UNIVERSITY OF SOUTH ALABAMA

General Student Satisfaction Survey:

Item Frequency Report

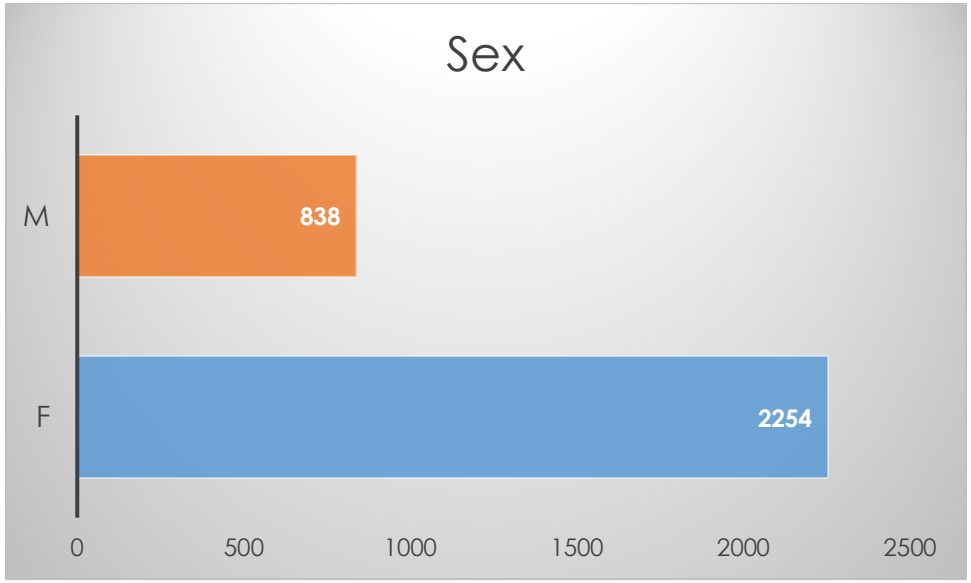
Spring 2020

Office of Institutional Effectiveness

Contents

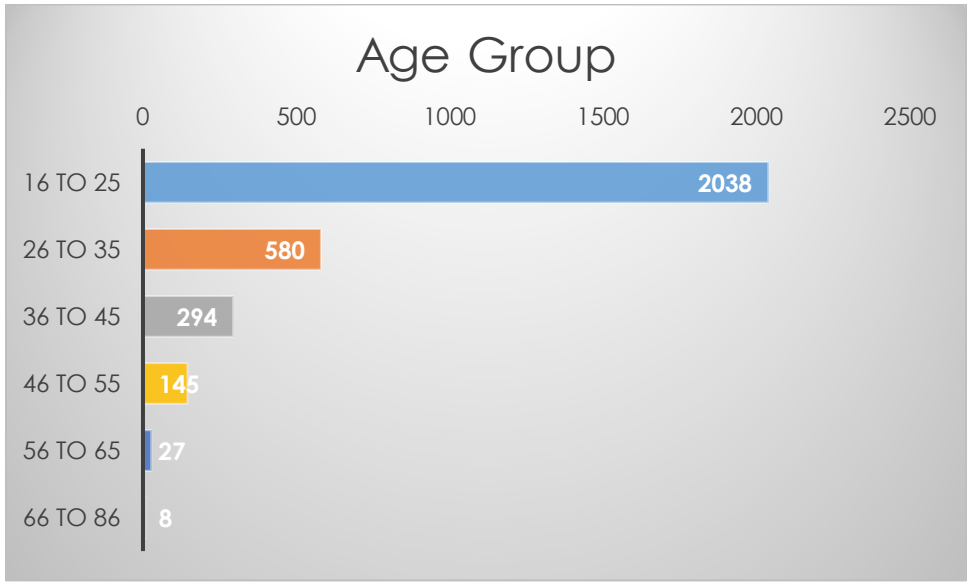
Demographics....3
Student Activity....6
Online Learning....9
College Experience....12
Academic Advising....17
Curricular or Co-Curricular Activities....19
Academic Goals....21
Overall Experience....22
Student Services and Support....23
- Campus Recreation....23
- Greek Affairs....32
- Office of Community Engagement....40
- Student Activities....49
- Student Center Services/Jag Card....57
- Student Disability Services....66
- Student Health....74
- University Programs/Jaguar Productions....83

Demographics



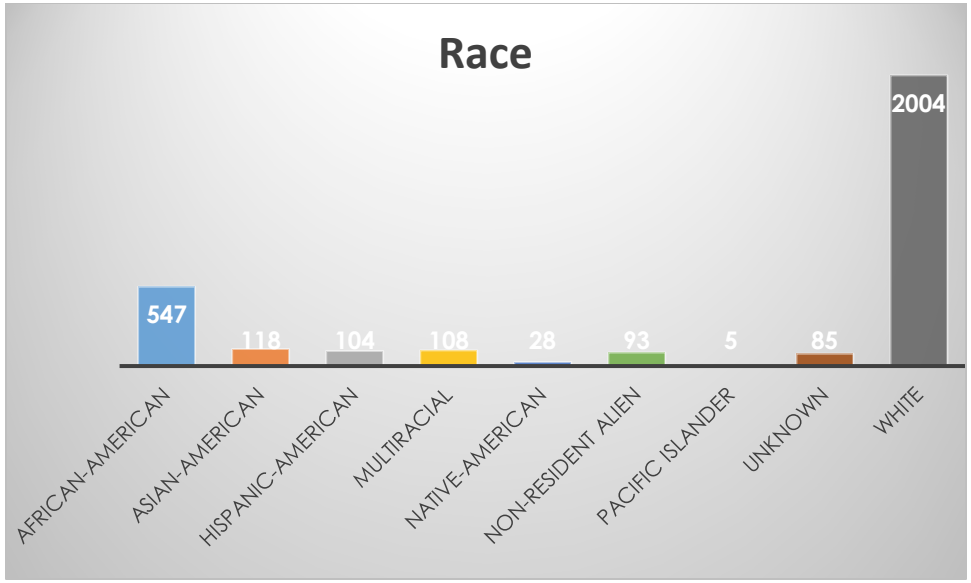
Sex

	Frequency	Percent
F	2254	72.9
M	838	27.1
Total	3092	100.0



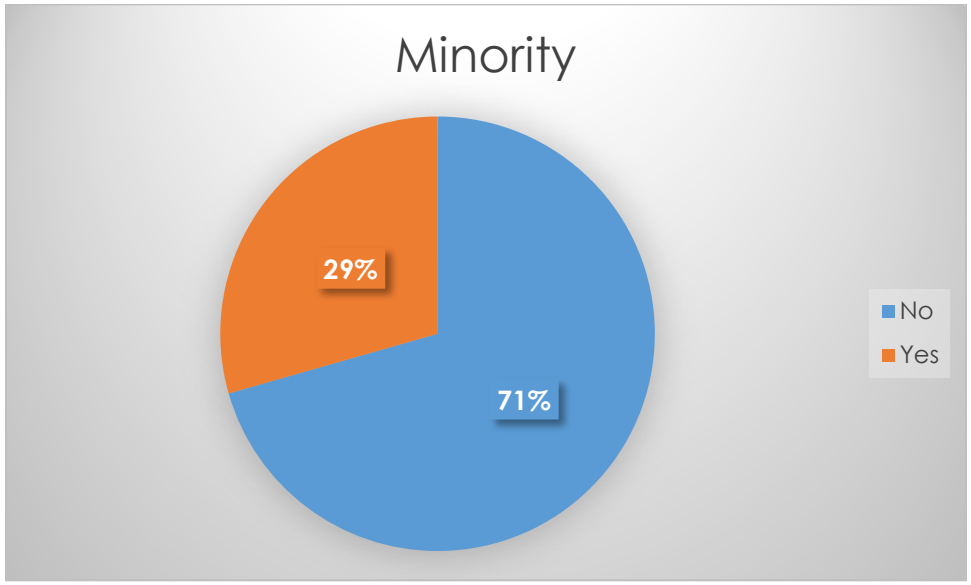
Age Group

	Frequency	Percent
16 to 25	2038	65.9
26 to 35	580	18.8
36 to 45	294	9.5
46 to 55	145	4.7
56 to 65	27	0.9
66 to 86	8	0.3
Total	3092	100.0



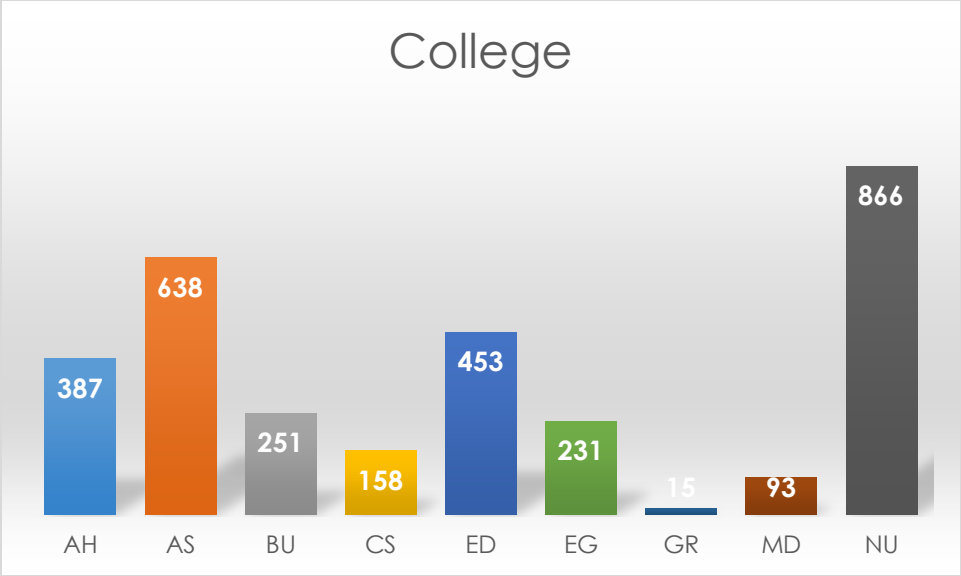
Race

	Frequency	Percent
African-American	547	17.7
Asian-American	118	3.8
Hispanic-American	104	3.4
Multiracial	108	3.5
Native-American	28	0.9
Non-Resident Alien	93	3.0
Pacific Islander	5	0.2
Unknown	85	2.7
White	2004	64.8
Total	3092	100.0



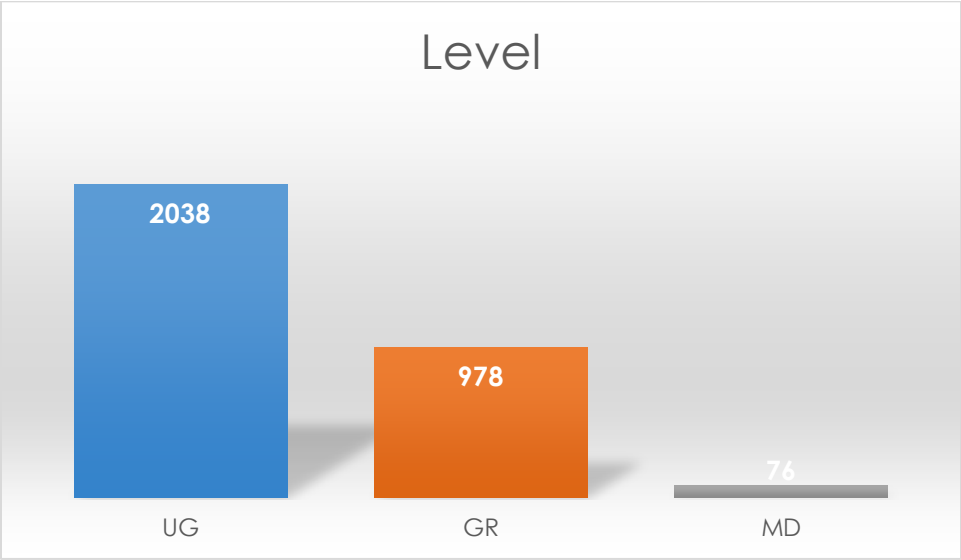
Minority

	Frequency	Percent
No	2182	70.6
Yes	910	29.4
Total	3092	100.0



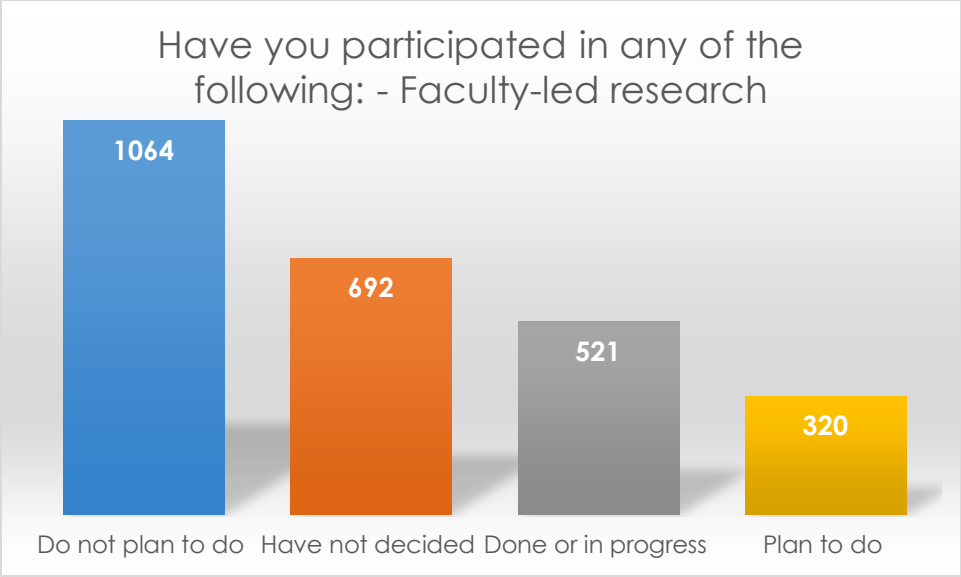
College

	Frequency	Percent
AH	387	12.5
AS	638	20.6
BU	251	8.1
CS	158	5.1
ED	453	14.7
EG	231	7.5
GR	15	0.5
MD	93	3.0
NU	866	28.0
Total	3092	100.0



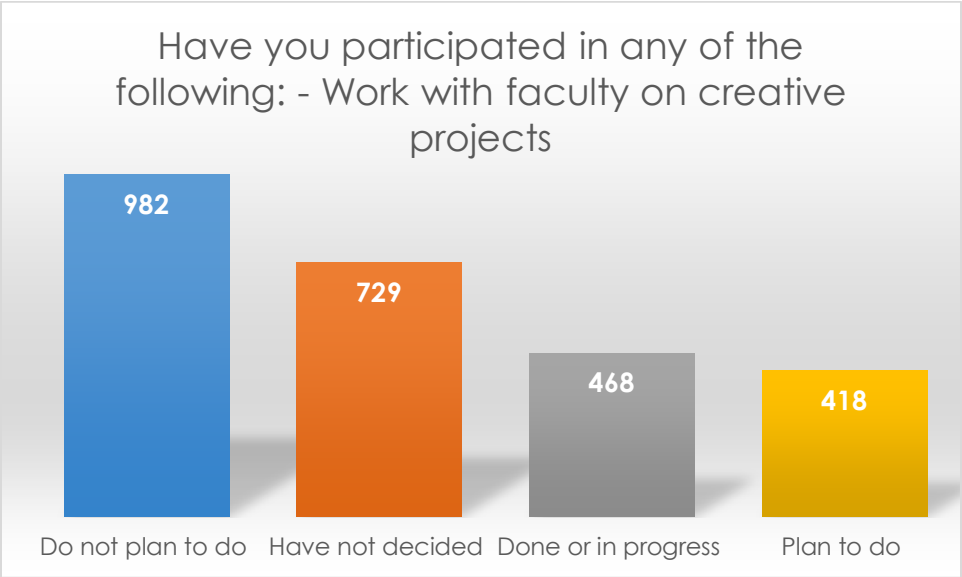
Level

	Frequency	Percent
UG	2038	65.9
GR	978	31.6
MD	76	2.5
Total	3092	100.0



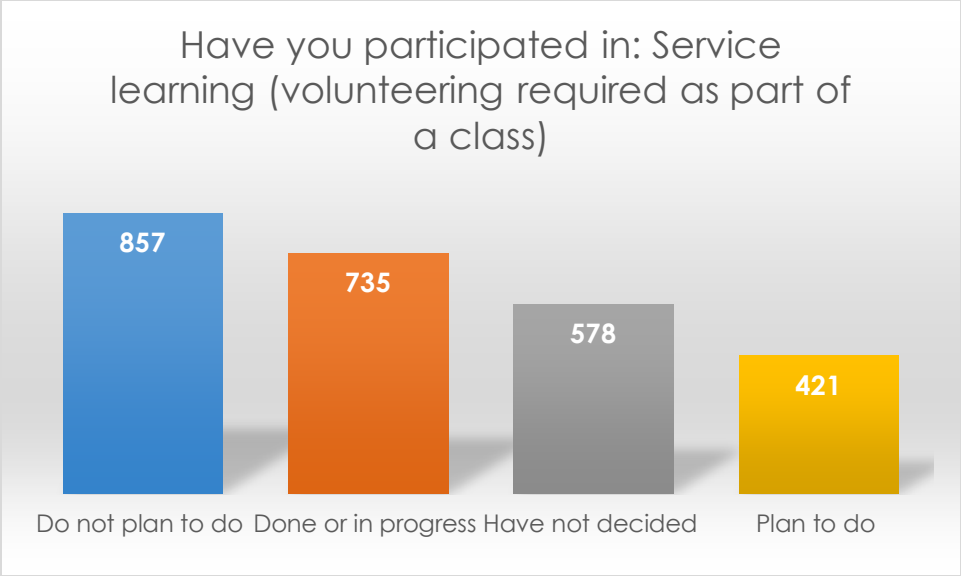
Have you participated in: Faculty-led research?

	Frequency	Percent
Do not plan to do	1064	41.0
Have not decided	692	26.6
Done or in progress	521	20.1
Plan to do	320	12.3
Total	2597	100.0



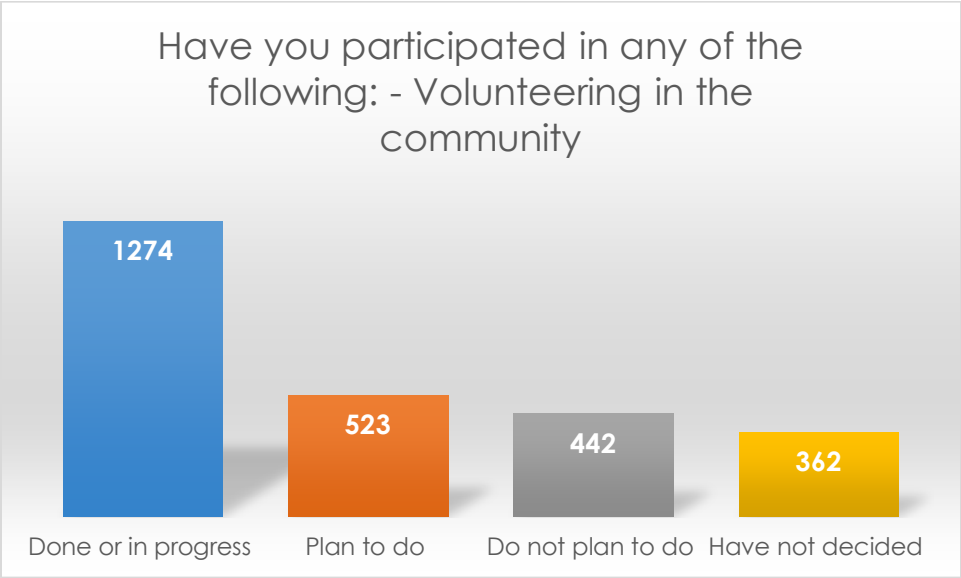
Have you participated in: Work with faculty on creative projects?

	Frequency	Percent
Do not plan to do	982	37.8
Have not decided	729	28.1
Done or in progress	468	18.0
Plan to do	418	11.1
Total	2597	100.0



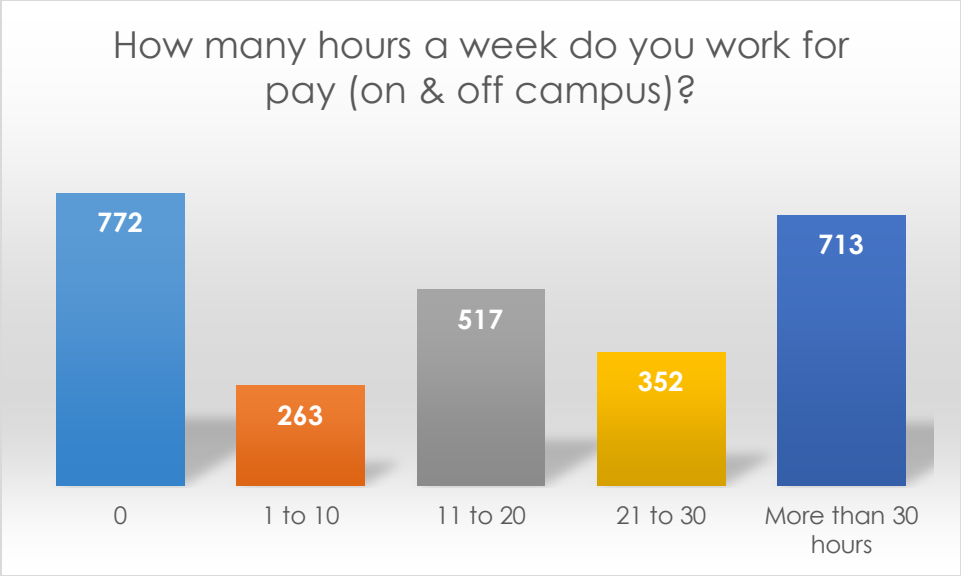
Have you participated in: Service learning (volunteering required as part of a class)

	Frequency	Percent
Do not plan to do	857	33.1
Done or in progress	735	28.4
Have not decided	578	22.3
Plan to do	421	16.2
Total	2591	100.0



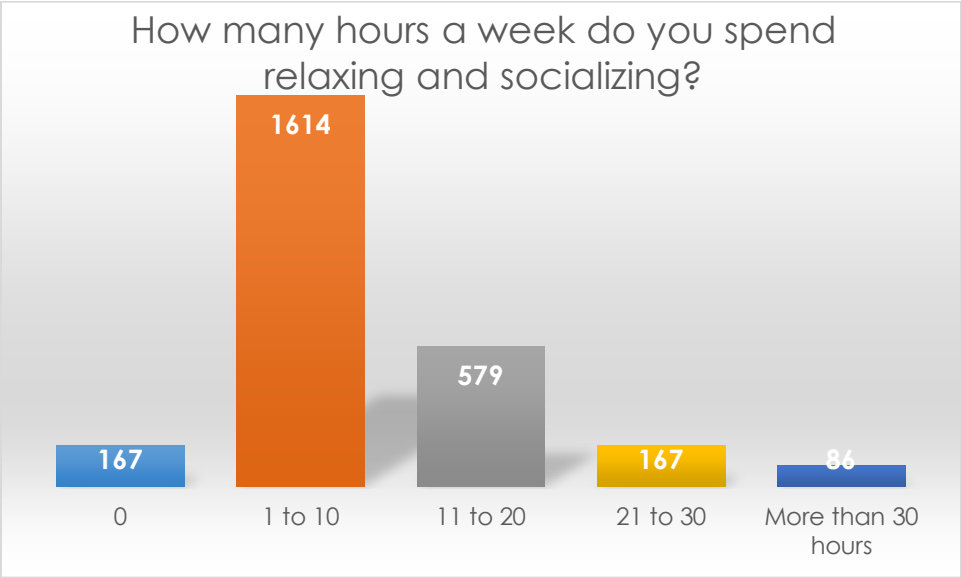
Have you participated in: Volunteering in the community?

	Frequency	Percent
Done or in progress	1274	49.0
Plan to do	523	20.1
Do not plan to do	442	17.0
Have not decided	362	13.9
Total	2601	100.0



How many hours a week do you work for pay (on & off campus)?

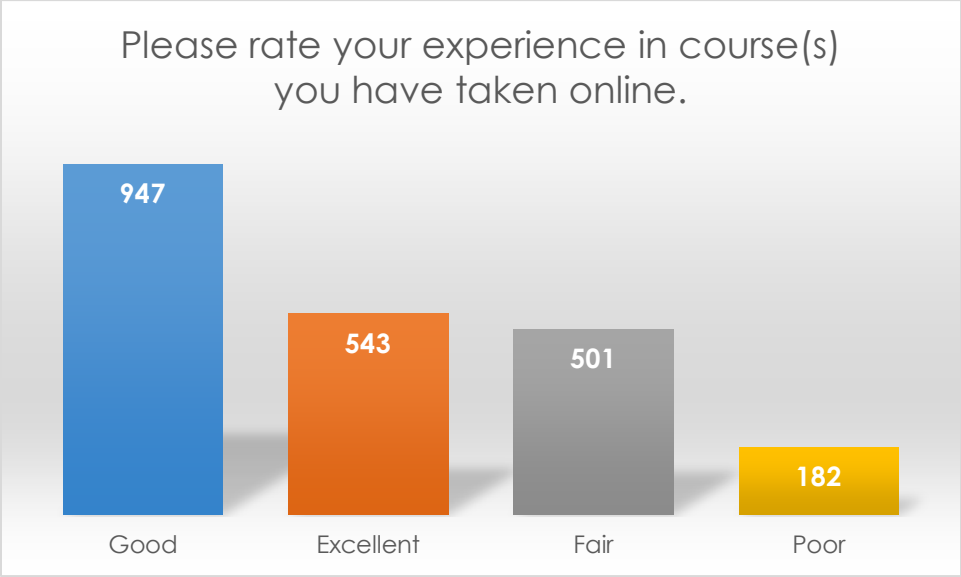
	Frequency	Percent
0	772	29.5
1 to 10	263	10.0
11 to 20	517	19.8
21 to 30	352	13.5
More than 30 hours	713	27.2
Total	2617	100.0



How many hours a week do you spend relaxing and socializing?

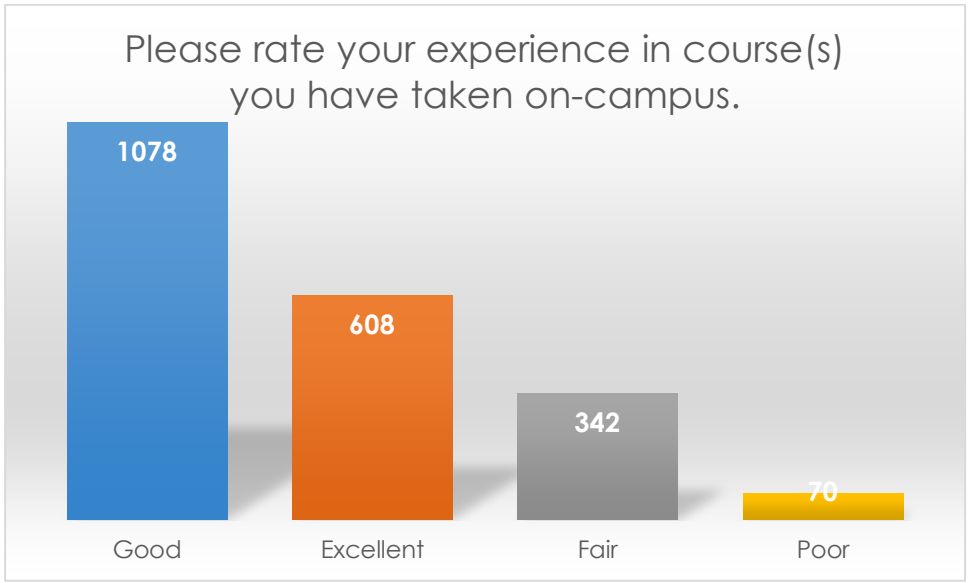
	Frequency	Percent
0	167	6.4
1 to 10	1614	61.8
11 to 20	579	22.2
21 to 30	167	6.4
More than 30 hours	86	3.3
Total	2613	100.0

Online Learning



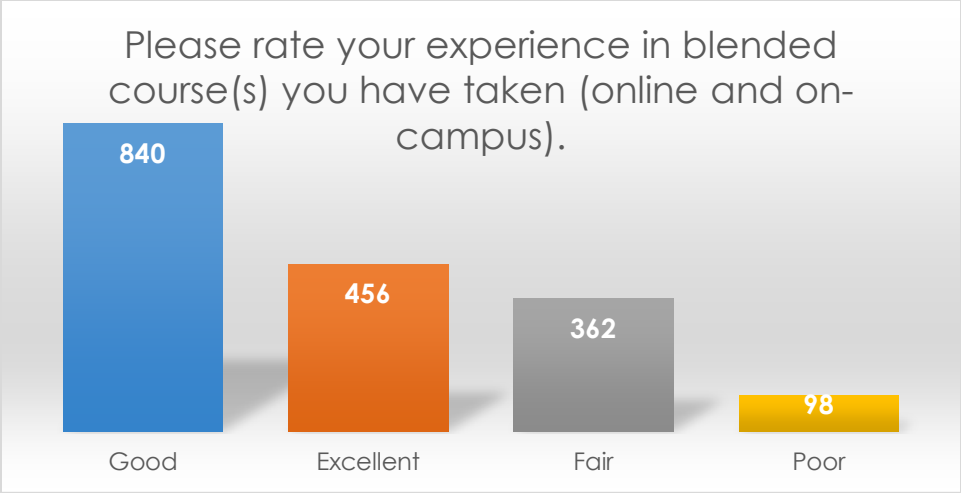
Please rate your experience in course(s) you have taken online.

	Frequency	Percent
Good	947	43.6
Excellent	543	25.0
Fair	501	23.1
Poor	182	8.4
Total	2173	100.0



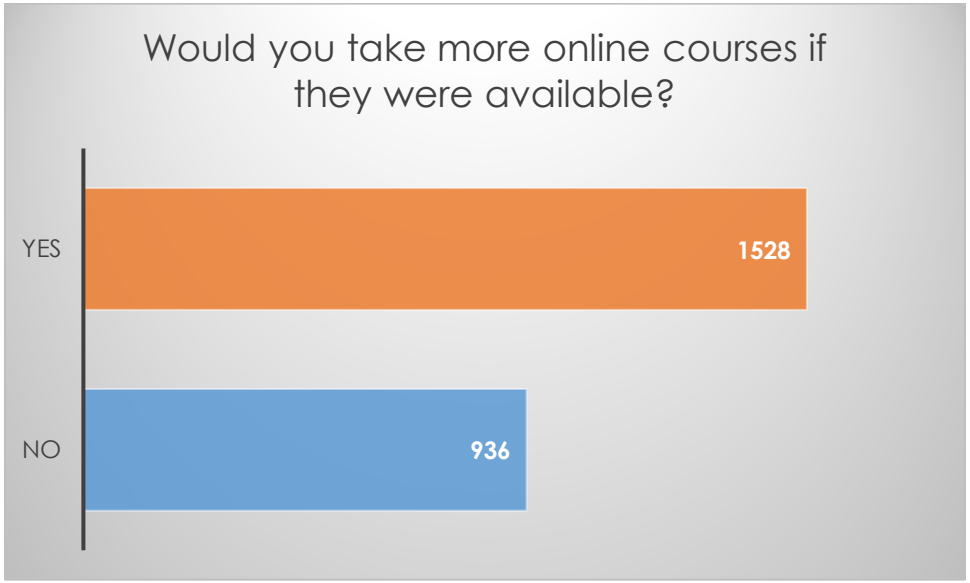
Please rate your experience in course(s) you have taken on-campus.

	Frequency	Percent
Good	1078	51.4
Excellent	608	29.0
Fair	342	16.3
Poor	70	3.3
Total	2098	100.0



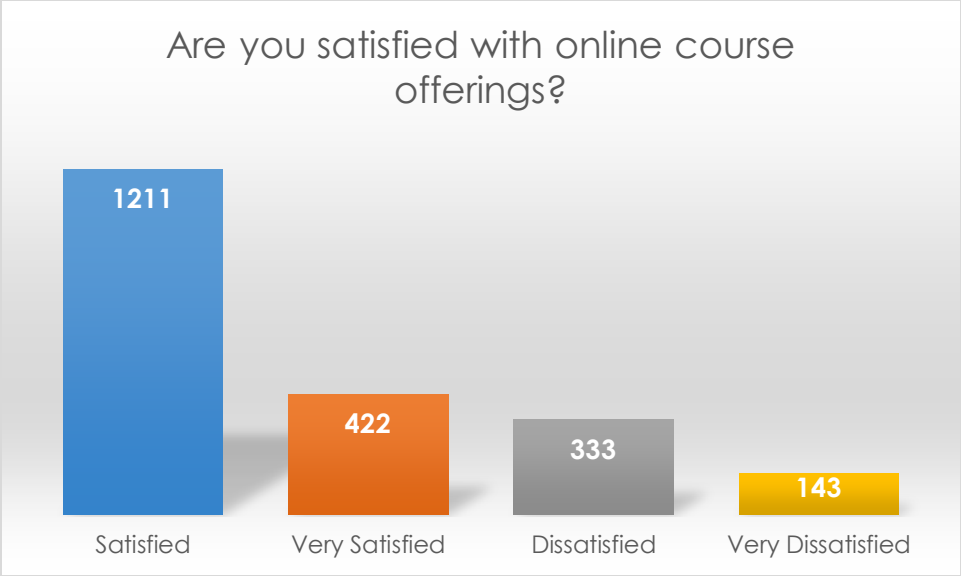
Please rate your experience in blended course(s) you have taken (online and on-campus).

	Frequency	Percent
Good	840	47.8
Excellent	456	26.0
Fair	362	20.6
Poor	98	5.6
Total	1756	100.0



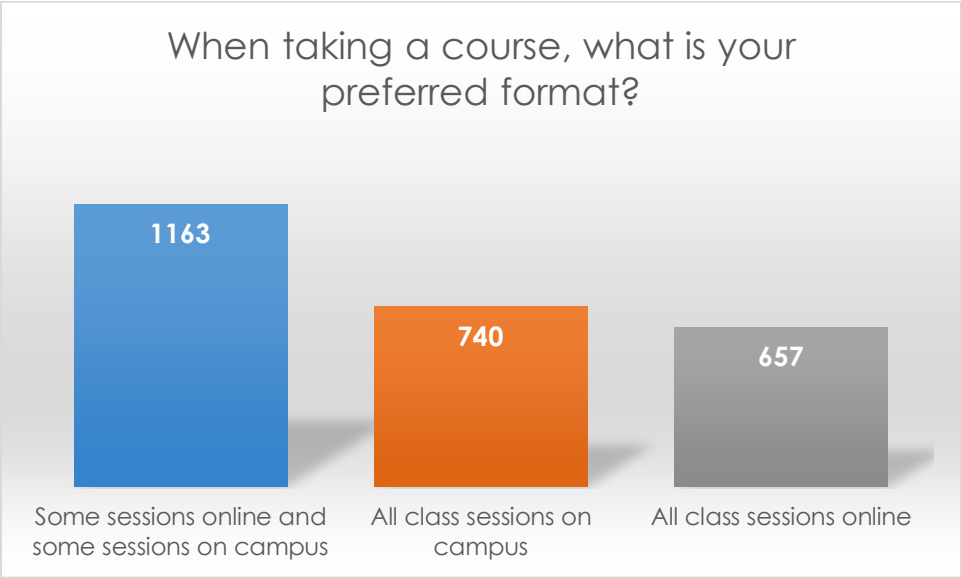
Would you take more online courses if they were available?

	Frequency	Percent
Yes	1528	62.0
No	936	38.0
Total	2464	100.0



Are you satisfied with online course offerings?

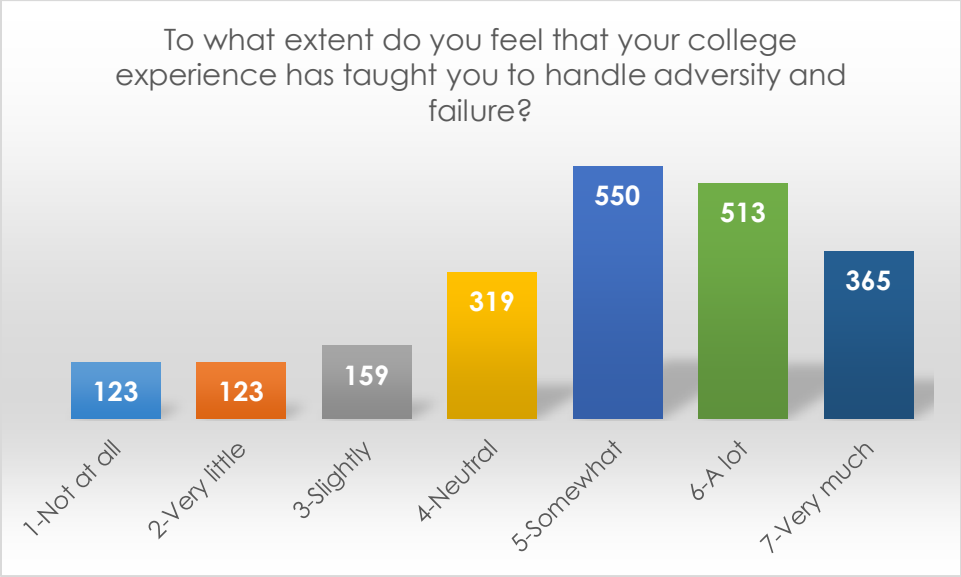
	Frequency	Percent
Satisfied	1211	57.4
Very Satisfied	422	20.0
Dissatisfied	333	15.8
Very Dissatisfied	143	6.8
Total	2109	100.0



When taking a course, what is your preferred format?

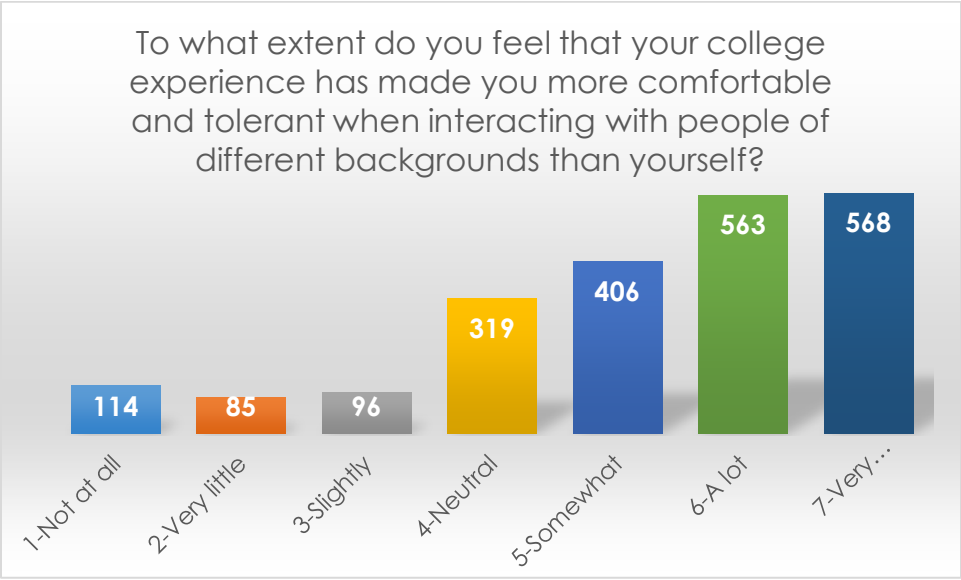
	Frequency	Percent
Some sessions online and some sessions on campus	1163	45.4
All class sessions on campus	740	28.9
All class sessions online	657	25.7
Total	2560	100.0

College Experience



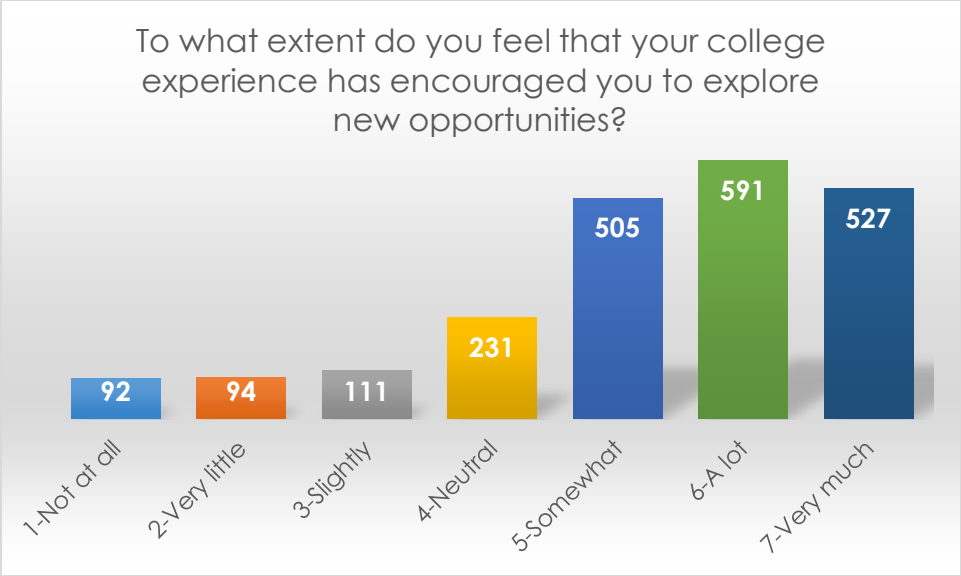
To what extent do you feel that your college experience has taught you to handle adversity and failure?

	Frequency	Percent
1-Not at all	123	5.7
2-Very little	123	5.7
3-Slightly	159	7.4
4-Neutral	319	14.8
5-Somewhat	550	25.6
6-A lot	513	23.8
7-Very much	365	17.0
Total	2152	100.0



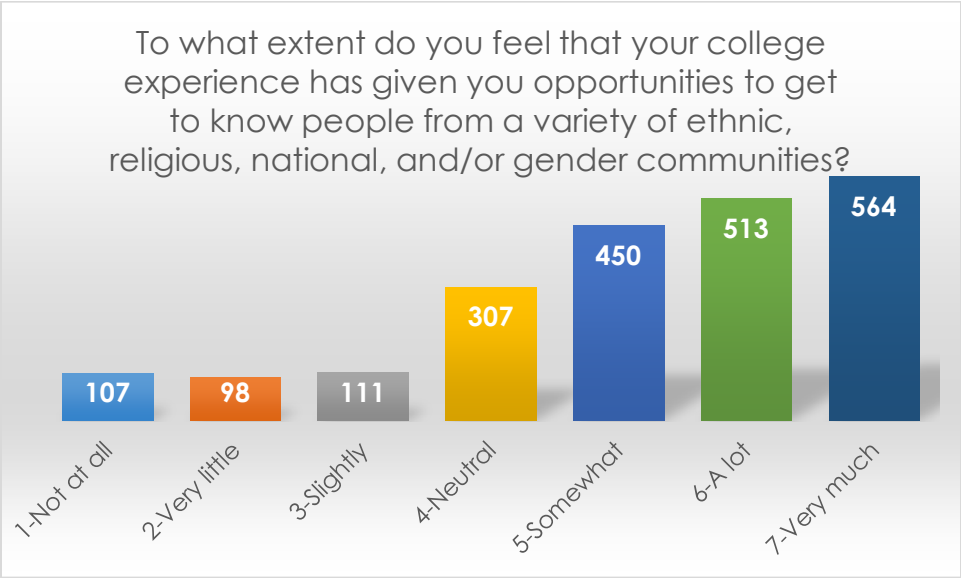
To what extent do you feel that your college experience has made you more comfortable and tolerant when interacting with people of different backgrounds than yourself?

