14% Loans
- 13% Grants
- 2% Other

Forty-eight percent of respondent's total financial support came from public or donated funds in the form of scholarships, loans, or grants. Families (parents, relative, or spouse) were the most important source (22.9%) of funds.

Seventy-two percent of the respondents worked half-time or more while taking courses at USU. Only 9.8% of the respondents did not work at all.

<b>TABLE 2. SOURCES OF FINANCIAL AID</b>											
			<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>
<b>Parents or other relative</b>			13.9%	23.0%	20.5%	19.6%	20.3%	20.3%	11.6%	19.8%	19.6%
<b>Spouse</b>			3.8%	1.2%	4.5%	2.9%	3.3%	5.8%	3.4%	0.7%	3.3%
<b>Personal Savings</b>			17.1%	10.7%	12.6%	8.9%	9.6%	8.5%	7.4%	5.9%	10.7%
<b>Employment</b>			16.1%	16.6%	13.2%	15.7%	11.1%	13.6%	14.3%	9.2%	13.6%
<b>Scholarship</b>			19.2%	23.0%	22.1%	21.6%	16.5%	11.5%	29.8%	14.2%	20.7%
<b>Loans</b>			14.6%	11.5%	12.8%	14.5%	16.9%	19.6%	11.5%	20.2%	14.2%
<b>Grants</b>			10.5%	8.9%	12.0%	13.2%	14.6%	14.9%	17.3%	19.0%	12.9%
<b>Other</b>			1.9%	1.8%	2.8%	1.5%	2.0%	2.7%	0.9%	4.1%	2.1%
NOTE: Figures reported as means.											
<b>On average, how much do you work while taking courses at USU?</b>											
<b>Not at all</b>			9.4%	10.0%	10.9%	11.9%	8.2%	16.1%	6.1%	7.9%	9.8%
<b>One-fourth time</b>			14.1%	14.8%	17.6%	24.3%	19.2%	12.9%	25.4%	5.3%	18.4%
<b>One-half time</b>			36.5%	31.4%	35.6%	43.8%	33.9%	29.0%	35.1%	31.6%	35.3%
<b>Three-fourths time</b>			17.6%	16.2%	16.2%	9.2%	20.7%	29.0%	22.8%	18.4%	17.4%
<b>Full-time</b>			22.4%	27.5%	19.7%	10.8%	18.0%	12.9%	10.5%	36.8%	19.1%
NOTE: Percentages are based on the number of students responding to each question.											

### **FINDINGS: ADVISING (See Table 3)**

The survey included several questions about academic advising at USU. It should be noted that respondents could mark “Not Applicable” on items asking for ratings. Responses for respondents marking “Not Applicable” are not included in order to reflect ratings of only those who had some or all of these experiences at USU.

When students were asked about the most important sources of information used for their academic planning, 46.1% said their advisor was the most important source. Another 39.2% said the major requirement sheets were their most important source of information. Sixty-one percent of the respondents met with their advisor once a semester during the past school year. Nearly 7% had never met with their advisor during the past school year. The reasons for not meeting with advisors were: “Got the needed information elsewhere” (59%), and “Communicated with advisor by email or telephone” (35.0%), “Advisor was not helpful” (16.6%), “Advisor was not available” (8.3%), and “Did not know who my advisor was” (5.7%). Because the question on reasons for not meeting with advisors allowed students to mark as many answers as applied to them, a multivariate table is presented instead. Note that the total percentage exceeds 100% due to the fact that students were asked to mark all that applied.

Seventy percent of the respondents agreed or strongly agreed that their advisor gave them good advice, while 10.3% disagreed or strongly disagreed; the remainder of the respondents were neutral. When asked if their advisors cared about them as an individual, 59.7% agreed or strongly agreed, and 14.3% disagreed or strongly disagreed. More respondents from the colleges of Agriculture and Science strongly agreed that their advisor cared about them. Nineteen percent of the respondents said they had difficulty getting an appointment with an advisor. It should be noted that in the College of Agriculture, more respondents strongly disagreed with this statement.

Seventy percent of the respondents agreed or strongly agreed that they were satisfied with their advisor, while 11.9% disagreed or strongly disagreed. More respondents in the College of Agriculture strongly agreed that they were satisfied with their advisor. When asked if “Overall I am satisfied with the advising system at USU, 60% agreed or strongly agreed, while 16.4% disagreed or strongly disagreed.

When taken together, these questions on advising suggest that students are fairly satisfied with advising at USU, but the lack of overwhelming agreement as indicated by the neutral responses show that there is probably room for improvement. Previous surveys had similar results.

TABLE 3. ADVISING										
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>Most important source of information used for academic planning.</b>										
Advisor		53.5%	46.1%	57.0%	40.5%	34.8%	46.7%	43.4%	62.2%	46.1%
Catalog		2.3%	4.3%	2.6%	3.8%	6.2%	0.0%	8.0%	8.1%	4.4%
Other students		2.3%	3.9%	5.2%	8.1%	4.5%	6.7%	0.9%	0.0%	4.6%
Faculty, not advisor		8.1%	1.3%	0.9%	5.4%	4.2%	3.3%	2.7%	0.0%	3.0%
Major requirement sheets		30.2%	41.7%	31.9%	40.5%	46.8%	40.0%	41.6%	29.7%	39.2%
CAPP (Curriculum Advising Program)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other		3.5%	2.6%	2.4%	1.6%	3.5%	3.3%	3.5%	0.0%	2.7%
<b>Met with advisor how often in the past school year.</b>										
Once a week		3.5%	0.0%	1.2%	1.1%	1.0%	3.3%	2.6%	0.0%	1.2%
Once a month		26.7%	9.6%	12.4%	5.9%	9.0%	16.7%	17.5%	15.8%	11.7%
Once a semester		50.0%	61.6%	62.4%	63.4%	63.3%	66.7%	55.3%	57.9%	61.4%
Once		16.3%	25.3%	15.0%	20.4%	20.4%	10.0%	14.9%	23.7%	18.9%
Never		3.5%	3.5%	9.0%	9.1%	6.3%	3.3%	9.6%	2.6%	6.9%
<b>Reasons for not meeting with your advisor more often. (Multivariate)</b>										
Did not know who my advisor was		3.4%	5.0%	7.8%	0.0%	8.3%	0.0%	0.0%	6.7%	5.7%
Advisor was not helpful		13.8%	13.0%	15.1%	17.9%	21.0%	25.0%	14.6%	6.7%	16.6%
Advisor was not available		6.9%	9.0%	5.6%	8.3%	12.2%	0.0%	7.3%	0.0%	8.3%
Got needed information elsewhere		44.8%	64.0%	54.2%	64.3%	59.7%	75.0%	61.0%	60.0%	59.0%
Communicated with advisor by email		62.1%	35.0%	41.9%	22.6%	29.3%	37.5%	29.3%	53.3%	35.0%
<b>My USU advisors gave me good advice.</b>										
Strongly agree		46.5%	32.6%	34.1%	20.1%	27.2%	36.7%	41.1%	37.8%	31.7%
Agree		31.4%	39.6%	42.8%	37.5%	34.3%	46.7%	33.9%	48.6%	38.3%
Neutral		14.0%	19.6%	15.2%	27.7%	25.1%	10.0%	16.1%	8.1%	19.8%
Disagree		3.5%	7.0%	4.8%	11.4%	8.6%	6.7%	4.5%	2.7%	6.9%
Strongly disagree		4.7%	1.3%	3.1%	3.3%	4.8%	0.0%	4.5%	2.7%	3.4%
<b>My advisors cared about me as an individual.</b>										
Strongly agree		56.6%	24.2%	27.5%	16.8%	22.1%	36.7%	46.4%	32.4%	27.6%
Agree		22.9%	32.6%	34.8%	29.9%	34.1%	30.0%	25.0%	32.4%	32.1%
Neutral		14.5%	30.8%	25.1%	31.5%	26.4%	26.7%	17.9%	24.3%	26.0%
Disagree		3.6%	10.1%	7.3%	15.8%	11.8%	6.7%	3.6%	8.1%	9.5%
Strongly disagree		2.4%	2.2%	5.4%	6.0%	5.6%	0.0%	7.1%	2.7%	4.8%
<b>I often have difficulty getting an appointment with an advisor.</b>										
Strongly agree		8.3%	8.3%	2.6%	11.0%	6.9%	8.0%	7.5%	5.9%	6.6%
Agree		8.3%	13.4%	9.8%	17.6%	13.8%	16.0%	11.2%	8.8%	12.5%
Neutral		9.5%	20.8%	16.8%	23.1%	22.6%	28.0%	9.3%	32.4%	19.3%
Disagree		22.6%	33.3%	35.7%	36.3%	27.1%	16.0%	28.0%	26.5%	31.2%
Strongly disagree		51.2%	24.1%	35.1%	12.1%	29.5%	32.0%	43.9%	26.5%	30.3%
<b>I am satisfied with my advisor.</b>										
Strongly agree		55.8%	30.0%	34.5%	21.3%	28.4%	43.3%	44.2%	43.2%	32.9%
Agree		25.6%	41.4%	38.6%	35.0%	37.9%	43.3%	34.5%	37.8%	37.4%
Neutral		8.1%	19.4%	16.3%	26.8%	20.1%	6.7%	9.7%	13.5%	17.8%
Disagree		4.7%	7.5%	7.5%	12.6%	8.8%	3.3%	3.5%	2.7%	7.8%
Strongly disagree		5.8%	1.8%	3.2%	4.4%	4.9%	3.3%	8.0%	2.7%	4.1%
<b>Overall, I am satisfied with the advising system at USU.</b>										
Strongly agree		39.5%	20.6%	26.0%	15.3%	20.7%	23.3%	28.6%	23.7%	23.3%
Agree		26.7%	38.2%	38.1%	38.3%	34.9%	36.7%	38.4%	39.5%	36.7%
Neutral		14.0%	26.3%	23.3%	35.7%	34.8%	30.0%	17.9%	23.7%	23.6%
Disagree		11.6%	9.2%	8.3%	16.4%	11.9%	6.7%	8.9%	5.3%	10.5%
Strongly disagree		8.1%	5.7%	4.4%	4.4%	7.8%	3.3%	6.3%	7.9%	5.9%
NOTE: Percentages are based on the number of students responding to each question.										

## **FINDINGS: FACULTY/DEPARTMENT EXPERIENCES (See Table 4)**

Several questions in the survey were included to determine how students perceived their faculty and department interactions. Responses by students marking "Not Applicable" were removed. When responding to the statement "I am satisfied with the quality of teaching in my department", 82.9% agreed or strongly agreed. Five percent of the respondents disagreed or strongly disagreed. Note that more respondents in the College of Agriculture strongly agreed that they were satisfied with the quality of teaching in their department. When students were asked to rate how fairly they were treated by their department, 89.2% of the respondents agreed or strongly agreed they were treated fairly, and 2.4% disagreed or strongly disagreed. More respondents in the College of Agriculture strongly agreed they were treated fairly by their department.

When rating the availability of faculty after class and during office hours, 89.7% of the respondents agreed or strongly agreed they were available, while 1.9% disagreed or strongly disagreed. When asked if the requirements for their majors were clear and reasonable, 84.1% agreed or strongly agreed, and 6.3% disagreed or strongly disagreed.

Seventy-three percent of the respondents indicated there was at least one faculty member that they considered a friend. More respondents in the College of Agriculture strongly agreed with this statement. Nearly 11% of all respondents disagreed or strongly disagreed that they had a friendship with a faculty member. When responding to the statement, "Overall I am satisfied with my department, 87.7% agreed or strongly agreed, while 3.1% disagreed or strongly disagreed. More respondents in the College of Agriculture strongly agreed that they were satisfied with their department.

TABLE 4. FACULTY/DEPARTMENT EXPERIENCES											
			AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>I am satisfied with the quality of teaching in my department.</b>											
Strongly agree			57.0%	23.7%	37.3%	17.7%	43.0%	19.4%	24.6%	21.6%	33.7%
Agree			34.9%	54.8%	52.3%	57.5%	39.4%	54.8%	56.1%	48.6%	49.2%
Neutral			8.1%	13.6%	7.1%	17.7%	11.3%	22.6%	15.8%	13.5%	11.7%
Disagree			0.0%	4.4%	1.9%	4.8%	4.5%	3.2%	3.5%	8.1%	3.5%
Strongly disagree			0.0%	3.5%	1.4%	2.2%	1.8%	0.0%	0.0%	8.1%	1.9%
<b>I was treated fairly by my department.</b>											
Strongly agree			64.7%	32.8%	48.2%	25.3%	46.5%	43.3%	31.6%	35.1%	41.8%
Agree			34.1%	55.9%	43.2%	57.5%	41.2%	46.7%	59.6%	51.4%	47.4%
Neutral			1.2%	10.0%	6.9%	12.9%	9.1%	6.7%	7.0%	8.1%	8.4%
Disagree			0.0%	0.4%	1.4%	2.2%	1.5%	0.0%	0.9%	2.7%	1.3%
Strongly disagree			0.0%	0.9%	0.2%	2.2%	1.8%	3.3%	0.9%	2.7%	1.1%
<b>Faculty were usually available after class and during office hours.</b>											
Strongly agree			64.0%	35.4%	45.1%	32.8%	49.5%	40.0%	37.7%	29.7%	43.3%
Agree			32.6%	51.3%	46.8%	53.8%	39.5%	46.7%	55.3%	51.4%	46.4%
Neutral			3.5%	11.5%	7.3%	10.8%	8.2%	10.0%	7.0%	8.1%	8.5%
Disagree			0.0%	1.8%	0.5%	1.6%	2.1%	3.3%	0.0%	8.1%	1.4%
Strongly disagree			0.0%	0.0%	0.2%	1.1%	0.8%	0.0%	0.0%	2.7%	0.5%
<b>Requirements for my major were clear and reasonable.</b>											
Strongly agree			48.8%	37.1%	41.4%	24.2%	44.6%	26.7%	36.0%	24.3%	38.7%
Agree			34.9%	49.8%	46.4%	55.9%	37.2%	40.0%	49.1%	56.8%	45.4%
Neutral			8.1%	9.6%	8.6%	10.2%	10.6%	20.0%	6.1%	13.5%	9.6%
Disagree			5.8%	2.2%	3.3%	9.1%	5.6%	10.0%	5.3%	0.0%	4.8%
Strongly disagree			2.3%	1.3%	0.2%	0.5%	2.0%	3.3%	3.5%	5.4%	1.5%
<b>There is at least one faculty member that I consider a friend.</b>											
Strongly agree			67.4%	31.0%	41.8%	40.3%	45.6%	30.0%	47.8%	22.9%	42.2%
Agree			23.3%	36.3%	30.3%	34.4%	26.4%	40.0%	31.0%	48.6%	31.0%
Neutral			4.7%	17.7%	19.8%	16.7%	15.0%	20.0%	11.5%	14.3%	16.2%
Disagree			3.5%	8.8%	6.8%	5.4%	9.3%	0.0%	6.2%	5.7%	7.2%
Strongly disagree			1.2%	6.2%	1.2%	3.2%	3.6%	10.0%	3.5%	8.6%	3.4%
<b>Overall, I am satisfied with my department.</b>											
Strongly agree			62.8%	31.1%	48.7%	29.0%	46.3%	43.3%	36.0%	27.0%	42.1%
Agree			31.4%	55.3%	43.7%	55.4%	37.0%	46.7%	57.0%	45.9%	45.6%
Neutral			5.8%	9.2%	6.2%	10.2%	12.4%	10.0%	6.1%	21.6%	9.2%
Disagree			0.0%	3.5%	1.2%	5.4%	2.8%	0.0%	0.0%	0.0%	2.3%
Strongly disagree			0.0%	0.9%	0.2%	0.0%	1.5%	0.0%	0.9%	5.4%	0.8%
NOTE: Percentages are based on the number of students responding to each question.											

## **FINDINGS: GENERAL EDUCATION/UNIVERSITY STUDIES (See Table 5)**

General education courses are designed to enhance students' skills in communication, mathematics, and computer literacy; they are also designed to give them the needed background in the humanities and in the social, life, and physical sciences. With this in mind students were asked to respond to the statement, "General Education was a useful part of my university experience." Forty-five percent of the respondents agreed or strongly agreed, while 23.7% disagreed or strongly disagreed. Only 37.2% of the respondents agreed or strongly agreed that General Education courses were well taught, and 23.4% disagreed or strongly disagreed.

When asked if students had difficulty scheduling General Education courses, 23.2% agreed or strongly agreed, while 51.2% disagreed or strongly disagreed. Students were also asked if "General education requirements were confusing", 28.1% of the respondents agreed or strongly agreed, while 45.3% disagreed or strongly disagreed.

Students were asked to evaluate their writing and computer skills; 72.7% said they were a good writer, and 82.7% said they had good computer skills. Approximately 78% of the respondents said they had the skills they needed in mathematics. It should be noted that more respondents in the College of Engineering than respondents in other colleges strongly agreed they had the needed mathematics skills.

**TABLE 5. GENERAL EDUCATION/UNIVERSITY STUDIES**

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
<b>I had difficulty scheduling general education courses.</b>										
Strongly agree	7.8%	4.9%	3.7%	4.5%	7.3%	7.4%	3.8%	5.6%	5.3%	
Agree	28.6%	20.1%	13.5%	18.2%	18.9%	18.5%	16.0%	19.4%	17.9%	
Neutral	26.0%	22.5%	24.1%	23.9%	26.8%	25.9%	30.2%	38.9%	25.6%	
Disagree	20.8%	33.3%	35.2%	35.8%	27.9%	22.2%	34.0%	25.0%	31.6%	
Strongly disagree	16.9%	19.1%	23.5%	17.6%	19.2%	25.9%	16.0%	11.1%	19.6%	
<b>General Education requirements were confusing.</b>										
Strongly agree	13.0%	6.8%	5.5%	6.8%	8.5%	7.4%	6.7%	8.1%	7.3%	
Agree	23.4%	21.5%	16.4%	23.9%	21.8%	14.8%	23.8%	24.3%	20.8%	
Neutral	31.2%	25.4%	28.5%	27.3%	25.9%	33.3%	17.1%	29.7%	26.6%	
Disagree	20.8%	29.3%	32.0%	30.7%	27.5%	22.2%	36.2%	21.6%	29.4%	
Strongly disagree	11.7%	17.1%	17.6%	11.4%	16.3%	22.2%	16.2%	16.2%	15.9%	
<b>General Education courses were well taught.</b>										
Strongly agree	5.4%	5.3%	4.9%	6.2%	5.2%	7.4%	5.8%	11.1%	5.5%	
Agree	24.3%	28.5%	36.7%	28.8%	33.5%	22.2%	27.9%	30.6%	31.7%	
Neutral	32.4%	40.1%	41.5%	34.5%	38.2%	48.1%	44.2%	41.7%	39.3%	
Disagree	23.0%	18.4%	11.7%	23.2%	15.1%	18.5%	15.4%	8.3%	16.1%	
Strongly disagree	14.9%	7.7%	5.2%	7.3%	8.0%	3.7%	6.7%	8.3%	7.3%	
<b>I am a good writer.</b>										
Strongly agree	17.6%	18.2%	24.9%	15.8%	29.2%	33.3%	17.9%	15.8%	22.9%	
Agree	47.1%	51.6%	52.3%	50.8%	44.9%	37.0%	56.3%	52.6%	49.8%	
Neutral	29.4%	22.2%	19.0%	22.4%	19.5%	22.2%	18.8%	26.3%	20.9%	
Disagree	3.5%	5.3%	2.7%	8.2%	5.6%	0.0%	4.5%	2.6%	4.7%	
Strongly disagree	2.4%	2.7%	1.0%	2.7%	0.8%	7.4%	2.7%	2.6%	1.8%	
<b>I have good computer skills.</b>										
Strongly agree	20.2%	31.1%	19.7%	51.9%	26.9%	24.1%	31.3%	10.5%	28.1%	
Agree	57.1%	57.3%	60.7%	43.7%	51.5%	51.7%	55.4%	50.0%	54.6%	
Neutral	21.4%	9.8%	17.9%	3.8%	16.9%	13.8%	10.7%	31.6%	14.6%	
Disagree	1.2%	1.8%	1.2%	0.5%	4.1%	6.9%	2.7%	7.9%	2.4%	
Strongly disagree	0.0%	0.0%	0.5%	0.0%	0.5%	3.4%	0.0%	0.0%	0.3%	
<b>I have the skills that I need in mathematics.</b>										
Strongly agree	20.0%	29.3%	21.6%	58.5%	14.8%	17.9%	47.3%	10.5%	27.1%	
Agree	58.8%	56.9%	55.5%	37.7%	47.4%	39.3%	42.9%	60.5%	50.4%	
Neutral	12.9%	11.1%	18.2%	2.7%	25.6%	17.9%	8.0%	26.3%	16.3%	
Disagree	5.9%	1.8%	3.7%	1.1%	8.0%	21.4%	1.8%	0.0%	4.4%	
Strongly disagree	2.4%	0.9%	1.0%	0.0%	4.1%	3.6%	0.0%	2.6%	1.8%	
<b>General Education was a useful part of my university experience.</b>										
Strongly agree	3.8%	8.1%	8.9%	8.3%	11.1%	18.5%	10.2%	13.5%	9.4%	
Agree	30.8%	37.4%	40.2%	33.3%	32.3%	33.3%	32.4%	43.2%	35.6%	
Neutral	37.2%	30.3%	33.2%	23.9%	33.2%	18.5%	31.5%	32.4%	31.3%	
Disagree	14.1%	12.8%	11.6%	17.8%	13.0%	11.1%	14.8%	5.4%	13.2%	
Strongly disagree	14.1%	11.4%	6.2%	16.7%	10.3%	18.5%	11.1%	5.4%	10.5%	
NOTE: Percentages are based on the number of students responding to each question.										



## **FINDINGS: LIBRARIES/TECHNOLOGY (See Table 6)**

The Libraries/Technology questions related to students' experiences with library materials, staff, online courses, and classroom technology.

When asked if USU libraries had the books, journals, and materials needed, 76.5% of the respondents agreed or strongly agreed. A little over 3% disagreed or strongly disagreed. Approximately 26% of the respondents indicated that they had difficulty locating materials in USU's libraries, while 42.7% did not. Sixty-eight percent of the respondents agreed or strongly agreed that USU library staff was available and helpful, 4.8% disagreed or strongly disagreed.

When asked if USU should offer more online courses, 38.7% of the respondents agreed or strongly agreed. Nine percent of the respondents disagreed or strongly disagreed there should be more online courses. Note that more respondents in the College of Natural Resources strongly disagreed with this statement. Almost 79% of the respondents said their teachers used technology effectively in the classroom, while 4.3% said they did not.