	Frequency	Percent
1-Not at all	114	5.3
2-Very little	85	4.0
3-Slightly	96	4.5
4-Neutral	319	14.8
5-Somewhat	406	18.9
6-A lot	563	26.2
7-Very much	568	26.4
Total	2151	100.0



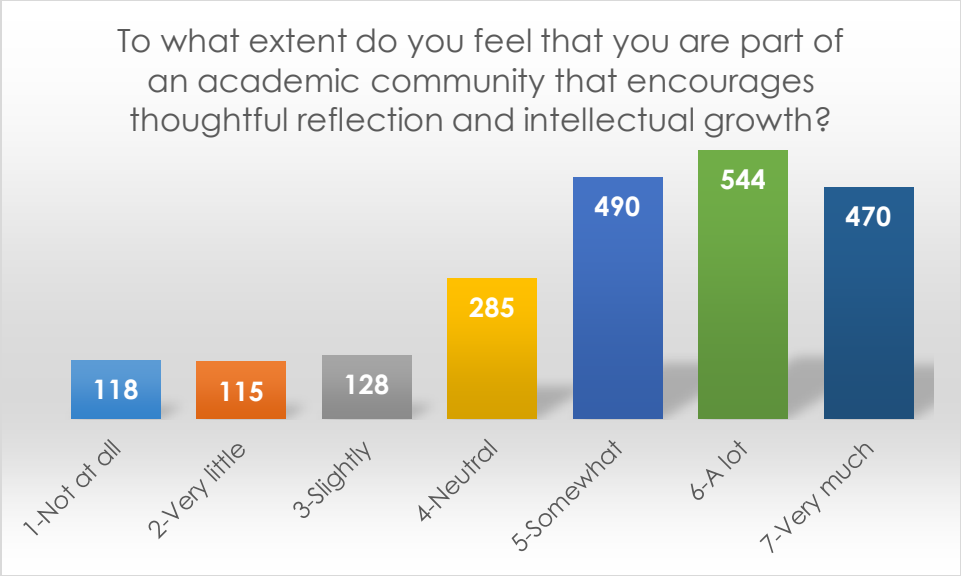
To what extent do you feel that your college experience has encouraged you to explore new opportunities?

	Frequency	Percent
1-Not at all	92	4.3
2-Very little	94	4.4
3-Slightly	111	5.2
4-Neutral	231	10.7
5-Somewhat	505	23.5
6-A lot	591	27.5
7-Very much	527	24.5
Total	2151	100.0



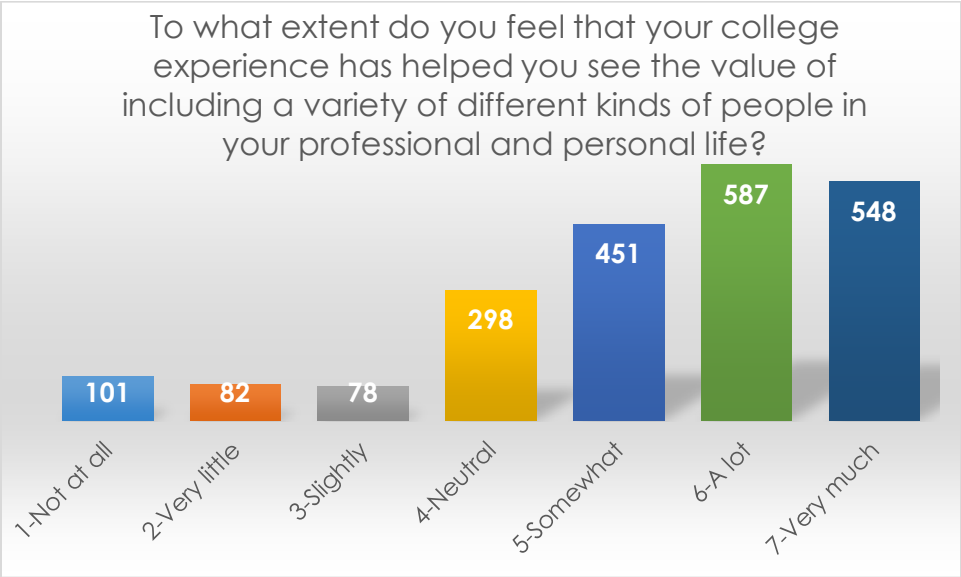
To what extent do you feel that your college experience has given you opportunities to get to know people from a variety of ethnic, religious, national, and/or gender communities?

	Frequency	Percent
1-Not at all	107	5.0
2-Very little	98	4.6
3-Slightly	111	5.2
4-Neutral	307	14.3
5-Somewhat	450	20.9
6-A lot	513	23.9
7-Very much	564	26.2
Total	2150	100.0



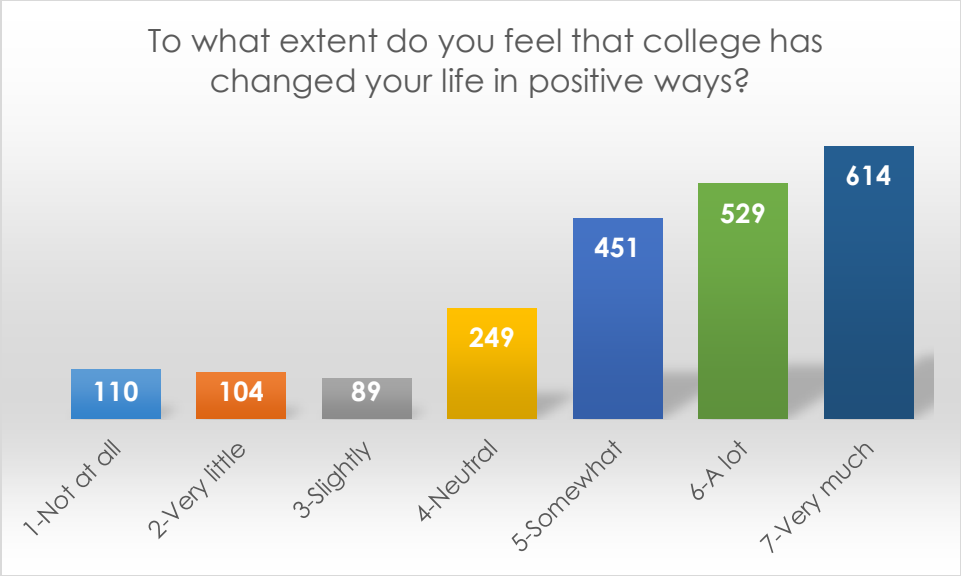
To what extent do you feel that you are part of an academic community that encourages thoughtful reflection and intellectual growth?

	Frequency	Percent
1-Not at all	118	5.5
2-Very little	115	5.3
3-Slightly	128	6.0
4-Neutral	285	13.3
5-Somewhat	490	22.8
6-A lot	544	25.3
7-Very much	470	21.9
Total	2150	100.0



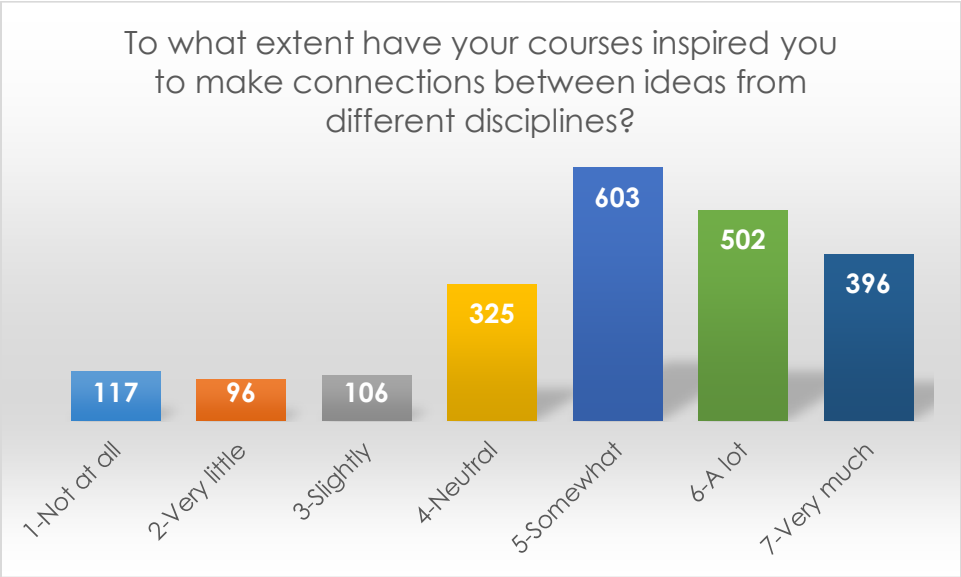
To what extent do you feel that your college experience has helped you see the value of including a variety of different kinds of people in your professional and personal life?

	Frequency	Percent
1-Not at all	101	4.7
2-Very little	82	3.8
3-Slightly	78	3.6
4-Neutral	298	13.9
5-Somewhat	451	21.0
6-A lot	587	27.4
7-Very much	548	25.2
Total	2145	100.0



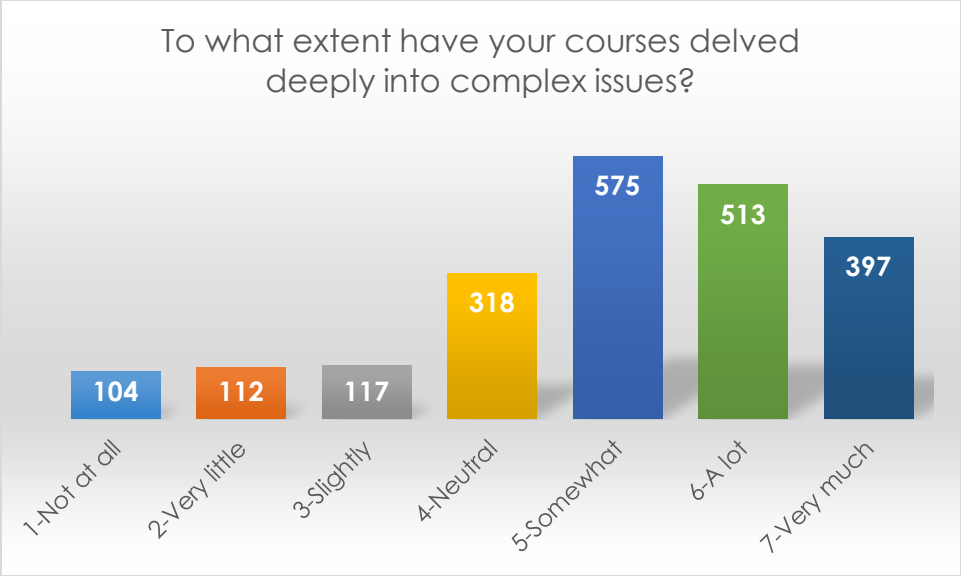
To what extent do you feel that college has changed your life in positive ways?

	Frequency	Percent
1-Not at all	110	5.1
2-Very little	104	4.8
3-Slightly	89	4.1
4-Neutral	249	11.6
5-Somewhat	451	21.0
6-A lot	529	24.7
7-Very much	614	28.6
Total	2146	100.0



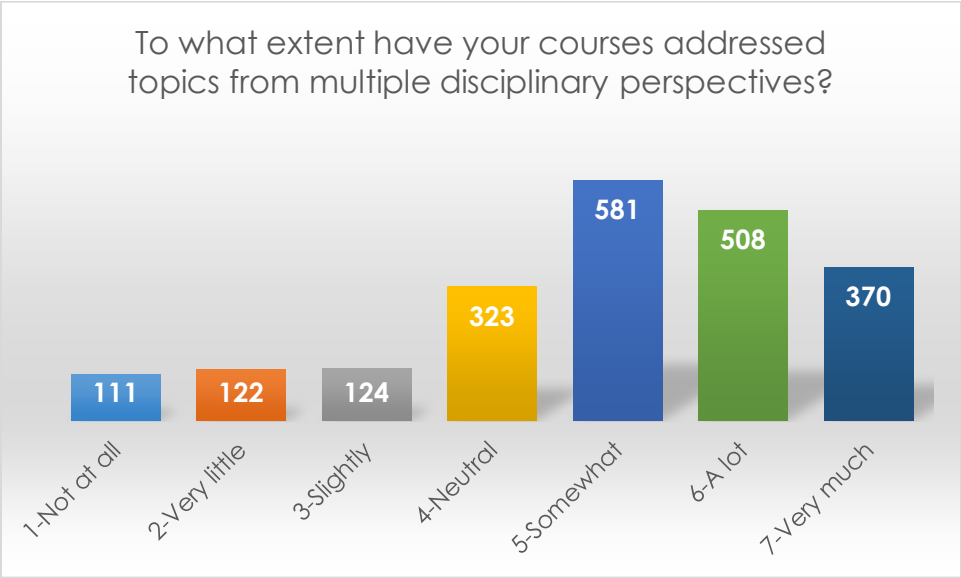
To what extent have your courses inspired you to make connections between ideas from different disciplines?

	Frequency	Percent
1-Not at all	117	5.5
2-Very little	96	4.5
3-Slightly	106	4.9
4-Neutral	325	15.2
5-Somewhat	603	28.1
6-A lot	502	23.4
7-Very much	396	18.5
Total	2145	100.0



To what extent have your courses delved deeply into complex issues?

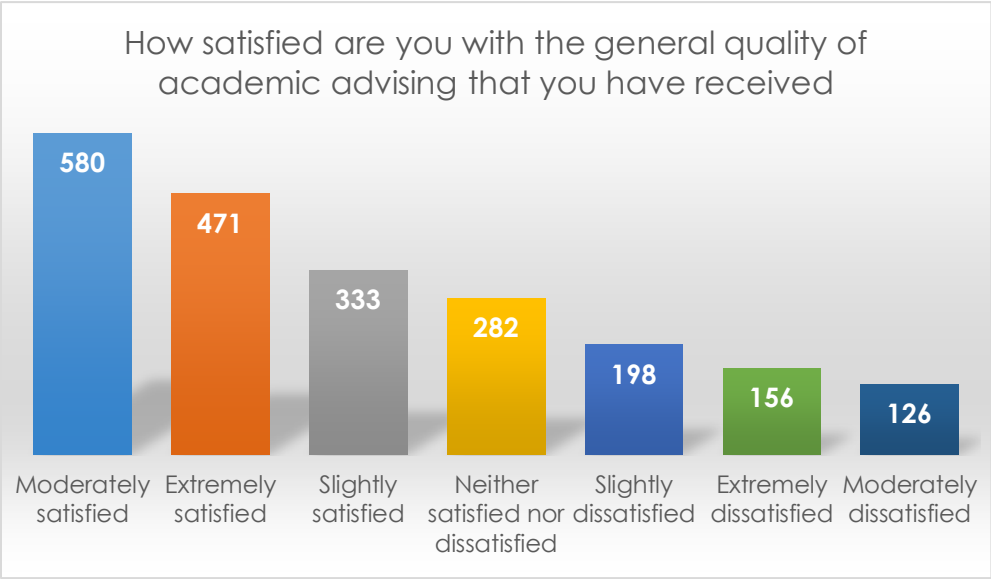
	Frequency	Percent
1-Not at all	104	4.9
2-Very little	112	5.2
3-Slightly	117	5.5
4-Neutral	318	14.9
5-Somewhat	575	26.9
6-A lot	513	24.0
7-Very much	397	18.6
Total	2136	100.0



To what extent have your courses addressed topics from multiple disciplinary perspectives?

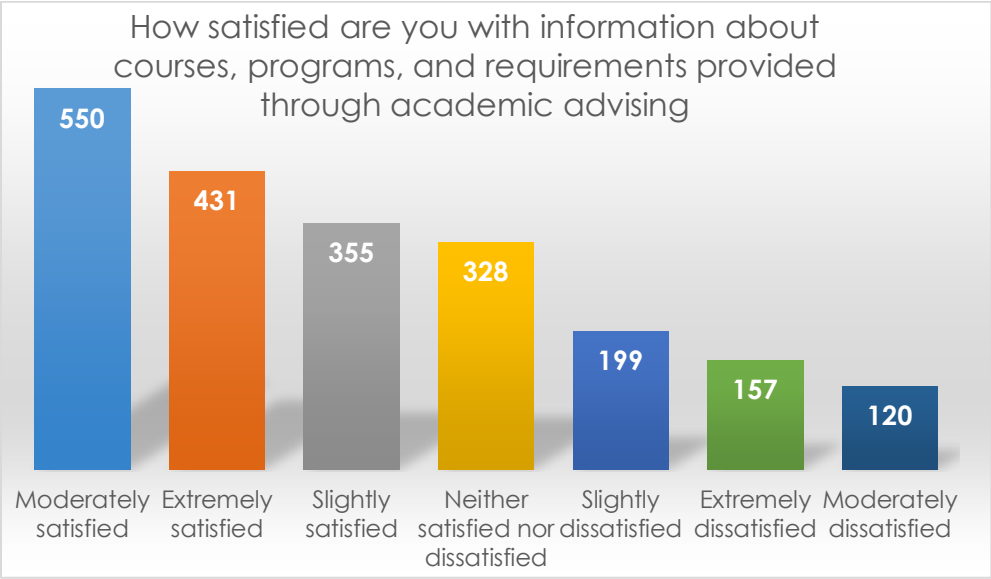
	Frequency	Percent
1-Not at all	111	5.2
2-Very little	122	5.7
3-Slightly	124	5.8
4-Neutral	323	15.1
5-Somewhat	581	27.2
6-A lot	508	23.7
7-Very much	370	17.3
Total	2139	100.0

Academic Advising



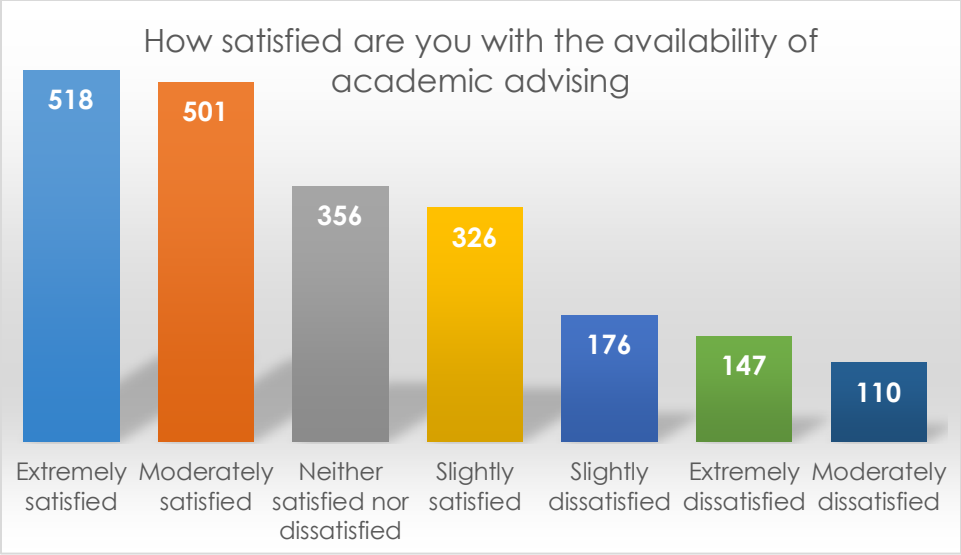
How satisfied are you with the general quality of academic advising that you have received

	Frequency	Percent
Moderately satisfied	580	27.0
Extremely satisfied	471	21.9
Slightly satisfied	333	15.5
Neither satisfied nor dissatisfied	282	13.1
Slightly dissatisfied	198	9.2
Extremely dissatisfied	156	7.3
Moderately dissatisfied	126	5.9
Total	2146	100.0



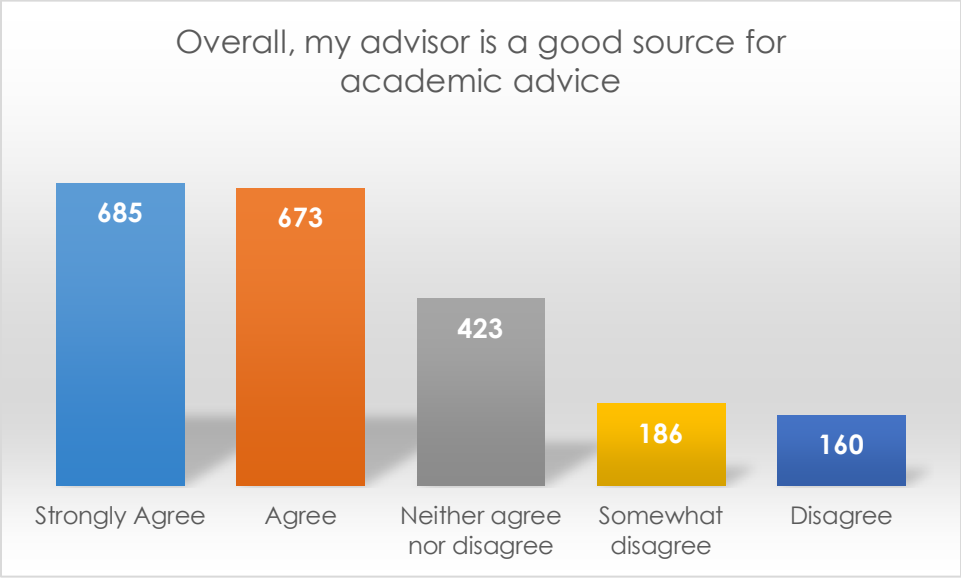
How satisfied are you with information about courses, programs, and requirements provided through academic advising

	Frequency	Percent
Moderately satisfied	550	25.7
Extremely satisfied	431	20.1
Slightly satisfied	355	16.6
Neither satisfied nor dissatisfied	328	15.3
Slightly dissatisfied	199	9.3
Extremely dissatisfied	157	7.3
Moderately dissatisfied	120	5.6
Total	2140	100.0



How satisfied are you with the availability of academic advising

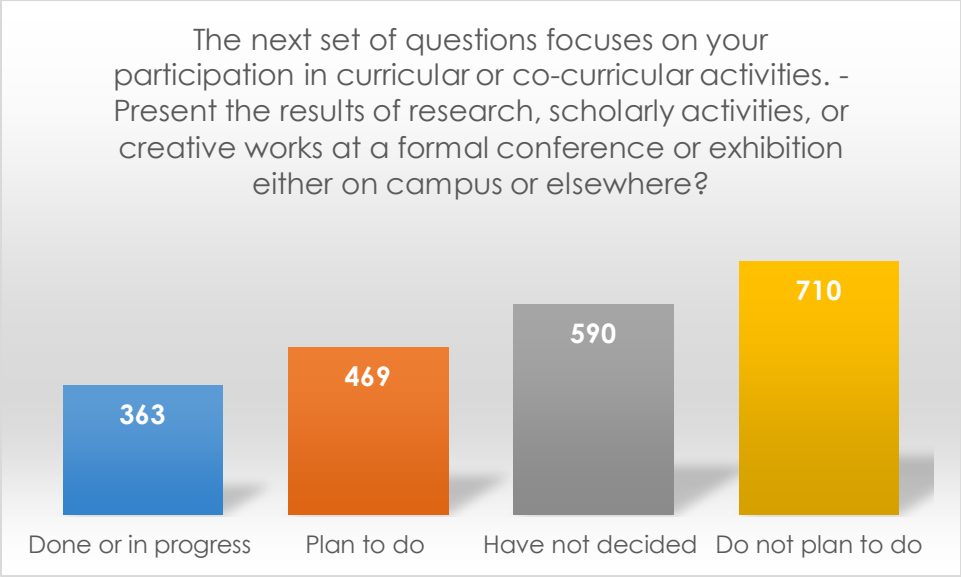
	Frequency	Percent
Extremely satisfied	518	24.3
Moderately satisfied	501	23.5
Neither satisfied nor dissatisfied	356	16.7
Slightly satisfied	326	15.3
Slightly dissatisfied	176	8.2
Extremely dissatisfied	147	6.9
Moderately dissatisfied	110	5.2
Total	2134	100.0



Overall, my advisor is a good source for academic advice

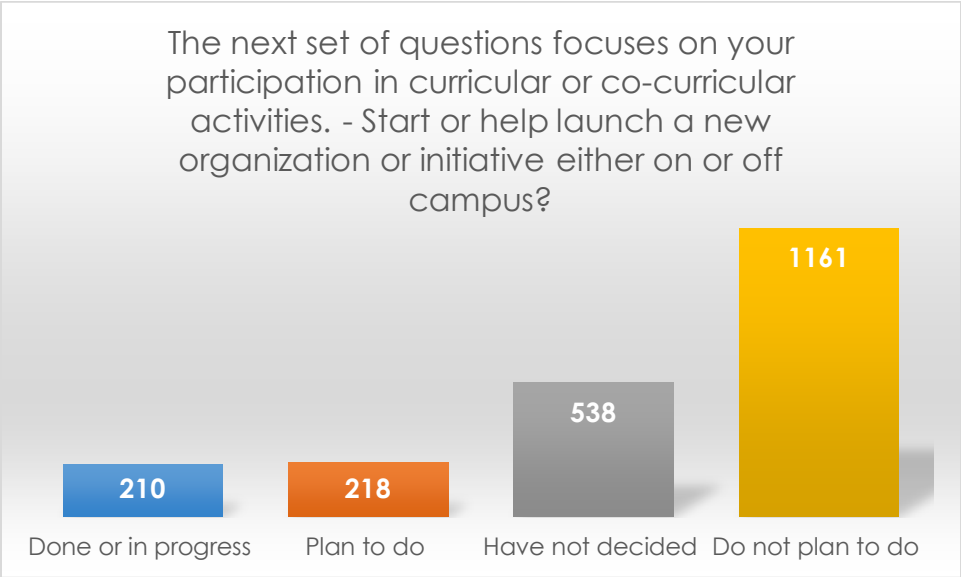
	Frequency	Percent
Strongly Agree	685	32.2
Agree	673	31.6
Neither agree nor disagree	423	19.9
Somewhat disagree	186	8.7
Disagree	160	7.5
Total	2127	100.0

Curricular or Co-Curricular Activities



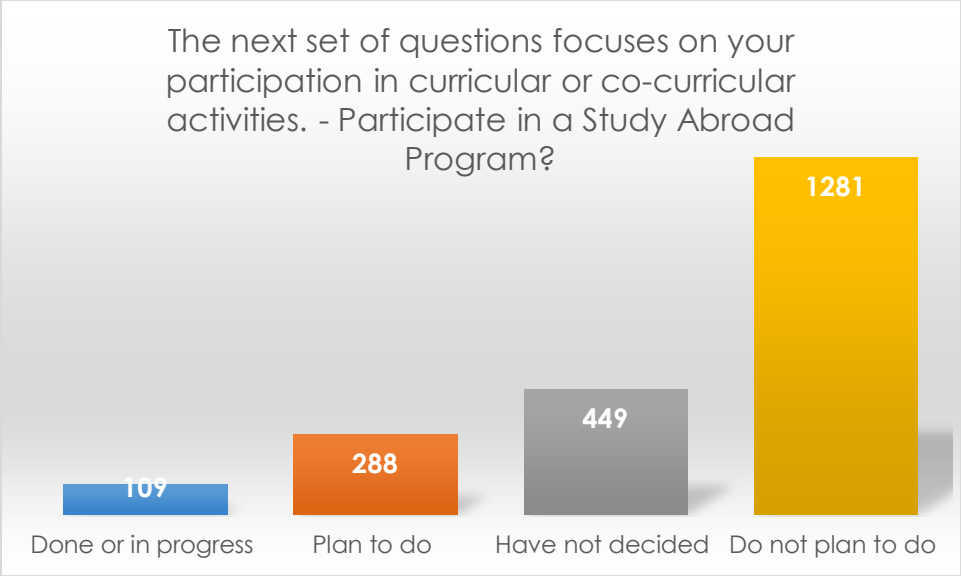
The next set of questions focuses on your participation in curricular or co-curricular activities. - Present the results of research, scholarly activities, or creative works at a formal conference or exhibition either on campus or elsewhere?

	Frequency	Percent
Done or in progress	363	17.0
Plan to do	469	22.0
Have not decided	590	27.7
Do not plan to do	710	33.3
Total	2132	100.0



The next set of questions focuses on your participation in curricular or co-curricular activities. - Start or help launch a new organization or initiative either on or off campus?

	Frequency	Percent
Done or in progress	210	9.9
Plan to do	218	10.2
Have not decided	538	25.3
Do not plan to do	1161	54.6
Total	2127	100.0



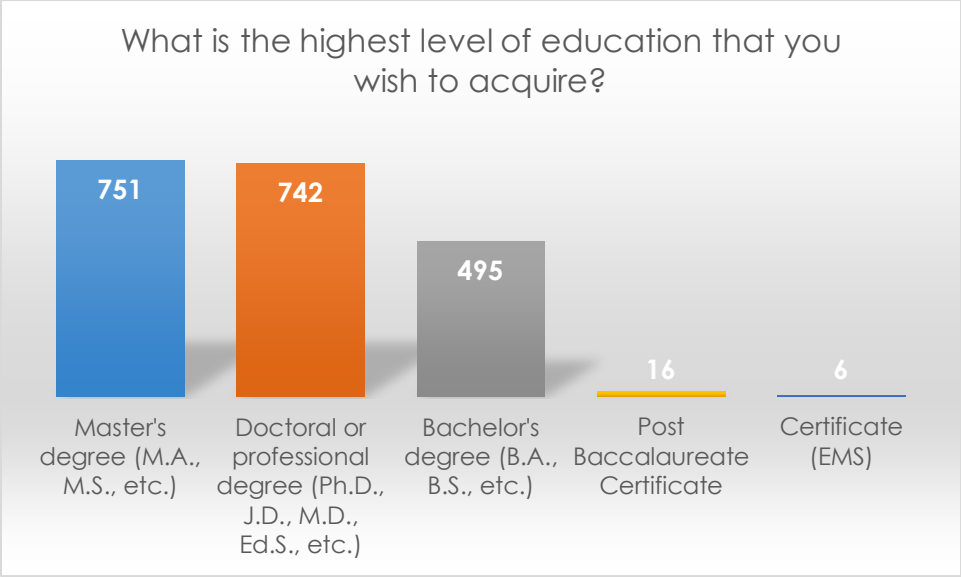
The next set of questions focuses on your participation in curricular or co-curricular activities. - Participate in a Study Abroad Program?

	Frequency	Percent
Done or in progress	109	5.1
Plan to do	288	13.5
Have not decided	449	21.1
Do not plan to do	1281	60.2
Total	2127	100.0

The next set of questions focuses on your participation in curricular or co-curricular activities. - Become an officer in a campus organization?

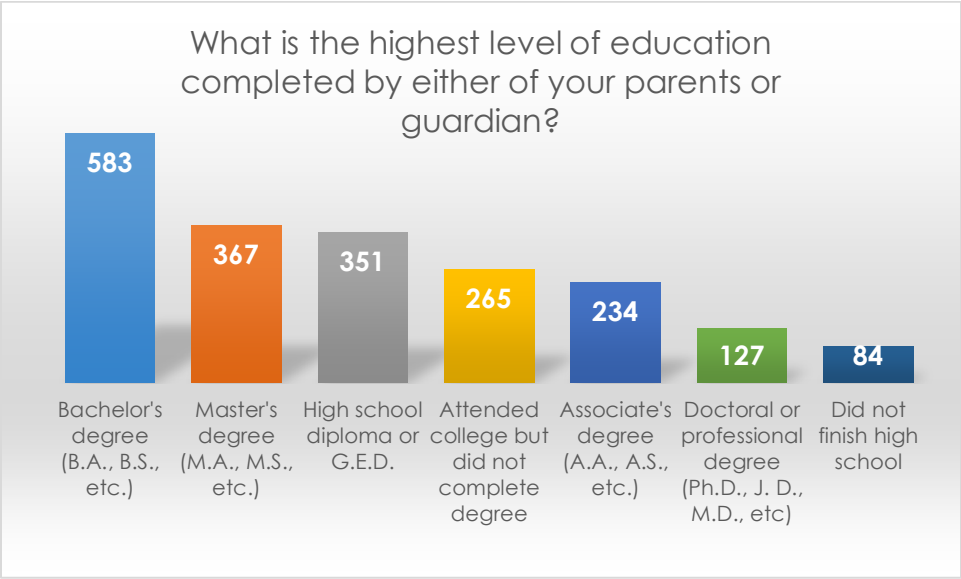
	Frequency	Percent
Plan to do	184	8.6
Done or in progress	351	16.5
Have not decided	417	19.6
Do not plan to do	1176	55.3
Total	2128	100.0

Academic Goals



What is the highest level of education that you wish to acquire?

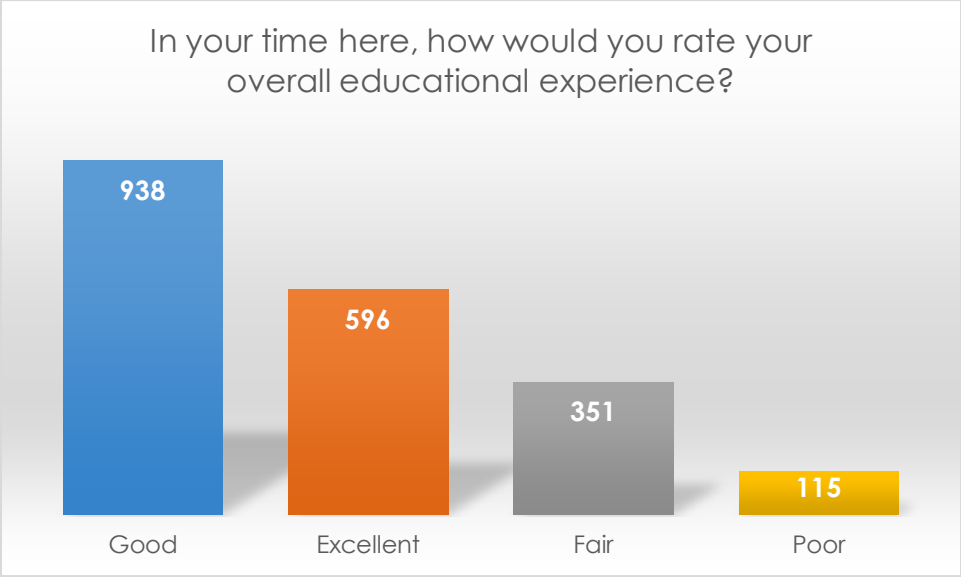
	Frequency	Percent
Master's degree (M.A., M.S., etc.)	751	37.4
Doctoral or professional degree (Ph.D., J.D., M.D., Ed.S., etc.)	742	36.9
Bachelor's degree (B.A., B.S., etc.)	495	24.6
Post Baccalaureate Certificate	16	0.8
Certificate (EMS)	6	0.3
Total	2010	100.0



What is the highest level of education completed by either of your parents or guardian?

	Frequency	Percent
Bachelor's degree (B.A., B.S., etc.)	583	29.0
Master's degree (M.A., M.S., etc.)	367	18.2
High school diploma or G.E.D.	351	17.5
Attended college but did not complete degree	265	13.2
Associate's degree (A.A., A.S., etc.)	234	11.6
Doctoral or professional degree (Ph.D., J. D., M.D., etc)	127	6.3
Did not finish high school	84	4.2
Total	2011	100.0

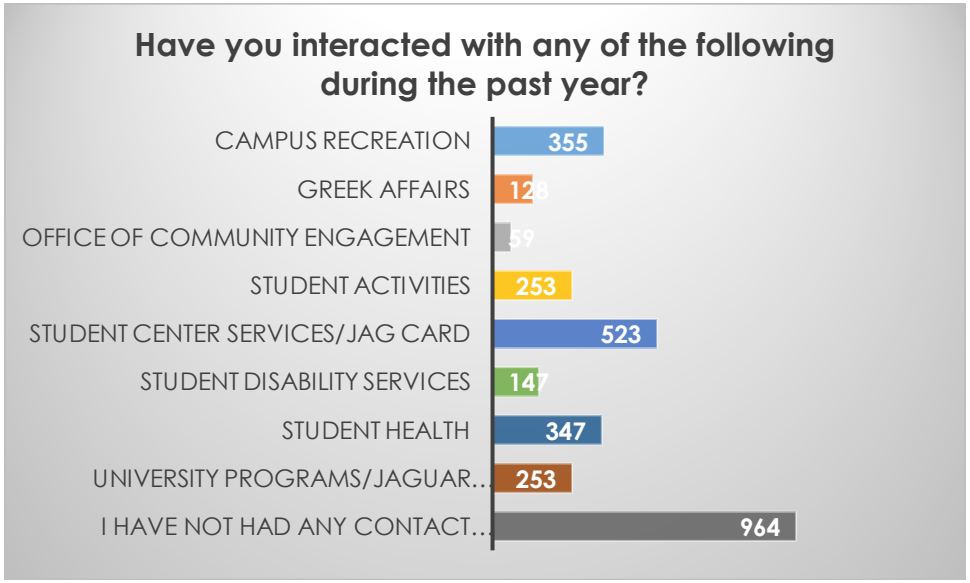
Overall Experience



In your time here, how would you rate your overall educational experience?

	Frequency	Percent
Excellent	596	29.8
Good	938	46.9
Fair	351	17.6
Poor	115	5.8
Total	2000	100.0

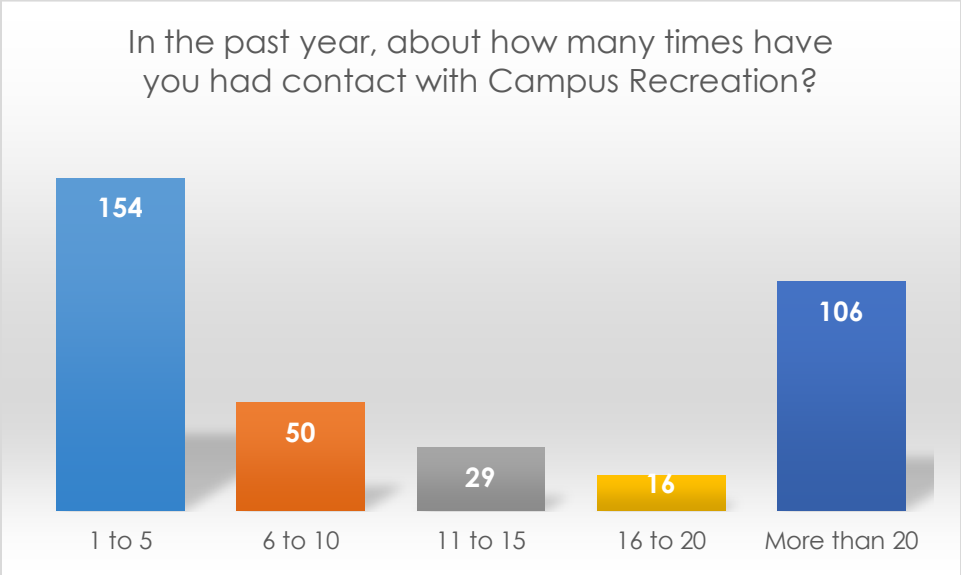
Student Services and Support



Have you interacted with any of the following during the past year?

	Frequency	Percent
Campus Recreation	355	11.7
Greek Affairs	128	4.2
Office of Community Engagement	59	1.9
Student Activities	253	8.4
Student Center Services/Jag Card	523	17.3
Student Disability Services	147	4.9
Student Health	347	11.5
University Programs/Jaguar Productions	253	8.4
I have not had any contact with these offices	964	31.8
Total	3029	100

Campus Recreation



In the past year, about how many times have you had contact with Campus Recreation?