TABLE 6. LIBRARIES/TECHNOLOGY											
			AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>USU libraries had the books, journals, materials I needed.</b>											
Strongly agree			18.4%	26.6%	26.4%	18.3%	29.2%	26.7%	31.2%	21.6%	26.0%
Agree			63.2%	47.3%	51.2%	53.1%	49.0%	50.0%	48.6%	43.2%	50.5%
Neutral			15.8%	24.2%	20.7%	24.0%	17.7%	20.0%	12.8%	27.0%	20.1%
Disagree			2.6%	1.0%	1.6%	4.0%	3.5%	3.3%	7.3%	5.4%	3.0%
Strongly disagree			0.0%	1.0%	0.0%	0.6%	0.5%	0.0%	0.0%	2.7%	0.4%
<b>It is difficult to locate materials in USU's libraries.</b>											
Strongly agree			3.9%	7.1%	5.9%	2.9%	3.8%	6.7%	5.4%	13.2%	5.2%
Agree			35.5%	23.9%	21.1%	19.0%	16.2%	20.0%	27.9%	15.8%	21.1%
Neutral			25.0%	34.0%	33.0%	36.2%	30.5%	23.3%	19.8%	31.6%	31.1%
Disagree			25.0%	24.4%	28.2%	29.9%	31.9%	30.0%	29.7%	28.9%	28.9%
Strongly disagree			10.5%	10.7%	11.8%	12.1%	17.6%	20.0%	17.1%	10.5%	13.8%
<b>USU library staff were available and helpful.</b>											
Strongly agree			21.1%	20.6%	22.9%	13.6%	22.3%	20.0%	23.4%	5.4%	20.6%
Agree			50.7%	47.4%	46.7%	49.2%	45.7%	33.3%	53.2%	54.1%	47.5%
Neutral			25.4%	23.9%	27.8%	30.5%	28.5%	36.7%	20.7%	24.3%	27.1%
Disagree			2.8%	6.7%	2.3%	6.2%	3.5%	6.7%	2.7%	10.8%	4.2%
Strongly disagree			0.0%	1.4%	0.3%	0.6%	0.0%	3.3%	0.0%	5.4%	0.6%
<b>USU should offer more online courses.</b>											
Strongly agree			19.0%	16.2%	16.8%	9.5%	17.6%	10.7%	12.4%	19.4%	15.8%
Agree			34.2%	23.8%	23.5%	17.9%	22.2%	14.3%	21.9%	27.8%	22.9%
Neutral			40.5%	52.9%	52.8%	59.5%	51.5%	50.0%	51.4%	50.0%	52.3%
Disagree			3.8%	4.3%	3.7%	8.3%	5.1%	7.1%	6.7%	0.0%	5.0%
Strongly disagree			2.5%	2.9%	3.2%	4.8%	3.5%	17.9%	7.6%	2.8%	4.0%
<b>My teachers used technology effectively in the classroom.</b>											
Strongly agree			29.4%	18.4%	25.4%	19.1%	21.3%	16.7%	23.4%	10.5%	22.0%
Agree			54.1%	55.2%	55.9%	57.9%	56.4%	56.7%	59.5%	65.8%	56.6%
Neutral			9.4%	23.3%	15.8%	19.1%	15.6%	20.0%	15.3%	21.1%	17.1%
Disagree			7.1%	2.2%	2.5%	3.3%	5.6%	6.7%	1.8%	2.6%	3.7%
Strongly disagree			0.0%	0.9%	0.5%	0.5%	1.0%	0.0%	0.0%	0.0%	0.6%
NOTE: Percentages are based on the number of students responding to each question.											

## **FINDINGS: CAMPUS CLIMATE (See Table 7)**

These questions deal with student opinion regarding safety issues, tolerance of students and staff, diversity, and a sense of being cared about in their interactions at Utah State University.

An overwhelming majority of respondents (95.8%) felt safe on the USU campus. Seventy-seven percent of the respondents agreed or strongly agreed that professors at USU were tolerant of different points of view, while 6.3% disagreed or strongly disagreed. A majority of respondents (60.6%) felt that students' at USU were tolerant of different points of view, while 14% disagreed or strongly disagreed.

Fifty-eight percent of the respondents felt that USU provided enough activities for its student, while 11.3% did not think there were enough activities. A majority of respondents (63.7%) agreed or strongly agreed that they got to know students from other countries and of other races, 15.6% disagreed or strongly disagreed.

A majority of respondents (72.6%) agreed or strongly agreed that faculty at USU care about students, while 5.2% disagreed or strongly disagreed. About 65% of the respondents felt staff at USU care about students, while 7.7% disagreed or strongly disagreed.

Overall a majority of respondents saw USU as a safe, tolerant and caring place to be.

TABLE 7. CAMPUS CLIMATE											
			AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>I felt safe on the USU campus.</b>											
Strongly agree			57.7%	62.3%	50.9%	54.6%	55.7%	50.0%	55.3%	50.0%	55.1%
Agree			41.0%	34.1%	43.4%	42.2%	39.9%	50.0%	40.4%	47.4%	40.7%
Neutral			1.3%	3.6%	4.8%	3.2%	3.6%	0.0%	3.5%	2.6%	3.7%
Disagree			0.0%	0.0%	0.8%	0.0%	0.8%	0.0%	0.0%	0.0%	0.4%
Strongly disagree			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.1%
<b>Professors at USU are tolerant of different points of view.</b>											
Strongly agree			36.1%	24.0%	22.9%	19.7%	28.2%	26.7%	23.7%	18.4%	24.8%
Agree			53.0%	51.1%	57.1%	53.6%	46.0%	53.3%	55.3%	57.9%	52.4%
Neutral			6.0%	20.9%	14.2%	18.6%	17.6%	20.0%	16.7%	13.2%	16.5%
Disagree			3.6%	1.8%	5.2%	5.5%	6.2%	0.0%	3.5%	2.6%	4.6%
Strongly disagree			1.2%	2.2%	0.5%	2.7%	2.1%	0.0%	0.9%	7.9%	1.7%
<b>Students at USU are tolerant of different points of view.</b>											
Strongly agree			27.7%	14.8%	16.5%	14.8%	14.5%	13.3%	14.0%	21.1%	16.0%
Agree			43.4%	49.3%	49.9%	45.9%	38.2%	36.7%	39.5%	44.7%	44.6%
Neutral			13.3%	24.7%	24.6%	26.2%	28.2%	26.7%	30.7%	18.4%	25.5%
Disagree			12.0%	6.3%	5.6%	9.8%	12.7%	13.3%	10.5%	7.9%	9.1%
Strongly disagree			3.6%	4.9%	3.5%	3.3%	6.5%	10.0%	5.3%	7.9%	4.9%
<b>USU does not provide enough activities for its students.</b>											
Strongly agree			5.3%	0.9%	1.9%	2.8%	3.3%	10.0%	6.3%	0.0%	2.9%
Agree			5.3%	12.3%	4.7%	11.8%	7.6%	6.7%	10.7%	13.9%	8.4%
Neutral			27.6%	32.1%	28.1%	34.8%	34.1%	40.0%	18.8%	22.2%	30.5%
Disagree			35.5%	39.6%	40.6%	34.3%	35.0%	26.7%	45.5%	33.3%	37.7%
Strongly disagree			26.3%	15.1%	24.7%	16.3%	20.1%	16.7%	18.8%	30.6%	20.5%
<b>I got to know students from other countries and of other races.</b>											
Strongly agree			20.8%	22.5%	11.1%	27.2%	17.8%	26.7%	20.2%	19.4%	18.5%
Agree			35.1%	44.5%	40.2%	56.0%	45.6%	43.3%	48.2%	55.6%	45.2%
Neutral			24.7%	19.7%	23.3%	11.4%	22.5%	20.0%	21.1%	16.7%	20.7%
Disagree			16.9%	6.9%	19.3%	5.4%	10.6%	3.3%	7.0%	8.3%	11.5%
Strongly disagree			2.6%	6.4%	6.1%	0.0%	3.4%	6.7%	3.5%	0.0%	4.1%
<b>Faculty at USU care about students.</b>											
Strongly agree			27.4%	17.8%	20.0%	9.8%	22.2%	16.7%	15.0%	2.7%	18.5%
Agree			44.0%	52.9%	55.3%	57.1%	53.2%	53.3%	57.5%	54.1%	54.1%
Neutral			20.2%	24.4%	20.8%	26.6%	19.4%	26.7%	23.0%	32.4%	22.3%
Disagree			7.1%	4.0%	3.4%	4.9%	3.6%	0.0%	3.5%	2.7%	3.9%
Strongly disagree			1.2%	0.9%	0.5%	1.6%	1.6%	3.3%	0.9%	8.1%	1.3%
<b>Staff at USU care about students.</b>											
Strongly agree			24.1%	17.3%	18.4%	9.2%	17.4%	10.0%	10.7%	5.4%	16.0%
Agree			43.4%	47.1%	49.6%	50.5%	47.5%	43.3%	54.5%	43.2%	48.5%
Neutral			22.9%	26.2%	28.5%	34.2%	25.2%	33.3%	26.8%	35.1%	27.8%
Disagree			8.4%	6.7%	2.7%	4.9%	7.5%	10.0%	5.4%	10.8%	5.8%
Strongly disagree			1.2%	2.7%	0.7%	1.1%	2.3%	3.3%	2.7%	5.4%	1.9%
NOTE: Percentages are based on the number of students responding to each question.											

## **FINDINGS: FUTURE PLANS (See Table 8)**

This set of questions was included to get a better understanding of what USU graduates planned to do the year following their graduation. Although previous telephone employment surveys have been conducted a year or two after students graduated, it was only possible to survey a sample the graduates and the survey was very time consuming for departments. Asking the questions as part of the Graduating Student Survey allows the researchers to capture information from students applying for graduation and determine what their plans are for the year following graduation.

Students were asked, "After you graduate from USU, what are your plans for the next year? As the analysis of this questions progressed it became apparent that there was great overlap in respondent's answers to the questions in this section. That is, most respondents answered some of the other questions without regard to how they answered the first question (e.g. If a student marked employment on the first question he/she might also have given answers to question two which dealt with continuing their education in the next year). So a more finite analysis was done, and response categories were expanded for the first question of this section in accordance with answers received as shown in Table 8.

A little over 20% of the respondents planned to continue their educations only. Another 11.6% of the respondents planned to continue their educations and also work. Responses in these categories varied greatly among colleges. Fifty-five percent of the respondents planned only to work, and another 8.1% planned to work and continue their education. Three percent of the respondents planned to only stay at home with their children. One percent of the respondents planned to engage in volunteer service. Less than one percent of the respondents planned to engage in military service.

Students were asked, "If you are continuing your education during the next year will it be full-time or part-time?" 80.4% of the respondents continuing their education were going to attend school full-time. When asked what degrees they were seeking, 71.1% would be seeking master's degrees, and 14.7% would be getting professional degrees (e.g. medical, dental, law, etc.). Almost five percent were seeking a doctorate, and 2.4% were seeking a second bachelor's degree. When asked which college or university they had been admitted to, 100 respondents indicated an institution; 57 of those respondents were coming to Utah State University, 17 University of Utah, 3 NOVA Southeastern University, and 2 University of Phoenix. The remainder of the respondents were going elsewhere (one respondent per school listed).