	Frequency	Percent
1 to 5	154	43.4
6 to 10	50	14.1
11 to 15	29	8.2
16 to 20	16	4.5
More than 20	106	29.9
Total	355	100.0

To what extent do you agree with the following statements about your experience with Campus Recreation: - I was greeted promptly

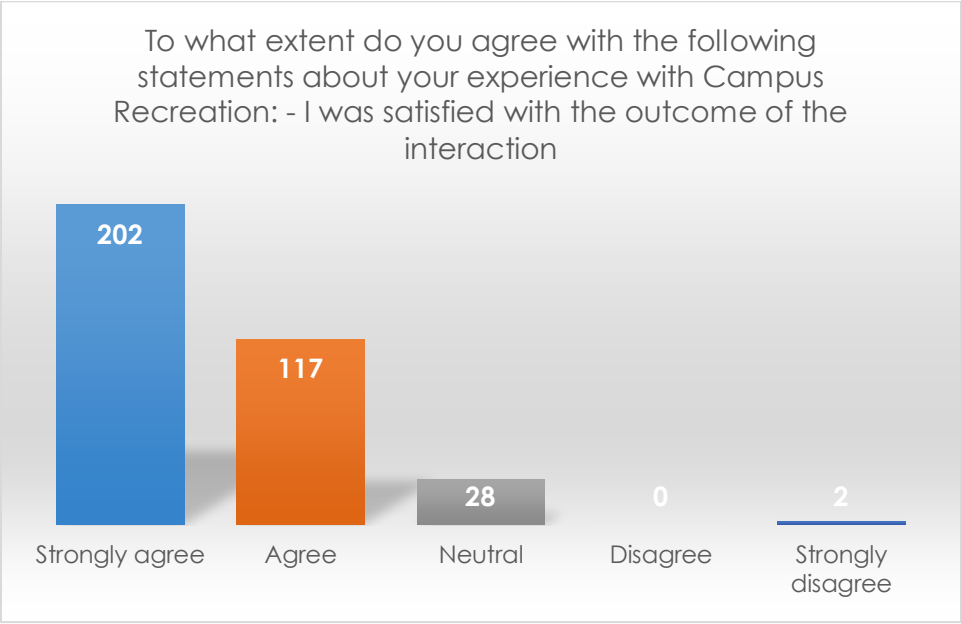
	Frequency	Percent
Strongly agree	209	59.2
Agree	112	31.7
Neutral	27	7.6
Disagree	3	0.8
Strongly disagree	2	0.6
Total	353	100.0

To what extent do you agree with the following statements about your experience with Campus Recreation: - I felt welcomed

	Frequency	Percent
Strongly agree	199	56.5
Agree	118	33.5
Neutral	25	7.1
Disagree	6	1.7
Strongly disagree	4	1.1
Total	352	100.0

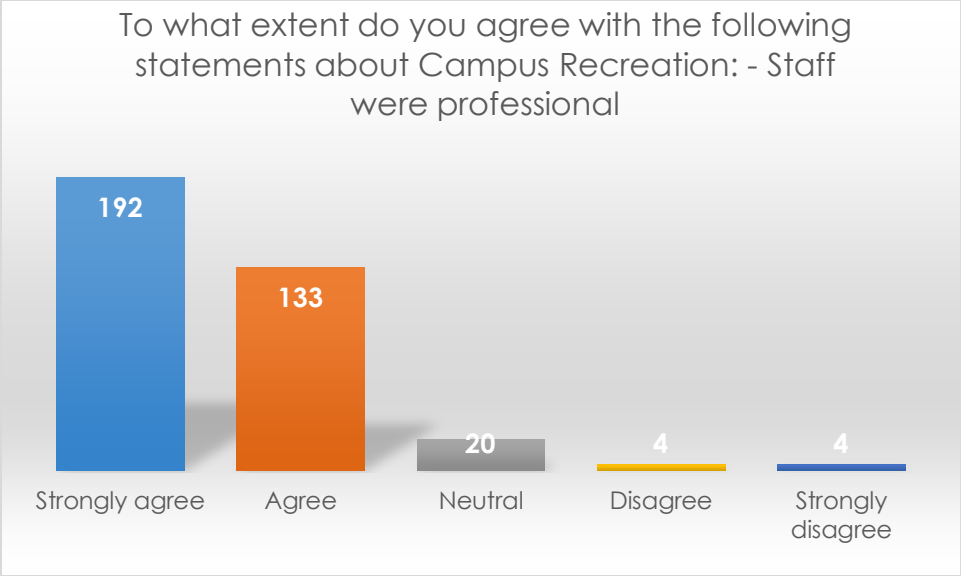
To what extent do you agree with the following statements about your experience with Campus Recreation: - I was treated with respect

	Frequency	Percent
Strongly agree	204	58.6
Agree	115	33.0
Neutral	25	7.2
Disagree	2	0.6
Strongly disagree	2	0.6
Total	348	100.0



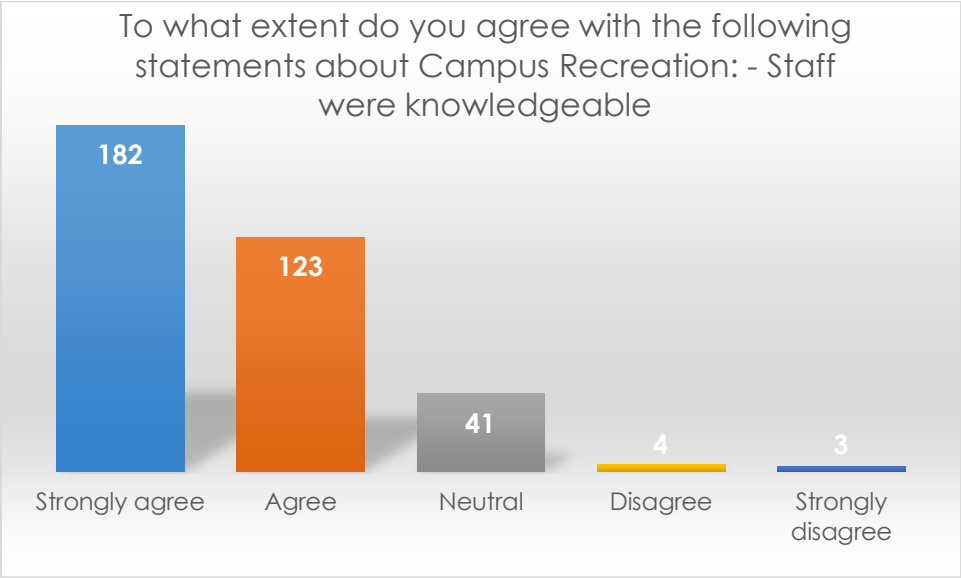
To what extent do you agree with the following statements about your experience with Campus Recreation: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	202	57.9
Agree	117	33.5
Neutral	28	8.0
Disagree	0	0.0
Strongly disagree	2	0.6
Total	349	100.0



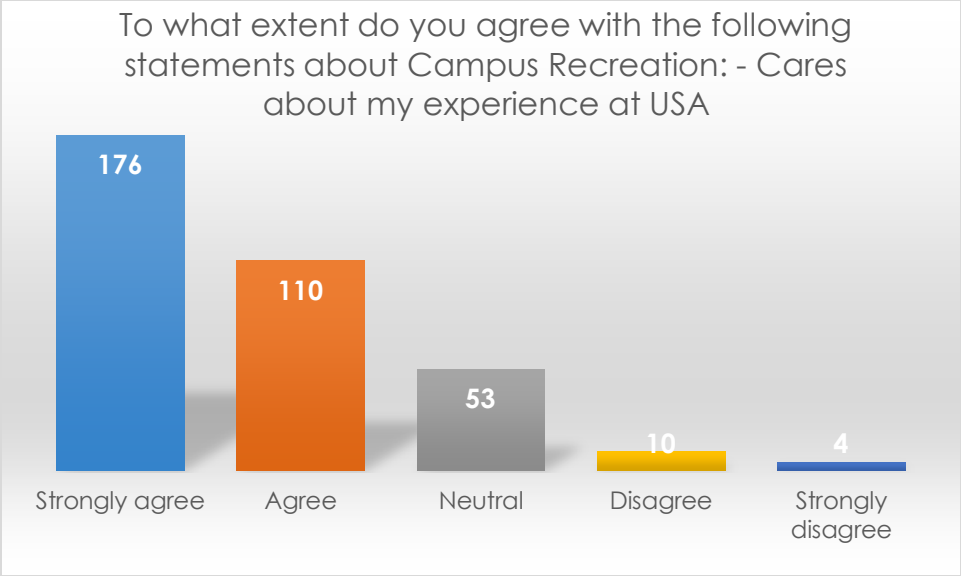
To what extent do you agree with the following statements about Campus Recreation: - Staff were professional

	Frequency	Percent
Strongly agree	192	54.4
Agree	133	37.7
Neutral	20	5.7
Disagree	4	1.1
Strongly disagree	4	1.1
Total	353	100



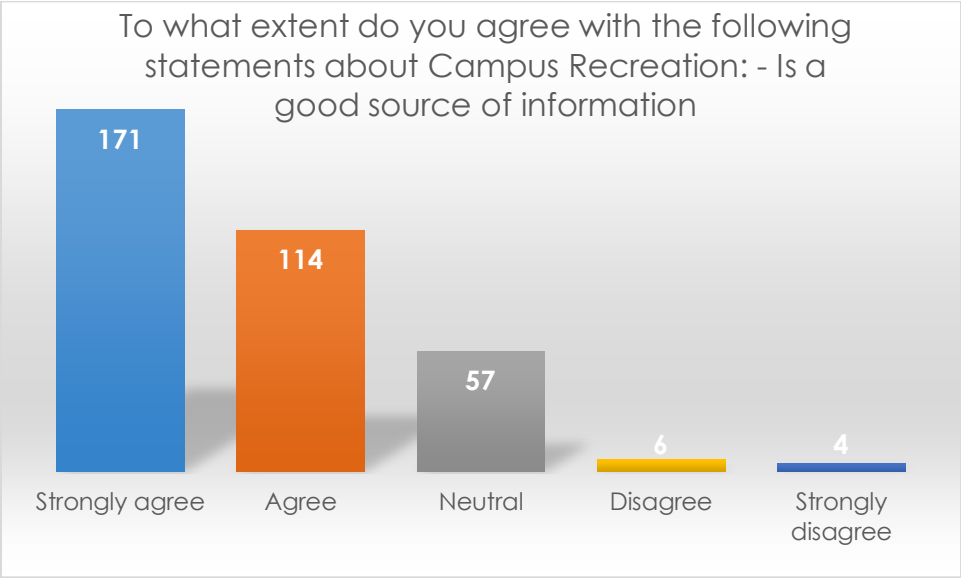
To what extent do you agree with the following statements about Campus Recreation: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	182	51.6
Agree	123	34.8
Neutral	41	11.6
Disagree	4	1.1
Strongly disagree	3	0.8
Total	353	100



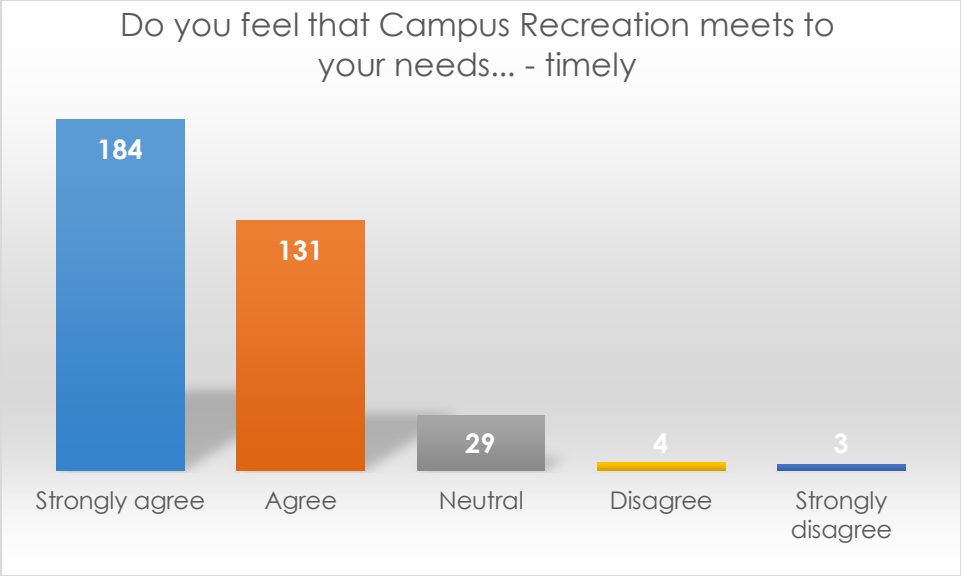
To what extent do you agree with the following statements about Campus Recreation: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	176	49.9
Agree	110	31.2
Neutral	53	15.0
Disagree	10	2.8
Strongly disagree	4	1.1
Total	353	100



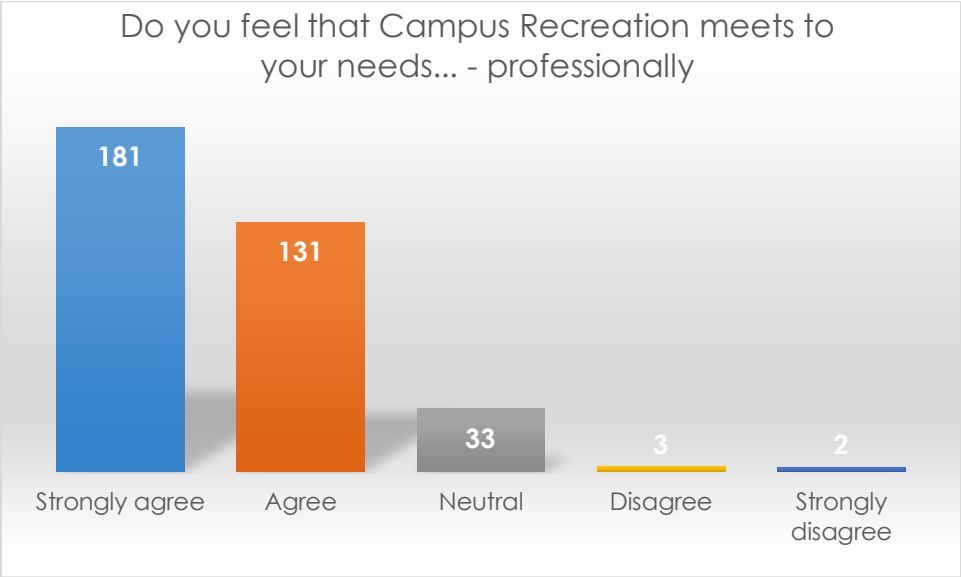
To what extent do you agree with the following statements about Campus Recreation: - Is a good source of information

	Frequency	Percent
Strongly agree	171	48.6
Agree	114	32.4
Neutral	57	16.2
Disagree	6	1.7
Strongly disagree	4	1.1
Total	352	100



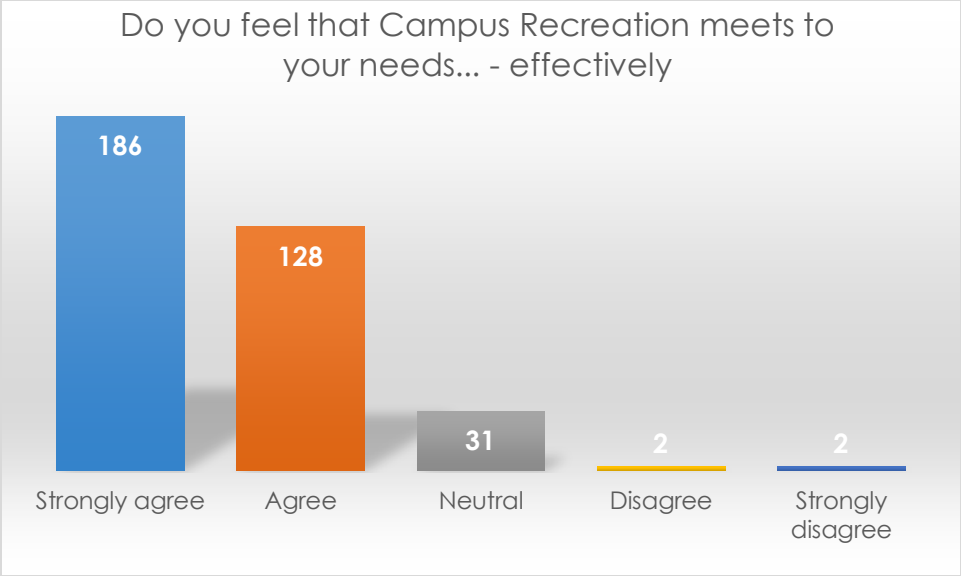
Do you feel that Campus Recreation meets to your needs... - timely

	Frequency	Percent
Strongly agree	184	52.4
Agree	131	37.3
Neutral	29	8.3
Disagree	4	1.1
Strongly disagree	3	0.9
Total	351	100



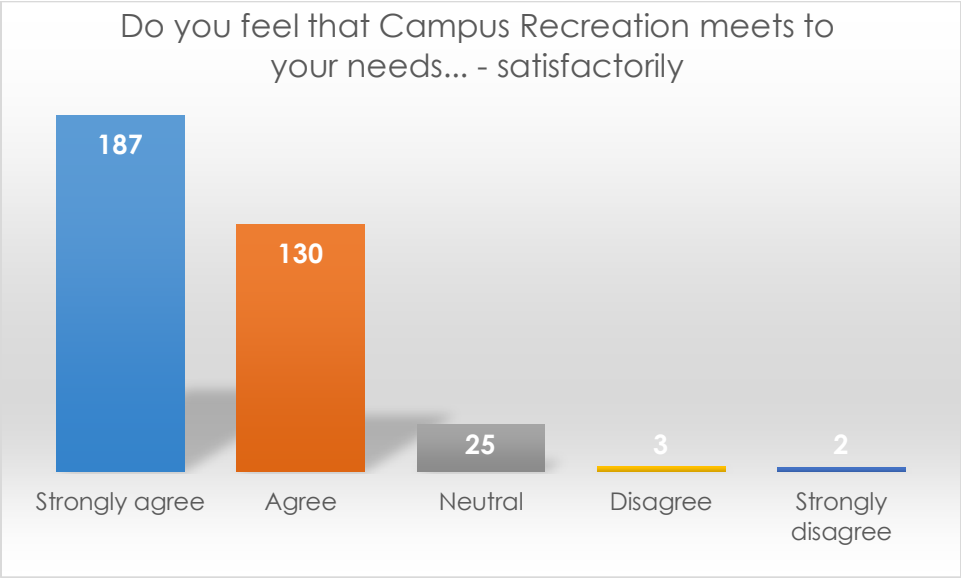
Do you feel that Campus Recreation meets to your needs... – professionally

	Frequency	Percent
Strongly agree	181	51.7
Agree	131	37.4
Neutral	33	9.4
Disagree	3	0.9
Strongly disagree	2	0.6
Total	350	100



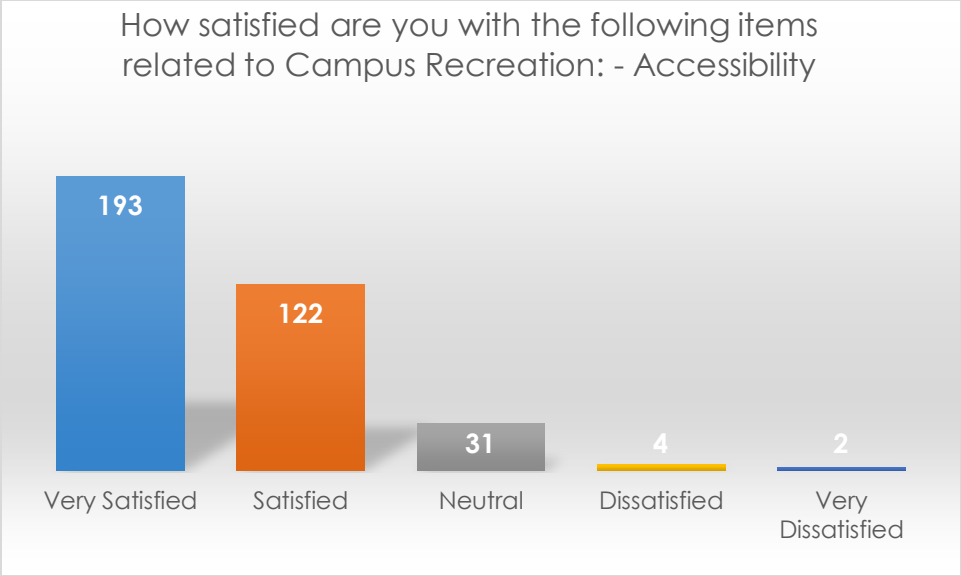
Do you feel that Campus Recreation meets to your needs... - effectively

	Frequency	Percent
Strongly agree	186	53.3
Agree	128	36.7
Neutral	31	8.9
Disagree	2	0.6
Strongly disagree	2	0.6
Total	349	100



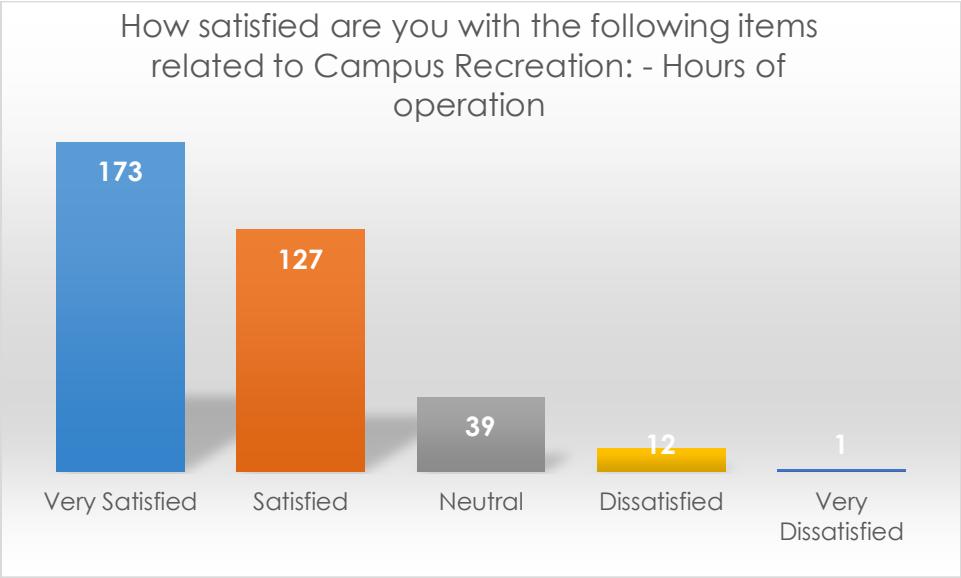
Do you feel that Campus Recreation meets to your needs... - satisfactorily

	Frequency	Percent
Strongly agree	187	53.9
Agree	130	37.5
Neutral	25	7.2
Disagree	3	0.9
Strongly disagree	2	0.6
Total	347	100



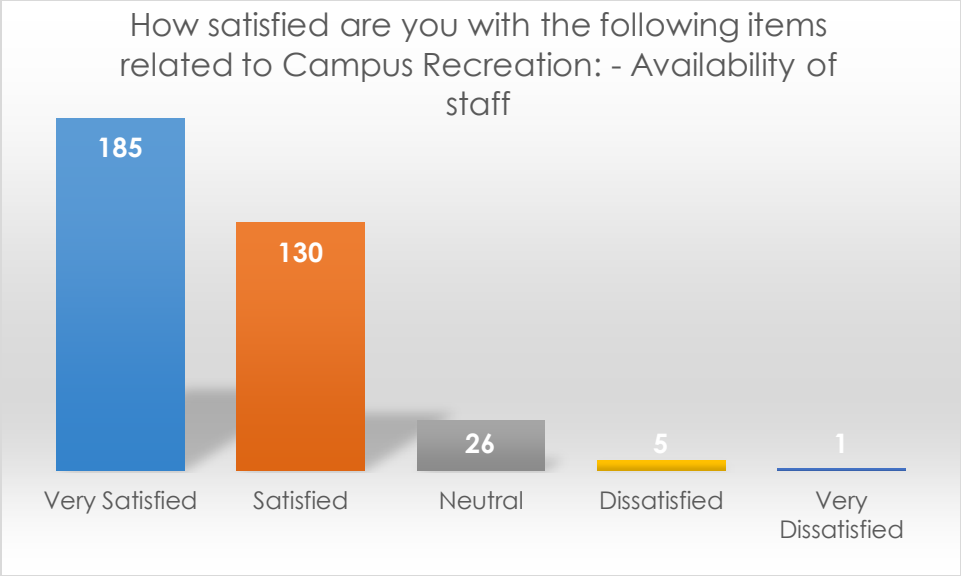
How satisfied are you with the following items related to Campus Recreation: - Accessibility

	Frequency	Percent
Very Satisfied	193	54.9
Satisfied	122	34.7
Neutral	31	8.8
Dissatisfied	4	1.1
Very Dissatisfied	2	0.6
Total	352	100



How satisfied are you with the following items related to Campus Recreation: - Hours of operation

	Frequency	Percent
Very Satisfied	173	49.1
Satisfied	127	36.1
Neutral	39	11.1
Dissatisfied	12	3.4
Very Dissatisfied	1	0.3
Total	352	100



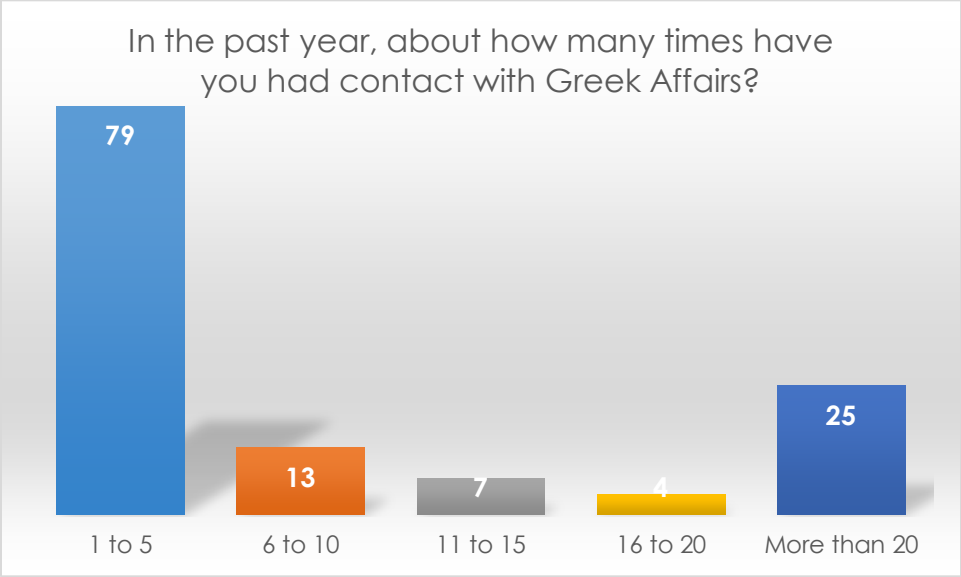
How satisfied are you with the following items related to Campus Recreation: - Availability of staff

	Frequency	Percent
Very Satisfied	185	53.3
Satisfied	130	37.5
Neutral	26	7.5
Dissatisfied	5	1.4
Very Dissatisfied	1	0.3
Total	347	100

How satisfied are you with the following items related to Campus Recreation: - Overall services provided

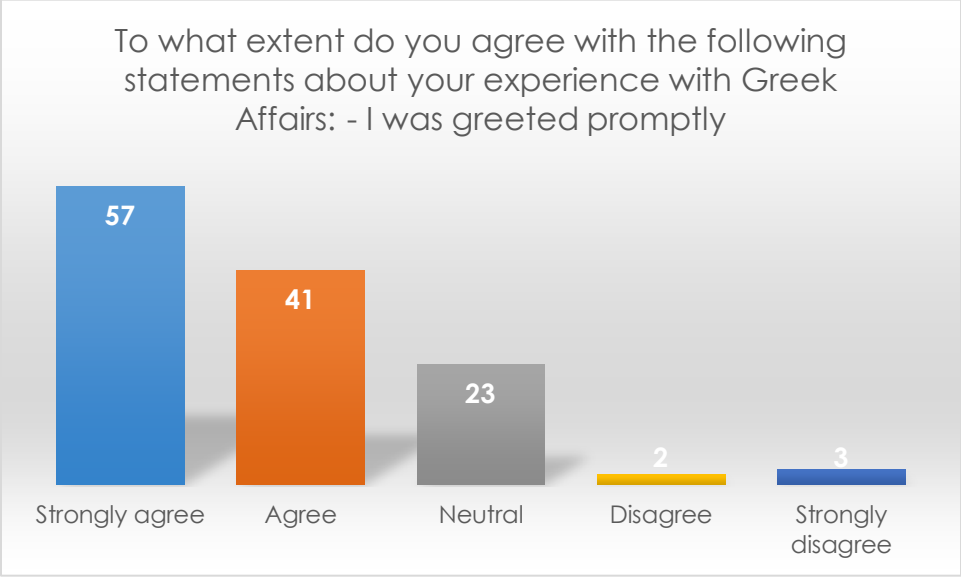
	Frequency	Percent
Very Satisfied	189	54.3
Satisfied	129	37.1
Neutral	25	7.2
Dissatisfied	3	0.9
Very Dissatisfied	2	0.6
Total	348	100

Greek Affairs



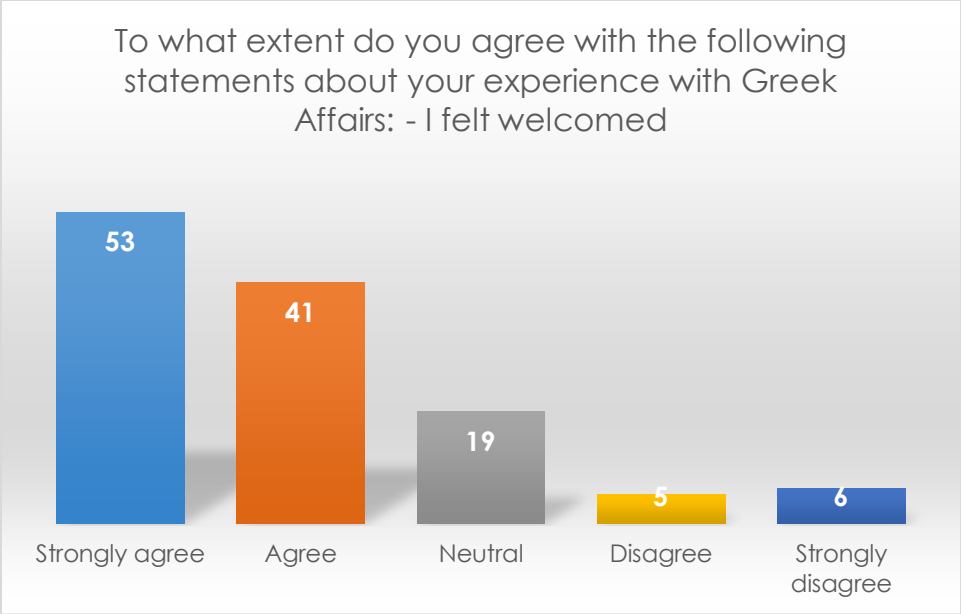
In the past year, about how many times have you had contact with Greek Affairs?

	Frequency	Percent
0	79	61.7
1 to 10	13	10.2
11 to 20	7	5.5
21 to 30	4	3.1
More than 30 hours	25	19.5
Total	128	100.0



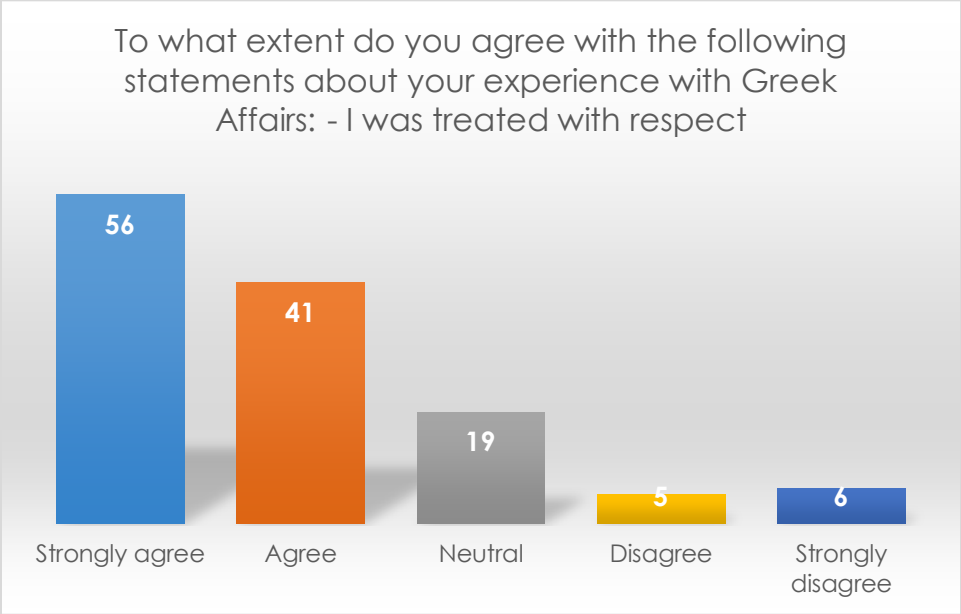
To what extent do you agree with the following statements about your experience with Greek Affairs: - I was greeted promptly

	Frequency	Percent
Strongly agree	57	45.2
Agree	41	32.5
Neutral	23	18.3
Disagree	2	1.6
Strongly disagree	3	2.4
Total	126	100.0



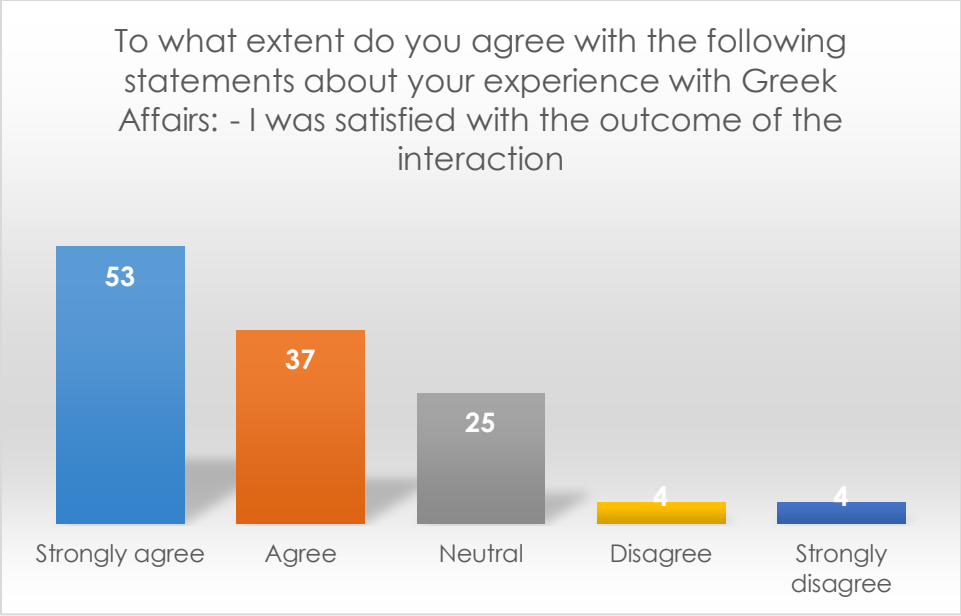
To what extent do you agree with the following statements about your experience with Greek Affairs: - I felt welcomed

	Frequency	Percent
Strongly agree	53	42.7
Agree	41	33.1
Neutral	19	15.3
Disagree	5	4.0
Strongly disagree	6	4.8
Total	124	100.0



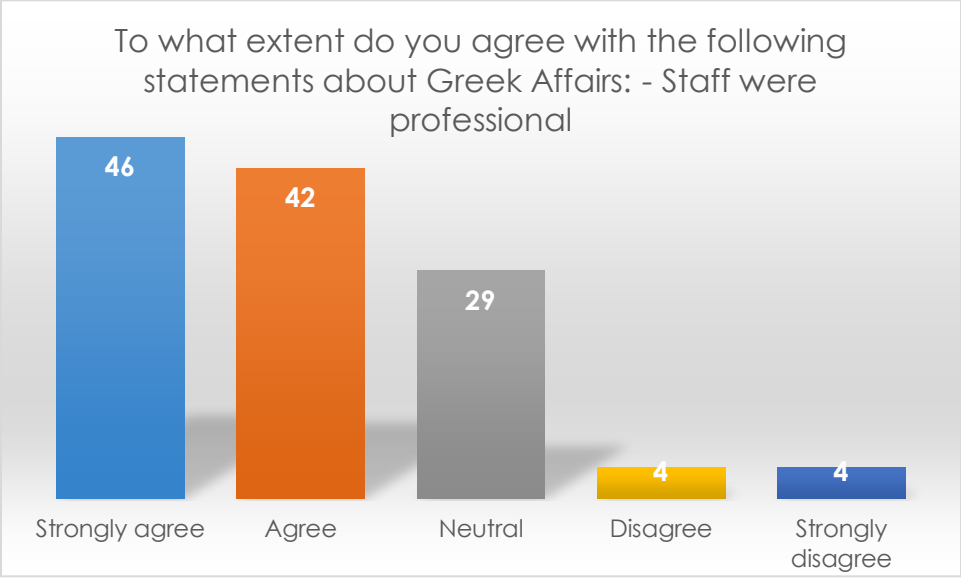
To what extent do you agree with the following statements about your experience with Greek Affairs: - I was treated with respect

	Frequency	Percent
Strongly agree	56	44.1
Agree	41	32.3
Neutral	19	15.0
Disagree	5	3.9
Strongly disagree	6	4.7
Total	127	100.0



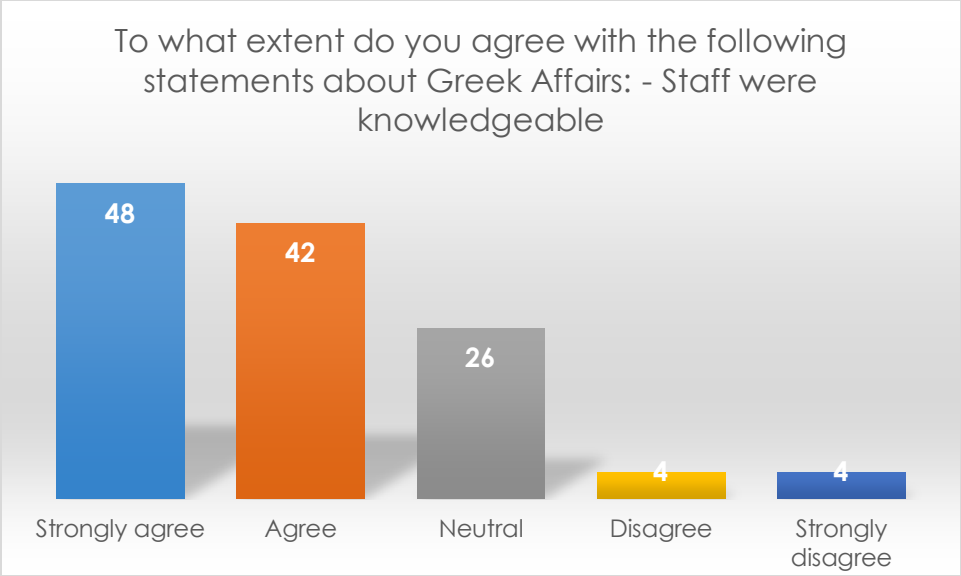
To what extent do you agree with the following statements about your experience with Greek Affairs: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	53	43.1
Agree	37	30.1
Neutral	25	20.3
Disagree	4	3.3
Strongly disagree	4	3.3
Total	123	100.0



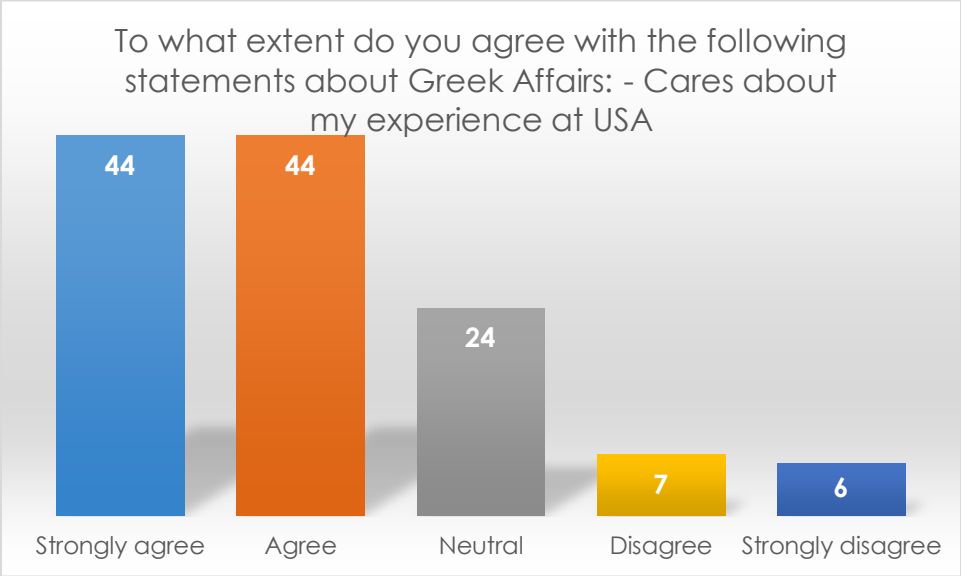
To what extent do you agree with the following statements about Greek Affairs: - Staff were professional

	Frequency	Percent
Strongly Agree	46	36.8
Agree	42	33.6
Neutral	29	23.2
Somewhat disagree	4	3.2
Disagree	4	3.2
Total	125	100



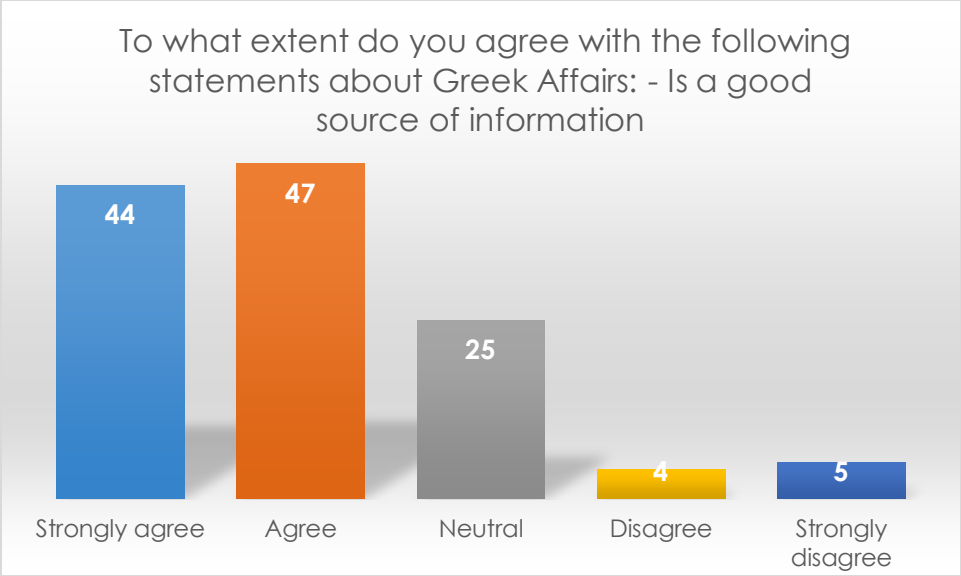
To what extent do you agree with the following statements about Greek Affairs: - Staff were knowledgeable

	Frequency	Percent
Strongly Agree	48	38.7
Agree	42	33.9
Neutral	26	21.0
Somewhat disagree	4	3.2
Disagree	4	3.2
Total	124	100



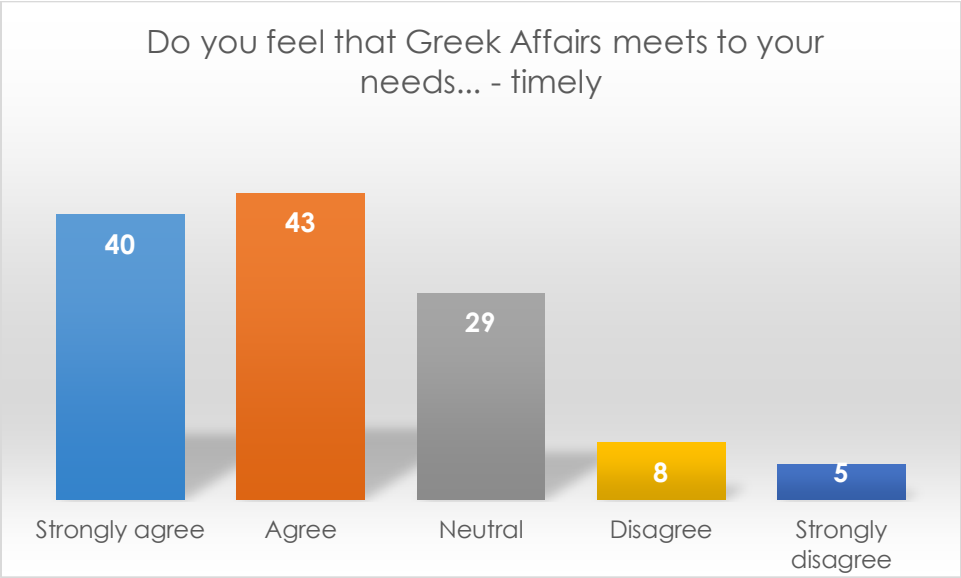
To what extent do you agree with the following statements about Greek Affairs: - Cares about my experience at USA