Students were then asked, "If you have a job, will it be full-time or part-time?" Almost 78% of the respondents will be working full-time. Sixty percent of the respondents indicated that their job was related to their degree, and 26.6% said their job was somewhat related to their degree. When asked what sector they will be working in, 44.2% said business or industry, 27.5% said education, and 13.5% said they would be working in a government agency. When asked if their job was located in Utah, 74.3% indicated that it was. Forty-four percent of the respondents were currently looking for full-time work.

TABLE 8. FUTURE PLANS											
			AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>After you graduate what are your plans for the next year?</b>											
<b>Additional education only</b>											
<b>Additional education plus Employment</b>											
<b>Employment only</b>											
<b>Employment plus Additional Education</b>											
<b>Stay at home with children only</b>											
<b>Stay at home with children plus Additional Education plus work</b>											
<b>Stay at home with children plus work</b>											
<b>Volunteer service only</b>											
<b>Volunteer service plus Additional Education</b>											
<b>Military service only</b>											
<b>Military service plus Additional Education</b>											
<b>Other only</b>											
<b>If you are continuing your education during the next year, will it be:</b>											
<b>I will be attending school</b>											
<b>Full-time</b>											
<b>Part-time</b>											
<b>The degrees you are seeking</b>											
<b>Masters</b>											
<b>Doctorate</b>											
<b>Second Bachelors</b>											
<b>Professional (medical, law)</b>											
<b>Other, no degree</b>											
<b>If you have a job, will it be:</b>											
<b>I will be working</b>											
<b>Full-time</b>											
<b>Part-time</b>											
<b>Is your job related to your degree?</b>											
<b>Yes</b>											
<b>Somewhat</b>											
<b>No</b>											
<b>In what sector will you be working</b>											
<b>Government agency</b>											
<b>Education (public or private)</b>											
<b>Business or industry</b>											
<b>Other</b>											
<b>Is your job located in Utah?</b>											
<b>Yes</b>											
<b>No</b>											
<b>Are you currently looking for a full-time job?</b>											
<b>Yes</b>											
<b>No</b>											
NOTE: Percentages are based on the number of students responding to each question.											

## **FINDINGS: USE AND EVALUATION OF OTHER SERVICES & ACTIVITIES**

Students were asked: "During your time at USU, how often did you use or participate in each of the following and how satisfied were you with each?" Making a list of all services and activities provided to students is impossible. Those included in this survey are those that students would be most likely to have contact with, or services that are provided to particular segments of the USU population. This list of services has been modified from previous surveys. The results presented in this section are divided into the following categories: Experiential Learning Programs, Help with Classes, Technology, Placement Services, Academic Support Services, Psychological and Health Services, Non-Academic Support Services, and Activities. Many of the services were not frequently utilized so both the use of the service and evaluation of the services appear in the tables. In reporting the evaluation data, responses by those who did not use the service were omitted in order to reflect only the views of those respondents who had experience with the service. Satisfaction ratings mentioned in the narrative include those who responded satisfied or very satisfied.

### **Services: Experiential Learning Programs (See Table 9)**

Forty-nine percent of the respondents had one or more Practicum/Internship experiences, and an overwhelming majority (93.4%) were satisfied with their experience(s). Only 7.8% of the respondents had a Study Abroad experience, of which a majority (88.2%) were satisfied.

### **Services: Help with Classes (See Table 10)**

Seventy-one percent of the respondents used Supplemental Instruction one or more times, and 86.2% of those respondents were satisfied with this service. The Math/Stat Tutoring Center was used by 36.6% of the respondents, 83.1% of those that used it were satisfied. Over half of the respondents (53.8%) used the English Writing Lab and 82.5% were satisfied with the lab. Only 6.1% of the respondents used the Disability Resource Center and 82% of those who used this service were satisfied with it.

### **Services: Technology (See Table 11)**

Almost all of the respondents (93.8%) used the Computer Labs at some time or another, with a 97.8% satisfaction rating. The Computer Help Desk was used by 62.3% of the respondents, with satisfaction at 91.7%. Over half of the respondents (55.7%) had taken online courses with a satisfaction level of 86.5%. Nineteen percent of the respondents had taken other Independent Study Courses, and of those who had taken them, 84.9% were satisfied.

Ninety-seven percent of the respondents had used Online Registration, with a satisfaction rating of 89.5%. Almost 99% of the respondents used the USU Homepage and 95% of those that used it were satisfied with it.

### **Services: Placement Services (See Table 12)**

The Career Placement Office was used by only 19.8% of the respondents, with a satisfaction rating of 79%. The Student Employment Office was used by 34% of the respondents who gave it a satisfaction rating of 85.3%.

### **Services: Academic Support Services (See Table 13)**

The Registration Office was used by 95.2% of the respondents, 83.9% were satisfied with this service. The Cashier's Office was used by 75.9% of the respondents with a satisfaction level of 90.7%. The Financial Aid Office was used by 73.7% of the respondents with satisfaction at 87.1%. The Bookstore was used by 98.4% of the respondents with a satisfaction rating of 83.1%.

<b>TABLE 9. USE AND EVALUATION: EXPERIENTIAL LEARNING PROGRAMS</b>											
		<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>	
<b>Practicum/Internship</b>											
<b>Didn't Use</b>		41.9%	61.0%	37.7%	51.1%	55.9%	71.9%	65.7%	55.6%	51.3%	
<b>Used 1 Time</b>		43.0%	31.4%	18.1%	33.7%	24.5%	6.3%	20.4%	36.1%	25.6%	
<b>Used 2-4 Times</b>		14.0%	5.4%	32.3%	14.7%	13.8%	21.9%	12.0%	5.6%	17.6%	
<b>Used 5-9 Times</b>		0.0%	0.9%	6.5%	0.0%	1.0%	0.0%	0.9%	0.0%	2.3%	
<b>Used 10+ Times</b>		1.2%	1.3%	5.5%	0.5%	4.8%	0.0%	0.9%	2.8%	3.3%	
<b>Very Satisfied</b>		44.0%	33.3%	48.4%	33.7%	47.3%	77.8%	48.6%	40.0%	44.3%	
<b>Satisfied</b>		52.0%	56.3%	47.5%	54.7%	45.6%	11.1%	45.7%	60.0%	49.1%	
<b>Dissatisfied</b>		4.0%	3.4%	1.6%	8.1%	5.9%	0.0%	5.7%	0.0%	4.0%	
<b>Very Dissatisfied</b>		0.0%	6.9%	2.5%	3.5%	1.2%	11.1%	0.0%	0.0%	2.6%	
<b>Study Abroad</b>											
<b>Didn't Use</b>		96.4%	92.8%	94.8%	97.8%	84.8%	87.5%	98.2%	87.5%	92.2%	
<b>Used 1 Time</b>		3.6%	7.2%	3.0%	1.6%	12.4%	6.3%	1.8%	12.5%	6.2%	
<b>Used 2-4 Times</b>		0.0%	0.0%	1.5%	0.5%	1.5%	6.3%	0.0%	0.0%	1.0%	
<b>Used 5-9 Times</b>		0.0%	0.0%	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.2%	
<b>Used 10+ Times</b>		0.0%	0.0%	0.5%	0.0%	0.8%	0.0%	0.0%	0.0%	0.3%	
<b>Very Satisfied</b>		16.7%	45.0%	61.3%	37.5%	64.6%	100.0%	40.0%	60.0%	57.6%	
<b>Satisfied</b>		66.7%	45.0%	29.0%	25.0%	26.2%	0.0%	20.0%	40.0%	30.6%	
<b>Dissatisfied</b>		0.0%	0.0%	6.5%	12.5%	6.2%	0.0%	20.0%	0.0%	5.6%	
<b>Very Dissatisfied</b>		16.7%	10.0%	3.2%	25.0%	3.1%	0.0%	20.0%	0.0%	6.3%	
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											



<b>TABLE 10. USE AND EVALUATION: HELP WITH CLASSES</b>											
		<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>	
<b>Supplemental Instruction</b>											
<b>Didn't Use</b>		23.0%	32.1%	34.2%	27.7%	27.7%	31.3%	20.5%	20.6%	29.3%	
<b>Used 1 Time</b>		6.9%	7.1%	8.4%	7.1%	8.9%	6.3%	8.0%	2.9%	7.9%	
<b>Used 2-4 Times</b>		20.7%	24.1%	20.2%	19.0%	24.1%	15.6%	20.5%	26.5%	21.8%	
<b>Used 5-9 Times</b>		16.1%	17.0%	13.8%	17.4%	16.8%	12.5%	17.0%	20.6%	16.0%	
<b>Used 10+ Times</b>		33.3%	19.6%	23.4%	28.8%	22.6%	34.4%	33.9%	29.4%	25.1%	
<b>Very Satisfied</b>		25.8%	22.1%	22.6%	15.5%	26.6%	23.8%	26.8%	11.5%	23.0%	
<b>Satisfied</b>		56.1%	66.2%	66.4%	67.4%	60.2%	52.4%	56.1%	73.1%	63.2%	
<b>Dissatisfied</b>		16.7%	9.7%	8.7%	14.7%	9.1%	19.0%	12.2%	15.4%	10.9%	
<b>Very Dissatisfied</b>		1.5%	1.9%	2.3%	2.3%	4.0%	4.8%	4.9%	0.0%	2.9%	
<b>Math/Stat Tutoring Center</b>											
<b>Didn't Use</b>		60.9%	59.3%	73.1%	48.6%	73.9%	37.5%	38.7%	45.7%	63.4%	
<b>Used 1 Time</b>		8.0%	7.1%	7.2%	12.4%	7.9%	3.1%	12.6%	8.6%	8.4%	
<b>Used 2-4 Times</b>		8.0%	14.6%	8.1%	13.5%	8.1%	18.8%	10.8%	8.6%	10.2%	
<b>Used 5-9 Times</b>		6.9%	8.8%	5.7%	4.3%	4.1%	6.3%	9.9%	11.4%	6.1%	
<b>Used 10+ Times</b>		16.1%	10.2%	5.9%	21.1%	6.1%	34.4%	27.9%	25.7%	11.9%	
<b>Very Satisfied</b>		29.4%	33.0%	31.0%	25.8%	21.2%	47.4%	33.3%	11.1%	28.6%	
<b>Satisfied</b>		58.8%	57.1%	56.0%	52.7%	55.8%	31.6%	46.0%	77.8%	54.5%	
<b>Dissatisfied</b>		11.8%	8.8%	8.6%	15.1%	13.5%	10.5%	17.5%	11.1%	12.1%	
<b>Very Dissatisfied</b>		0.0%	1.1%	4.3%	6.5%	9.6%	10.5%	3.2%	0.0%	4.8%	
<b>English Writing Lab</b>											
<b>Didn't Use</b>		42.5%	47.6%	52.9%	44.3%	41.3%	53.1%	41.1%	45.7%	46.2%	
<b>Used 1 Time</b>		17.2%	15.6%	15.7%	18.4%	13.9%	0.0%	22.3%	14.3%	15.8%	
<b>Used 2-4 Times</b>		27.6%	29.3%	25.7%	28.6%	31.9%	28.1%	25.0%	28.6%	28.5%	
<b>Used 5-9 Times</b>		8.0%	7.1%	4.2%	6.5%	7.8%	9.4%	11.6%	8.6%	6.9%	
<b>Used 10+ Times</b>		4.6%	0.4%	1.5%	2.2%	5.1%	9.4%	0.0%	2.9%	2.6%	
<b>Very Satisfied</b>		23.5%	13.8%	19.8%	4.1%	19.2%	13.3%	11.7%	5.0%	15.8%	
<b>Satisfied</b>		64.7%	63.8%	67.4%	74.5%	66.5%	60.0%	61.7%	65.0%	66.7%	
<b>Dissatisfied</b>		9.8%	17.2%	9.1%	15.3%	9.8%	13.3%	20.0%	10.0%	12.3%	
<b>Very Dissatisfied</b>		2.0%	5.2%	3.7%	6.1%	4.5%	13.3%	6.7%	20.0%	5.2%	
<b>Disability Resource Center</b>											
<b>Didn't Use</b>		93.2%	96.9%	92.3%	95.6%	92.7%	93.5%	96.4%	91.4%	93.9%	
<b>Used 1 Time</b>		3.4%	1.8%	3.5%	1.1%	3.0%	0.0%	0.9%	2.9%	2.5%	
<b>Used 2-4 Times</b>		2.3%	0.4%	1.7%	0.5%	1.3%	0.0%	0.9%	0.0%	1.2%	
<b>Used 5-9 Times</b>		0.0%	0.9%	0.5%	0.5%	1.0%	0.0%	0.0%	2.9%	0.7%	
<b>Used 10+ Times</b>		1.1%	0.0%	2.0%	2.2%	2.0%	6.5%	1.8%	2.9%	1.8%	
<b>Very Satisfied</b>		28.6%	25.0%	44.1%	33.3%	48.7%	100.0%	28.6%	50.0%	42.3%	
<b>Satisfied</b>		42.9%	62.5%	47.1%	25.0%	35.9%	0.0%	28.6%	50.0%	39.6%	
<b>Dissatisfied</b>		0.0%	12.5%	0.0%	25.0%	10.3%	0.0%	14.3%	0.0%	8.1%	
<b>Very Dissatisfied</b>		28.6%	0.0%	8.8%	16.7%	5.1%	0.0%	28.6%	0.0%	9.9%	
	NOTE: Percentages are based on the number of students responding to each question.										
	NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.										

**TABLE 11. USE AND EVALUATION: TECHNOLOGY**

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
<b>Computer Labs</b>										
Didn't Use	9.2%	5.8%	11.5%	1.1%	4.6%	0.0%	1.8%	2.9%	6.2%	
Used 1 Time	1.1%	0.9%	2.9%	0.0%	0.3%	3.2%	0.9%	2.9%	1.3%	
Used 2-4 Times	2.3%	4.4%	4.4%	1.1%	5.3%	0.0%	2.7%	2.9%	3.9%	
Used 5-9 Times	2.3%	5.3%	4.9%	2.2%	7.1%	3.2%	0.9%	5.9%	4.7%	
Used 10+ Times	85.1%	83.6%	76.3%	95.7%	82.7%	93.5%	93.7%	85.3%	83.9%	
Very Satisfied	62.3%	56.7%	58.0%	58.2%	51.0%	48.3%	62.3%	54.5%	56.2%	
Satisfied	36.4%	38.9%	41.1%	39.5%	46.5%	51.7%	35.8%	39.4%	41.5%	
Dissatisfied	0.0%	3.4%	0.0%	1.7%	1.4%	0.0%	0.9%	0.0%	1.2%	
Very Dissatisfied	1.3%	1.0%	0.9%	0.6%	1.1%	0.0%	0.9%	6.1%	1.0%	
<b>Computer Help Desk</b>										
Didn't Use	50.0%	39.4%	41.8%	35.1%	30.6%	51.6%	35.5%	35.3%	37.7%	
Used 1 Time	10.5%	22.6%	18.8%	15.7%	20.0%	12.9%	20.9%	20.6%	18.9%	
Used 2-4 Times	19.8%	23.0%	27.2%	30.3%	28.6%	19.4%	22.7%	26.5%	26.4%	
Used 5-9 Times	12.8%	7.5%	6.9%	9.2%	10.9%	3.2%	4.5%	8.8%	8.5%	
Used 10+ Times	7.0%	7.5%	5.2%	9.7%	9.9%	12.9%	16.4%	8.8%	8.6%	
Very Satisfied	41.5%	33.6%	32.3%	25.4%	37.5%	26.7%	38.2%	23.8%	33.7%	
Satisfied	53.7%	56.2%	61.3%	59.3%	55.3%	73.3%	55.9%	61.9%	58.0%	
Dissatisfied	4.9%	7.3%	5.1%	10.2%	4.9%	0.0%	4.4%	14.3%	6.1%	
Very Dissatisfied	0.0%	2.9%	1.3%	5.1%	2.3%	0.0%	1.5%	0.0%	2.2%	
<b>Online Courses</b>										
Didn't Use	37.2%	41.8%	30.4%	59.2%	48.1%	67.7%	62.7%	40.0%	44.3%	
Used 1 Time	22.1%	18.7%	19.3%	19.6%	18.3%	19.4%	21.8%	14.3%	19.2%	
Used 2-4 Times	31.4%	20.9%	21.5%	16.3%	20.6%	6.5%	12.7%	22.9%	20.2%	
Used 5-9 Times	3.5%	12.0%	12.6%	3.3%	5.9%	0.0%	0.9%	17.1%	8.0%	
Used 10+ Times	5.8%	6.7%	16.1%	1.6%	7.1%	6.5%	1.8%	5.7%	8.3%	
Very Satisfied	27.8%	23.5%	31.2%	20.0%	23.7%	27.3%	22.5%	33.3%	26.4%	
Satisfied	55.6%	59.8%	59.5%	68.0%	62.1%	54.5%	55.0%	47.6%	60.1%	
Dissatisfied	13.0%	10.6%	7.2%	6.7%	9.6%	9.1%	10.0%	4.8%	8.8%	
Very Dissatisfied	3.7%	6.1%	2.2%	5.3%	4.5%	9.1%	12.5%	14.3%	4.7%	
<b>Other Independent Study Courses</b>										
Didn't Use	91.8%	70.0%	80.9%	88.3%	78.9%	83.9%	87.2%	74.3%	80.6%	
Used 1 Time	3.5%	10.1%	9.9%	8.3%	14.0%	6.5%	10.1%	5.7%	10.3%	
Used 2-4 Times	2.4%	12.3%	5.2%	1.7%	3.6%	9.7%	1.8%	17.1%	5.4%	
Used 5-9 Times	1.2%	4.0%	2.5%	1.1%	2.3%	0.0%	0.9%	2.9%	2.3%	
Used 10+ Times	1.2%	3.5%	1.5%	0.6%	1.3%	0.0%	0.0%	0.0%	1.4%	
Very Satisfied	22.2%	27.1%	27.6%	19.2%	24.5%	28.6%	42.9%	27.3%	26.4%	
Satisfied	77.8%	58.6%	58.6%	53.8%	59.6%	42.9%	42.9%	72.7%	58.5%	
Dissatisfied	0.0%	7.1%	10.3%	19.2%	12.8%	28.6%	7.1%	0.0%	10.7%	
Very Dissatisfied	0.0%	7.1%	3.4%	7.7%	3.2%	0.0%	7.1%	0.0%	4.4%	
<b>Online Registration</b>										
Didn't Use	2.3%	1.3%	2.7%	2.2%	3.3%	0.0%	3.6%	2.9%	2.6%	
Used 1 Time	0.0%	1.3%	1.7%	0.0%	1.3%	0.0%	0.9%	2.9%	1.2%	
Used 2-4 Times	8.1%	11.0%	15.3%	3.8%	10.7%	9.7%	5.4%	20.0%	10.8%	
Used 5-9 Times	46.5%	37.9%	41.0%	37.0%	39.4%	35.5%	27.0%	34.3%	38.6%	
Used 10+ Times	43.0%	48.5%	39.3%	57.1%	45.3%	54.8%	63.1%	40.0%	46.9%	
Very Satisfied	44.6%	38.6%	34.5%	37.5%	37.9%	40.0%	39.0%	46.9%	37.8%	
Satisfied	47.0%	47.7%	55.3%	53.4%	51.6%	43.3%	51.4%	46.9%	51.7%	
Dissatisfied	4.8%	10.5%	7.8%	8.0%	7.1%	13.3%	8.6%	3.1%	8.0%	
Very Dissatisfied	3.6%	3.2%	2.3%	1.1%	3.3%	3.3%	1.0%	3.1%	2.6%	

			<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>
<b>USU Homepage</b>											
<b>Didn't Use</b>			1.2%	2.2%	1.2%	1.6%	1.3%	0.0%	0.0%	2.9%	1.4%
<b>Used 1 Time</b>			1.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
<b>Used 2-4 Times</b>			0.0%	2.7%	1.7%	2.7%	1.6%	3.3%	0.9%	0.0%	1.8%
<b>Used 5-9 Times</b>			3.5%	2.7%	4.7%	1.1%	3.4%	3.3%	3.6%	0.0%	3.3%
<b>Used 10+ Times</b>			94.1%	92.5%	91.6%	94.5%	93.8%	93.3%	95.5%	97.1%	93.3%
<b>Very Satisfied</b>			48.1%	39.4%	46.6%	36.2%	36.9%	40.0%	31.5%	36.4%	40.2%
<b>Satisfied</b>			49.4%	56.0%	49.7%	58.0%	55.7%	56.7%	65.7%	54.5%	54.8%
<b>Dissatisfied</b>			1.2%	2.8%	2.8%	4.6%	5.5%	3.3%	0.9%	9.1%	3.6%
<b>Very Dissatisfied</b>			1.2%	1.8%	0.8%	1.1%	1.9%	0.0%	1.9%	0.0%	1.4%
	NOTE: Percentages are based on the number of students responding to each question.										
	NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.										

<b>TABLE 12. USE AND EVALUATION: PLACEMENT SERVICES</b>											
		<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>	
<b>Career Placement Office</b>											
<b>Didn't Use</b>		80.5%	75.0%	87.5%	64.5%	83.5%	77.4%	80.9%	74.3%	80.2%	
<b>Used 1 Time</b>		13.8%	10.3%	7.2%	12.6%	9.6%	12.9%	7.3%	20.0%	9.8%	
<b>Used 2-4 Times</b>		5.7%	11.2%	4.5%	17.5%	5.3%	9.7%	10.0%	2.9%	7.9%	
<b>Used 5-9 Times</b>		0.0%	0.9%	0.0%	4.9%	1.5%	0.0%	1.8%	2.9%	1.4%	
<b>Used 10+ Times</b>		0.0%	2.7%	0.7%	0.5%	0.0%	0.0%	0.0%	0.0%	0.7%	
<b>Very Satisfied</b>		11.8%	11.5%	23.9%	9.1%	23.3%	0.0%	23.8%	0.0%	16.2%	
<b>Satisfied</b>		82.4%	67.3%	67.4%	74.2%	47.9%	16.7%	57.1%	60.0%	62.9%	
<b>Dissatisfied</b>		0.0%	15.4%	8.7%	15.2%	23.3%	50.0%	9.5%	30.0%	16.2%	
<b>Very Dissatisfied</b>		5.9%	5.8%	0.0%	1.5%	5.5%	33.3%	9.5%	10.0%	4.8%	
<b>Student Employment Office</b>											
<b>Didn't Use</b>		73.6%	70.7%	70.8%	62.5%	61.7%	48.4%	57.7%	71.4%	66.0%	
<b>Used 1 Time</b>		17.2%	10.2%	14.2%	13.6%	13.7%	16.1%	16.2%	14.3%	13.8%	
<b>Used 2-4 Times</b>		9.2%	14.2%	11.5%	17.4%	20.6%	25.8%	18.9%	11.4%	15.8%	
<b>Used 5-9 Times</b>		0.0%	1.8%	1.7%	4.9%	2.5%	6.5%	4.5%	2.9%	2.6%	
<b>Used 10+ Times</b>		0.0%	3.1%	1.7%	1.6%	1.5%	3.2%	2.7%	0.0%	1.8%	
<b>Very Satisfied</b>		11.5%	22.7%	12.8%	9.6%	19.0%	6.7%	25.6%	9.1%	16.3%	
<b>Satisfied</b>		57.7%	62.1%	76.1%	75.3%	68.4%	66.7%	60.5%	63.6%	69.0%	
<b>Dissatisfied</b>		15.4%	10.6%	5.1%	13.7%	10.8%	20.0%	9.3%	27.3%	10.6%	
<b>Very Dissatisfied</b>		15.4%	4.5%	6.0%	1.4%	1.9%	6.7%	4.7%	0.0%	4.1%	
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											