	Frequency	Percent
Strongly Agree	44	34.6
Agree	44	34.6
Neutral	24	20.5
Somewhat disagree	7	5.5
Disagree	6	4.7
Total	125	100



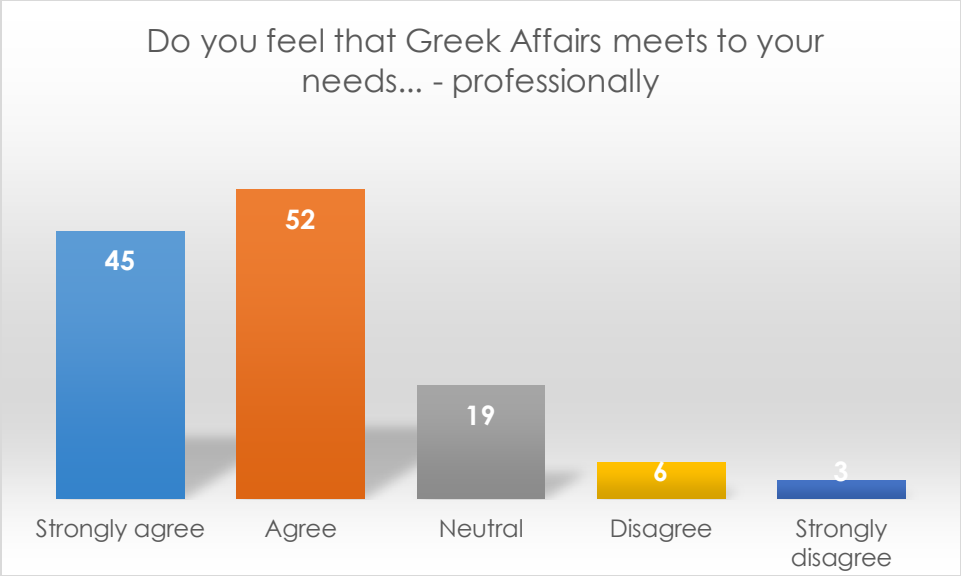
To what extent do you agree with the following statements about Greek Affairs: - Is a good source of information

	Frequency	Percent
Strongly Agree	44	35.2
Agree	47	37.6
Neutral	25	20.0
Somewhat disagree	4	3.2
Disagree	5	4.0
Total	125	100



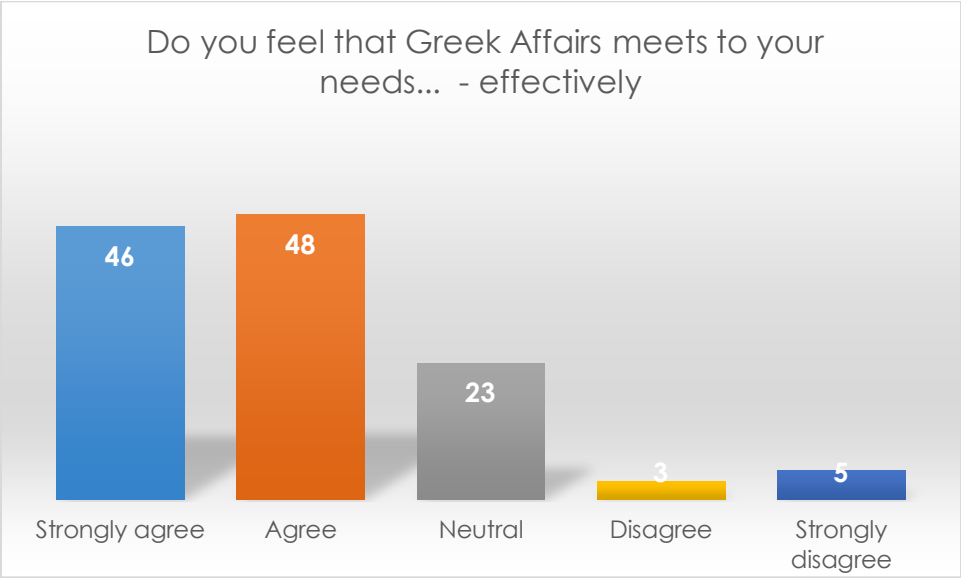
Do you feel that Greek Affairs meets to your needs... - timely

	Frequency	Percent
Strongly Agree	40	32.0
Agree	43	34.4
Neutral	29	23.2
Somewhat disagree	8	6.4
Disagree	5	4.0
Total	125	100



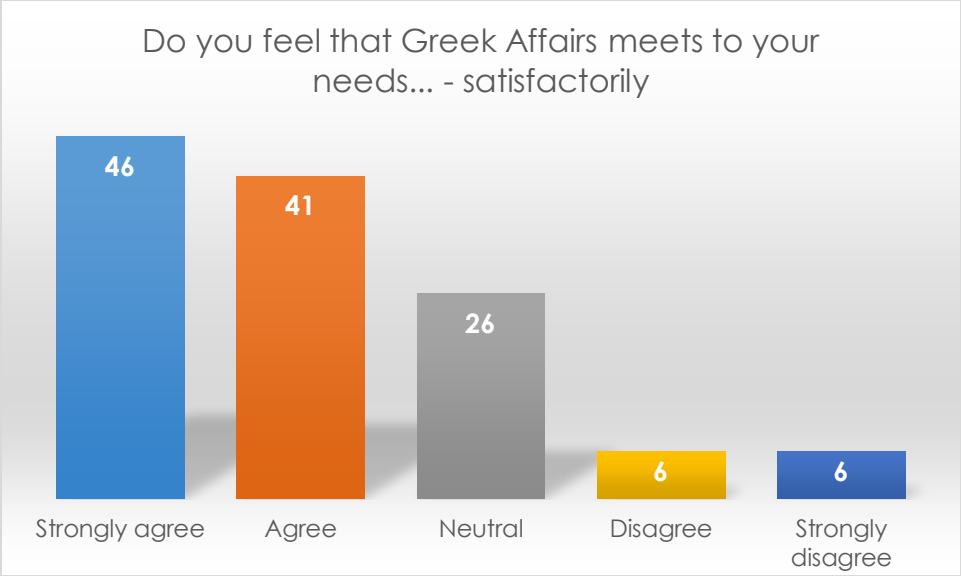
Do you feel that Greek Affairs meets to your needs... - professionally

	Frequency	Percent
Strongly Agree	45	36.0
Agree	52	41.6
Neutral	19	15.2
Somewhat disagree	6	4.8
Disagree	3	2.4
Total	125	100



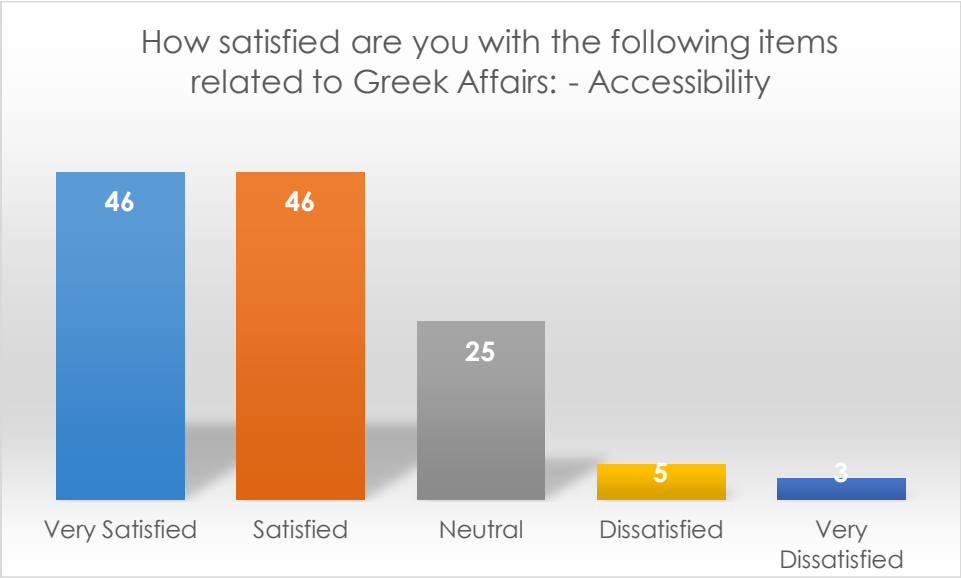
Do you feel that Greek Affairs meets to your needs... - effectively

	Frequency	Percent
Strongly Agree	46	36.8
Agree	48	38.4
Neutral	23	18.4
Somewhat disagree	3	2.4
Disagree	5	4.0
Total	125	100



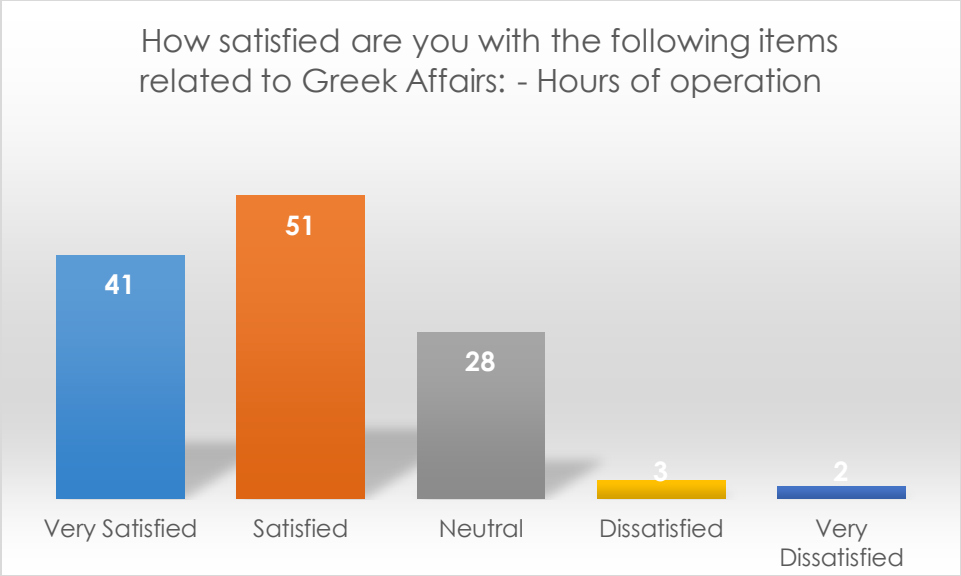
Do you feel that Greek Affairs meets to your needs... - satisfactorily

	Frequency	Percent
Strongly Agree	46	36.8
Agree	41	32.8
Neutral	26	20.8
Somewhat disagree	6	4.8
Disagree	6	4.8
Total	125	100



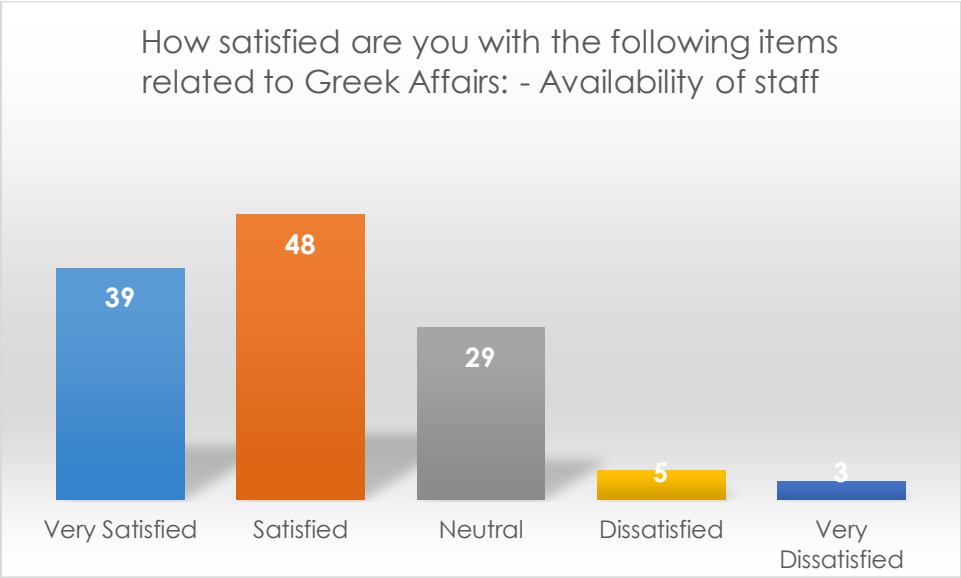
How satisfied are you with the following items related to Greek Affairs: - Accessibility

	Frequency	Percent
Very Satisfied	46	36.8
Satisfied	46	36.8
Neutral	25	20.0
Dissatisfied	5	4.0
Very Dissatisfied	3	2.4
Total	125	100



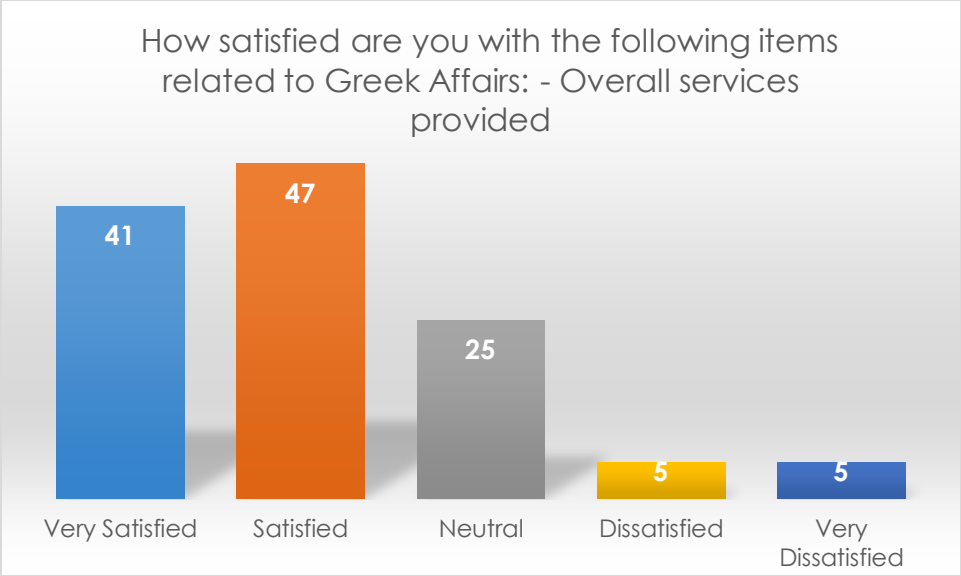
How satisfied are you with the following items related to Greek Affairs: - Hours of operation

	Frequency	Percent
Very Satisfied	41	32.8
Satisfied	51	40.8
Neutral	28	22.4
Dissatisfied	3	2.4
Very Dissatisfied	2	1.6
Total	125	100



How satisfied are you with the following items related to Greek Affairs: - Availability of staff

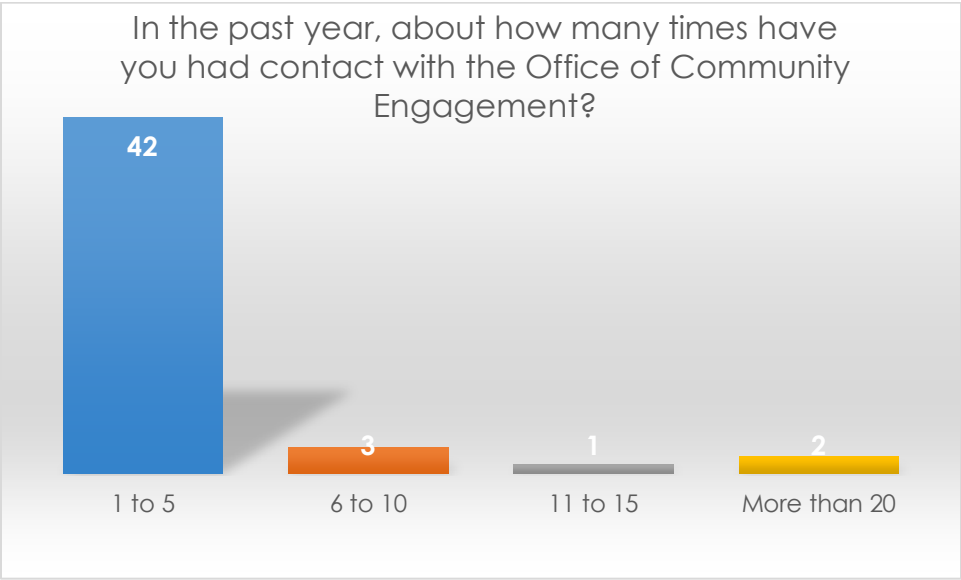
	Frequency	Percent
Very Satisfied	39	31.5
Satisfied	48	38.7
Neutral	29	23.4
Dissatisfied	5	4.0
Very Dissatisfied	3	2.4
Total	124	100



How satisfied are you with the following items related to Greek Affairs: - Overall services provided

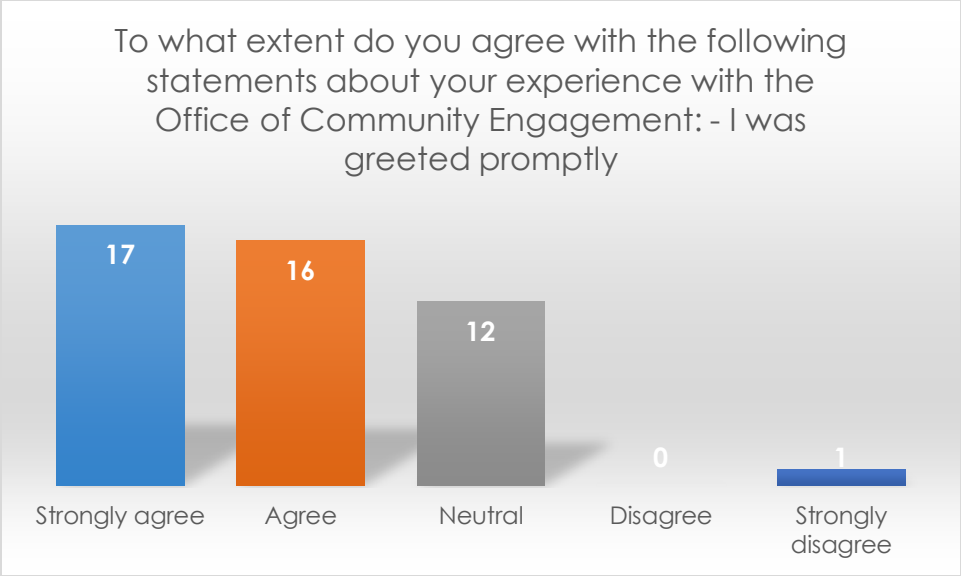
	Frequency	Percent
Strongly Agree	41	33.3
Agree	47	38.2
Neutral	25	20.3
Somewhat disagree	5	4.1
Disagree	5	4.1
Total	123	100

Office of Community Engagement



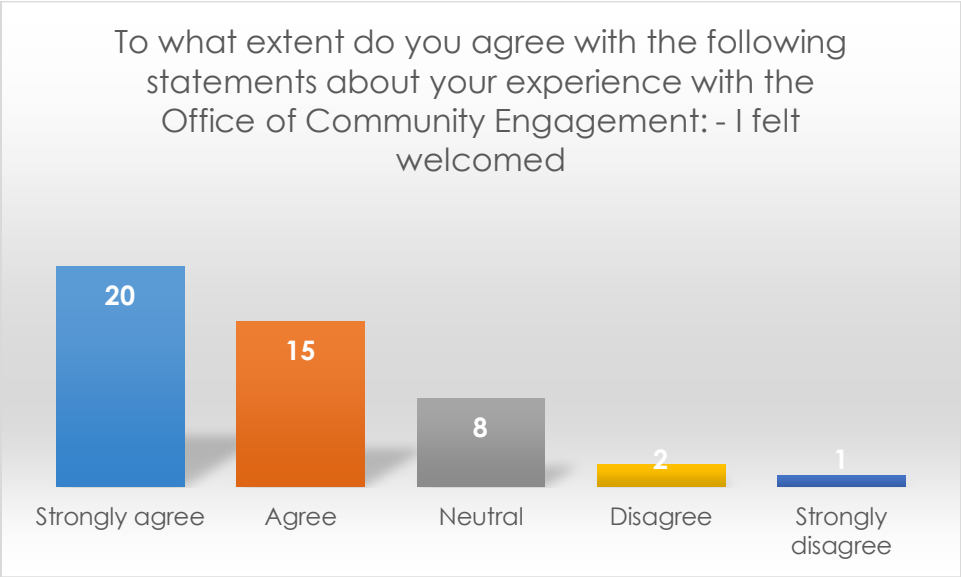
In the past year, about how many times have you had contact with the Office of Community Engagement?

	Frequency	Percent
0	42	87.5
1 to 10	3	6.3
11 to 20	1	2.1
21 to 30	0	0.0
More than 30 hours	2	4.2
Total	48	100.0



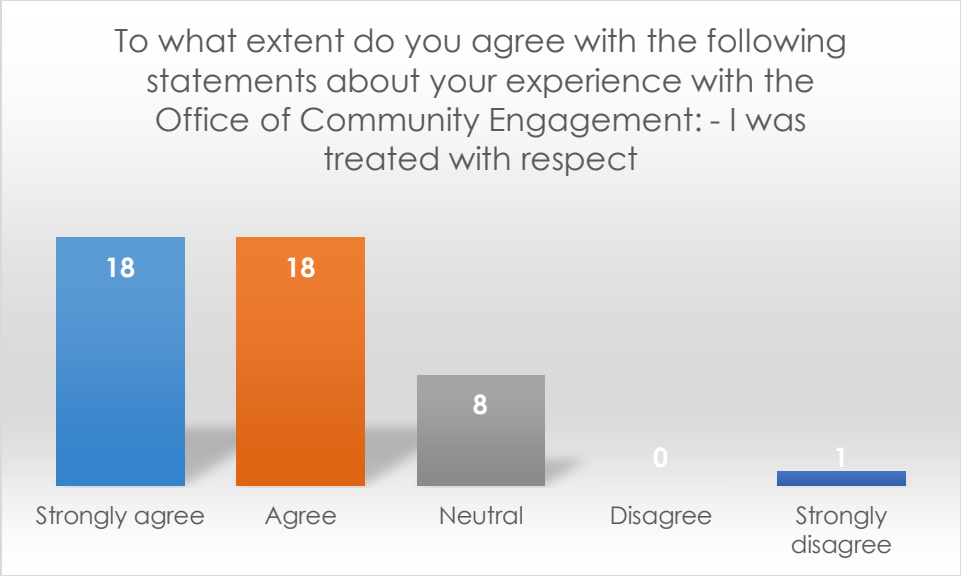
To what extent do you agree with the following statements about your experience with the Office of Community Engagement: - I was greeted promptly

	Frequency	Percent
Strongly Agree	17	37.0
Agree	16	34.8
Neutral	12	26.1
Somewhat disagree	0	0.0
Disagree	1	2.2
Total	46	100.0



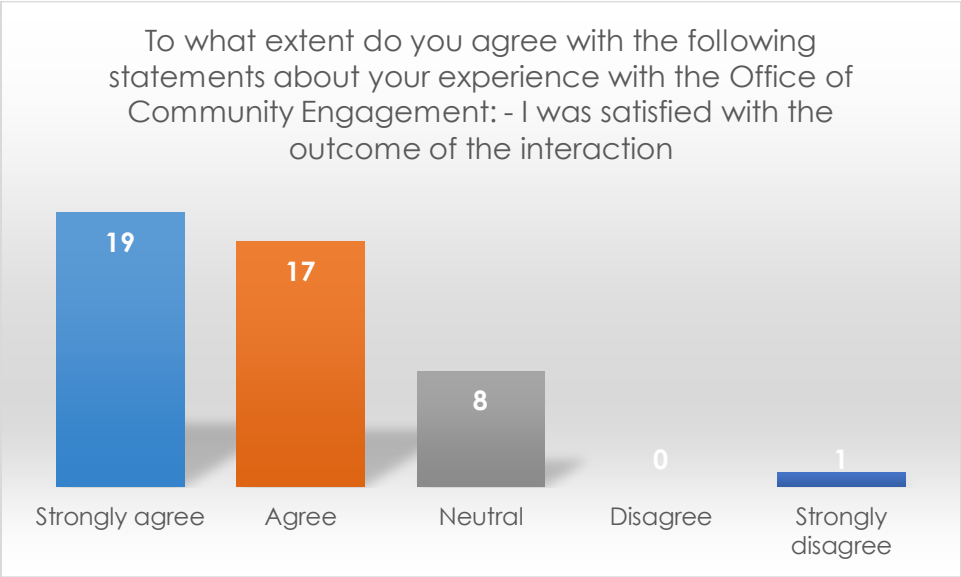
To what extent do you agree with the following statements about your experience with the Office of Community Engagement: - I felt welcomed

	Frequency	Percent
Strongly agree	20	43.5
Agree	15	32.6
Neutral	8	17.4
Disagree	2	4.3
Strongly disagree	1	2.2
Total	46	100.0



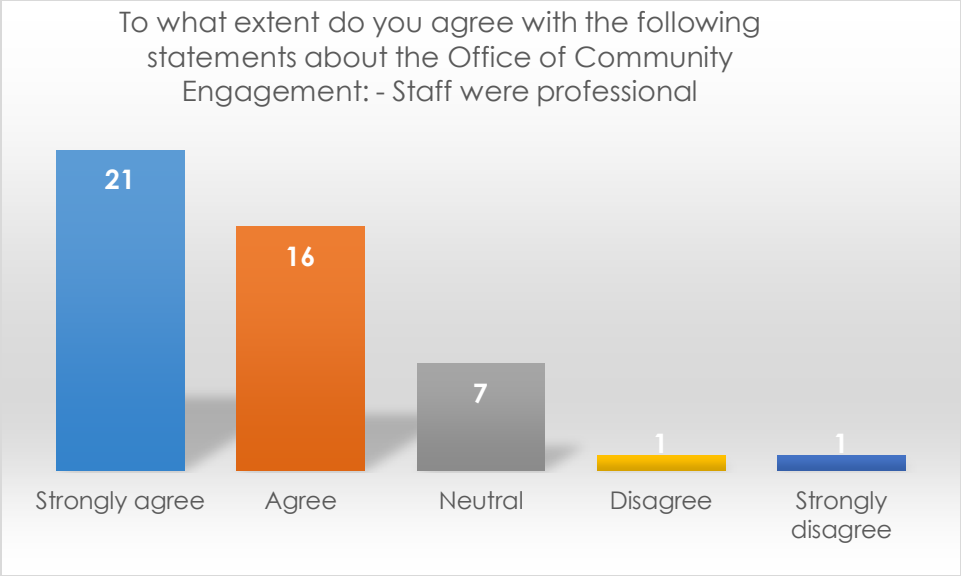
To what extent do you agree with the following statements about your experience with the Office of Community Engagement: - I was treated with respect

	Frequency	Percent
Strongly agree	18	40.0
Agree	18	40.0
Neutral	8	17.8
Disagree	0	0.0
Strongly disagree	1	2.2
Total	45	100.0



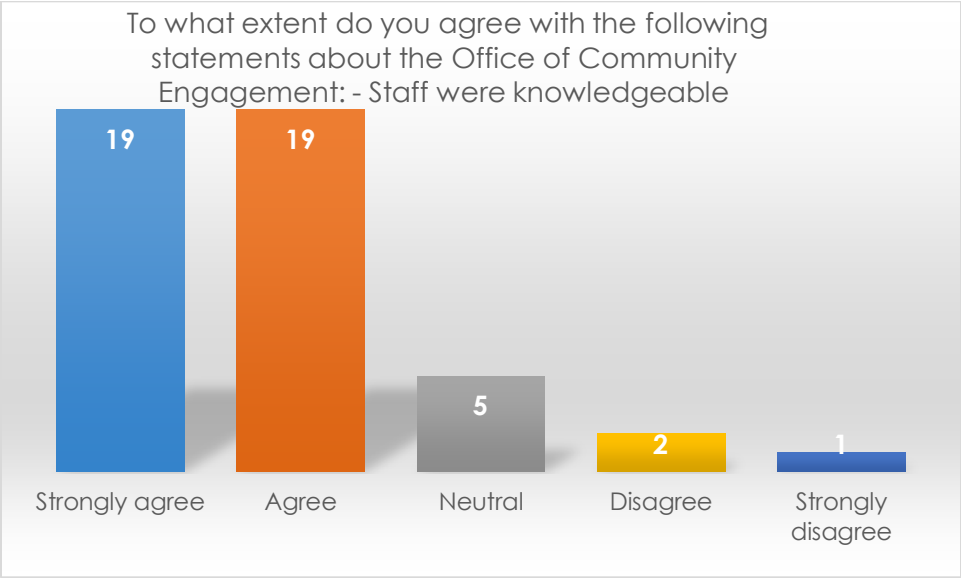
To what extent do you agree with the following statements about your experience with the Office of Community Engagement: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	19	42.2
Agree	17	37.8
Neutral	8	17.8
Disagree	0	0.0
Strongly disagree	1	2.2
Total	45	100.0



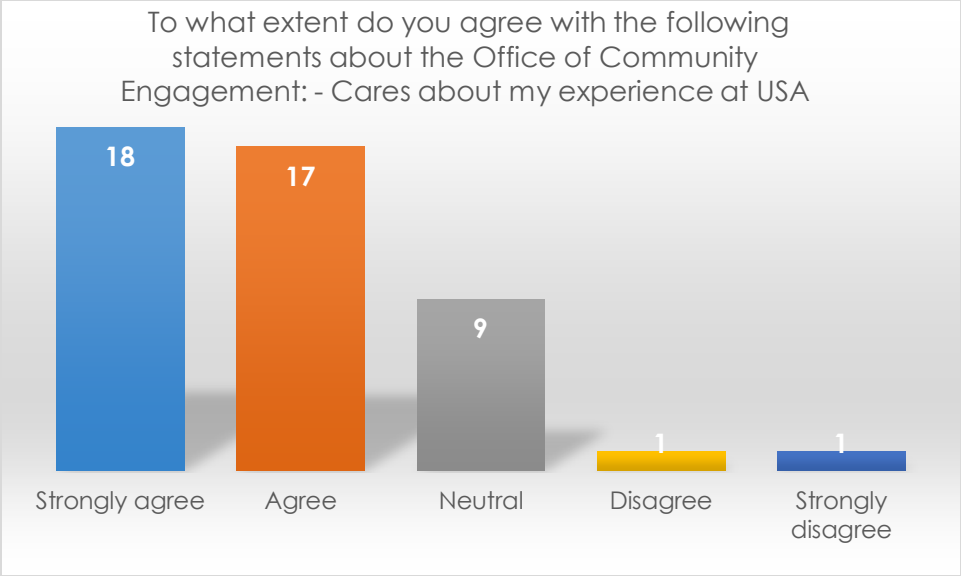
To what extent do you agree with the following statements about the Office of Community Engagement: - Staff were professional

	Frequency	Percent
Strongly agree	21	45.7
Agree	16	34.8
Neutral	7	15.2
Disagree	1	2.2
Strongly disagree	1	2.2
Total	46	100.0



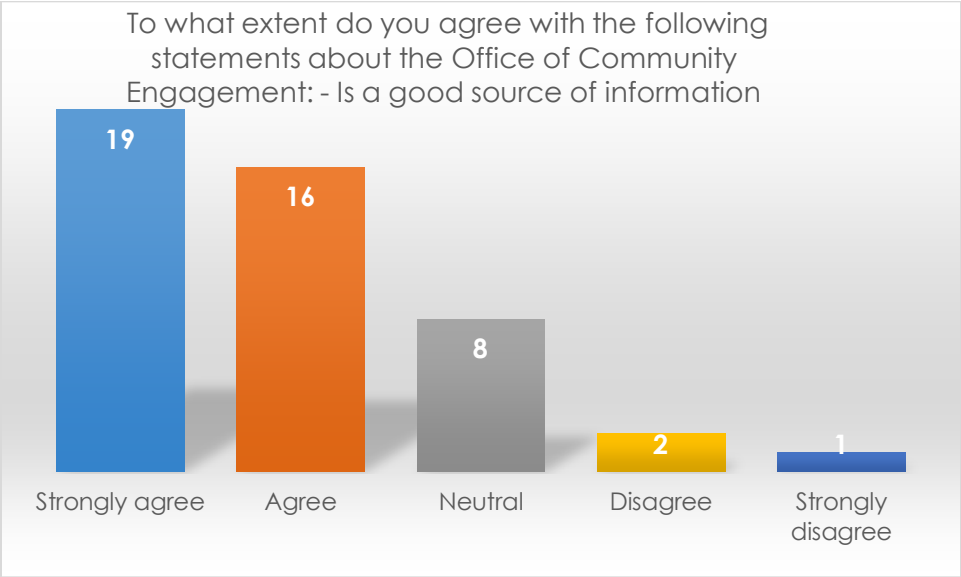
To what extent do you agree with the following statements about the Office of Community Engagement: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	19	41.3
Agree	19	41.3
Neutral	5	10.9
Disagree	2	4.3
Strongly disagree	1	2.2
Total	46	100.0



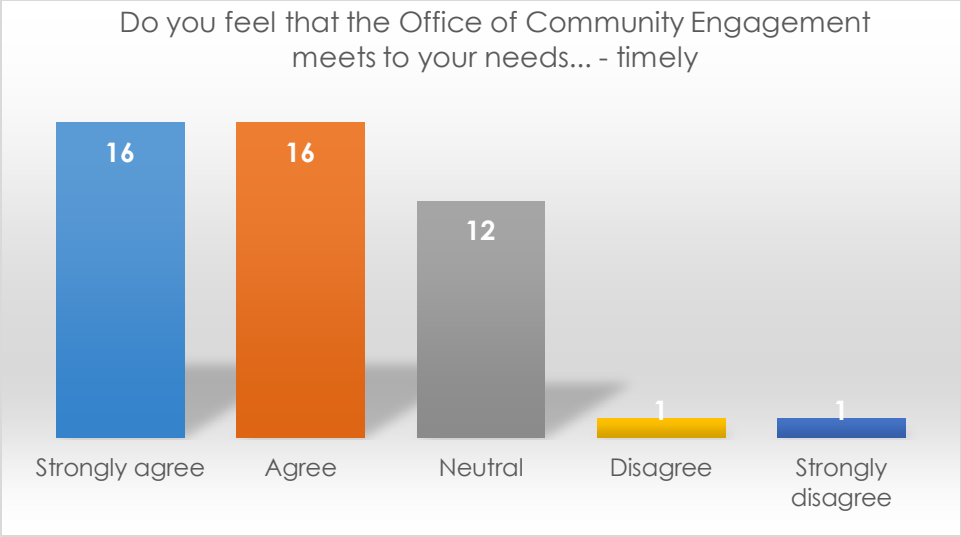
To what extent do you agree with the following statements about the Office of Community Engagement: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	18	39.1
Agree	17	37.0
Neutral	9	19.6
Disagree	1	2.2
Strongly disagree	1	2.2
Total	46	100.0



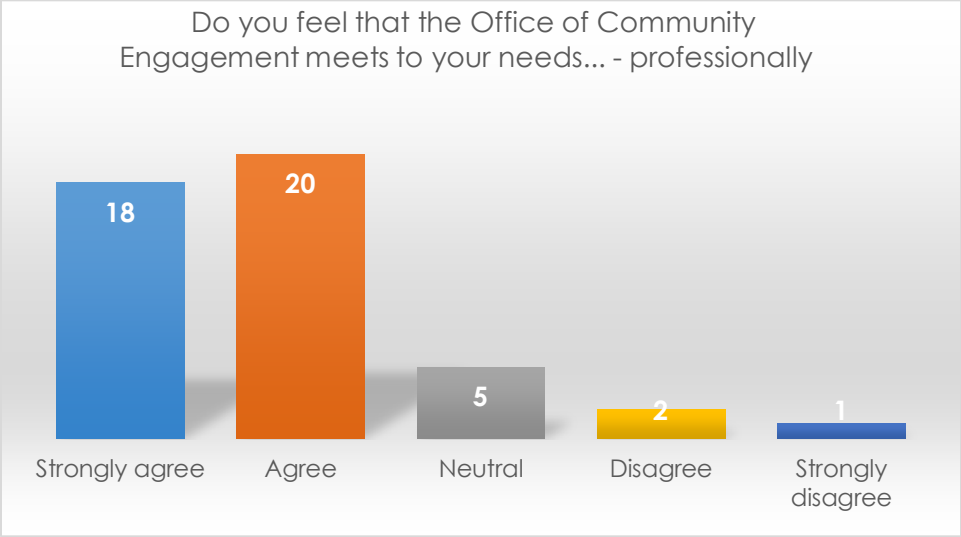
To what extent do you agree with the following statements about the Office of Community Engagement: - Is a good source of information

	Frequency	Percent
Strongly agree	19	41.3
Agree	16	34.8
Neutral	8	17.4
Disagree	2	4.3
Strongly disagree	1	2.2
Total	46	100.0



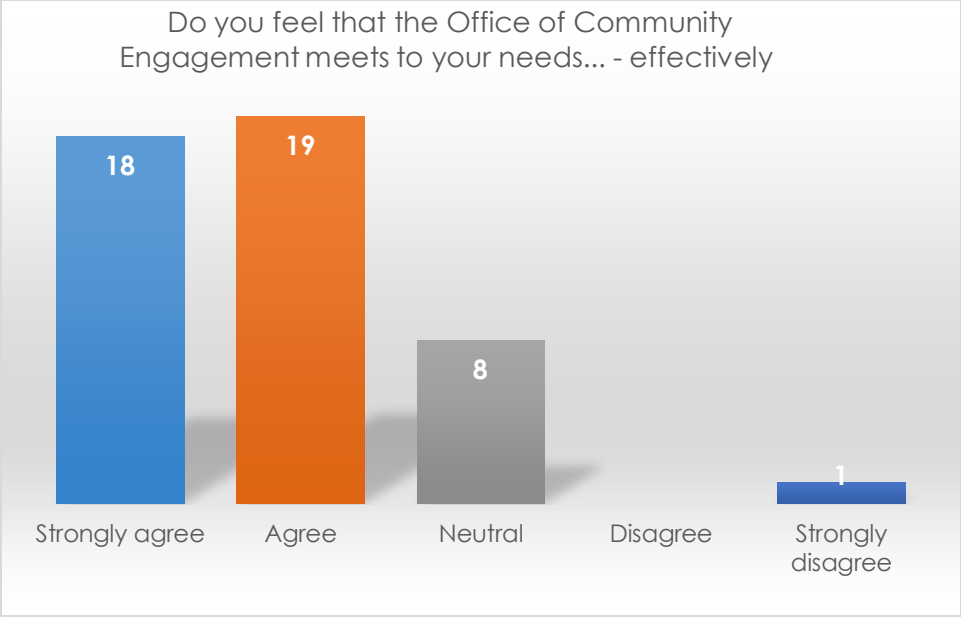
Do you feel that the Office of Community Engagement meets to your needs... - timely

	Frequency	Percent
Strongly agree	16	34.8
Agree	16	34.8
Neutral	12	26.1
Disagree	1	2.2
Strongly disagree	1	2.2
Total	46	100.0



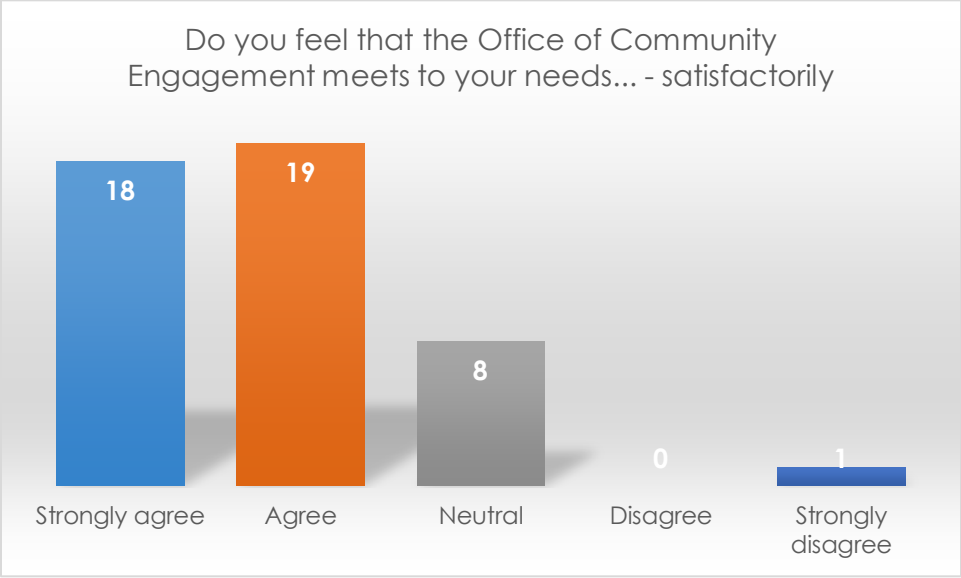
Do you feel that the Office of Community Engagement meets to your needs... - professionally

	Frequency	Percent
Strongly agree	18	39.1
Agree	20	43.5
Neutral	5	10.9
Disagree	2	4.3
Strongly disagree	1	2.2
Total	46	100.0



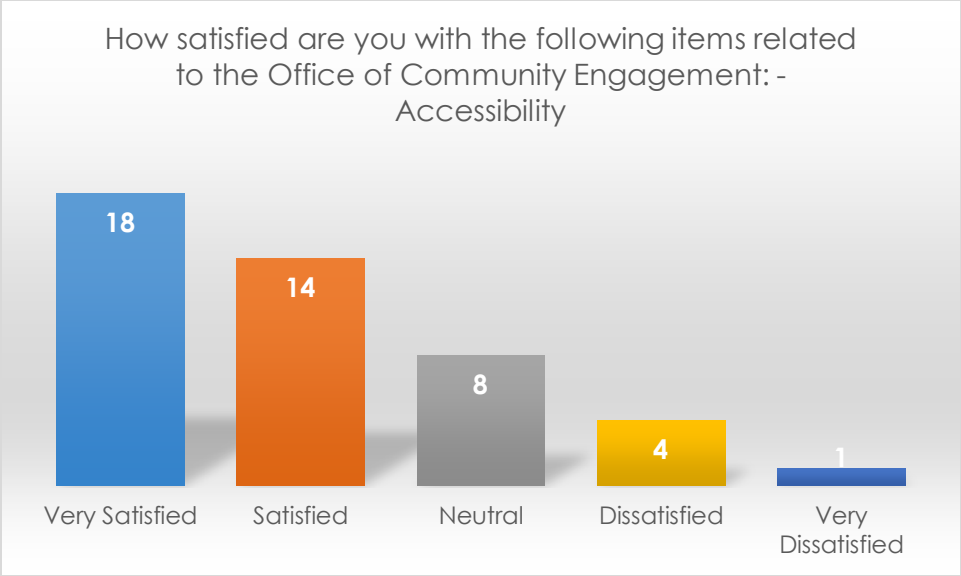
Do you feel that the Office of Community Engagement meets to your needs... – effectively

	Frequency	Percent
Strongly agree	18	39.1
Agree	19	41.3
Neutral	8	17.4
Disagree	0	0.0
Strongly disagree	1	2.2
Total	46	100.0



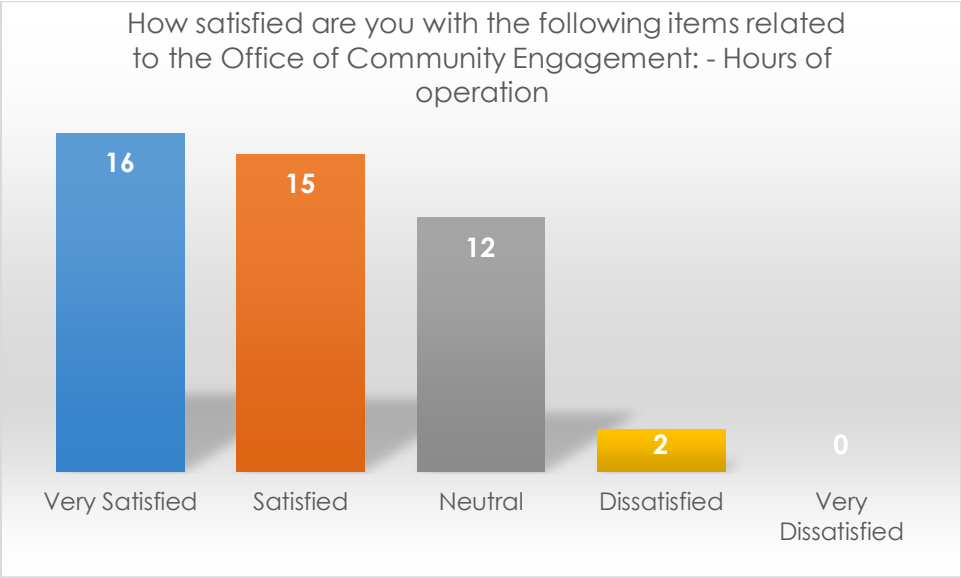
Do you feel that the Office of Community Engagement meets to your needs... – satisfactorily

	Frequency	Percent
Strongly agree	18	39.1
Agree	19	41.3
Neutral	8	17.4
Disagree	0	0.0
Strongly disagree	1	2.2
Total	46	100.0



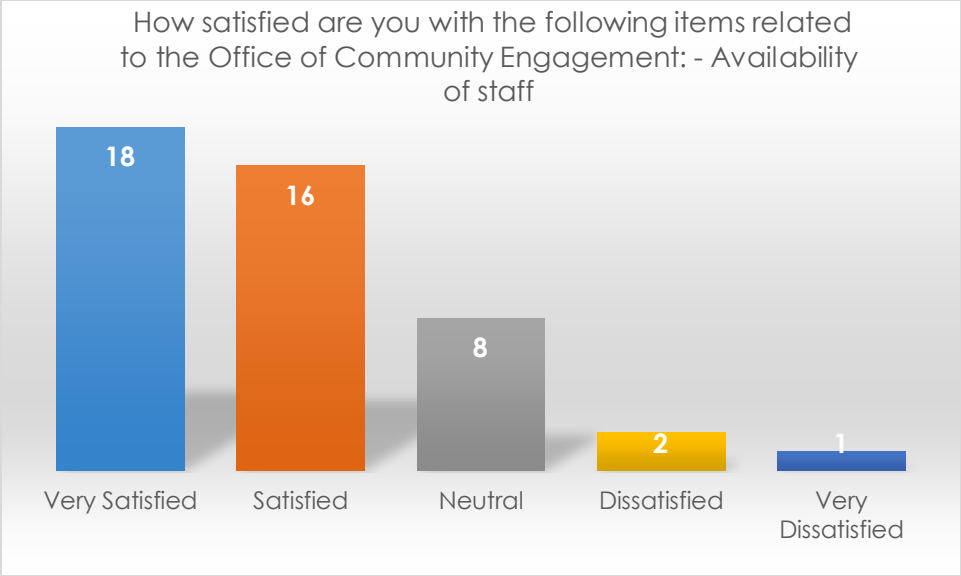
How satisfied are you with the following items related to the Office of Community Engagement: - Accessibility

	Frequency	Percent
Very Satisfied	18	40.0
Satisfied	14	31.1
Neutral	8	17.8
Dissatisfied	4	8.9
Very Dissatisfied	1	2.2
Total	45	100.0



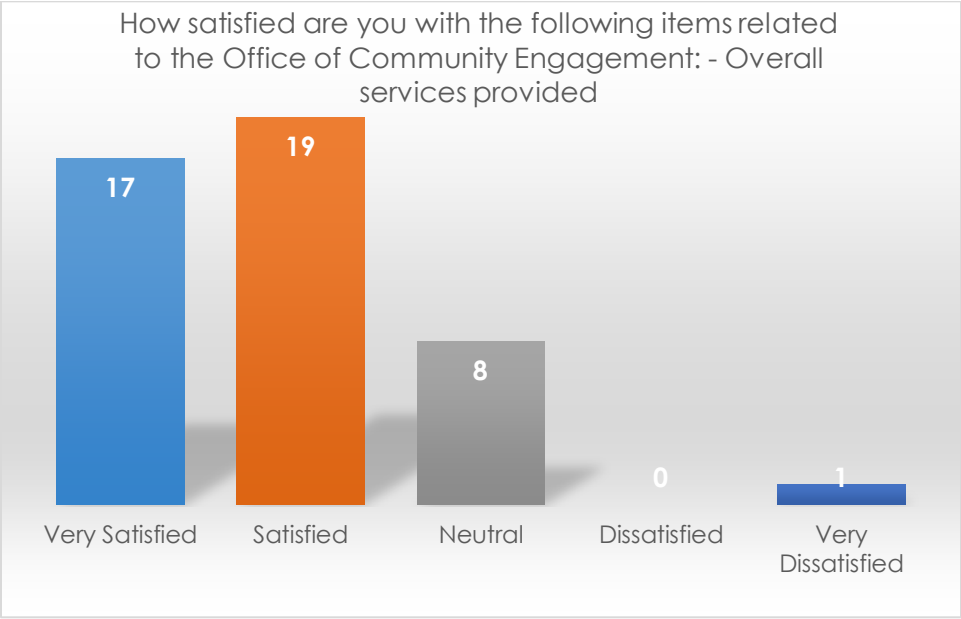
How satisfied are you with the following items related to the Office of Community Engagement: - Hours of operation

	Frequency	Percent
Very Satisfied	16	35.6
Satisfied	15	33.3
Neutral	12	26.7
Dissatisfied	2	4.4
Very Dissatisfied	0	0.0
Total	45	100.0



How satisfied are you with the following items related to the Office of Community Engagement: - Availability of staff

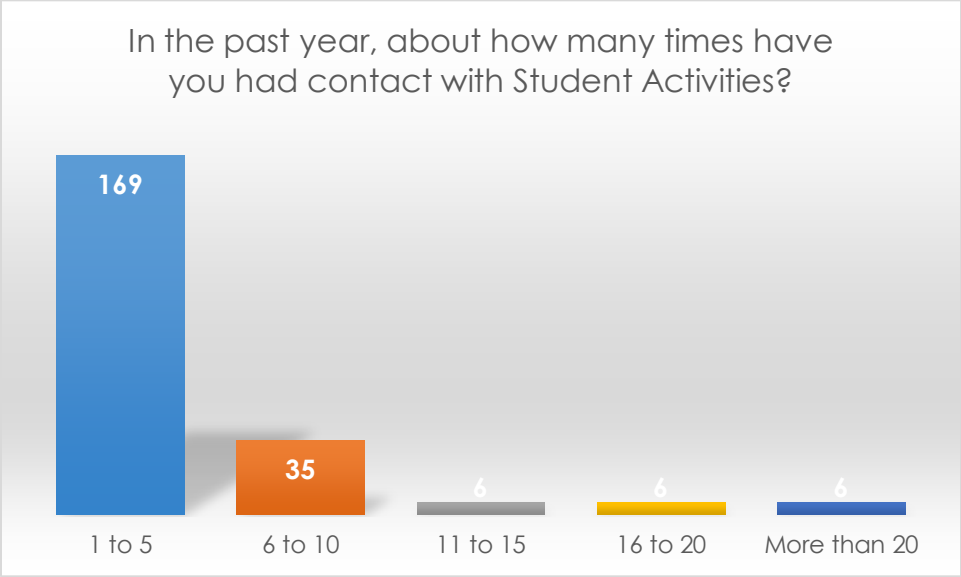
	Frequency	Percent
Very Satisfied	18	40.0
Satisfied	16	35.6
Neutral	8	17.8
Dissatisfied	2	4.4
Very Dissatisfied	1	2.2
Total	45	100.0



How satisfied are you with the following items related to the Office of Community Engagement: - Overall services provided

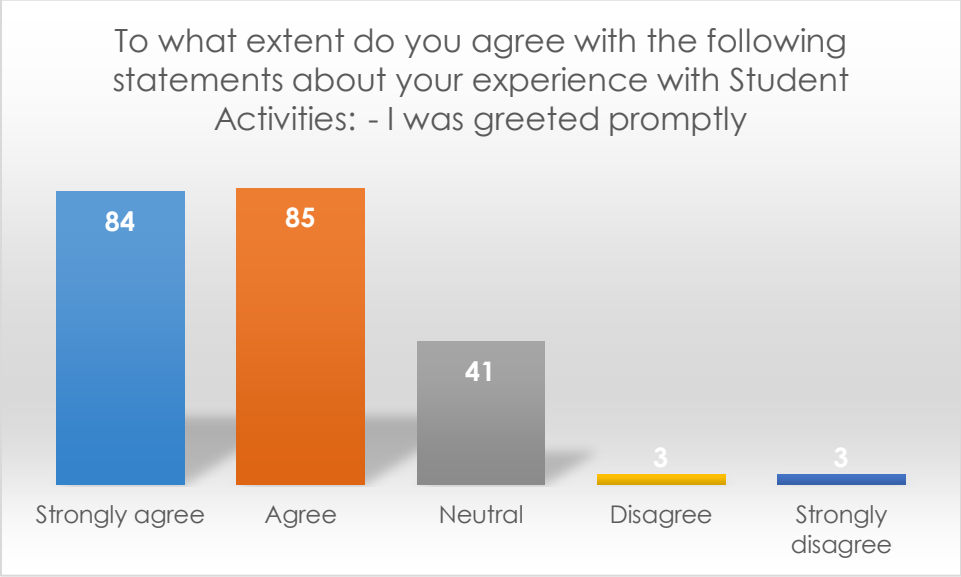
	Frequency	Percent
Very Satisfied	17	37.8
Satisfied	19	42.2
Neutral	8	17.8
Dissatisfied	0	0.0
Very Dissatisfied	1	2.2
Total	45	100.0

Student Activities



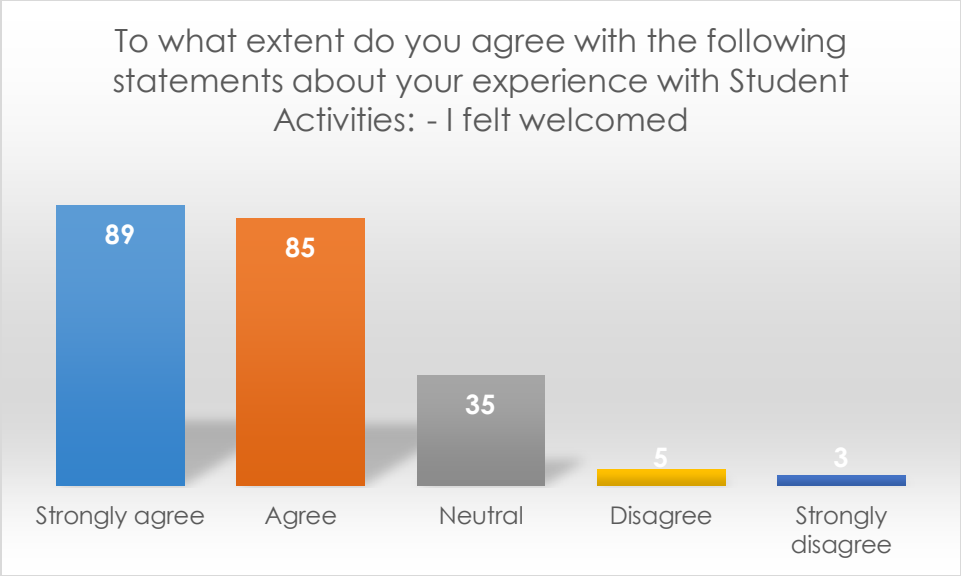
In the past year, about how many times have you had contact with Student Activities?

	Frequency	Percent
1 to 5	169	76.1
6 to 10	35	15.8
11 to 15	6	2.7
16 to 20	6	2.7
More than 20	6	2.7
Total	222	100.0



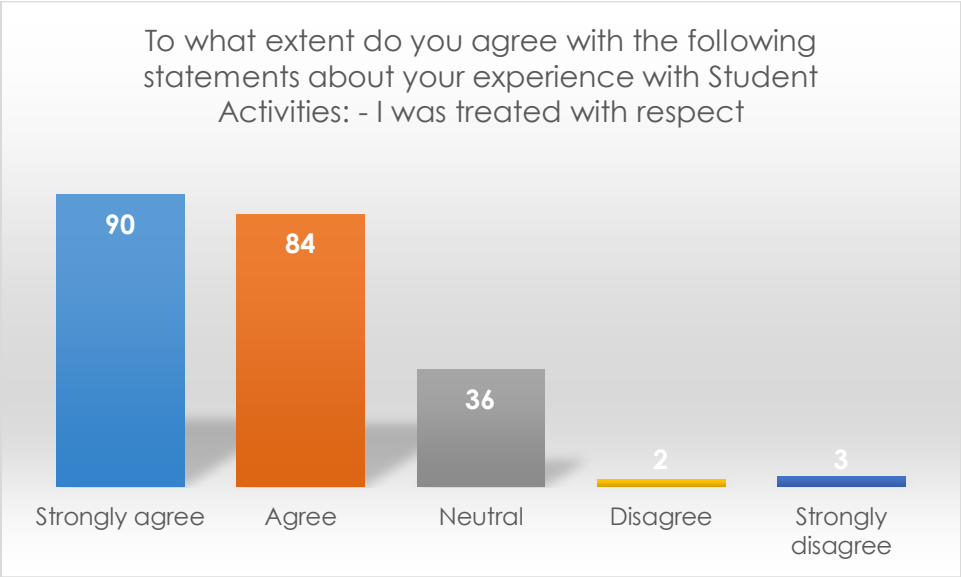
To what extent do you agree with the following statements about your experience with Student Activities: - I was greeted promptly

	Frequency	Percent
Strongly agree	84	38.9
Agree	85	39.4
Neutral	41	19.0
Disagree	3	1.4
Strongly disagree	3	1.4
Total	216	100.0



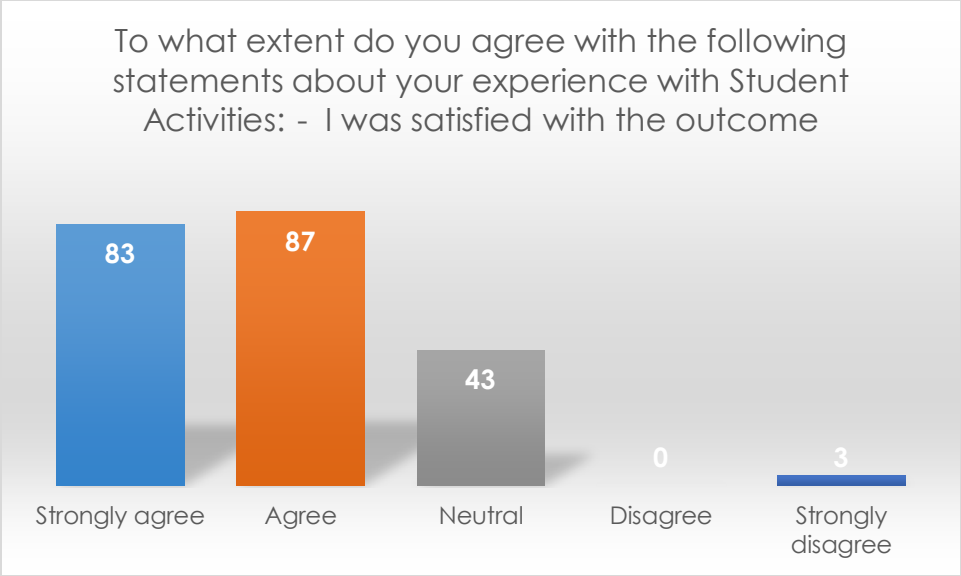
To what extent do you agree with the following statements about your experience with Student Activities: - I felt welcomed

	Frequency	Percent
Strongly agree	89	41.0
Agree	85	39.2
Neutral	35	16.1
Disagree	5	2.3
Strongly disagree	3	1.4
Total	217	100.0



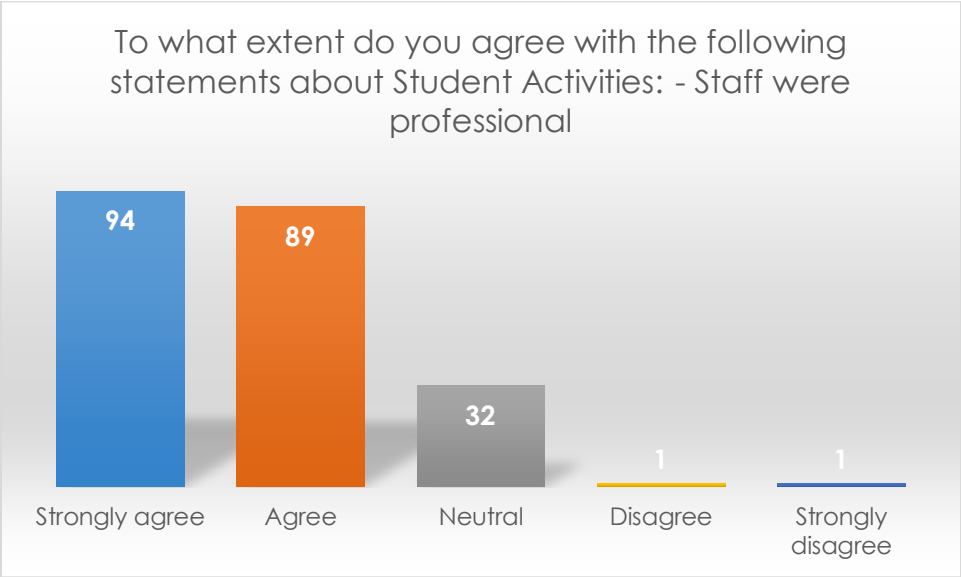
To what extent do you agree with the following statements about your experience with Student Activities: - I was treated with respect

	Frequency	Percent
Strongly agree	90	41.9
Agree	84	39.1
Neutral	36	16.7
Disagree	2	0.9
Strongly disagree	3	1.4
Total	215	100.0



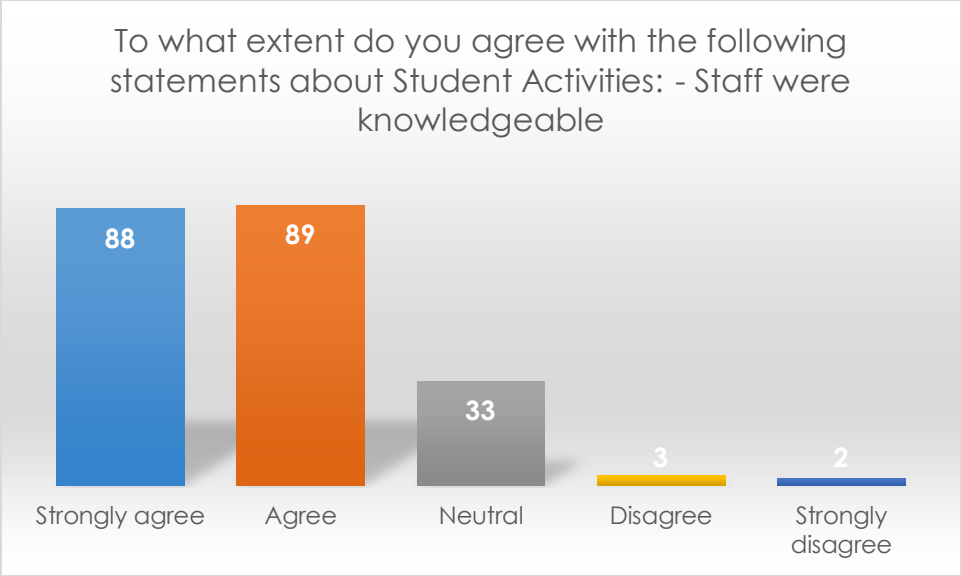
To what extent do you agree with the following statements about your experience with Student Activities: - I was satisfied with the outcome

	Frequency	Percent
Strongly agree	83	38.4
Agree	87	40.3
Neutral	43	19.9
Disagree	0	0.0
Strongly disagree	3	1.4
Total	216	100.0



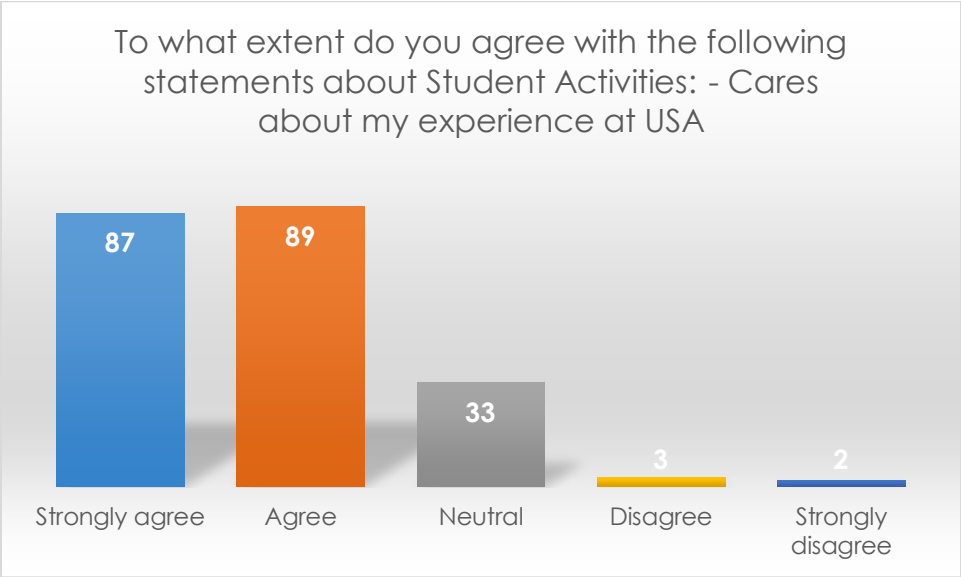
To what extent do you agree with the following statements about Student Activities: - Staff were professional

	Frequency	Percent
Strongly agree	94	43.3
Agree	89	41.0
Neutral	32	14.7
Disagree	1	0.5
Strongly disagree	1	0.5
Total	217	100.0



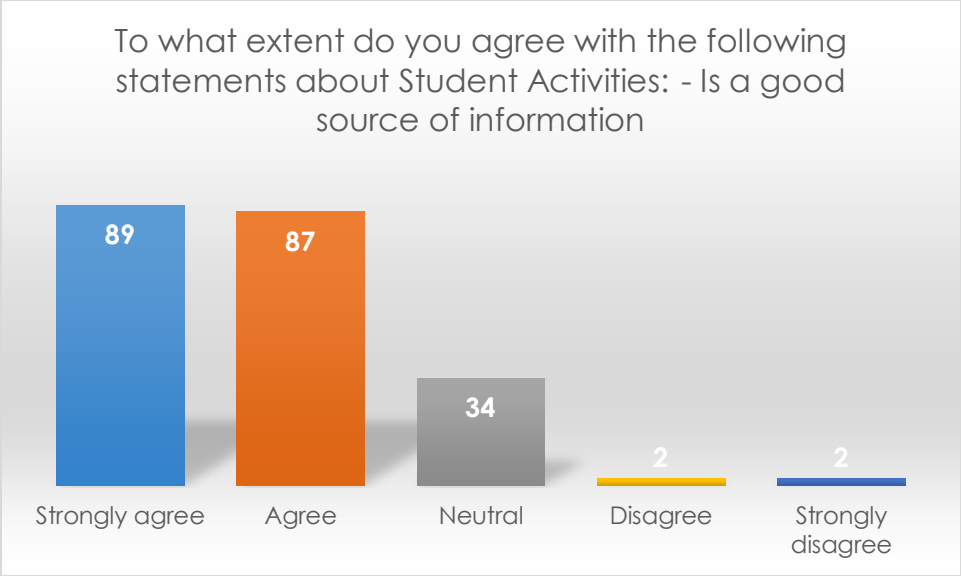
To what extent do you agree with the following statements about Student Activities: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	88	40.9
Agree	89	41.4
Neutral	33	15.3
Disagree	3	1.4
Strongly disagree	2	0.9
Total	215	100.0



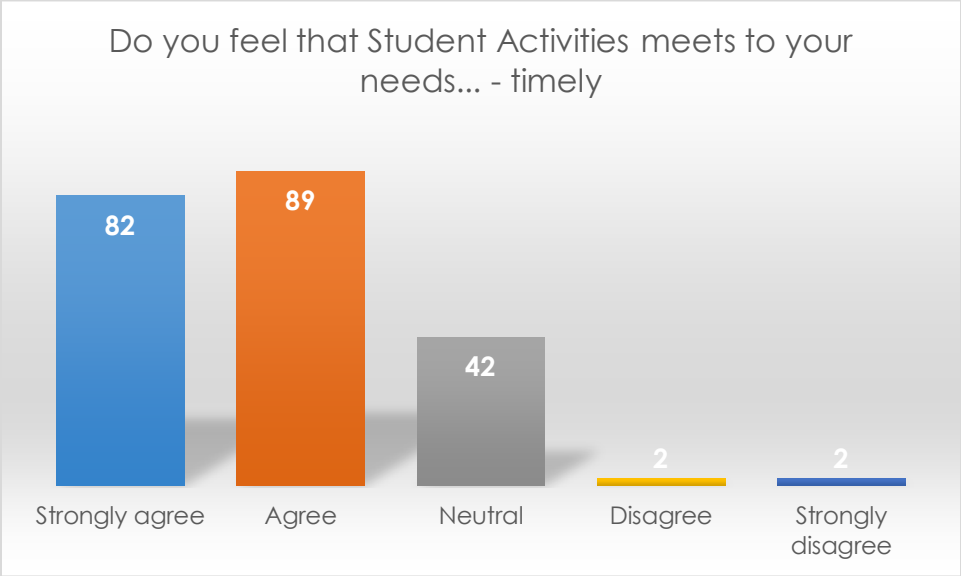
To what extent do you agree with the following statements about Student Activities: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	87	40.7
Agree	89	41.6
Neutral	33	15.4
Disagree	3	1.4
Strongly disagree	2	0.9
Total	214	100.0



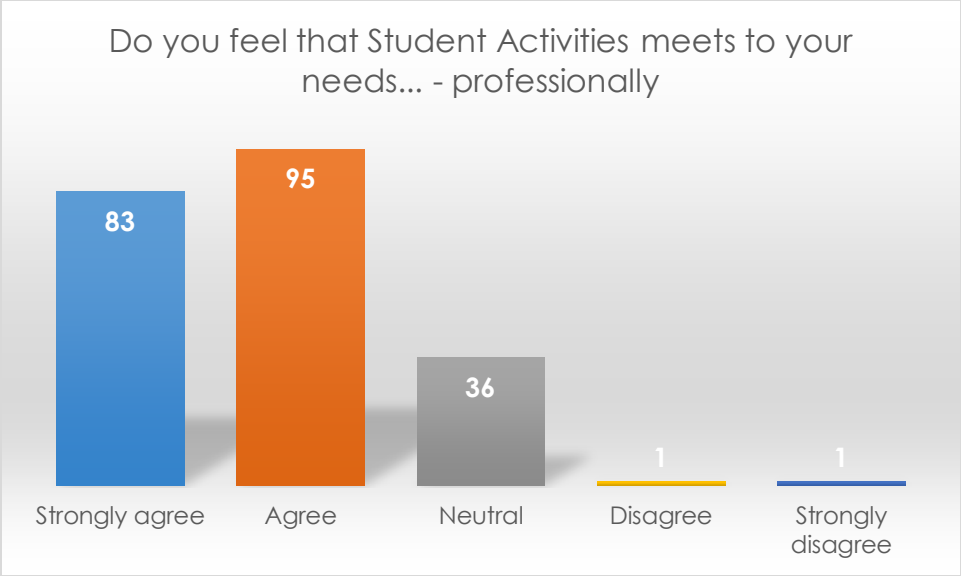
To what extent do you agree with the following statements about Student Activities: - Is a good source of information

	Frequency	Percent
Strongly agree	89	41.6
Agree	87	40.7
Neutral	34	15.9
Disagree	2	0.9
Strongly disagree	2	0.9
Total	214	100.0



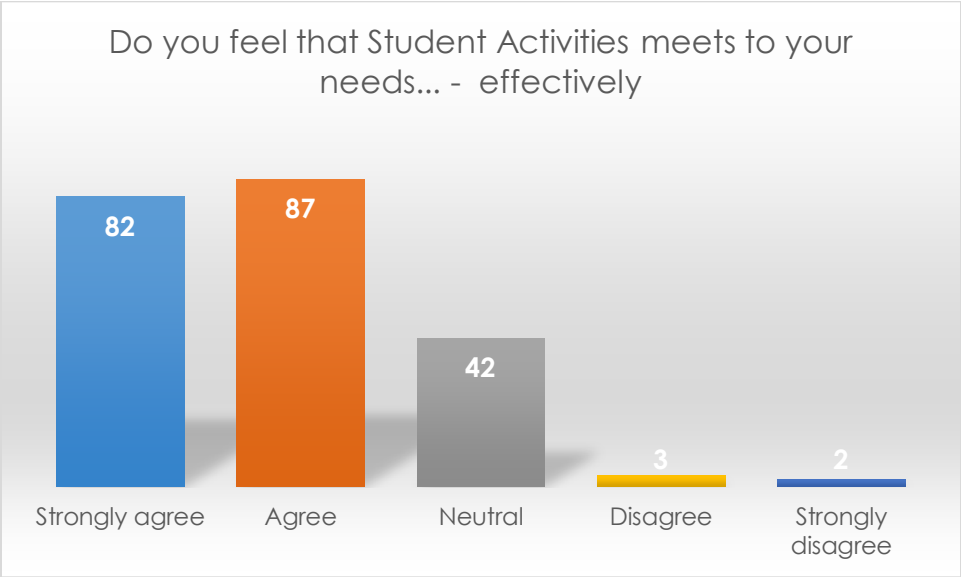
Do you feel that Student Activities meets to your needs... – timely

	Frequency	Percent
Strongly agree	82	37.8
Agree	89	41.0
Neutral	42	19.4
Disagree	2	0.9
Strongly disagree	2	0.9
Total	217	100.0



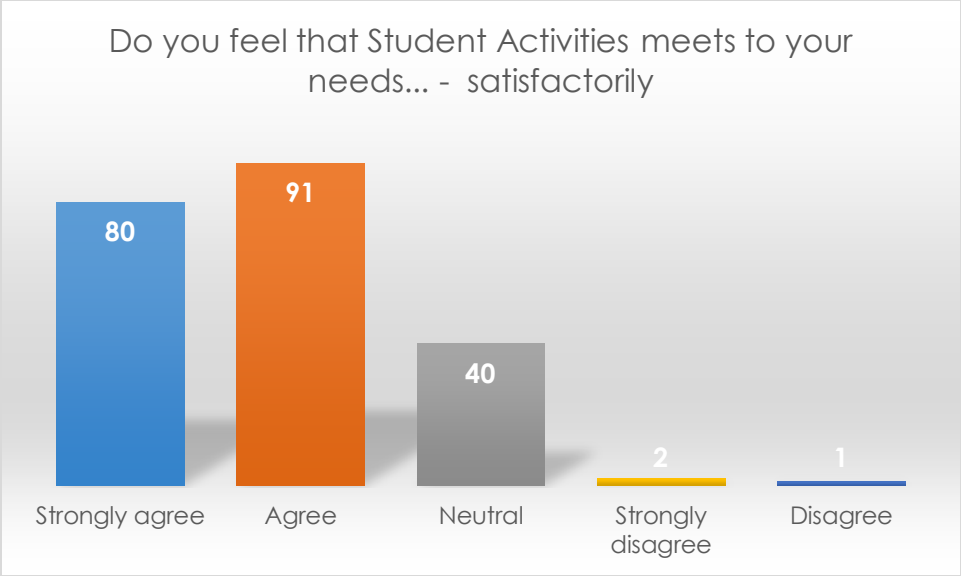
Do you feel that Student Activities meets to your needs... - professionally

	Frequency	Percent
Strongly agree	83	38.4
Agree	95	44.0
Neutral	36	16.7
Disagree	1	0.5
Strongly disagree	1	0.5
Total	216	100.0



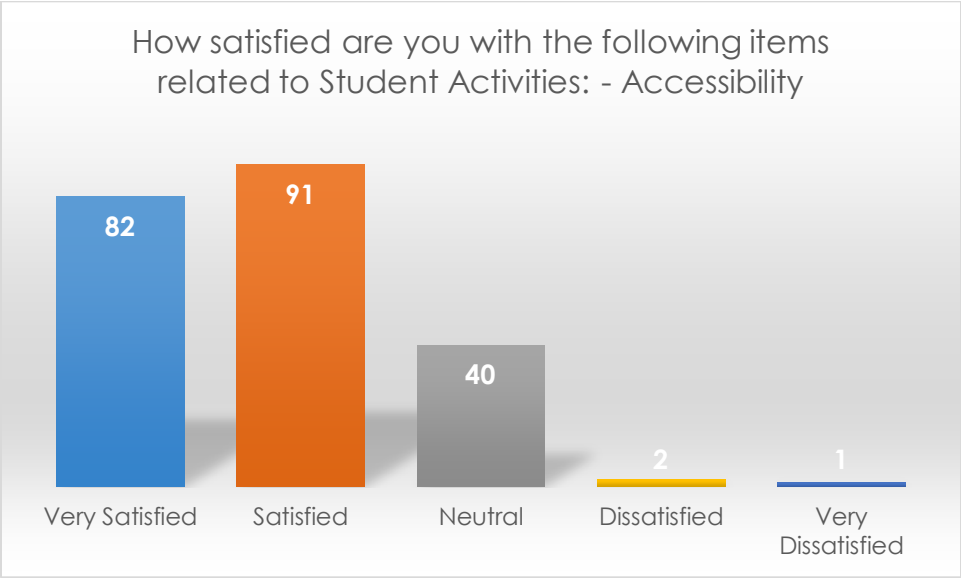
Do you feel that Student Activities meets to your needs... - effectively

	Frequency	Percent
Strongly agree	82	38.0
Agree	87	40.3
Neutral	42	19.4
Disagree	3	1.4
Strongly disagree	2	0.9
Total	216	100.0



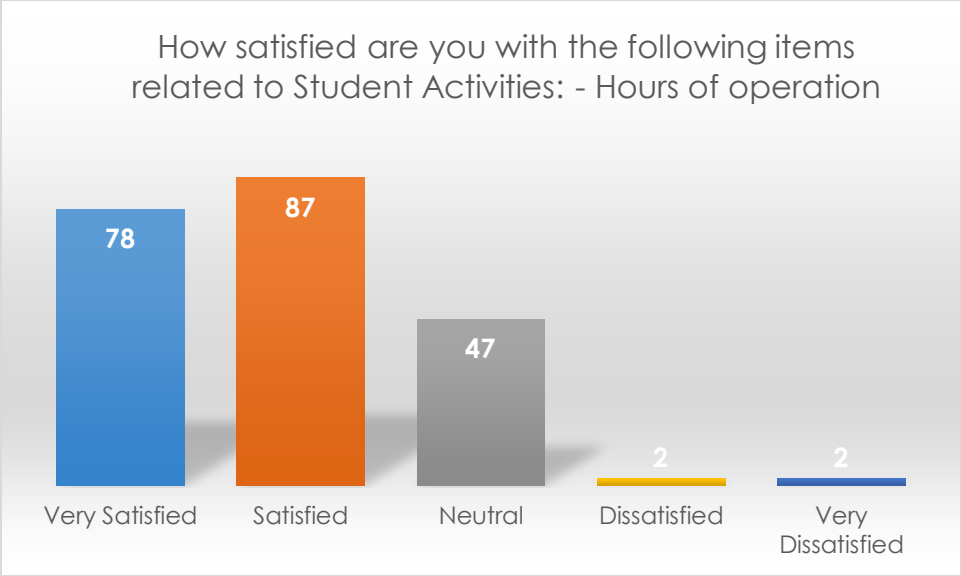
Do you feel that Student Activities meets to your needs... - satisfactorily

	Frequency	Percent
Strongly agree	80	37.4
Agree	91	42.5
Neutral	40	18.7
Disagree	1	0.5
Strongly disagree	2	0.9
Total	214	100.0



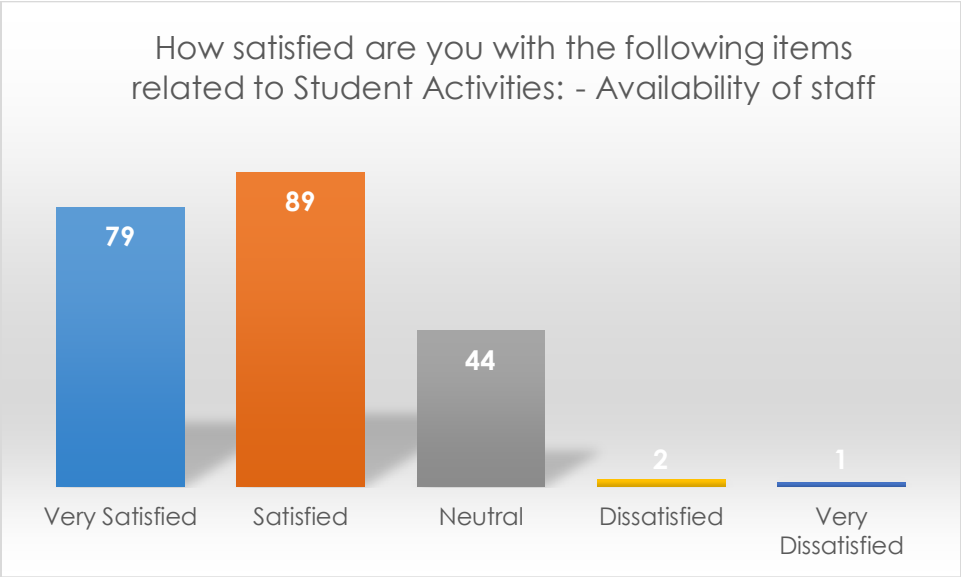
How satisfied are you with the following items related to Student Activities: - Accessibility

	Frequency	Percent
Very Satisfied	82	38.0
Satisfied	91	42.1
Neutral	40	18.5
Dissatisfied	2	0.9
Very Dissatisfied	1	0.5
Total	216	100.0



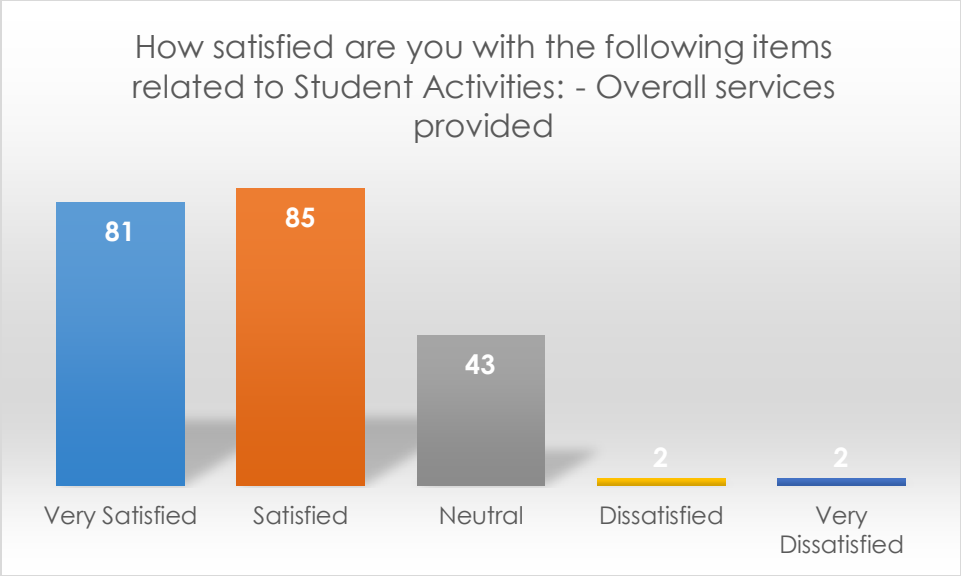
How satisfied are you with the following items related to Student Activities: - Hours of operation

	Frequency	Percent
Very Satisfied	78	36.1
Satisfied	87	40.3
Neutral	47	21.8
Dissatisfied	2	0.9
Very Dissatisfied	2	0.9
Total	216	100.0



How satisfied are you with the following items related to Student Activities: - Availability of staff

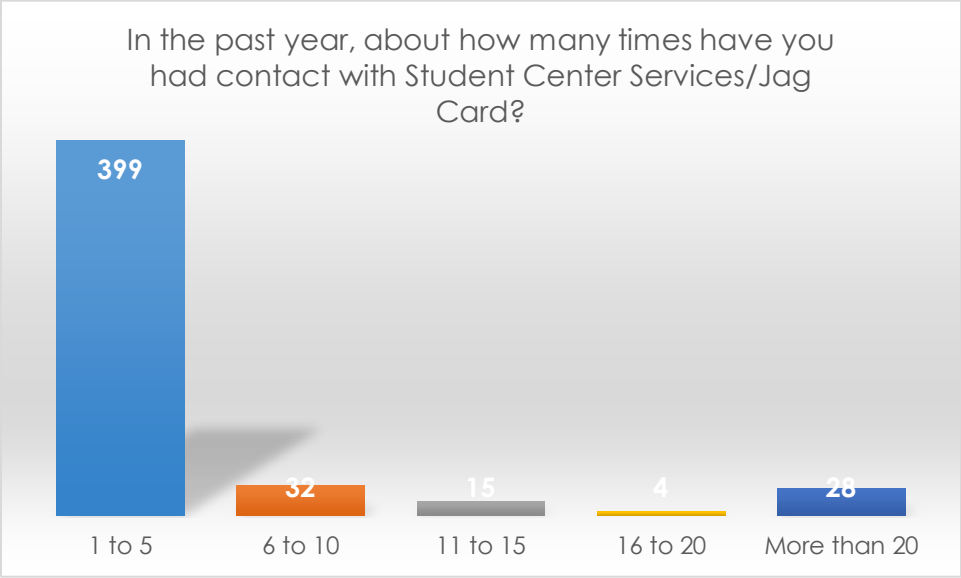
	Frequency	Percent
Very Satisfied	79	36.7
Satisfied	89	41.4
Neutral	44	20.5
Dissatisfied	2	0.9
Very Dissatisfied	1	0.5
Total	215	100.0



How satisfied are you with the following items related to Student Activities: - Overall services provided

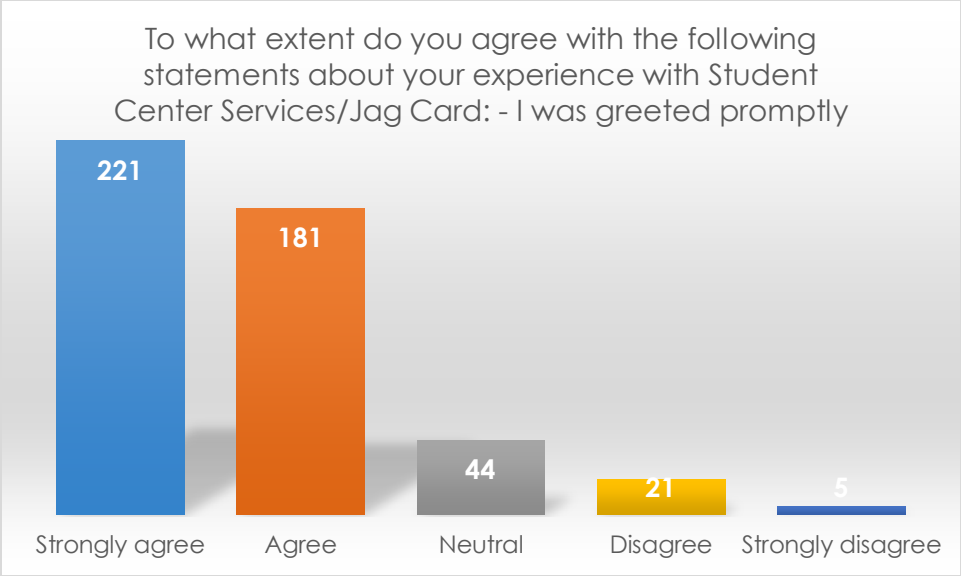
	Frequency	Percent
Very Satisfied	81	38.0
Satisfied	85	39.9
Neutral	43	20.2
Dissatisfied	2	0.9
Very Dissatisfied	2	0.9
Total	213	100.0

Student Center Services/Jag Card



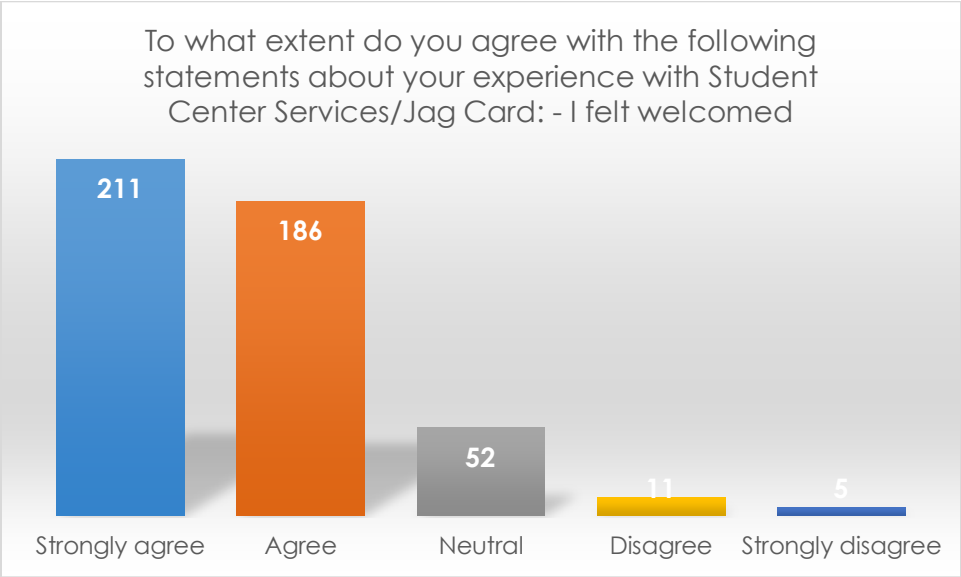
In the past year, about how many times have you had contact with Student Center Services/Jag Card?