### **Services: Psychological and Health Services (See Table 14)**

Twenty-one percent of the respondents reported that they used the Counseling Center. The time span for the student's responses on this survey was "during your time at USU". Although it is possible for 21% of the respondents to have used the Counseling Center in their tenure at USU, it is not very probable. It should be noted that the Counseling Center keeps very good internal data on the use and satisfaction of their clientele. The Counseling Center sees about 4% to 4.5% of the students on campus in any given year. Over a five year period the Counseling Center has seen about 16.5% of the students on campus, and over a four year period that percentage drops to 13%. Although the office number (TSC 306) was added to the survey this year in hopes of eliminating any confusion about which service was being addressed, there still could be confusion with the term "counseling" referring to "academic advising" in the students' minds. As such the terminology used will be changed in the survey next year to see if this confusion can be avoided. On this survey, respondents reported a satisfaction level of 78.1%. Caution should be used in relying on this rating when there could still be confusion over which service respondents were actually referring to.

The Student Health and Wellness Center was used by 57% of the respondents with a satisfaction rating of 83.4%. The Student Health Insurance was used by only 6.8% of the respondents with satisfaction at 56.2%.

### **Services: Non-Academic Support Services (See Table 15)**

The Parking Services Office was used by 63.6% of the respondents. Of those who used the service, 66.5% were satisfied with it. It should be noted that students were asked to rate the office and not parking per se. This was done because available parking is always limited and the service of the office is what was intended for evaluation. The Shuttle Bus was used by 78.6% of the respondents, with a satisfaction level of 94.2%.

Food Services were evaluated by each of the four major eating areas. The Quad Side Café was used by 53.6% of the respondents with a satisfaction rating of 88.7%. The Aggie Marketplace was used by 52.5% of the respondents with satisfaction at 87.7%. The HUB was used by 74.2% of the respondents with a satisfaction rating of 88.7%. The Junction was used by 39.8% of the respondents with satisfaction at 74%.

The Statesman was read by 80.3% of the respondents. Eighty-seven percent of the respondents who read the Statesman were satisfied with the newspaper.

### **Services: Activities (See Table 16)**

STAB Events were used by 38.4% of the respondents with an 89.8% satisfaction rating. The Arts and Lectures Series were utilized by 42.7% of the respondents with a satisfaction level of 92.2%.

Twenty-one percent of the respondents participated in Club Sports. The satisfaction rating for Club Sports was 88.6%. Almost 30% of the respondents participated in Intramurals and 91.2% of those who participated were satisfied. The HPER was used by 70.5% of the respondents with satisfaction at 95.3%. The Fieldhouse was used by 76% of the respondents with a satisfaction level of 93.5%. Outdoor Recreation equipment rental was used by 28.1% of the respondents with a satisfaction rating of 94.9%.

<b>TABLE 14. USE AND EVALUATION: PSYCHOLOGICAL AND HEALTH SERVICES</b>											
		<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>	
<b>Counseling Center</b>											
<b>Didn't Use</b>		83.9%	73.8%	84.0%	85.9%	70.9%	90.3%	84.5%	71.4%	79.0%	
<b>Used 1 Time</b>		5.7%	8.0%	6.5%	5.9%	9.1%	6.5%	9.1%	0.0%	7.4%	
<b>Used 2-4 Times</b>		6.9%	11.6%	4.8%	3.2%	11.4%	3.2%	1.8%	8.6%	7.4%	
<b>Used 5-9 Times</b>		1.1%	4.0%	2.0%	2.7%	5.8%	0.0%	3.6%	2.9%	3.5%	
<b>Used 10+ Times</b>		2.3%	2.7%	2.8%	2.2%	2.8%	0.0%	0.9%	17.1%	2.8%	
<b>Very Satisfied</b>		35.7%	18.2%	29.7%	18.5%	17.4%	0.0%	31.3%	30.0%	21.9%	
<b>Satisfied</b>		50.0%	54.5%	54.7%	48.1%	59.5%	100.0%	56.3%	50.0%	56.1%	
<b>Dissatisfied</b>		7.1%	14.5%	7.8%	22.2%	16.5%	0.0%	0.0%	0.0%	12.9%	
<b>Very Dissatisfied</b>		7.1%	12.7%	7.8%	11.1%	6.6%	0.0%	12.5%	20.0%	9.0%	
<b>Student Health/Wellness Center</b>											
<b>Didn't Use</b>		43.5%	50.4%	48.1%	33.9%	38.9%	46.7%	40.2%	35.3%	43.0%	
<b>Used 1 Time</b>		14.1%	11.6%	16.9%	21.3%	14.2%	10.0%	16.8%	23.5%	15.8%	
<b>Used 2-4 Times</b>		24.7%	23.2%	17.6%	27.9%	27.5%	30.0%	29.0%	20.6%	24.0%	
<b>Used 5-9 Times</b>		12.9%	7.6%	7.8%	11.5%	9.3%	10.0%	7.5%	17.6%	9.2%	
<b>Used 10+ Times</b>		4.7%	7.1%	9.6%	5.5%	10.1%	3.3%	6.5%	2.9%	8.0%	
<b>Very Satisfied</b>		42.0%	28.7%	33.0%	24.6%	33.2%	18.8%	33.9%	20.8%	31.2%	
<b>Satisfied</b>		44.0%	58.3%	51.9%	56.6%	48.7%	62.5%	53.2%	45.8%	52.2%	
<b>Dissatisfied</b>		8.0%	8.7%	10.2%	15.6%	10.8%	12.5%	9.7%	20.8%	11.1%	
<b>Very Dissatisfied</b>		6.0%	4.3%	4.9%	3.3%	7.3%	6.3%	3.2%	12.5%	5.4%	
<b>Student Health Insurance</b>											
<b>Didn't Use</b>		97.6%	91.4%	95.9%	90.7%	91.7%	93.3%	94.4%	90.9%	93.2%	
<b>Used 1 Time</b>		1.2%	4.1%	1.0%	3.8%	3.1%	3.3%	5.6%	3.0%	2.9%	
<b>Used 2-4 Times</b>		1.2%	3.2%	1.8%	2.7%	2.3%	3.3%	0.0%	3.0%	2.2%	
<b>Used 5-9 Times</b>		0.0%	0.9%	0.3%	1.6%	1.0%	0.0%	0.0%	0.0%	0.7%	
<b>Used 10+ Times</b>		0.0%	0.5%	1.0%	1.1%	1.8%	0.0%	0.0%	3.0%	1.0%	
<b>Very Satisfied</b>		0.0%	21.7%	17.9%	11.5%	36.6%	0.0%	15.4%	0.0%	20.5%	
<b>Satisfied</b>		12.5%	47.8%	53.6%	42.3%	29.3%	0.0%	15.4%	0.0%	35.6%	
<b>Dissatisfied</b>		0.0%	17.4%	3.6%	23.1%	12.2%	33.3%	0.0%	50.0%	13.0%	
<b>Very Dissatisfied</b>		87.5%	13.0%	25.0%	23.1%	22.0%	66.7%	69.2%	50.0%	30.8%	
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											

TABLE 15. USE AND EVALUATION: NON-ACADEMIC SUPPORT SERVICES											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
<b>Parking Services Office</b>											
Didn't Use		41.2%	32.0%	44.6%	27.2%	34.2%	23.3%	41.1%	29.4%	36.4%	
Used 1 Time		7.1%	16.4%	13.6%	14.1%	11.9%	10.0%	17.8%	17.6%	13.6%	
Used 2-4 Times		34.1%	32.9%	24.4%	34.2%	31.9%	40.0%	24.3%	26.5%	29.9%	
Used 5-9 Times		7.1%	12.9%	11.3%	16.3%	10.1%	10.0%	7.5%	11.8%	11.3%	
Used 10+ Times		10.6%	5.8%	6.0%	8.2%	11.9%	16.7%	9.3%	14.7%	8.8%	
Very Satisfied		11.8%	10.5%	16.4%	6.3%	13.8%	13.0%	13.3%	8.3%	12.5%	
Satisfied		35.3%	49.3%	59.3%	60.6%	54.2%	47.8%	53.3%	45.8%	54.0%	
Dissatisfied		27.5%	23.0%	15.0%	16.5%	17.8%	30.4%	16.7%	25.0%	18.8%	
Very Dissatisfied		25.5%	17.1%	9.3%	16.5%	14.2%	8.7%	16.7%	20.8%	14.7%	
<b>Shuttle Bus</b>											
Didn't Use		11.9%	25.9%	29.6%	13.0%	17.7%	23.3%	17.9%	14.7%	21.4%	
Used 1 Time		1.2%	4.5%	4.3%	6.0%	3.6%	6.7%	2.8%	5.9%	4.1%	
Used 2-4 Times		6.0%	8.0%	8.3%	13.0%	10.6%	13.3%	8.5%	8.8%	9.5%	
Used 5-9 Times		7.1%	2.2%	5.5%	6.0%	5.5%	13.3%	4.7%	0.0%	5.1%	
Used 10+ Times		73.8%	59.4%	52.4%	62.0%	62.6%	43.3%	66.0%	70.6%	59.9%	
Very Satisfied		54.2%	32.9%	43.8%	33.5%	47.2%	40.9%	49.4%	44.8%	42.8%	
Satisfied		36.1%	60.5%	54.4%	60.0%	45.3%	50.0%	46.0%	48.3%	51.5%	
Dissatisfied		4.2%	5.4%	1.5%	5.8%	5.5%	9.1%	3.4%	0.0%	4.2%	
Very Dissatisfied		5.6%	1.2%	0.4%	0.6%	2.0%	0.0%	1.1%	6.9%	1.5%	
<b>Quad Side Café</b>											
Didn't Use		51.8%	46.9%	59.5%	41.5%	37.4%	26.7%	43.9%	31.4%	46.4%	
Used 1 Time		4.7%	5.8%	6.0%	6.6%	6.5%	3.3%	8.4%	2.9%	6.2%	
Used 2-4 Times		14.1%	12.1%	13.6%	14.8%	16.9%	16.7%	11.2%	25.7%	14.6%	
Used 5-9 Times		8.2%	11.2%	8.0%	12.0%	13.5%	16.7%	14.0%	8.6%	11.1%	
Used 10+ Times		21.2%	24.1%	12.8%	25.1%	25.7%	36.7%	22.4%	31.4%	21.7%	
Very Satisfied		31.1%	27.3%	29.6%	17.3%	32.8%	31.8%	23.3%	29.2%	28.2%	
Satisfied		53.3%	59.5%	59.7%	68.3%	57.0%	54.5%	70.0%	66.7%	60.5%	
Dissatisfied		8.9%	9.1%	10.1%	13.5%	6.8%	13.6%	3.3%	4.2%	8.7%	
Very Dissatisfied		6.7%	4.1%	0.6%	1.0%	3.4%	0.0%	3.3%	0.0%	2.6%	
<b>Aggie Marketplace</b>											
Didn't Use		51.8%	43.7%	60.2%	40.4%	41.6%	30.0%	43.0%	48.6%	47.5%	
Used 1 Time		14.1%	10.4%	9.5%	8.7%	9.1%	20.0%	11.2%	8.6%	10.0%	
Used 2-4 Times		22.4%	17.1%	14.5%	20.2%	19.7%	13.3%	13.1%	11.4%	17.3%	
Used 5-9 Times		2.4%	6.8%	8.8%	9.3%	9.6%	16.7%	7.5%	8.6%	8.4%	
Used 10+ Times		9.4%	22.1%	7.0%	21.3%	20.0%	20.0%	25.2%	22.9%	16.7%	
Very Satisfied		40.9%	28.6%	32.5%	14.7%	27.6%	9.5%	31.3%	11.8%	27.2%	
Satisfied		45.5%	56.3%	61.9%	68.8%	59.4%	61.9%	57.8%	88.2%	60.6%	
Dissatisfied		6.8%	12.7%	4.4%	13.8%	7.8%	9.5%	7.8%	0.0%	8.6%	
Very Dissatisfied		6.8%	2.4%	1.3%	2.8%	5.1%	19.0%	3.1%	0.0%	3.7%	
<b>HUB</b>											
Didn't Use		32.9%	28.1%	35.9%	20.7%	17.5%	23.3%	20.4%	14.3%	25.8%	
Used 1 Time		5.9%	5.8%	5.2%	4.3%	4.7%	0.0%	6.5%	0.0%	5.0%	
Used 2-4 Times		14.1%	16.5%	13.5%	16.8%	15.2%	13.3%	13.0%	11.4%	14.8%	
Used 5-9 Times		5.9%	10.3%	11.0%	12.0%	13.1%	13.3%	12.0%	17.1%	11.5%	
Used 10+ Times		41.2%	39.3%	34.4%	46.2%	49.5%	50.0%	48.1%	57.1%	42.9%	
Very Satisfied		36.2%	20.3%	30.4%	11.1%	26.3%	21.7%	26.5%	23.3%	24.7%	
Satisfied		46.6%	70.9%	63.2%	75.7%	60.7%	43.5%	63.9%	63.3%	64.0%	
Dissatisfied		10.3%	7.0%	4.7%	10.4%	9.4%	17.4%	8.4%	13.3%	8.3%	
Very Dissatisfied		6.9%	1.9%	1.6%	2.8%	3.6%	17.4%	1.2%	0.0%	2.9%	



	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>Junction</b>									
<b>Didn't Use</b>	64.7%	61.2%	72.0%	45.3%	56.2%	66.7%	55.6%	40.0%	60.2%
<b>Used 1 Time</b>	4.7%	6.3%	4.3%	7.7%	9.0%	10.0%	8.3%	5.7%	6.7%
<b>Used 2-4 Times</b>	8.2%	11.2%	8.6%	10.5%	7.4%	0.0%	10.2%	20.0%	9.1%
<b>Used 5-9 Times</b>	3.5%	3.6%	4.0%	8.3%	5.8%	3.3%	2.8%	2.9%	4.8%
<b>Used 10+ Times</b>	18.8%	17.9%	11.1%	28.2%	21.6%	20.0%	23.1%	31.4%	19.1%
<b>Very Satisfied</b>	27.3%	12.8%	19.3%	7.2%	19.2%	10.0%	17.0%	19.0%	16.4%
<b>Satisfied</b>	33.3%	65.1%	58.0%	62.9%	56.4%	50.0%	51.1%	66.7%	57.6%
<b>Dissatisfied</b>	24.2%	17.4%	14.3%	15.5%	16.3%	20.0%	23.4%	14.3%	16.9%
<b>Very Dissatisfied</b>	15.2%	4.7%	8.4%	14.4%	8.1%	20.0%	8.5%	0.0%	9.1%
<b>Statesman</b>									
<b>Didn't Use</b>	14.1%	20.5%	29.0%	12.0%	18.5%	20.0%	4.6%	20.0%	19.7%
<b>Used 1 Time</b>	2.4%	2.7%	2.5%	0.5%	3.6%	0.0%	0.0%	2.9%	2.3%
<b>Used 2-4 Times</b>	3.5%	4.9%	7.5%	2.2%	7.8%	3.3%	3.7%	8.6%	5.9%
<b>Used 5-9 Times</b>	9.4%	7.1%	8.5%	5.5%	7.8%	10.0%	7.4%	5.7%	7.7%
<b>Used 10+ Times</b>	70.6%	64.7%	52.5%	79.8%	62.2%	66.7%	84.3%	62.9%	64.4%
<b>Very Satisfied</b>	38.9%	23.7%	34.5%	22.2%	28.5%	16.0%	31.4%	16.7%	28.7%
<b>Satisfied</b>	51.4%	62.7%	58.3%	61.4%	57.7%	60.0%	51.0%	70.0%	58.5%
<b>Dissatisfied</b>	5.6%	9.6%	6.8%	13.3%	8.9%	20.0%	14.7%	10.0%	9.7%
<b>Very Dissatisfied</b>	4.2%	4.0%	0.4%	3.2%	4.9%	4.0%	2.9%	3.3%	3.1%
	NOTE: Percentages are based on the number of students responding to each question.								
	NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.								

TABLE 16. USE AND EVALUATION: ACTIVITIES											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
<b>STAB Events</b>											
Didn't Use		66.3%	61.3%	63.3%	60.4%	62.5%	66.7%	52.8%	51.4%	61.6%	
Used 1 Time		9.3%	7.7%	4.1%	7.1%	5.5%	3.3%	4.6%	0.0%	5.6%	
Used 2-4 Times		14.0%	12.2%	13.4%	12.6%	10.0%	13.3%	11.1%	28.6%	12.4%	
Used 5-9 Times		2.3%	7.7%	8.9%	10.4%	9.2%	6.7%	13.9%	8.6%	8.9%	
Used 10+ Times		8.1%	11.3%	10.4%	9.3%	12.9%	10.0%	17.6%	11.4%	11.5%	
Very Satisfied		22.6%	25.6%	29.2%	9.5%	36.1%	18.2%	32.7%	12.5%	27.1%	
Satisfied		61.3%	62.8%	66.0%	68.9%	59.7%	63.6%	51.9%	68.8%	62.7%	
Dissatisfied		9.7%	9.3%	2.8%	17.6%	3.5%	18.2%	9.6%	6.3%	7.3%	
Very Dissatisfied		6.5%	2.3%	2.1%	4.1%	0.7%	0.0%	5.8%	12.5%	2.9%	
<b>Arts and Lectures Series</b>											
Didn't Use		74.1%	60.5%	65.9%	60.6%	43.7%	56.7%	50.9%	51.4%	57.3%	
Used 1 Time		4.7%	7.2%	9.1%	8.3%	9.4%	10.0%	11.1%	11.4%	8.8%	
Used 2-4 Times		10.6%	16.1%	15.4%	15.0%	15.7%	13.3%	13.9%	22.9%	15.3%	
Used 5-9 Times		4.7%	7.6%	4.8%	7.8%	12.3%	13.3%	11.1%	11.4%	8.4%	
Used 10+ Times		5.9%	8.5%	4.8%	8.3%	18.8%	6.7%	13.0%	2.9%	10.2%	
Very Satisfied		20.8%	18.4%	18.5%	25.0%	41.5%	41.7%	30.2%	33.3%	29.1%	
Satisfied		70.8%	70.1%	75.6%	63.9%	52.7%	58.3%	58.5%	60.0%	63.1%	
Dissatisfied		8.3%	8.0%	4.4%	11.1%	4.3%	0.0%	11.3%	6.7%	6.4%	
Very Dissatisfied		0.0%	3.4%	1.5%	0.0%	1.4%	0.0%	0.0%	0.0%	1.3%	
<b>Club Sports</b>											
Didn't Use		82.4%	76.7%	82.5%	74.2%	81.6%	76.7%	74.8%	74.3%	79.4%	
Used 1 Time		2.4%	6.3%	5.0%	4.9%	4.2%	3.3%	3.7%	8.6%	4.8%	
Used 2-4 Times		1.2%	7.2%	3.8%	5.5%	3.7%	3.3%	7.5%	5.7%	4.6%	
Used 5-9 Times		7.1%	2.2%	2.8%	4.4%	3.4%	6.7%	3.7%	8.6%	3.6%	
Used 10+ Times		7.1%	7.6%	6.0%	11.0%	7.1%	10.0%	10.3%	2.9%	7.6%	
Very Satisfied		50.0%	47.4%	33.8%	27.1%	38.7%	50.0%	43.3%	18.2%	38.0%	
Satisfied		33.3%	43.9%	50.6%	60.4%	49.3%	37.5%	56.7%	72.7%	50.6%	
Dissatisfied		11.1%	5.3%	14.3%	12.5%	9.3%	0.0%	0.0%	9.1%	9.3%	
Very Dissatisfied		5.6%	3.5%	1.3%	0.0%	2.7%	12.5%	0.0%	0.0%	2.2%	
<b>Intramurals</b>											
Didn't Use		74.1%	62.9%	74.4%	63.7%	75.1%	86.7%	63.0%	60.0%	70.5%	
Used 1 Time		9.4%	8.9%	5.8%	9.3%	8.7%	0.0%	9.3%	20.0%	8.2%	
Used 2-4 Times		4.7%	11.2%	9.5%	9.9%	4.5%	6.7%	13.0%	8.6%	8.4%	
Used 5-9 Times		5.9%	8.0%	3.3%	8.8%	6.3%	0.0%	4.6%	2.9%	5.7%	
Used 10+ Times		5.9%	8.9%	7.0%	8.2%	5.5%	6.7%	10.2%	8.6%	7.3%	
Very Satisfied		28.0%	35.3%	40.2%	23.9%	36.4%	60.0%	46.3%	30.8%	35.7%	
Satisfied		60.0%	56.5%	55.1%	62.7%	49.5%	40.0%	51.2%	69.2%	55.4%	
Dissatisfied		12.0%	7.1%	3.7%	9.0%	10.1%	0.0%	2.4%	0.0%	6.8%	
Very Dissatisfied		0.0%	1.2%	0.9%	4.5%	4.0%	0.0%	0.0%	0.0%	2.0%	
<b>HPER</b>											
Didn't Use		41.2%	33.0%	34.8%	17.6%	28.2%	40.0%	17.6%	22.9%	29.5%	
Used 1 Time		2.4%	2.7%	4.3%	4.9%	5.0%	10.0%	5.6%	5.7%	4.4%	
Used 2-4 Times		8.2%	10.3%	10.8%	14.8%	12.5%	6.7%	13.0%	17.1%	11.8%	
Used 5-9 Times		5.9%	8.0%	7.5%	8.2%	7.0%	3.3%	7.4%	2.9%	7.3%	
Used 10+ Times		42.4%	46.0%	42.6%	54.4%	47.3%	40.0%	56.5%	51.4%	47.0%	
Very Satisfied		46.0%	37.5%	42.4%	34.0%	38.7%	22.2%	41.6%	42.3%	39.2%	
Satisfied		48.0%	56.6%	54.1%	62.7%	57.1%	66.7%	51.7%	50.0%	56.2%	
Dissatisfied		4.0%	4.6%	2.7%	2.7%	3.0%	11.1%	4.5%	3.8%	3.5%	
Very Dissatisfied		2.0%	1.3%	0.8%	0.7%	1.1%	0.0%	2.2%	3.8%	1.2%	