	Frequency	Percent
1 to 5	399	83.5
6 to 10	32	6.7
11 to 15	15	3.1
16 to 20	4	0.8
More than 20	28	5.9
Total	478	100.0



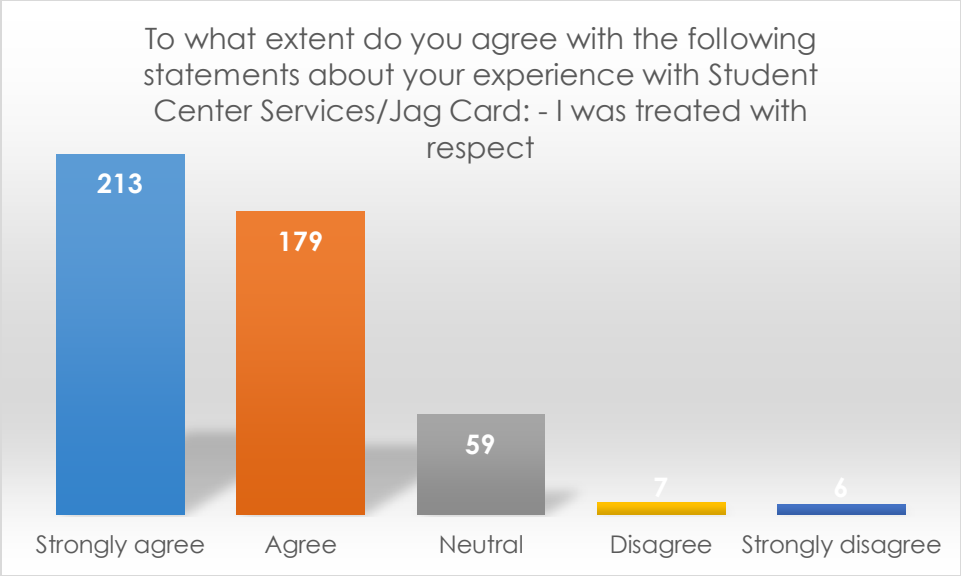
To what extent do you agree with the following statements about Student Center Services/Jag Card: - I was greeted promptly

	Frequency	Percent
Strongly agree	221	46.8
Agree	181	38.3
Neutral	44	9.3
Disagree	21	4.4
Strongly disagree	5	1.1
Total	472	100.0



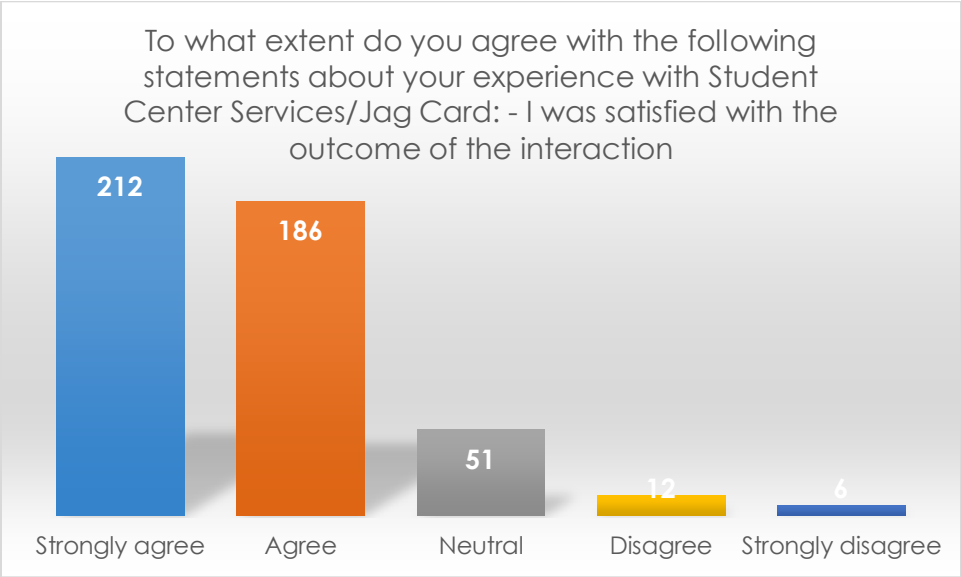
To what extent do you agree with the following statements about Student Center Services/Jag Card: - I felt welcomed

	Frequency	Percent
Strongly agree	211	45.4
Agree	186	40.0
Neutral	52	11.2
Disagree	11	2.4
Strongly disagree	5	1.1
Total	465	100.0



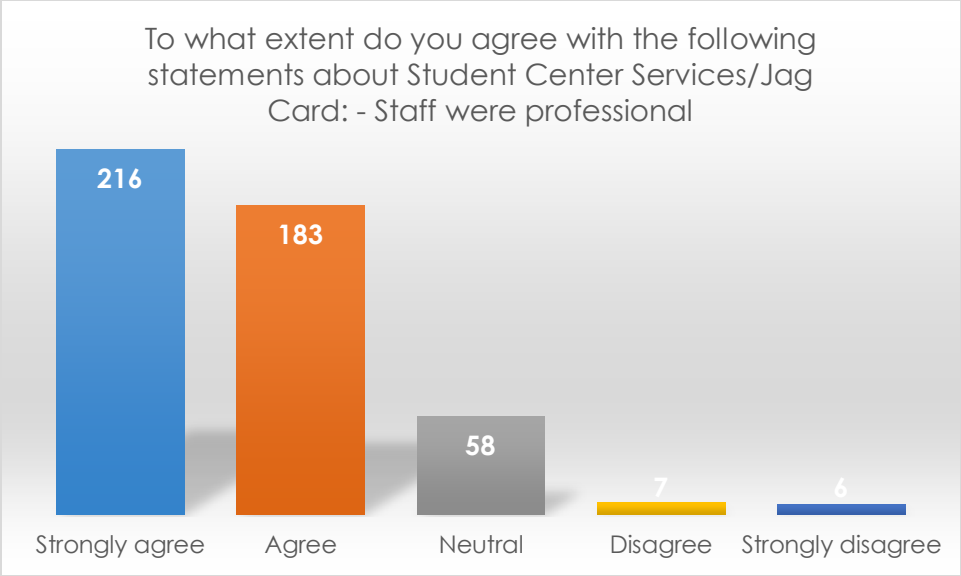
To what extent do you agree with the following statements about your experience with Student Center Services/Jag Card: - I was treated with respect

	Frequency	Percent
Strongly agree	213	45.9
Agree	179	38.6
Neutral	59	12.7
Disagree	7	1.5
Strongly disagree	6	1.3
Total	464	100.0



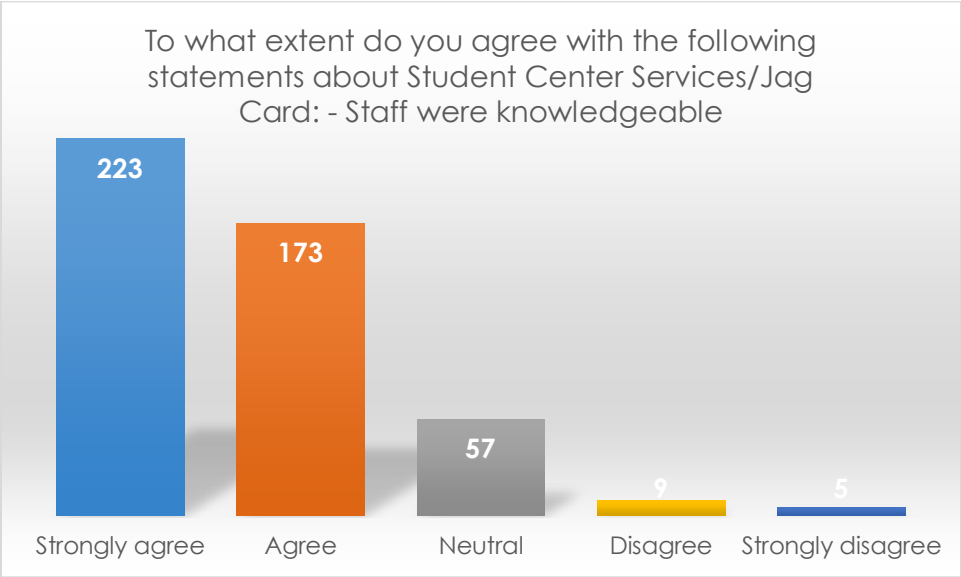
To what extent do you agree with the following statements about your experience with Student Center Services/Jag Card: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	212	45.4
Agree	186	39.8
Neutral	51	10.9
Disagree	12	2.6
Strongly disagree	6	1.3
Total	467	100.0



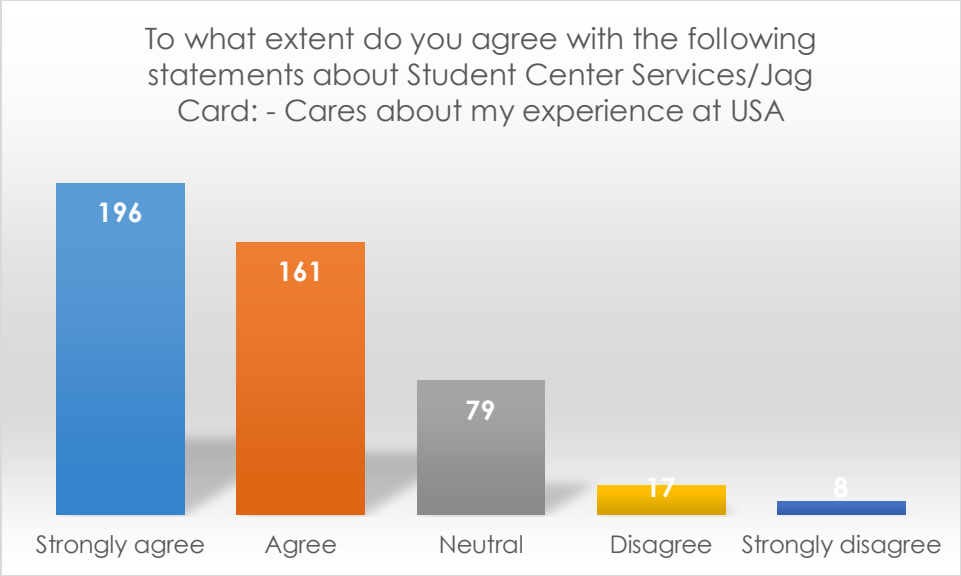
To what extent do you agree with the following statements about Student Center Services/Jag Card: - Staff were professional

	Frequency	Percent
Strongly agree	216	46.0
Agree	183	38.9
Neutral	58	12.3
Disagree	7	1.5
Strongly disagree	6	1.3
Total	470	100.0



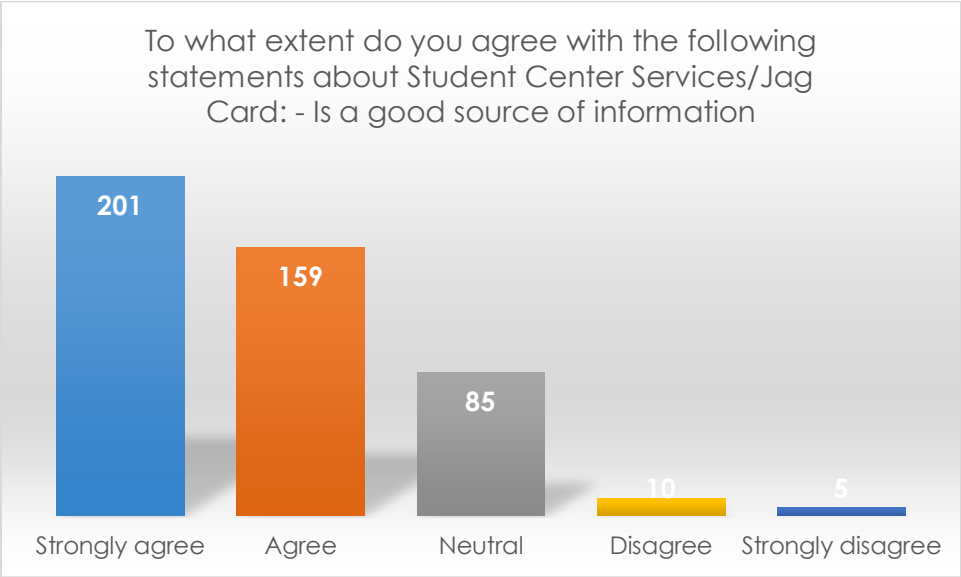
To what extent do you agree with the following statements about Student Center Services/Jag Card: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	223	47.8
Agree	173	37.0
Neutral	57	12.2
Disagree	9	1.9
Strongly disagree	5	1.1
Total	467	100.0



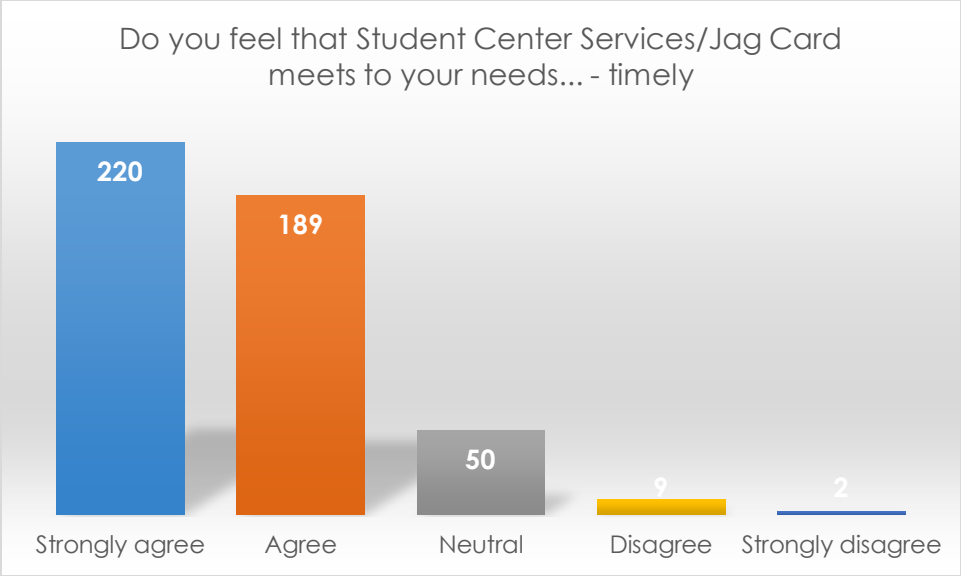
To what extent do you agree with the following statements about Student Center Services/Jag Card: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	196	42.5
Agree	161	34.9
Neutral	79	17.1
Disagree	17	3.7
Strongly disagree	8	1.7
Total	461	100.0



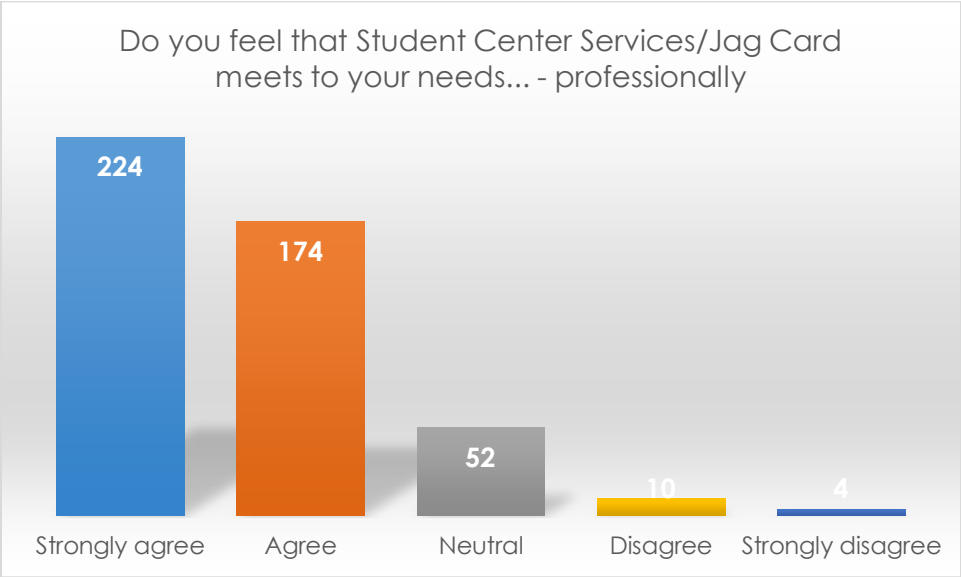
To what extent do you agree with the following statements about Student Center Services/Jag Card: - Is a good source of information

	Frequency	Percent
Strongly agree	201	43.7
Agree	159	34.6
Neutral	85	18.5
Disagree	10	2.2
Strongly disagree	5	1.1
Total	460	100.0



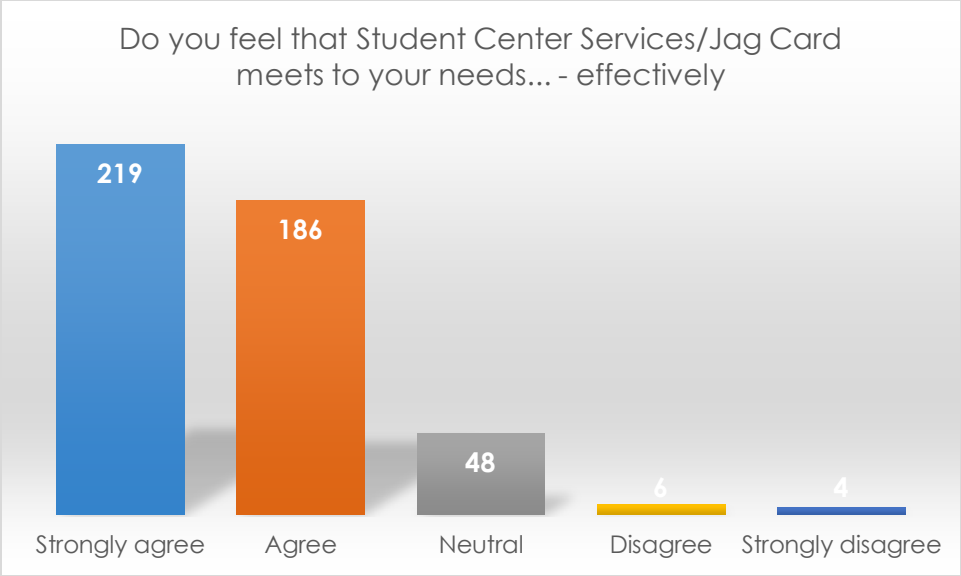
Do you feel that Student Center Services/Jag Card meets to your needs... – timely

	Frequency	Percent
Strongly agree	220	46.8
Agree	189	40.2
Neutral	50	10.6
Disagree	9	1.9
Strongly disagree	2	0.4
Total	470	100.0



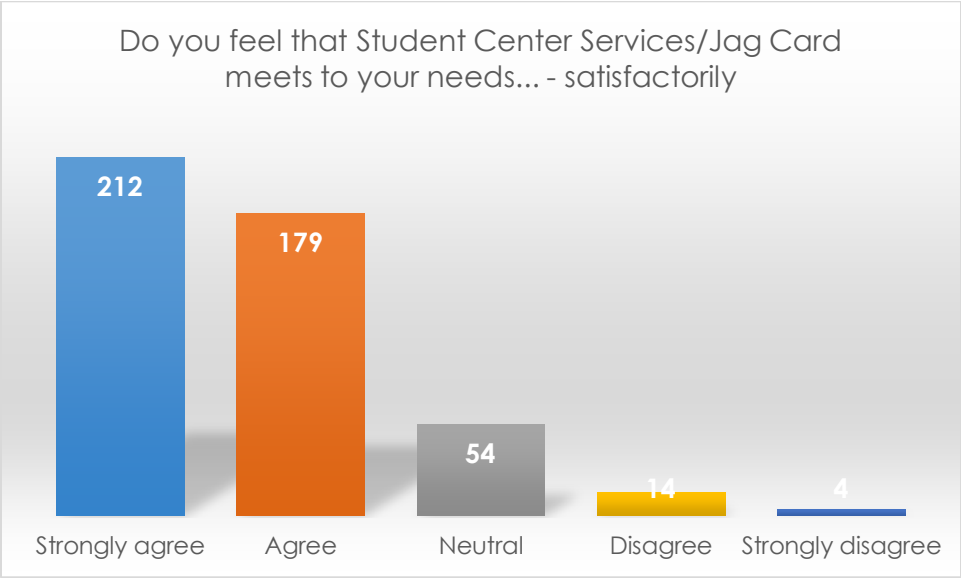
Do you feel that Student Center Services/Jag Card meets to your needs... – professionally

	Frequency	Percent
Strongly agree	224	48.3
Agree	174	37.5
Neutral	52	11.2
Disagree	10	2.2
Strongly disagree	4	0.9
Total	464	100.0



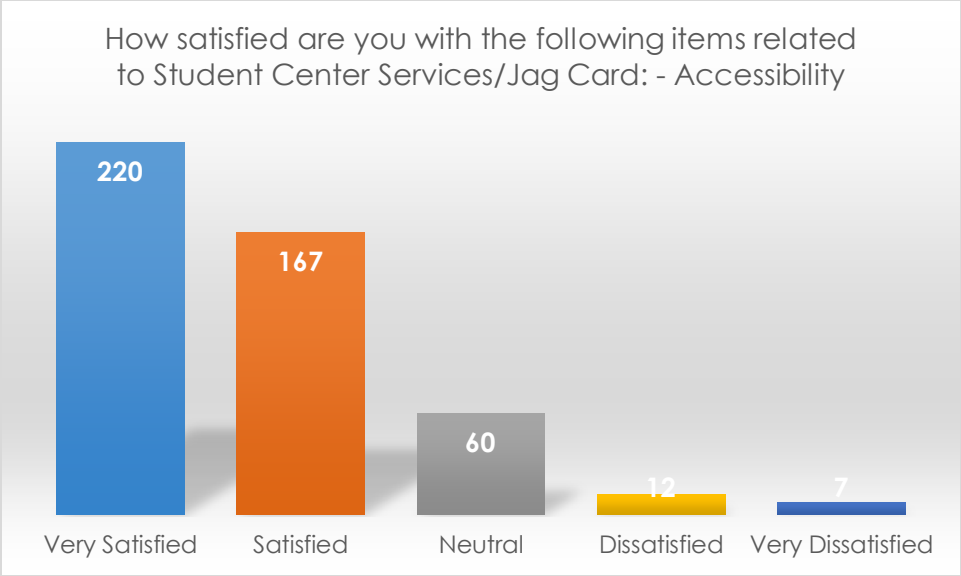
Do you feel that Student Center Services/Jag Card meets to your needs... – effectively

	Frequency	Percent
Strongly agree	219	47.3
Agree	186	40.2
Neutral	48	10.4
Disagree	6	1.3
Strongly disagree	4	0.9
Total	463	100.0



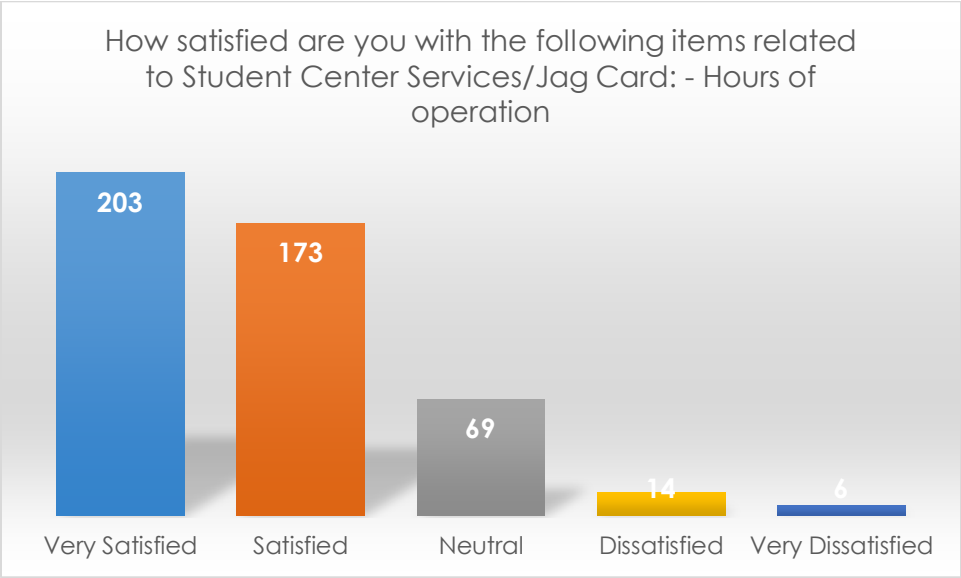
Do you feel that Student Center Services/Jag Card meets to your needs... – satisfactorily

	Frequency	Percent
Strongly agree	212	45.8
Agree	179	38.7
Neutral	54	11.7
Disagree	14	3.0
Strongly disagree	4	0.9
Total	463	100.0



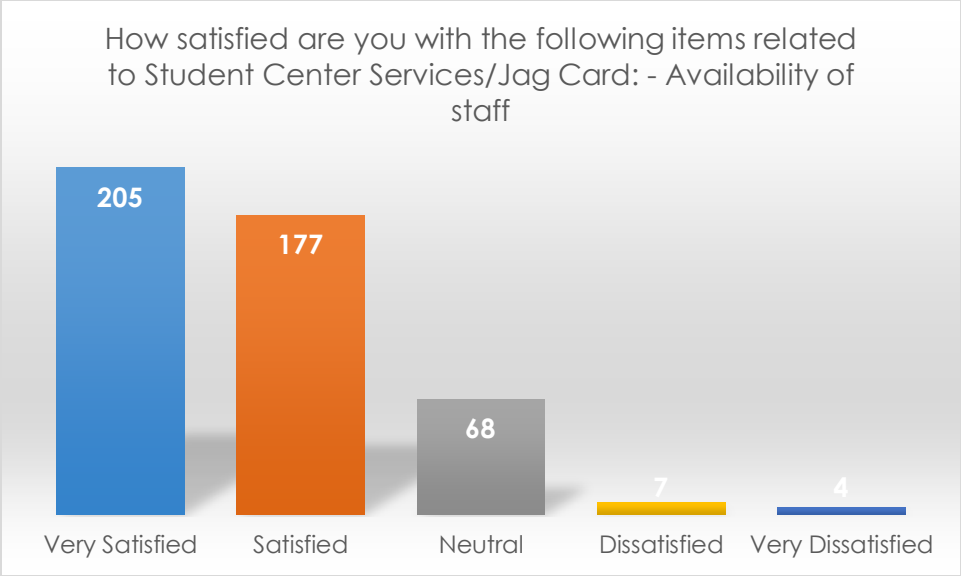
How satisfied are you with the following items related to Student Center Services/Jag Card: - Accessibility

	Frequency	Percent
Strongly agree	220	47.2
Agree	167	35.8
Neutral	60	12.9
Disagree	12	2.6
Strongly disagree	7	1.5
Total	466	100.0



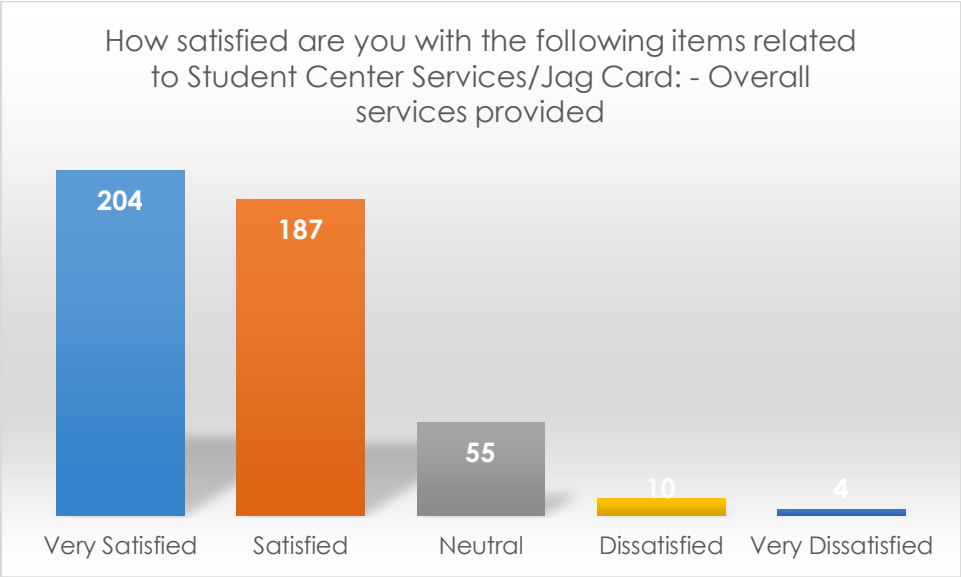
How satisfied are you with the following items related to Student Center Services/Jag Card: - Hours of operation

	Frequency	Percent
Strongly agree	203	43.7
Agree	173	37.2
Neutral	69	14.8
Disagree	14	3.0
Strongly disagree	6	1.3
Total	465	100.0



How satisfied are you with the following items related to Student Center Services/Jag Card: - Availability of staff

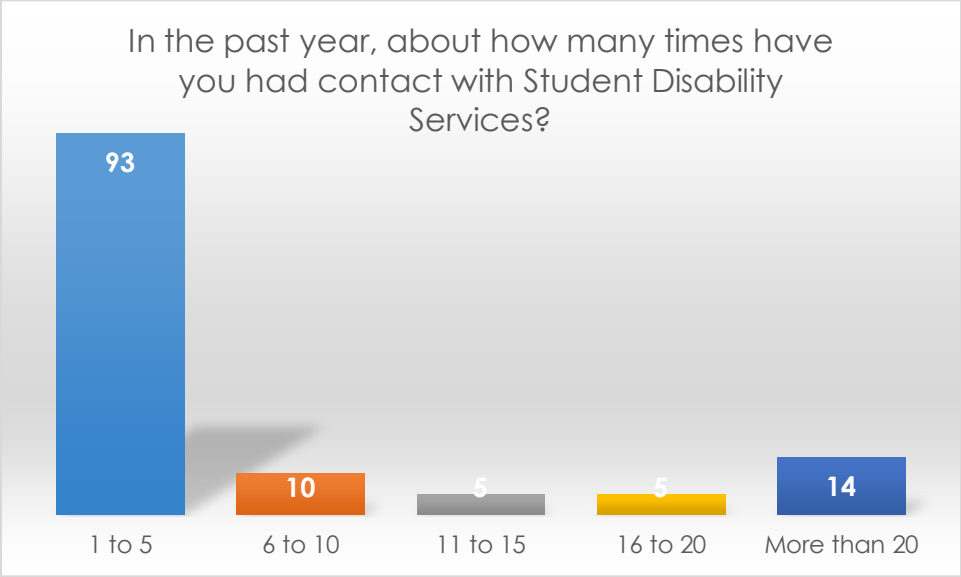
	Frequency	Percent
Strongly agree	205	44.5
Agree	177	38.4
Neutral	68	14.8
Disagree	7	1.5
Strongly disagree	4	0.9
Total	461	100.0



How satisfied are you with the following items related to Student Center Services/Jag Card: - Overall services provided

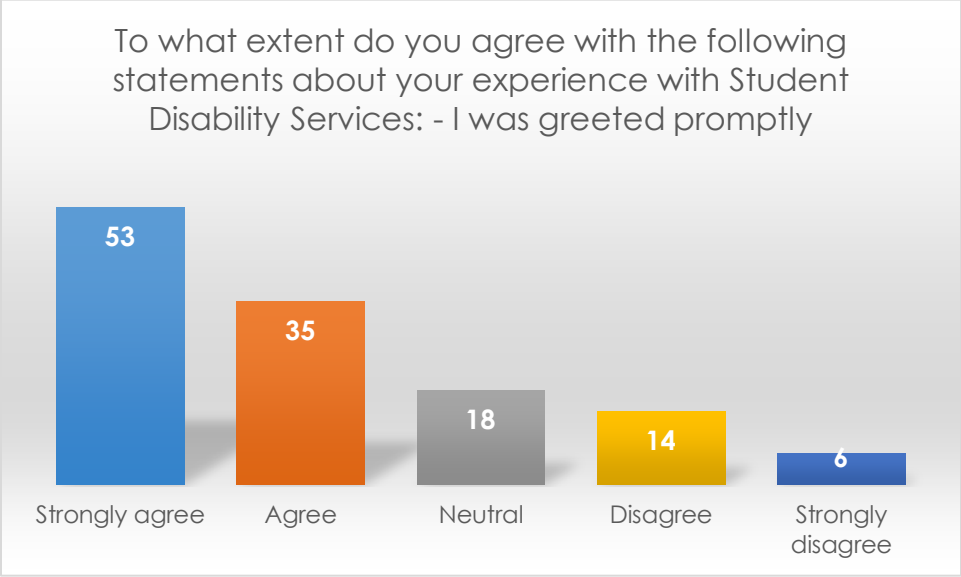
	Frequency	Percent
Strongly agree	204	44.3
Agree	187	40.7
Neutral	55	12.0
Disagree	10	2.2
Strongly disagree	4	0.9
Total	204	44.3

Student Disability Services



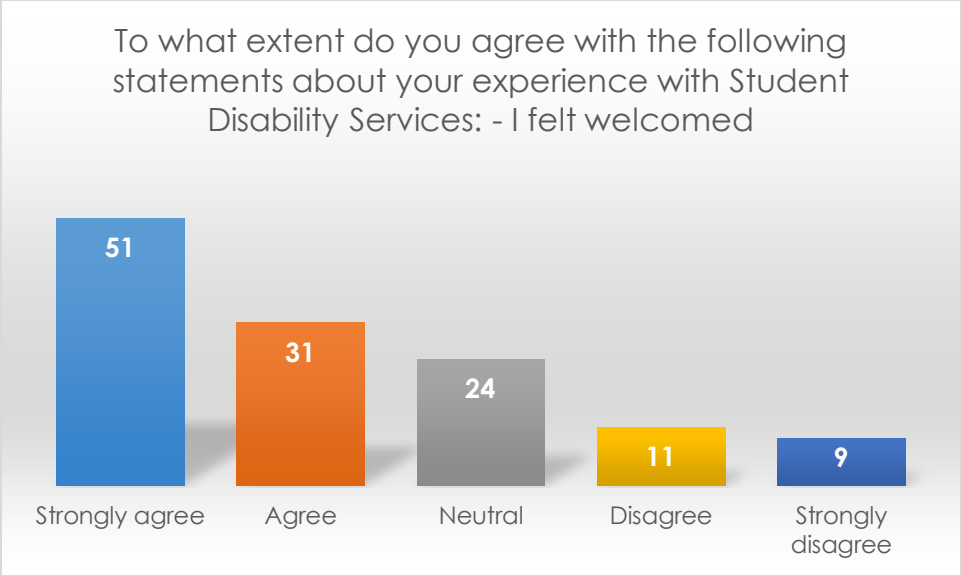
In the past year, about how many times have you had contact with Student Disability Services?

	Frequency	Percent
1 – 5	93	73.2
6 – 10	10	7.9
11 – 15	5	3.9
16 – 20	5	3.9
More than 20	14	11.0
Total	127	100.0



To what extent do you agree with the following statements about your experience with Student Disability Services: - I was greeted promptly

	Frequency	Percent
Strongly agree	53	42.1
Agree	35	27.8
Neutral	18	14.3
Disagree	14	11.1
Strongly disagree	6	4.8
Total	126	100.0

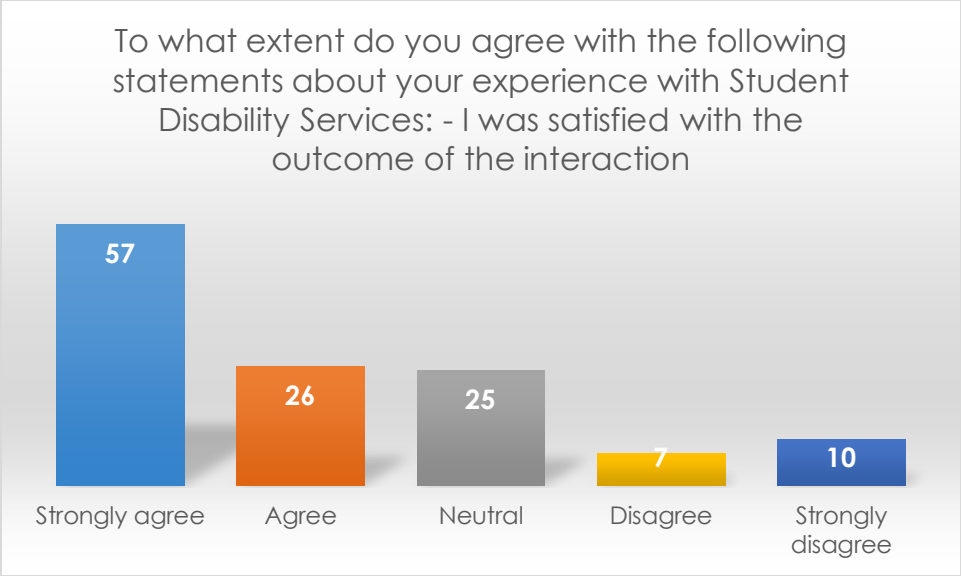


To what extent do you agree with the following statements about your experience with Student Disability Services: - I felt welcomed

	Frequency	Percent
Strongly agree	51	40.5
Agree	31	24.6
Neutral	24	19.0
Disagree	11	8.7
Strongly disagree	9	7.1
Total	126	100.0

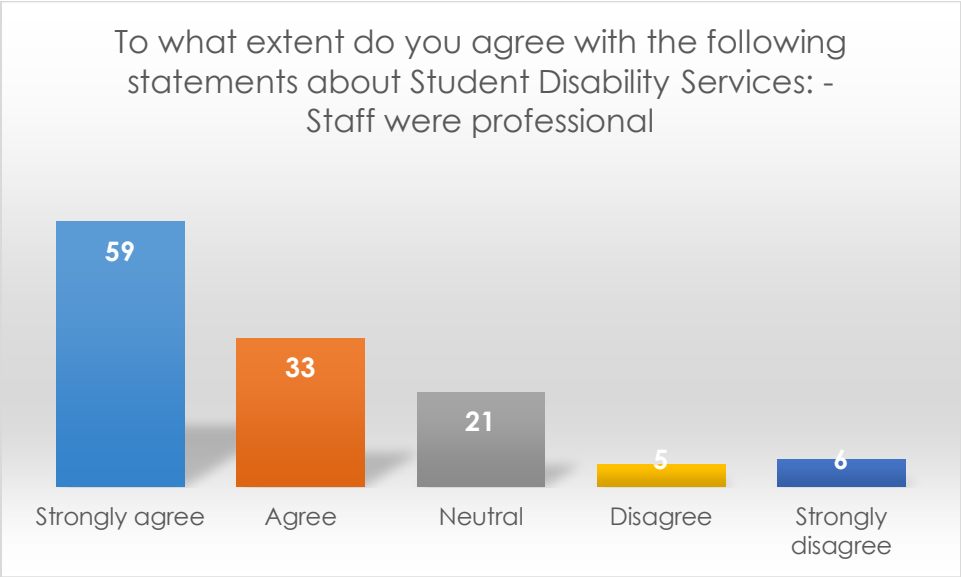
To what extent do you agree with the following statements about your experience with Student Disability Services: - I was treated with respect

	Frequency	Percent
Strongly agree	61	48.4
Agree	32	25.4
Neutral	24	19.0
Disagree	3	2.4
Strongly disagree	6	4.8
Total	126	100.0



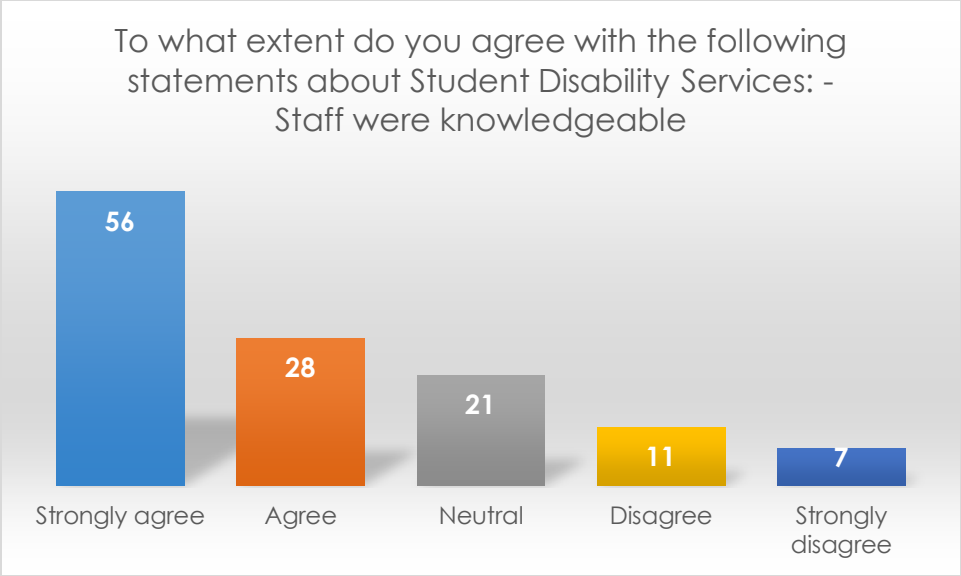
To what extent do you agree with the following statements about your experience with Student Disability Services: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	57	45.6
Agree	26	20.8
Neutral	25	20.0
Disagree	7	5.6
Strongly disagree	10	8.0
Total	125	100.0



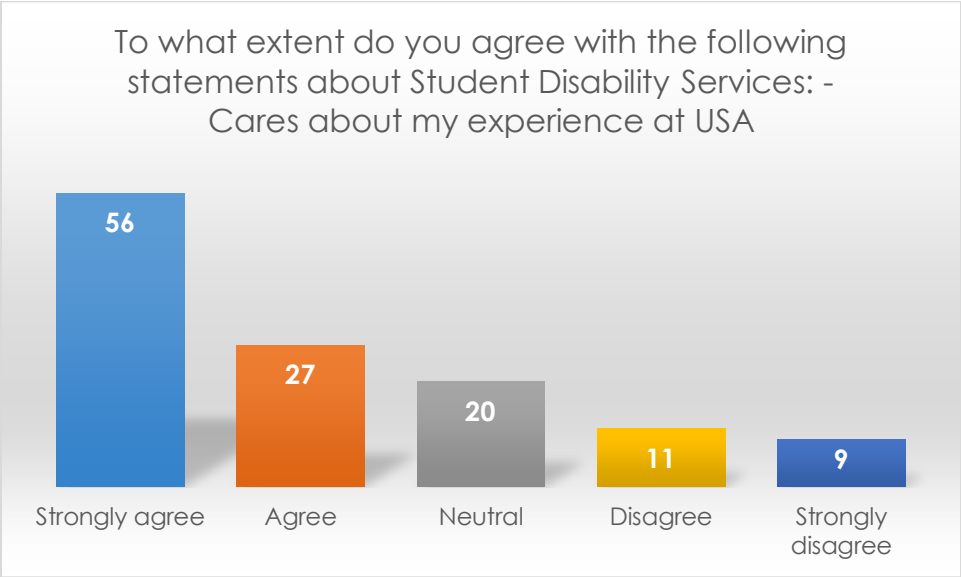
To what extent do you agree with the following statements about Student Disability Services: - Staff were professional

	Frequency	Percent
Strongly agree	59	47.6
Agree	33	26.6
Neutral	21	16.9
Disagree	5	4.0
Strongly disagree	6	4.8
Total	124	100.0



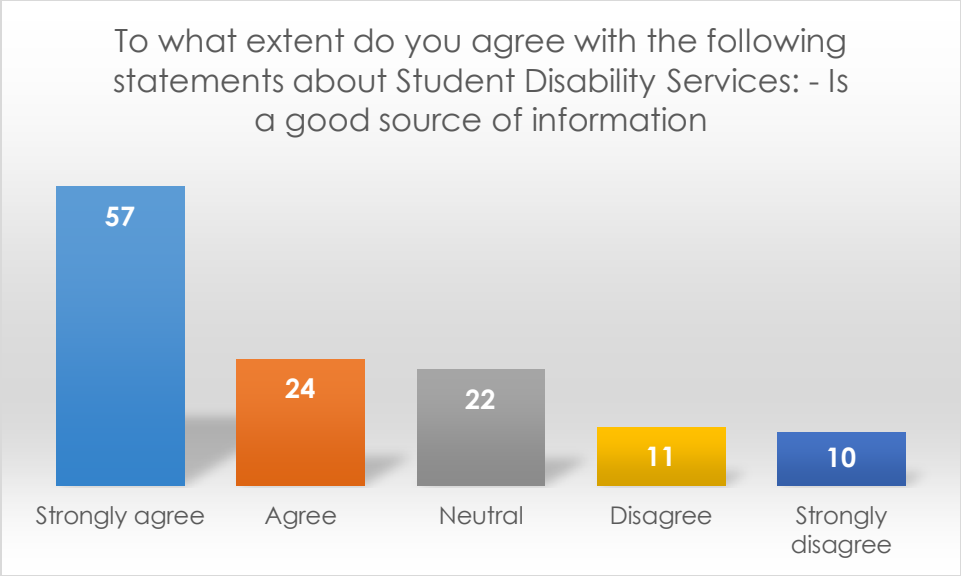
To what extent do you agree with the following statements about Student Disability Services: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	56	45.5
Agree	28	22.8
Neutral	21	17.1
Disagree	11	8.9
Strongly disagree	7	5.7
Total	123	100.0



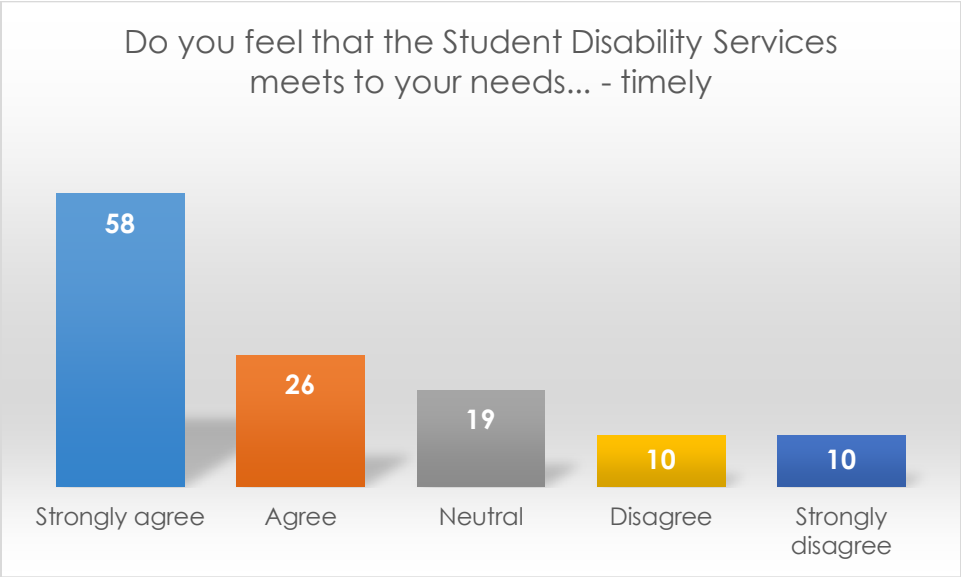
To what extent do you agree with the following statements about Student Disability Services: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	56	45.5
Agree	27	22.0
Neutral	20	16.3
Disagree	11	8.9
Strongly disagree	9	7.3
Total	123	100.0



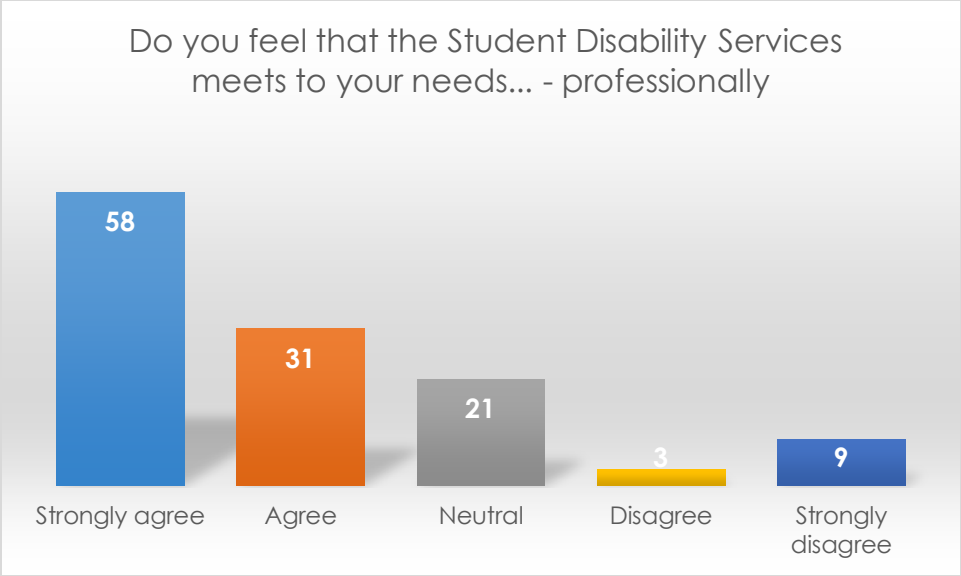
To what extent do you agree with the following statements about Student Disability Services: - Is a good source of information

	Frequency	Percent
Strongly agree	57	46.0
Agree	24	19.4
Neutral	22	17.7
Disagree	11	8.9
Strongly disagree	10	8.1
Total	124	100.0



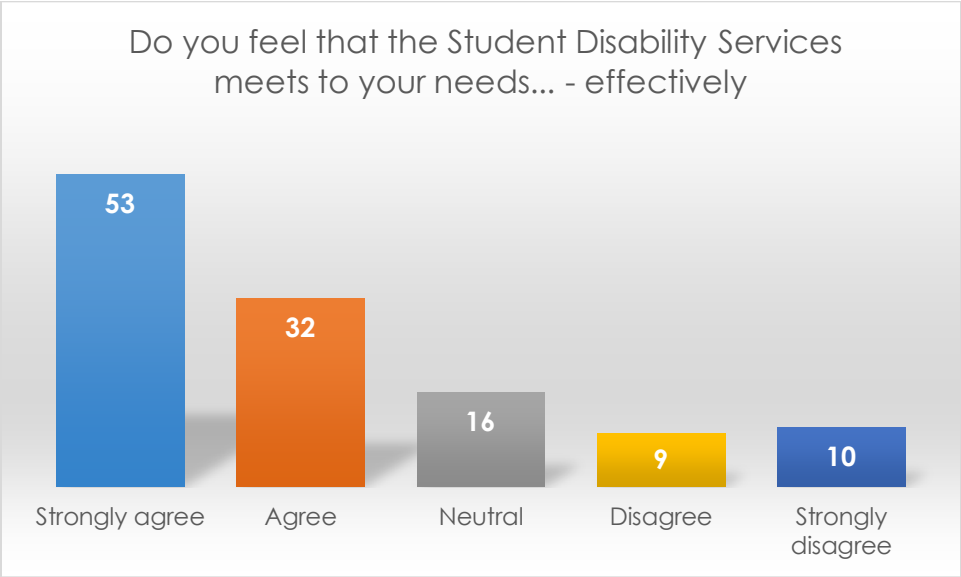
Do you feel that the Student Disability Services meets to your needs... - timely

	Frequency	Percent
Strongly agree	58	47.2
Agree	26	21.1
Neutral	19	15.4
Disagree	10	8.1
Strongly disagree	10	8.1
Total	123	100.0



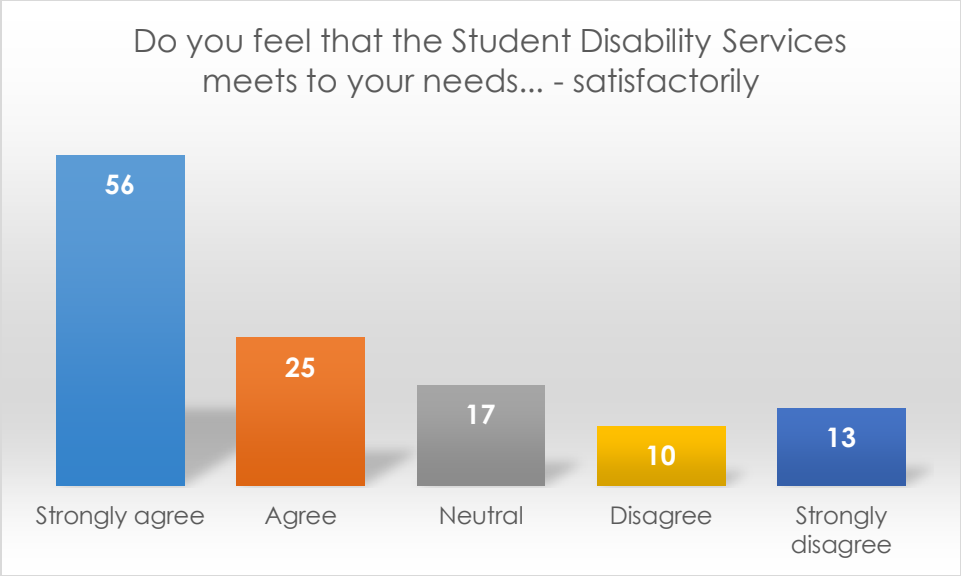
Do you feel that the Student Disability Services meets to your needs... - professionally

	Frequency	Percent
Strongly agree	58	47.5
Agree	31	25.4
Neutral	21	17.2
Disagree	3	2.5
Strongly disagree	9	7.4
Total	122	100.0



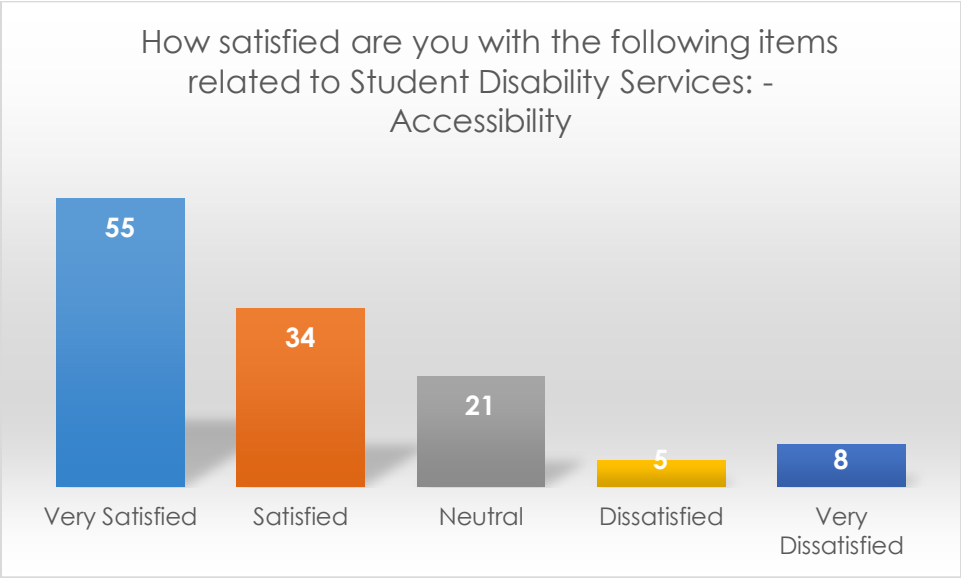
Do you feel that the Student Disability Services meets to your needs... - effectively

	Frequency	Percent
Strongly agree	53	44.2
Agree	32	26.7
Neutral	16	13.3
Disagree	9	7.5
Strongly disagree	10	8.3
Total	120	100.0



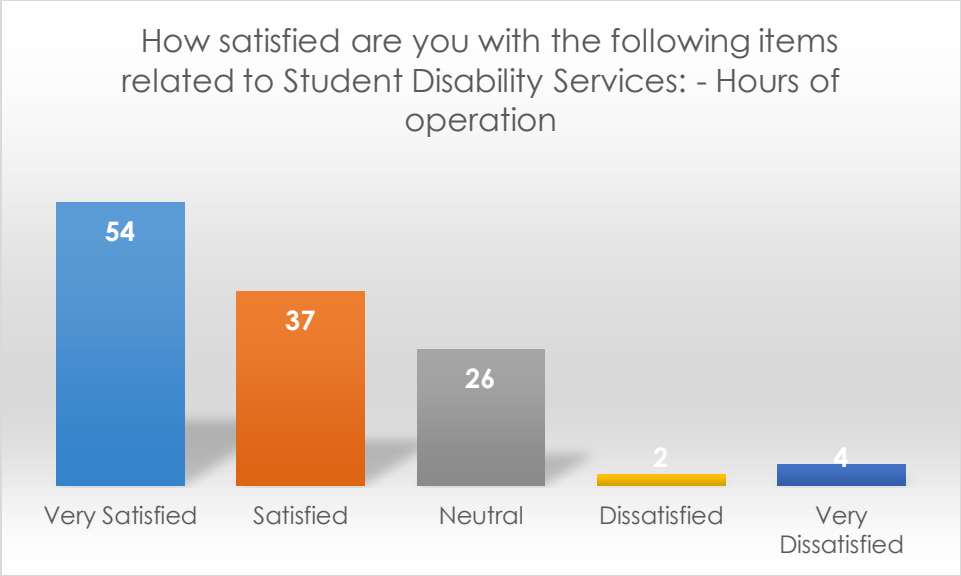
Do you feel that the Student Disability Services meets to your needs... - satisfactorily

	Frequency	Percent
Strongly agree	56	46.3
Agree	25	20.7
Neutral	17	14.0
Disagree	10	8.3
Strongly disagree	13	10.7
Total	121	100.0



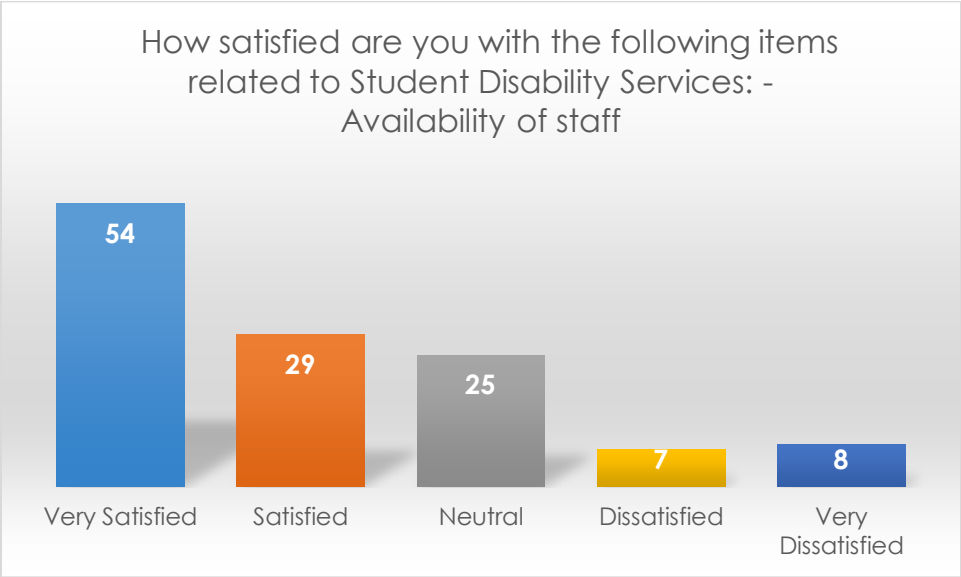
How satisfied are you with the following items related to Student Disability Services: - Accessibility

	Frequency	Percent
Very Satisfied	55	44.7
Satisfied	34	27.6
Neutral	21	17.1
Dissatisfied	5	4.1
Very Dissatisfied	8	6.5
Total	123	100.0



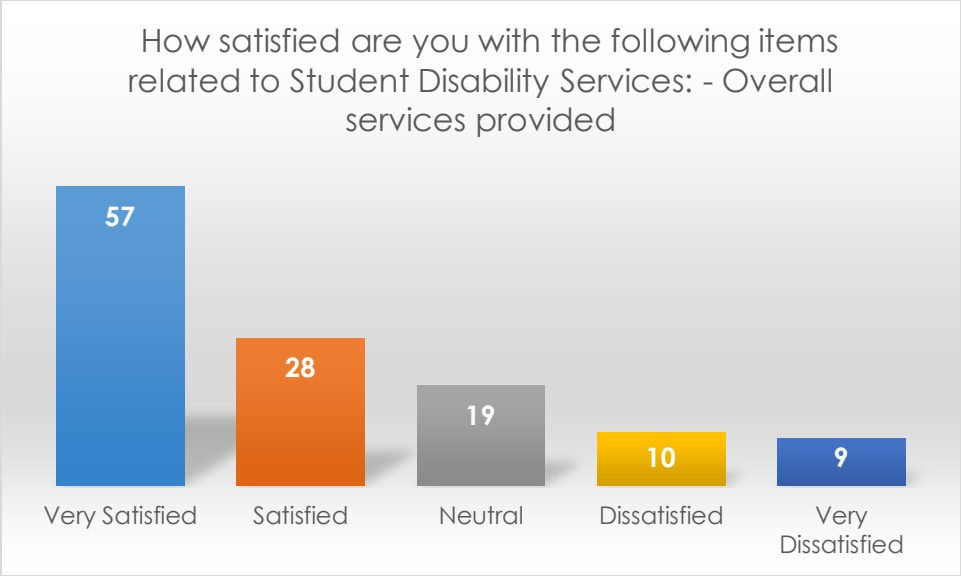
How satisfied are you with the following items related to Student Disability Services: - Hours of operation

	Frequency	Percent
Very Satisfied	54	43.9
Satisfied	37	30.1
Neutral	26	21.1
Dissatisfied	2	1.6
Very Dissatisfied	4	3.3
Total	123	100.0



How satisfied are you with the following items related to Student Disability Services: - Availability of staff

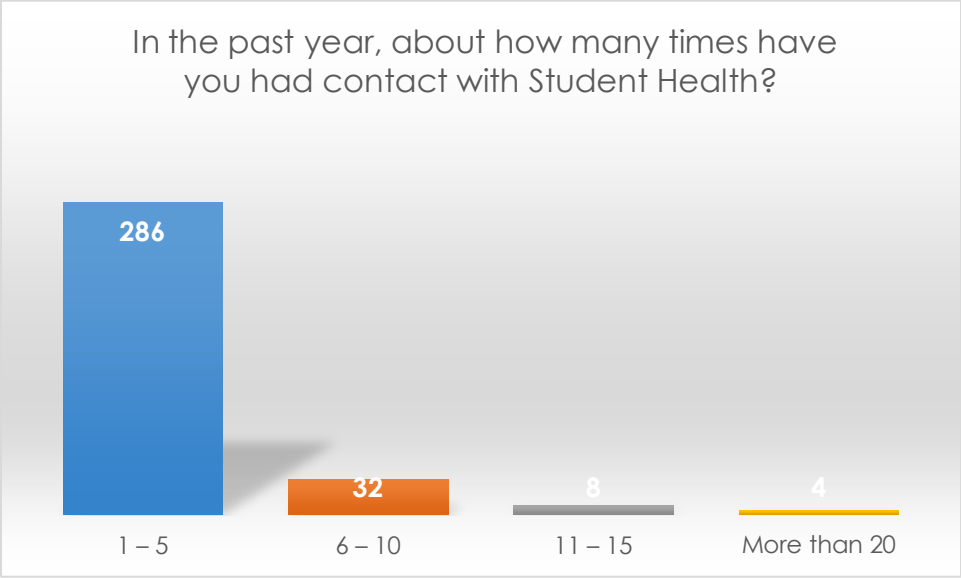
	Frequency	Percent
Very Satisfied	54	43.9
Satisfied	29	23.6
Neutral	25	20.3
Dissatisfied	7	5.7
Very Dissatisfied	8	6.5
Total	123	100.0



How satisfied are you with the following items related to Student Disability Services: - Overall services provided

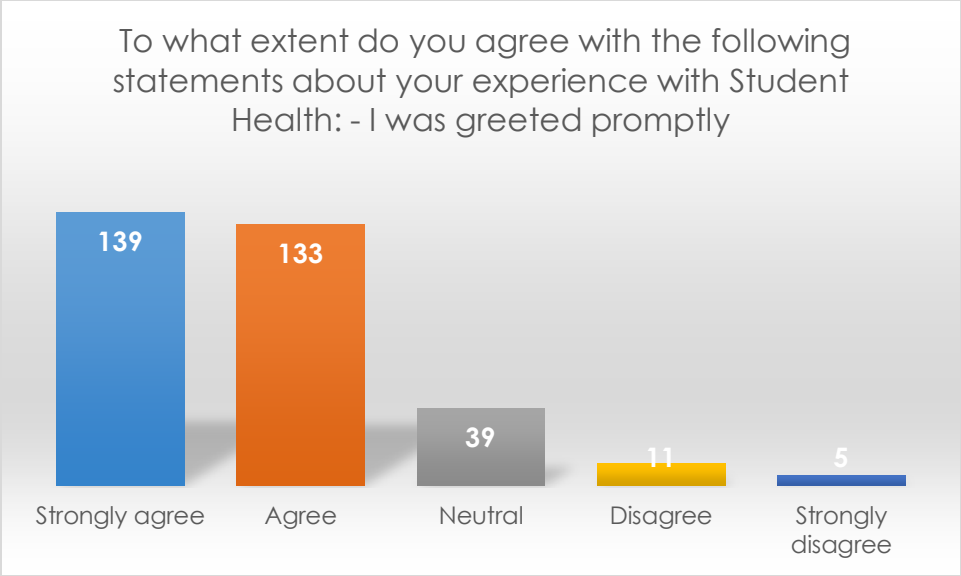
	Frequency	Percent
Very Satisfied	57	46.3
Satisfied	28	22.8
Neutral	19	15.4
Dissatisfied	10	8.1
Very Dissatisfied	9	7.3
Total	123	100.0

Student Health



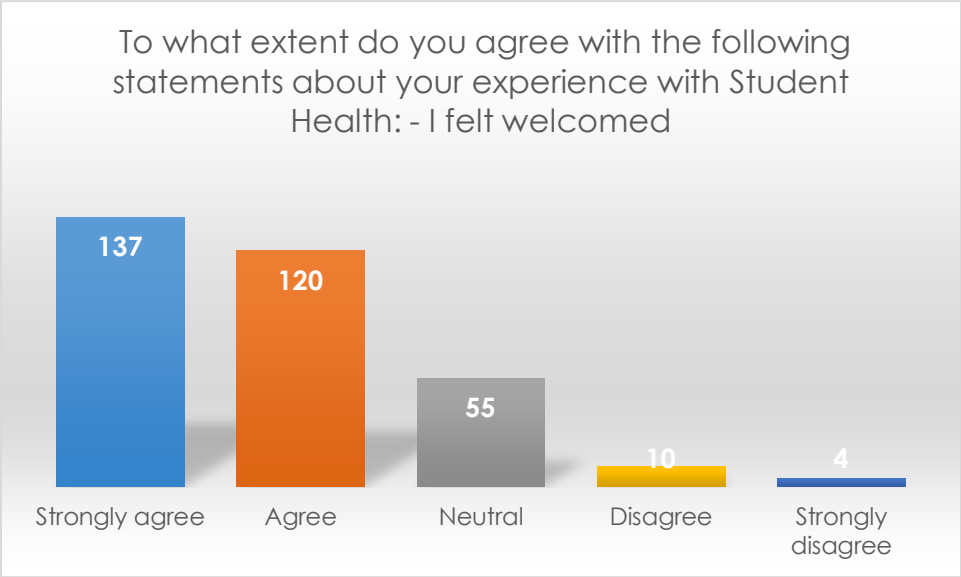
In the past year, about how many times have you had contact with Student Health?

	Frequency	Percent
1 – 5	286	86.7
6 – 10	32	9.7
11 – 15	8	2.4
16 – 20	0	0
More than 20	4	1.2
Total	330	100.0



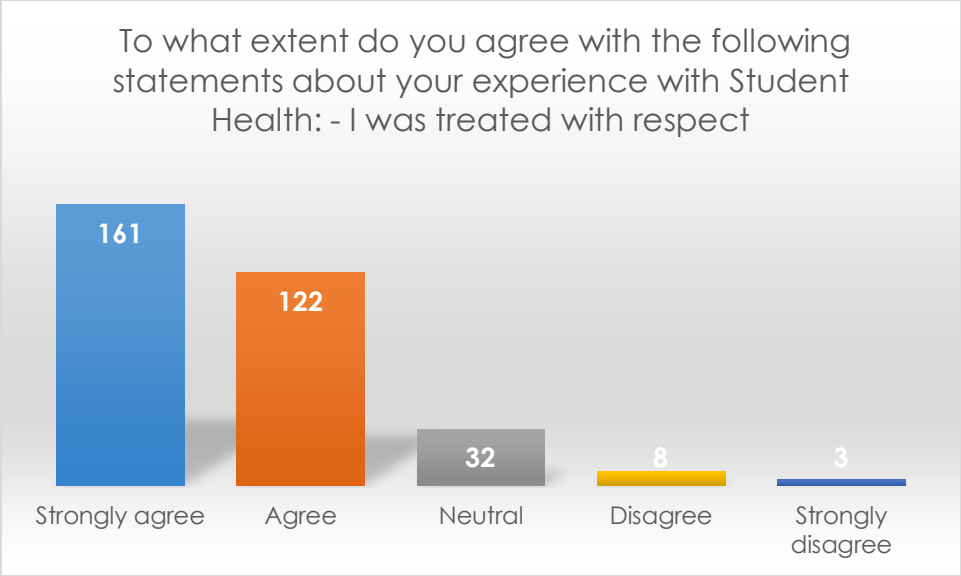
To what extent do you agree with the following statements about your experience with Student Health: - I was greeted promptly

	Frequency	Percent
Strongly agree	139	42.5
Agree	133	40.7
Neutral	39	11.9
Disagree	11	3.4
Strongly disagree	5	1.5
Total	327	100.0



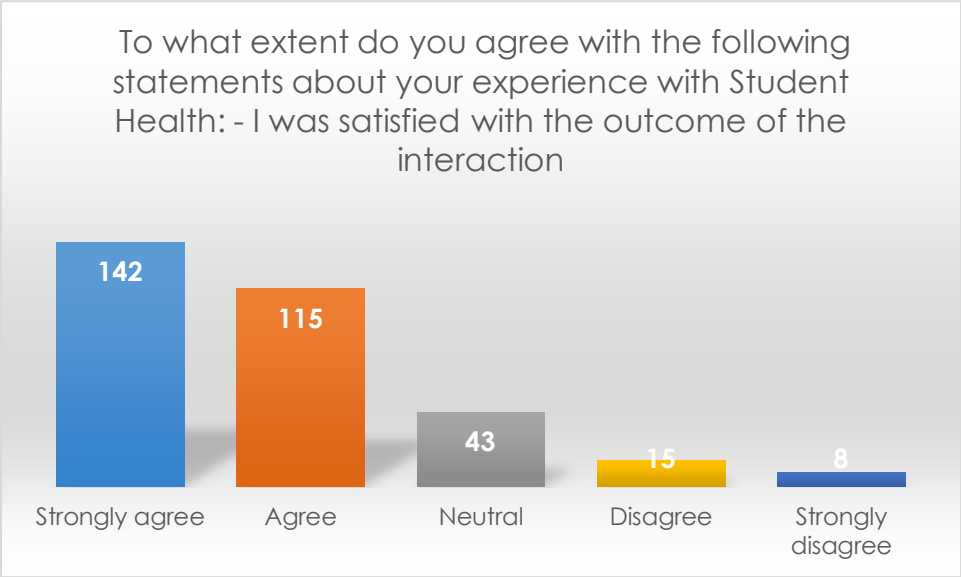
To what extent do you agree with the following statements about your experience with Student Health: - I felt welcomed

	Frequency	Percent
Strongly agree	137	42.0
Agree	120	36.8
Neutral	55	16.9
Disagree	10	3.1
Strongly disagree	4	1.2
Total	326	100.0



To what extent do you agree with the following statements about your experience with Student Health: - I was treated with respect

	Frequency	Percent
Strongly agree	161	49.4
Agree	122	37.4
Neutral	32	9.8
Disagree	8	2.5
Strongly disagree	3	0.9
Total	326	100.0

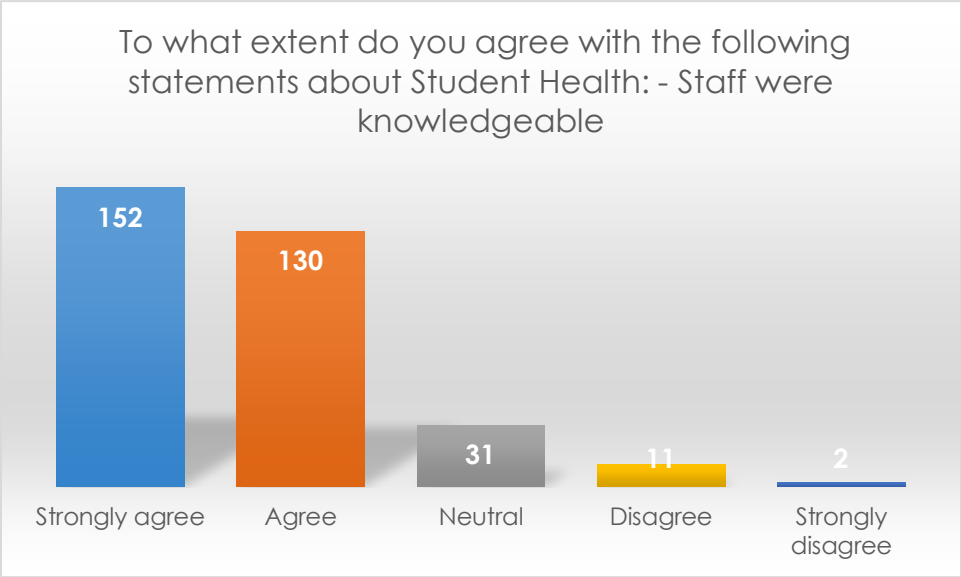


To what extent do you agree with the following statements about your experience with Student Health: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	142	44.0
Agree	115	35.6
Neutral	43	13.3
Disagree	15	4.6
Strongly disagree	8	2.5
Total	323	100.0

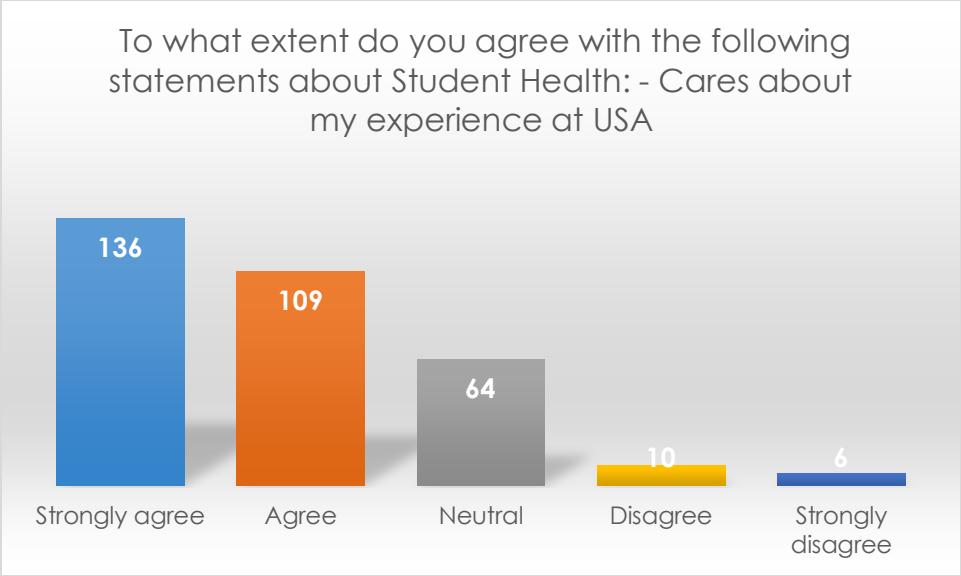
To what extent do you agree with the following statements about Student Health: - Staff were professional

	Frequency	Percent
Strongly agree	162	49.7
Agree	122	37.4
Neutral	33	10.1
Disagree	7	2.1
Strongly disagree	2	0.6
Total	326	100.0



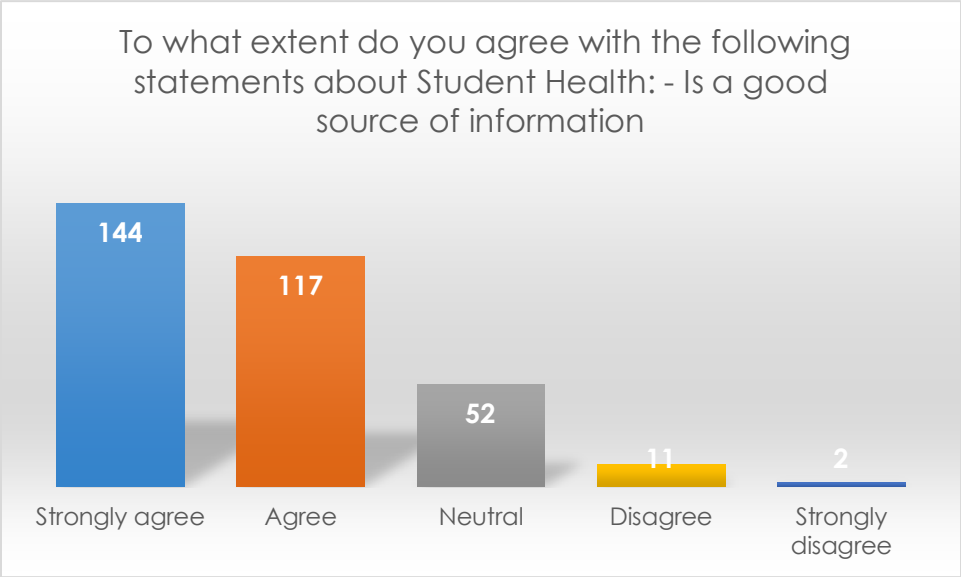
To what extent do you agree with the following statements about Student Health: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	152	46.6
Agree	130	39.9
Neutral	31	9.5
Disagree	11	3.4
Strongly disagree	2	0.6
Total	326	100.0



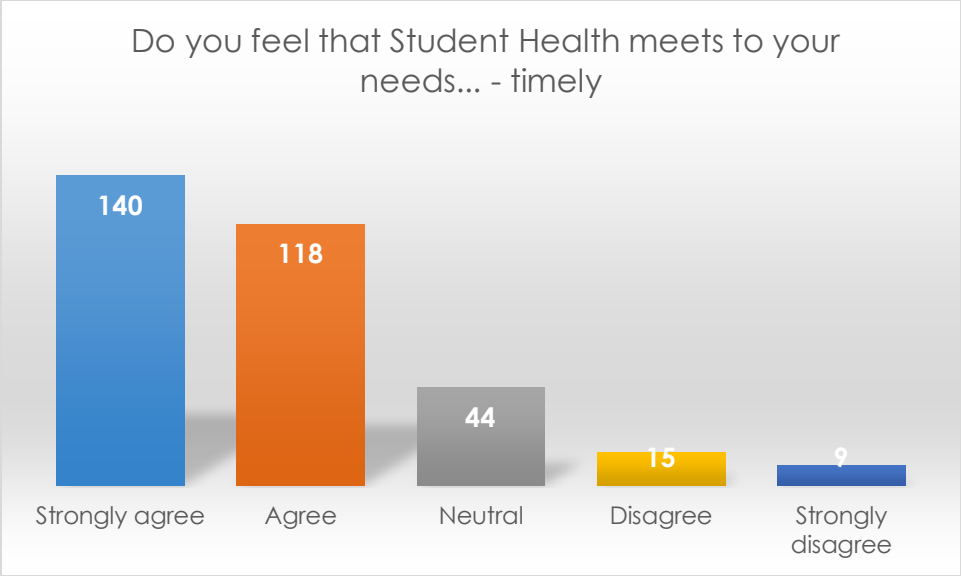
To what extent do you agree with the following statements about Student Health: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	136	41.8
Agree	109	33.5
Neutral	64	19.7
Disagree	10	3.1
Strongly disagree	6	1.8
Total	325	100.0



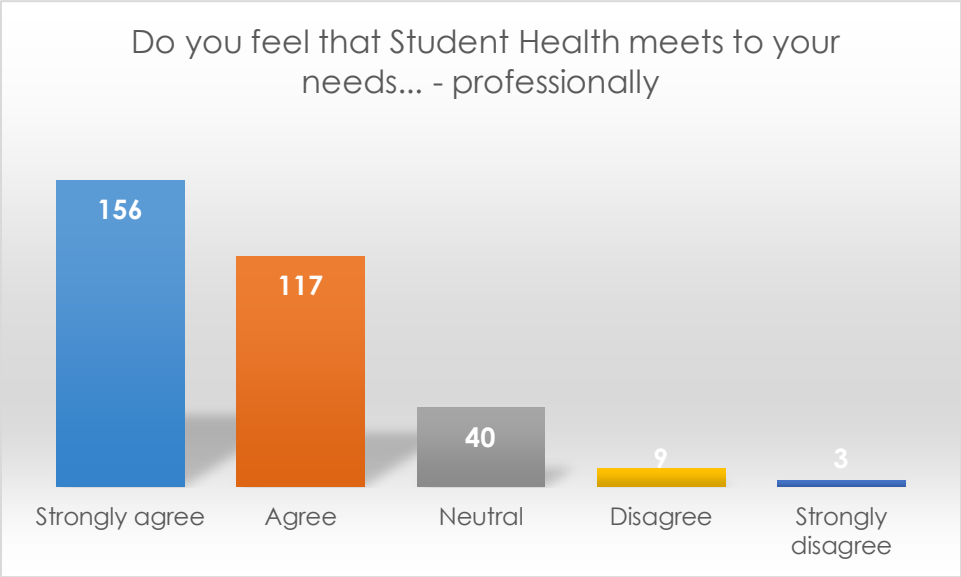
To what extent do you agree with the following statements about Student Health: - Is a good source of information