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
<b>Fieldhouse</b>									
Didn't Use	30.2%	29.1%	30.4%	11.0%	21.8%	33.3%	14.8%	14.3%	24.0%
Used 1 Time	1.2%	1.8%	3.5%	1.6%	5.4%	0.0%	0.9%	5.7%	3.2%
Used 2-4 Times	5.8%	7.2%	5.9%	13.7%	9.1%	13.3%	12.0%	20.0%	8.9%
Used 5-9 Times	7.0%	6.3%	4.0%	7.7%	8.3%	6.7%	11.1%	0.0%	6.6%
Used 10+ Times	55.8%	55.6%	56.2%	65.9%	55.4%	46.7%	61.1%	60.0%	57.4%
<b>Satisfaction</b>									
Very Satisfied	45.9%	36.1%	45.6%	35.6%	39.9%	40.0%	43.5%	30.0%	40.5%
Satisfied	47.5%	56.3%	50.4%	58.1%	52.0%	50.0%	51.1%	60.0%	53.0%
Dissatisfied	4.9%	5.7%	3.0%	5.6%	6.4%	10.0%	4.3%	6.7%	5.2%
Very Dissatisfied	1.6%	1.9%	1.1%	0.6%	1.7%	0.0%	1.1%	3.3%	1.4%
<b>Outdoor Recreation (Equipment Rental)</b>									
Didn't Use	78.8%	73.1%	77.9%	59.3%	74.3%	43.3%	55.6%	91.4%	71.9%
Used 1 Time	4.7%	11.2%	11.8%	12.6%	10.5%	20.0%	10.2%	2.9%	10.9%
Used 2-4 Times	7.1%	9.9%	5.3%	16.5%	8.6%	23.3%	19.4%	5.7%	9.8%
Used 5-9 Times	2.4%	2.2%	2.0%	3.8%	3.1%	6.7%	7.4%	0.0%	3.0%
Used 10+ Times	7.1%	3.6%	3.0%	7.7%	3.4%	6.7%	7.4%	0.0%	4.4%
<b>Satisfaction</b>									
Very Satisfied	55.0%	40.6%	43.0%	42.5%	43.4%	52.9%	44.9%	0.0%	43.4%
Satisfied	40.0%	51.6%	52.3%	52.1%	51.5%	47.1%	53.1%	75.0%	51.5%
Dissatisfied	0.0%	4.7%	2.3%	4.1%	3.0%	0.0%	2.0%	25.0%	3.2%
Very Dissatisfied	5.0%	3.1%	2.3%	1.4%	2.0%	0.0%	0.0%	0.0%	1.9%
NOTE: Percentages are based on the number of students responding to each question.									
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.									

## **FINDINGS: OVERALL USU EXPERIENCES (See Table 17)**

These survey questions were included to determine the general perceptions students had of USU. When students were asked if they were satisfied with the education they received at USU, 90.9% of the respondents agreed or strongly agreed that they were satisfied. Only 2.7% said they were dissatisfied or very dissatisfied; the remaining respondents marked neutral.

In evaluating whether tuition was a worthwhile investment of USU students, 73.5% of the respondents agreed or strongly agreed that it was. Seven percent of the respondents disagreed or strongly disagreed that tuition was a worthwhile investment.

Eighty-two percent of the respondents said that if they had to make the decision again they would still come to USU. Seven percent said they would not come again.

The students were asked what they would tell a graduating high school student about Utah State University. Four responses were available: (1) It's great, come here to school, (2) Mostly positive things, (3) Mostly negative things, and (4) It's not great, don't come here to school. Only 3.9% selected (3) or (4), while 96.1% said USU was great, or at least said mostly positive things about the university.

Responses to these questions imply general satisfaction with students' experiences at USU. It should be noted that those surveyed were the students who remained at the university and does not account for the views of students who did not return to USU. Previous research, however, suggest that non-returning students leave for personal, financial, or family reasons, not dissatisfaction with the university.

## **ADDITIONAL INFORMATION**

This report appears on USU's Facts and Figures website at <http://aaa.usu.edu/FactsFigures/surveys.asp>

<b>TABLE 17. OVERALL USU EXPERIENCES</b>											
			<b>AG</b>	<b>BUS</b>	<b>ED/HS</b>	<b>ENGR</b>	<b>HASS</b>	<b>NR</b>	<b>SCI</b>	<b>OTHER</b>	<b>TOTAL</b>
<b>I am satisfied with the education I received at USU.</b>											
<b>Strongly agree</b>			54.7%	37.9%	48.9%	29.3%	41.2%	30.0%	36.0%	26.3%	41.2%
<b>Agree</b>			34.9%	50.7%	47.2%	60.9%	47.6%	53.3%	55.3%	52.6%	49.7%
<b>Neutral</b>			5.8%	8.4%	2.4%	7.1%	7.6%	16.7%	7.9%	13.2%	6.5%
<b>Disagree</b>			3.5%	2.6%	1.4%	2.7%	2.5%	0.0%	0.9%	2.6%	2.2%
<b>Strongly disagree</b>			1.2%	0.4%	0.0%	0.0%	1.0%	0.0%	0.0%	5.3%	0.5%
<b>The tuition I paid at USU was a worthwhile investment.</b>											
<b>Strongly agree</b>			24.4%	28.9%	29.8%	29.5%	29.7%	23.3%	30.8%	18.4%	28.9%
<b>Agree</b>			41.9%	44.9%	47.8%	46.4%	41.4%	30.0%	46.7%	44.7%	44.6%
<b>Neutral</b>			22.1%	20.0%	17.6%	20.2%	19.7%	33.3%	18.7%	26.3%	19.7%
<b>Disagree</b>			8.1%	3.6%	3.4%	2.2%	7.4%	10.0%	1.9%	2.6%	4.6%
<b>Strongly disagree</b>			3.5%	2.7%	1.5%	1.6%	1.8%	3.3%	1.9%	7.9%	2.1%
<b>If I had to make the decision again, I would still come to USU.</b>											
<b>Strongly agree</b>			58.1%	37.4%	52.0%	34.6%	42.3%	23.3%	46.0%	23.7%	43.6%
<b>Agree</b>			30.2%	41.0%	37.6%	45.9%	34.4%	40.0%	38.1%	42.1%	38.1%
<b>Neutral</b>			5.8%	12.8%	7.8%	13.5%	12.8%	26.7%	8.8%	21.1%	11.3%
<b>Disagree</b>			2.3%	6.2%	1.2%	4.3%	7.7%	6.7%	7.1%	2.6%	4.7%
<b>Strongly disagree</b>			3.5%	2.6%	1.5%	1.6%	2.8%	3.3%	0.0%	10.5%	2.3%
<b>What would you tell a graduating high school student about Utah State University?</b>											
<b>It's great, come here to school</b>			59.8%	53.1%	65.7%	49.2%	52.1%	32.3%	55.4%	38.9%	55.6%
<b>Mostly positive things</b>			36.8%	41.7%	32.6%	47.5%	41.8%	61.3%	42.9%	55.6%	40.5%
<b>Mostly negative things</b>			1.1%	3.1%	1.7%	2.8%	4.3%	6.5%	0.9%	2.8%	2.8%
<b>It's not great, don't come here</b>			2.3%	2.2%	0.0%	0.6%	1.8%	0.0%	0.9%	2.8%	1.1%
NOTE: Percentages are based on the number of students responding to each question.											

**APPENDIX A**  
**GRADUATING STUDENT SURVEY**





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3. On average, how much did you work while taking courses at USU?

- Not at all
- One-fourth time
- One-half time
- Three-fourths time
- Full-time

4. How many semesters did you live in USU housing while attending USU?

- Zero
- 1-2
- 3-4
- 5 or more

5. Other than summers, what was the longest interruption in your USU education?

- No interruption
- Less than year
- 1-2 years
- 3-4 years
- 5 or more years

6. What was the most important reason for the longest interruption?

- Finances
- Illness/stress
- Job
- Lack of interest in school
- Marriage
- Family responsibilities (e.g., childcare)
- Church service
- Attended another university
- Military service
- Other
- No interruption

7. What degree are you receiving?

- Certificate
- Associate
- Bachelors

### SOURCES OF FINANCIAL AID

1. During the time you were at USU, about what percent of your financial support for school (tuition, books, housing, food, etc.) came from each of the following sources? (Carefully write in the percent for each source. The total should add to 100%.)

			% Parents or other relative
			% Spouse
			% Personal savings
			% Employment
			% Scholarship
			% Loans
			% Grants
			% Other
<hr style="width: 100%;"/>			
1	0	0	%

### ACADEMIC ADVISING

1. What was the most important source of information you used to plan your academic program?

- Advisor
- Catalog
- Other students
- Faculty, but not an advisor
- Major requirements sheets
- CAPP (Curriculum Advising Program Planning)
- Other



2. During the past school year, how often did you meet with your advisor?

- Once a week     Once
- Once a month     Never
- Once a semester

3. If you answered "Once" or "Never", why didn't you meet more often? (Mark all that apply.)

- Did not know who my advisor was.     Got the needed information from other sources.
- Advisor was not helpful.     Communicated with my advisor by email or telephone.
- Advisor was not available.

**QUALITY OF YOUR USU EXPERIENCE:**



**As you reflect back over your time at USU, to what extent do you agree or disagree with each of the following statements?**

**Advising**

- My USU advisors gave me good advice.
- My advisors cared about me as an individual.
- I often had difficulty getting an appointment with an advisor.
- I am satisfied with my advisor.
- Overall, I am satisfied with the advising system at USU.

**Major Department**

- I am satisfied with the quality of teaching in my department.
- I was treated fairly by my department.
- Faculty were usually available after class or during office hours.
- Requirements for my major were clear and reasonable.
- There is at least one faculty member that I consider a friend.
- Overall, I am satisfied with my department.

**General Education/University Studies**

- I had difficulty scheduling general education courses.
- General education requirements were confusing.
- General education courses were well-taught.
- I am a good writer.
- I have good computer skills.
- I have the skills that I need in mathematics.
- General education was a useful part of my university experience.

**Libraries/Technology**

- USU libraries had the books, journals, and materials I needed.
- It is difficult to locate materials in USU's libraries.
- USU library staff were available and helpful.
- USU should offer more online courses.
- My teachers used technology effectively in the classroom

**Campus Climate**

- I felt safe on the USU campus.
- Professors at USU are tolerant of different points of view.
- Students at USU are tolerant of different points of view.
- USU does not provide enough activities for its students.
- I got to know students from other countries or of other races.
- Faculty at USU care about students.
- Staff at USU care about students.

**USU Overall**

- I am satisfied with the education I received at USU.
- The tuition I paid at USU was a worthwhile investment.
- If I had to make the decision again, I would still come to USU.

**EVALUATION OF OTHER SERVICES AND ACTIVITIES:**

During your time at USU, how often did you use or participate in each of the following and how satisfied were you with each? (Fill in one circle on each side for each topic.)

How many times did you use this service...	...Evaluation of Service	How many times did you use this service...	...Evaluation of Service
0 1 2-4 5-9 10+	Very Satisfied Satisfied Dissatisfied Very Dissatisfied Didn't Use	0 1 2-4 5-9 10+	Very Satisfied Satisfied Dissatisfied Very Dissatisfied Didn't Use
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