	Frequency	Percent
Strongly agree	144	44.2
Agree	117	35.9
Neutral	52	16.0
Disagree	11	3.4
Strongly disagree	2	0.6
Total	326	100.0



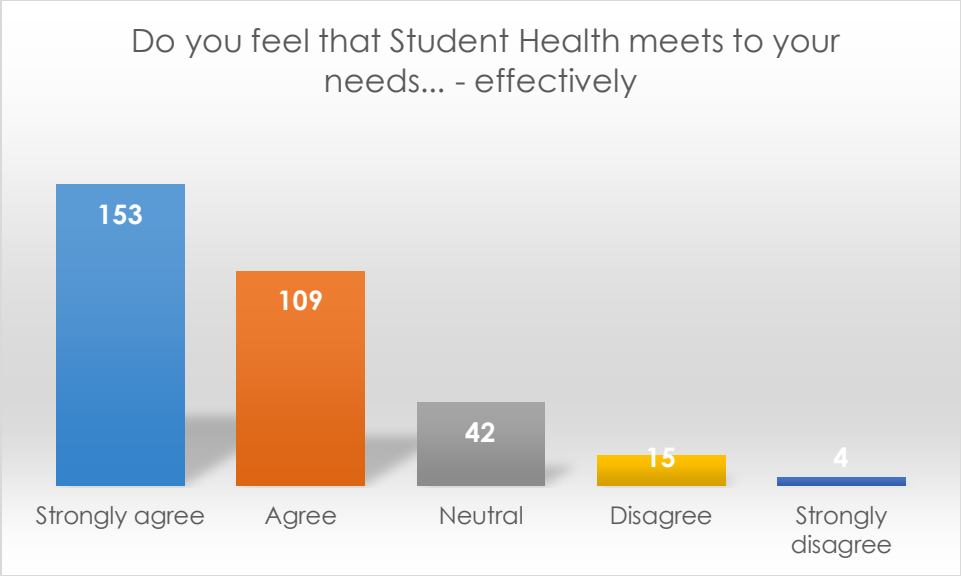
Do you feel that Student Health meets to your needs... - timely

	Frequency	Percent
Strongly agree	140	42.9
Agree	118	36.2
Neutral	44	13.5
Disagree	15	4.6
Strongly disagree	9	2.8
Total	326	100.0



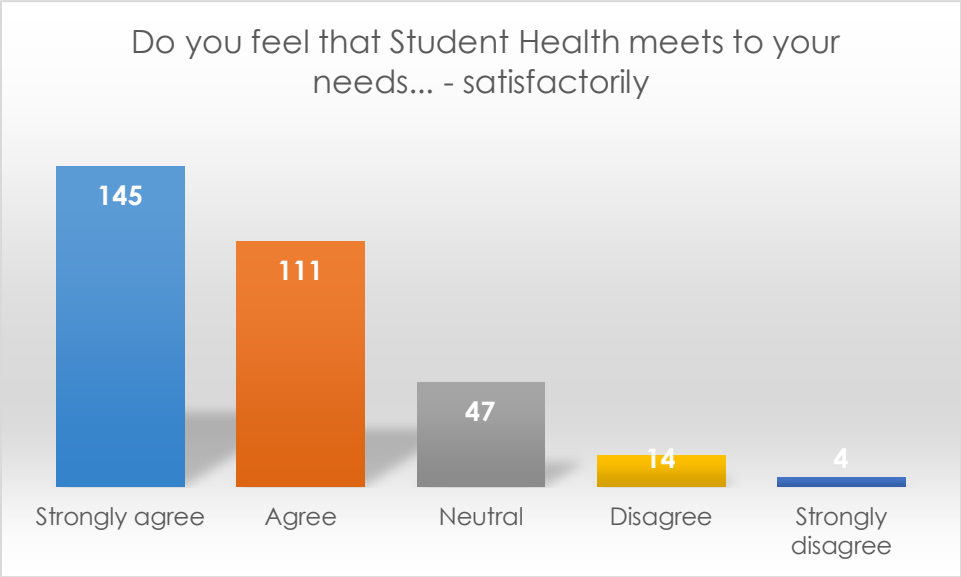
Do you feel that Student Health meets to your needs... - professionally

	Frequency	Percent
Strongly agree	156	48.0
Agree	117	36.0
Neutral	40	12.3
Disagree	9	2.8
Strongly disagree	3	0.9
Total	325	100.0



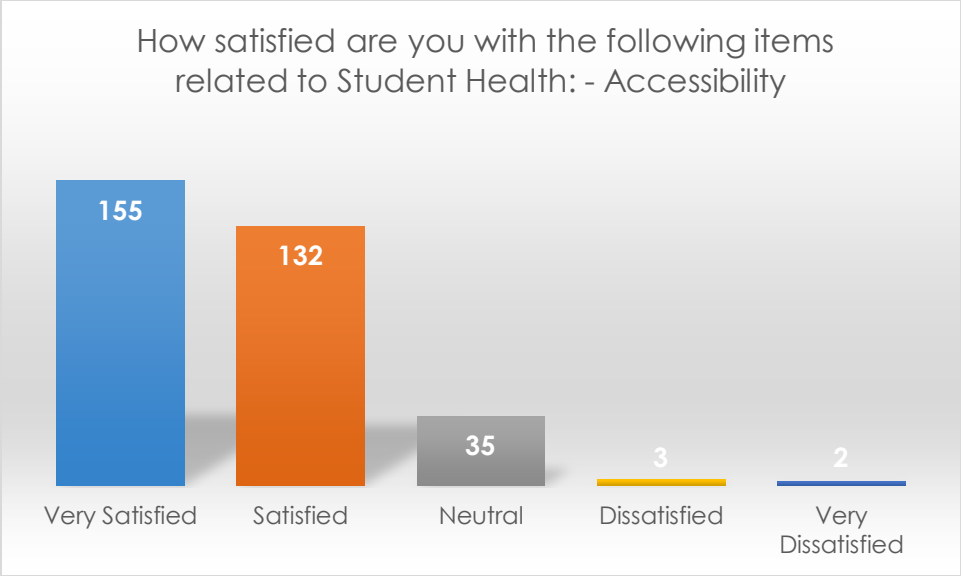
Do you feel that Student Health meets to your needs... - effectively

	Frequency	Percent
Strongly agree	153	47.4
Agree	109	33.7
Neutral	42	13.0
Disagree	15	4.6
Strongly disagree	4	1.2
Total	323	100.0



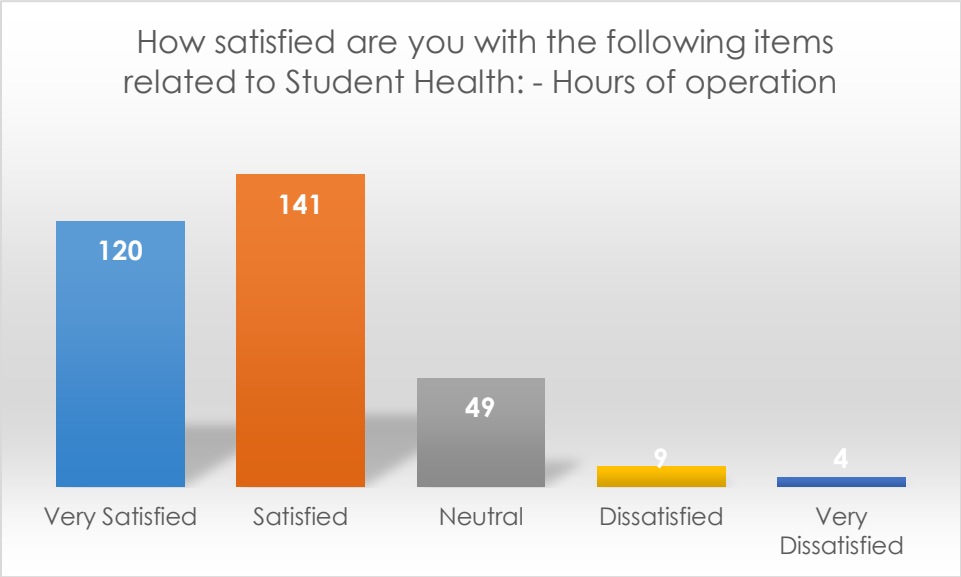
Do you feel that Student Health meets to your needs... - satisfactorily

	Frequency	Percent
Strongly agree	145	45.2
Agree	111	34.6
Neutral	47	14.6
Disagree	14	4.4
Strongly disagree	4	1.2
Total	321	100.0



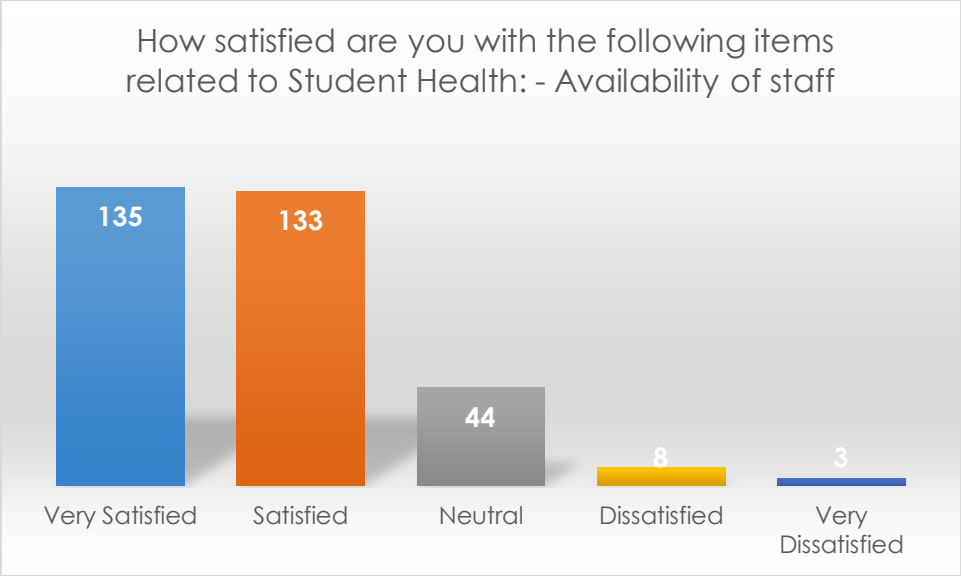
How satisfied are you with the following items related to Student Health: - Accessibility

	Frequency	Percent
Very Satisfied	155	47.4
Satisfied	132	40.4
Neutral	35	10.7
Dissatisfied	3	0.9
Very Dissatisfied	2	0.6
Total	327	100.0



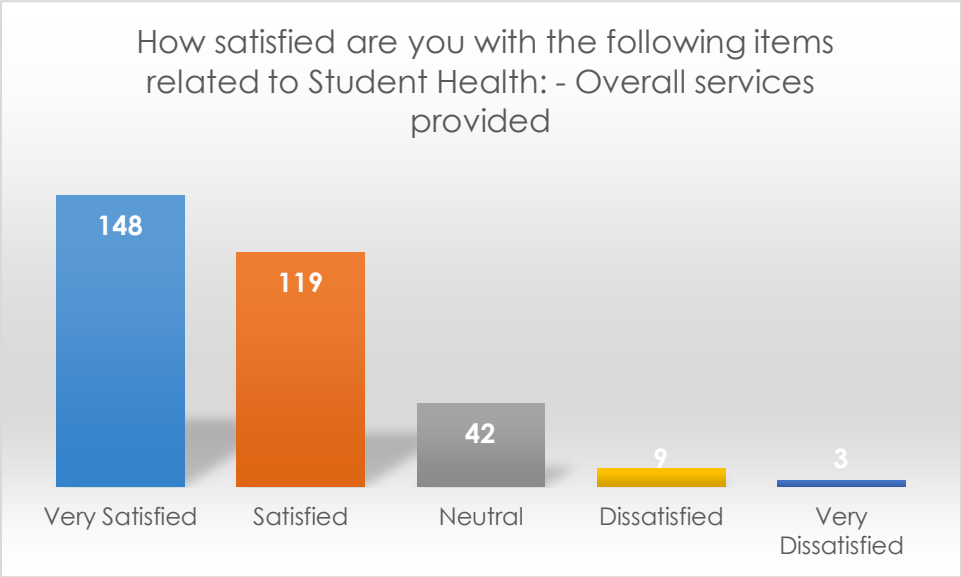
How satisfied are you with the following items related to Student Health: - Hours of operation

	Frequency	Percent
Very Satisfied	120	37.2
Satisfied	141	43.7
Neutral	49	15.2
Dissatisfied	9	2.8
Very Dissatisfied	4	1.2
Total	323	100.0



How satisfied are you with the following items related to Student Health: - Availability of staff

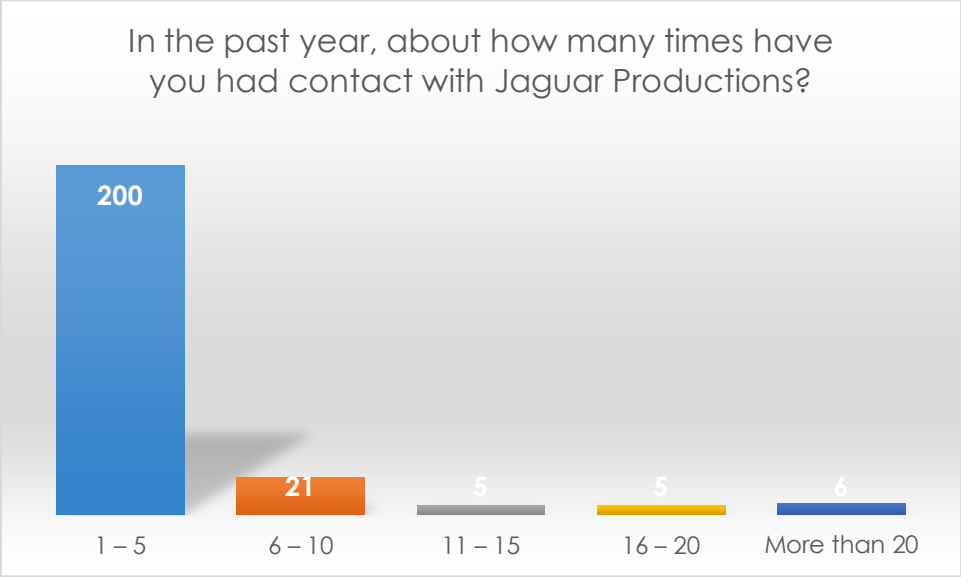
	Frequency	Percent
Very Satisfied	135	41.8
Satisfied	133	41.2
Neutral	44	13.6
Dissatisfied	8	2.5
Very Dissatisfied	3	0.9
Total	323	100.0



How satisfied are you with the following items related to Student Health: - Overall services provided

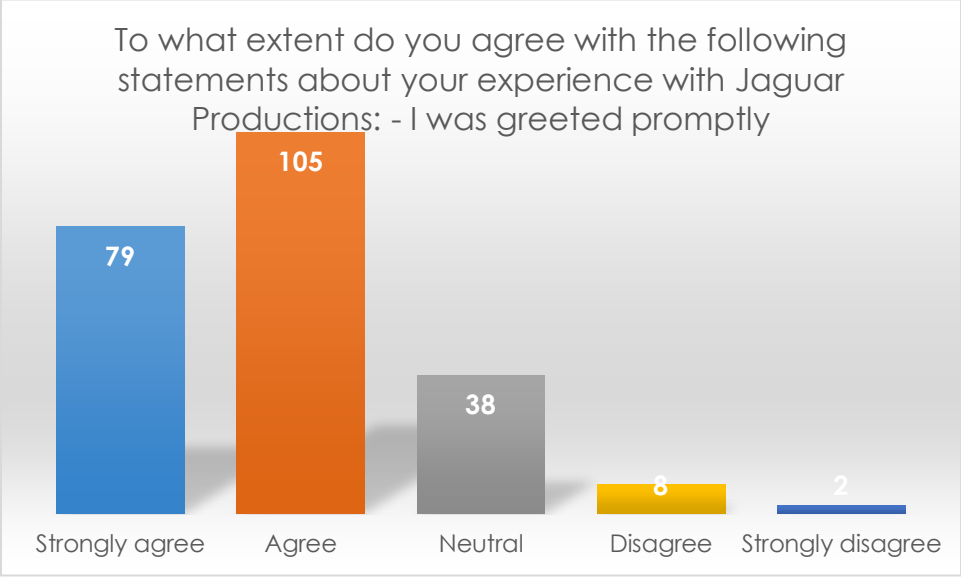
	Frequency	Percent
Very Satisfied	148	46.1
Satisfied	119	37.1
Neutral	42	13.1
Dissatisfied	9	2.8
Very Dissatisfied	3	0.9
Total	321	100.0

University Programs/Jaguar Productions



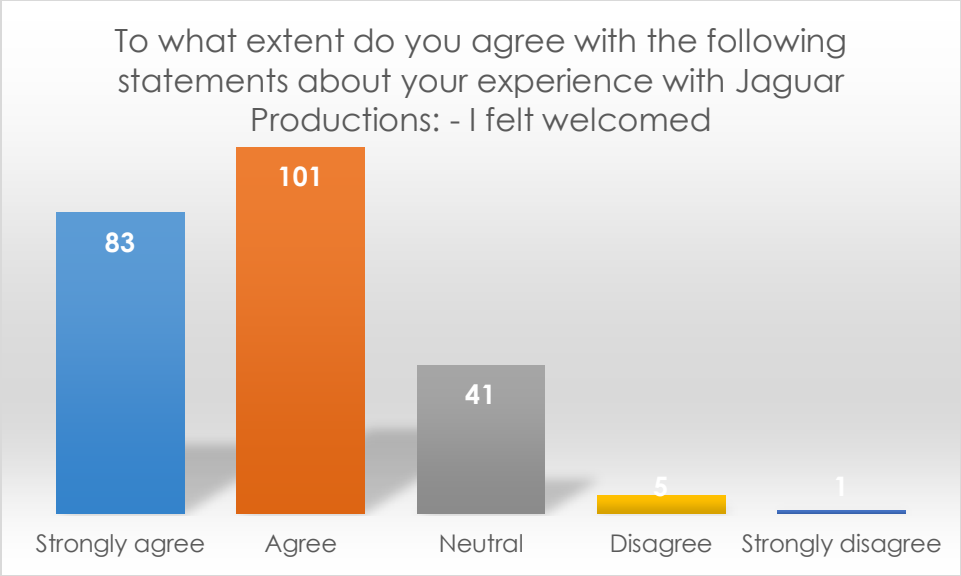
In the past year, about how many times have you had contact with Jaguar Productions?

	Frequency	Percent
1 – 5	200	84.4
6 – 10	21	8.9
11 – 15	5	2.1
16 – 20	5	2.1
More than 20	6	2.5
Total	237	100.0



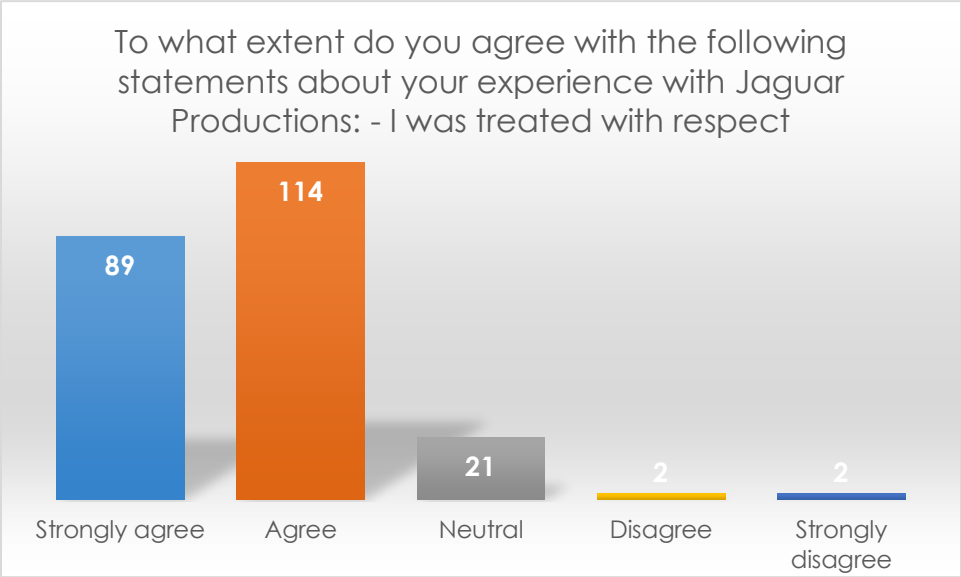
To what extent do you agree with the following statements about your experience with Jaguar Productions: - I was greeted promptly

	Frequency	Percent
Strongly agree	79	34.1
Agree	105	45.3
Neutral	38	16.4
Disagree	8	3.4
Strongly disagree	2	0.9
Total	232	100.0



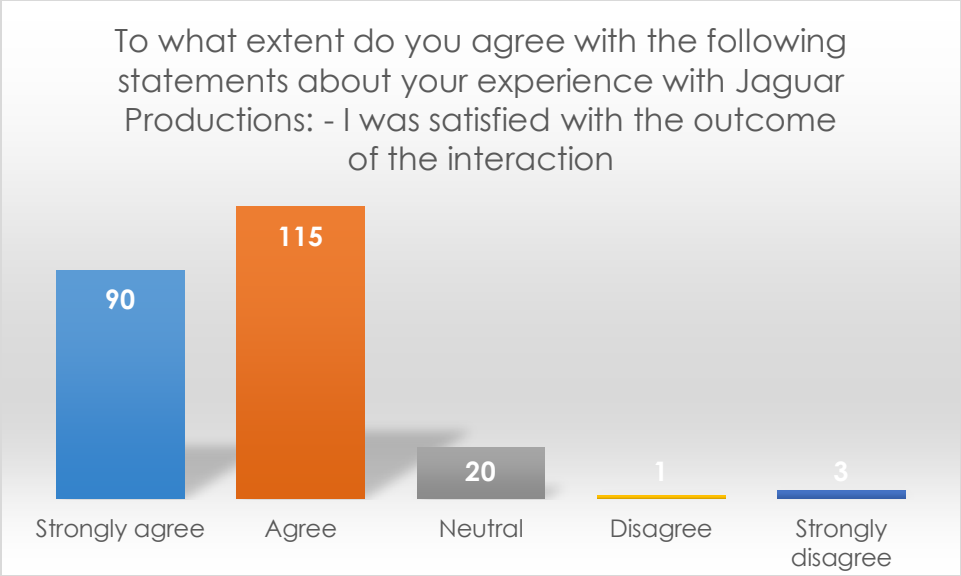
To what extent do you agree with the following statements about your experience with Jaguar Productions: - I felt welcomed

	Frequency	Percent
Strongly agree	83	35.9
Agree	101	43.7
Neutral	41	17.7
Disagree	5	2.2
Strongly disagree	1	0.4
Total	231	100.0



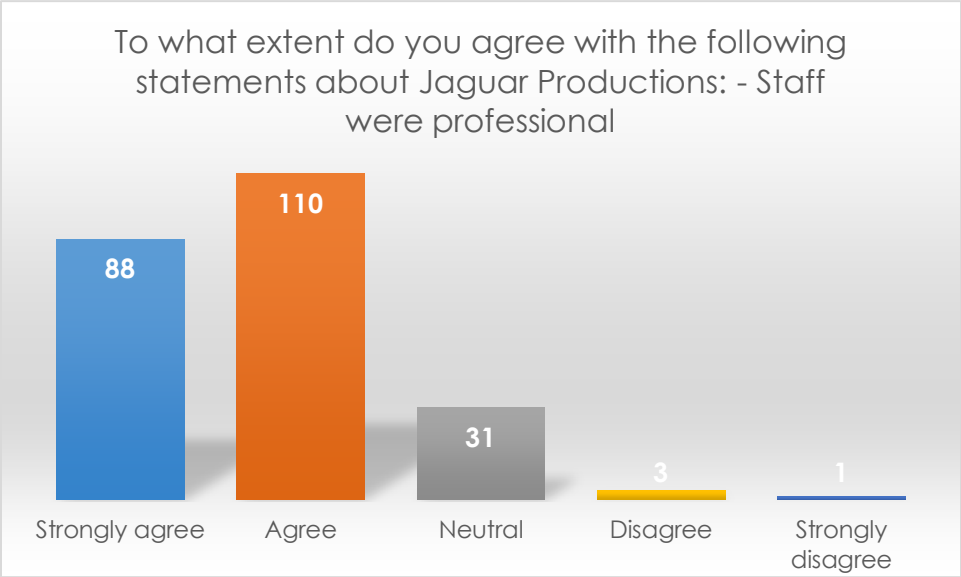
To what extent do you agree with the following statements about your experience with Jaguar Productions: - I was treated with respect

	Frequency	Percent
Strongly agree	89	39.0
Agree	114	50.0
Neutral	21	9.2
Disagree	2	0.9
Strongly disagree	2	0.9
Total	228	100.0



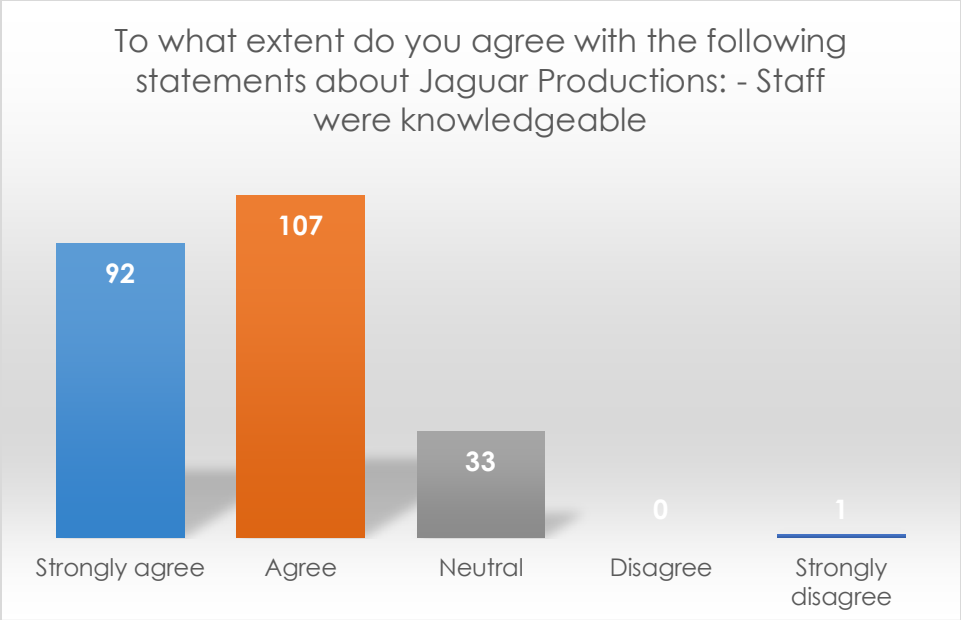
To what extent do you agree with the following statements about your experience with Jaguar Productions: - I was satisfied with the outcome of the interaction

	Frequency	Percent
Strongly agree	90	39.3
Agree	115	50.2
Neutral	20	8.7
Disagree	1	0.4
Strongly disagree	3	1.3
Total	229	100.0



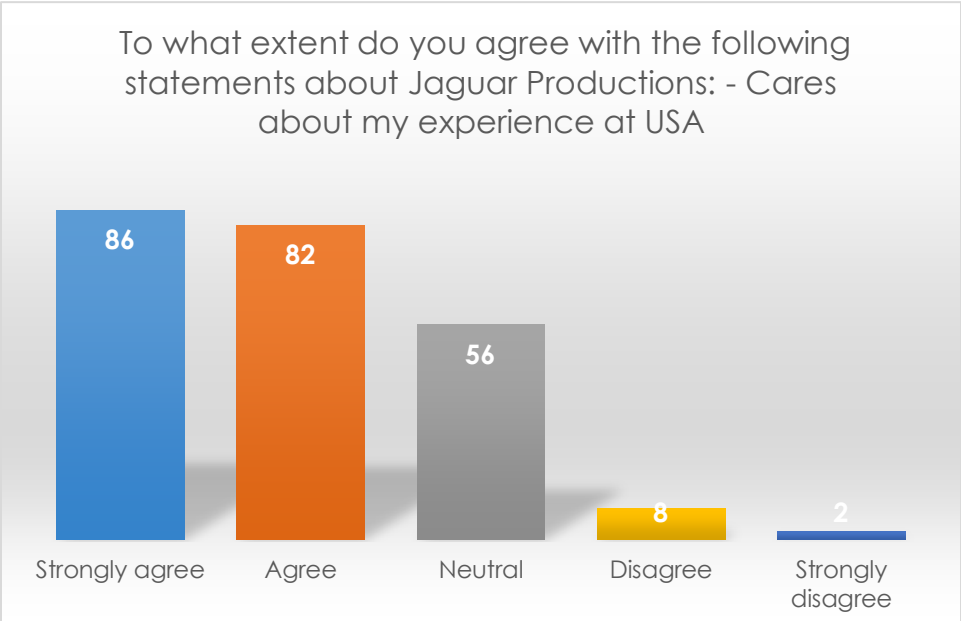
To what extent do you agree with the following statements about Jaguar Productions: - Staff were professional

	Frequency	Percent
Strongly agree	88	37.8
Agree	110	47.2
Neutral	31	13.3
Disagree	3	1.3
Strongly disagree	1	0.4
Total	233	100.0



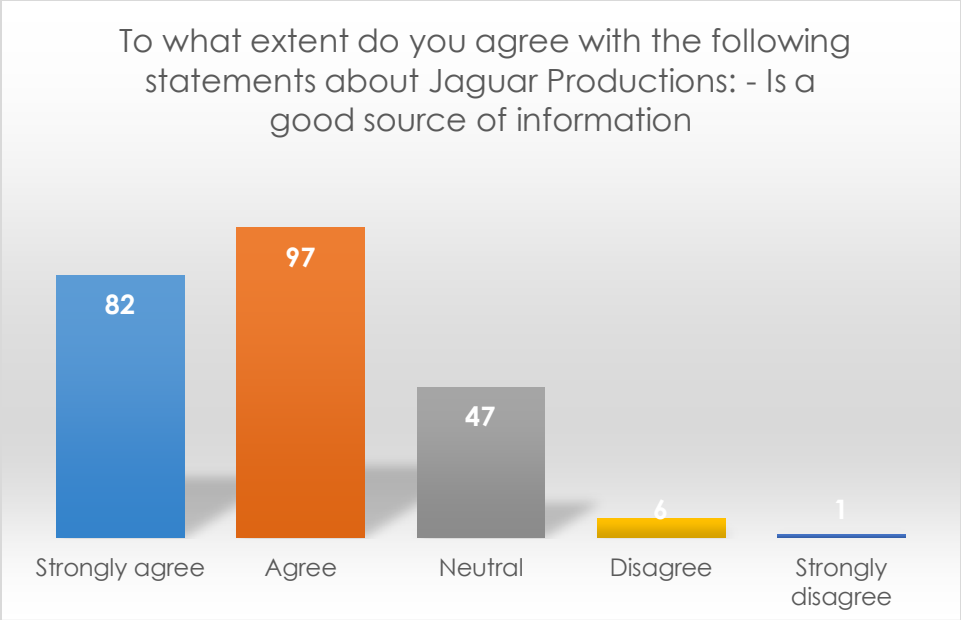
To what extent do you agree with the following statements about Jaguar Productions: - Staff were knowledgeable

	Frequency	Percent
Strongly agree	92	39.5
Agree	107	45.9
Neutral	33	14.2
Disagree	0	0.0
Strongly disagree	1	0.4
Total	233	100.0



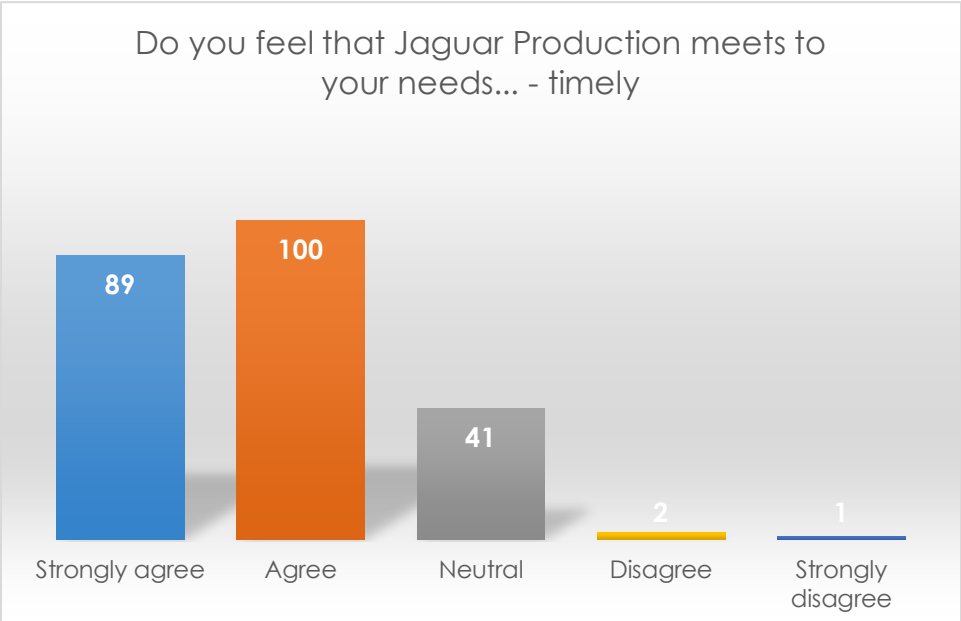
To what extent do you agree with the following statements about Jaguar Productions: - Cares about my experience at USA

	Frequency	Percent
Strongly agree	86	36.8
Agree	82	35.0
Neutral	56	23.9
Disagree	8	3.4
Strongly disagree	2	0.9
Total	234	100.0



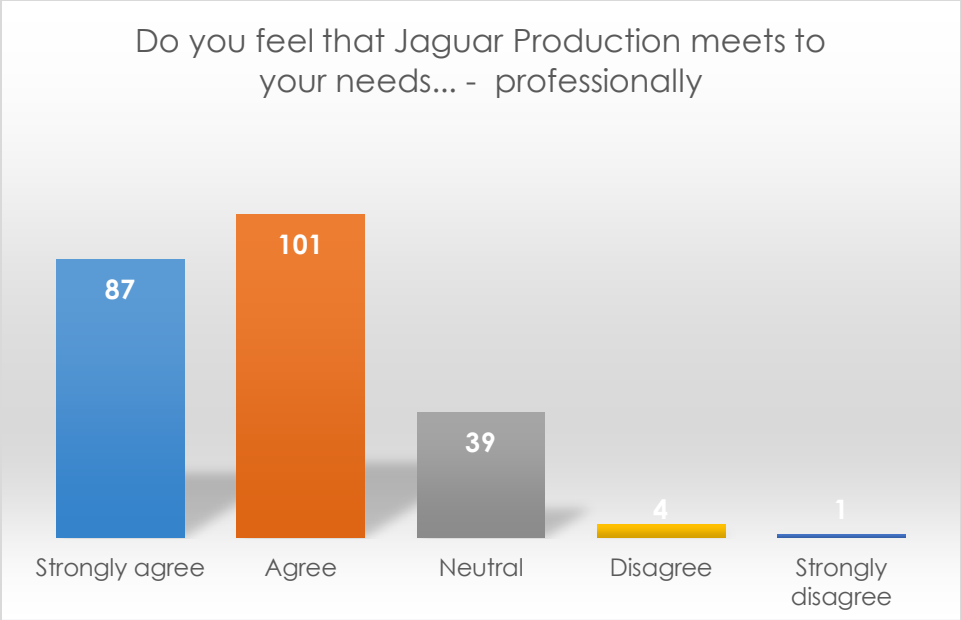
To what extent do you agree with the following statements about Jaguar Productions: - Is a good source of information

	Frequency	Percent
Strongly agree	82	35.2
Agree	97	41.6
Neutral	47	20.2
Disagree	6	2.6
Strongly disagree	1	0.4
Total	233	100.0



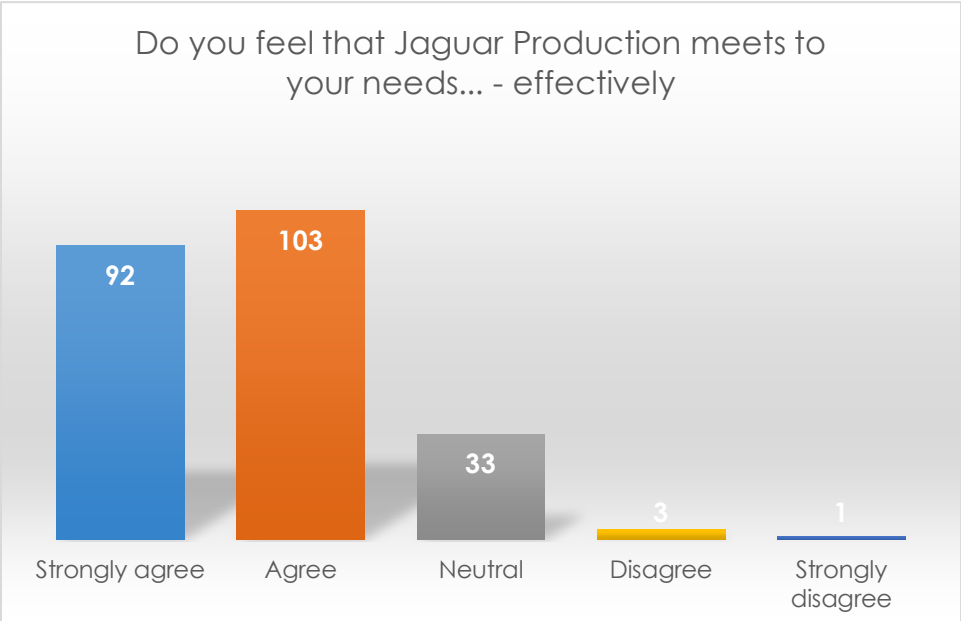
Do you feel that Jaguar Production meets to your needs... - timely

	Frequency	Percent
Strongly agree	89	38.2
Agree	100	42.9
Neutral	41	17.6
Disagree	2	0.9
Strongly disagree	1	0.4
Total	233	100.0



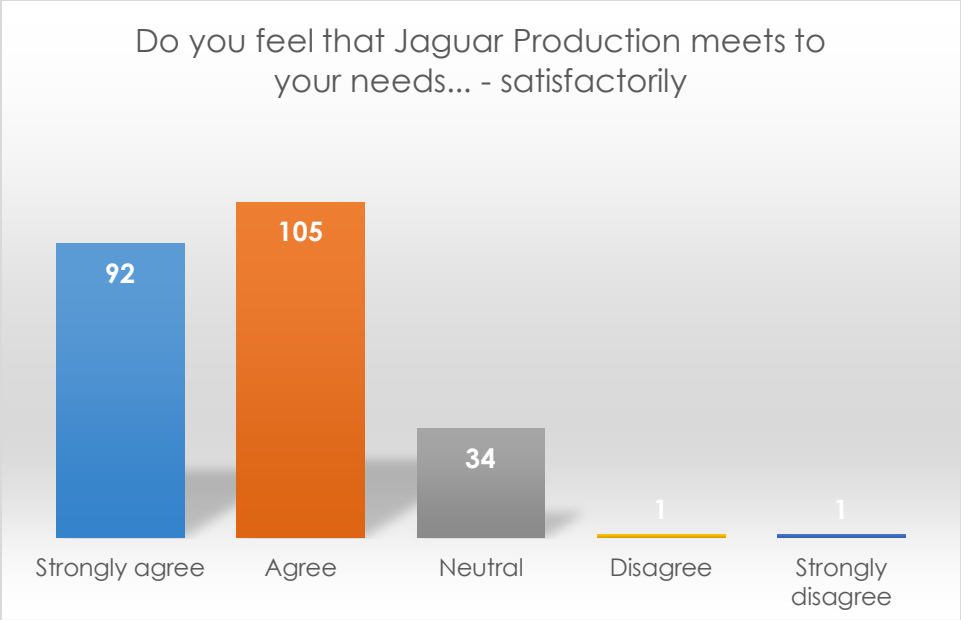
Do you feel that Jaguar Production meets to your needs... – professionally

	Frequency	Percent
Strongly agree	87	37.5
Agree	101	43.5
Neutral	39	16.8
Disagree	4	1.7
Strongly disagree	1	0.4
Total	232	100.0



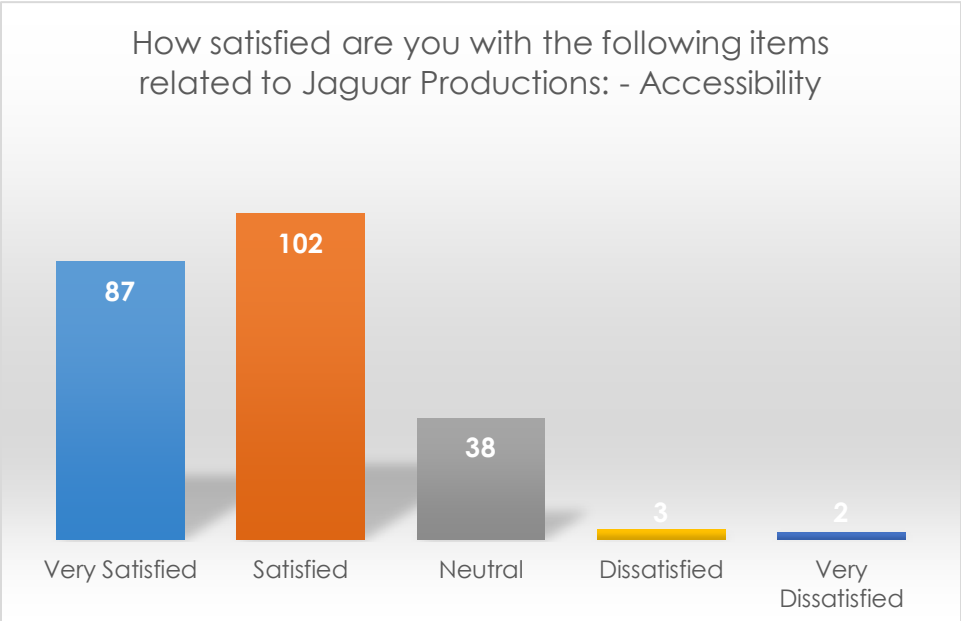
Do you feel that Jaguar Production meets to your needs... – effectively

	Frequency	Percent
Strongly agree	92	39.7
Agree	103	44.4
Neutral	33	14.2
Disagree	3	1.3
Strongly disagree	1	0.4
Total	232	100.0



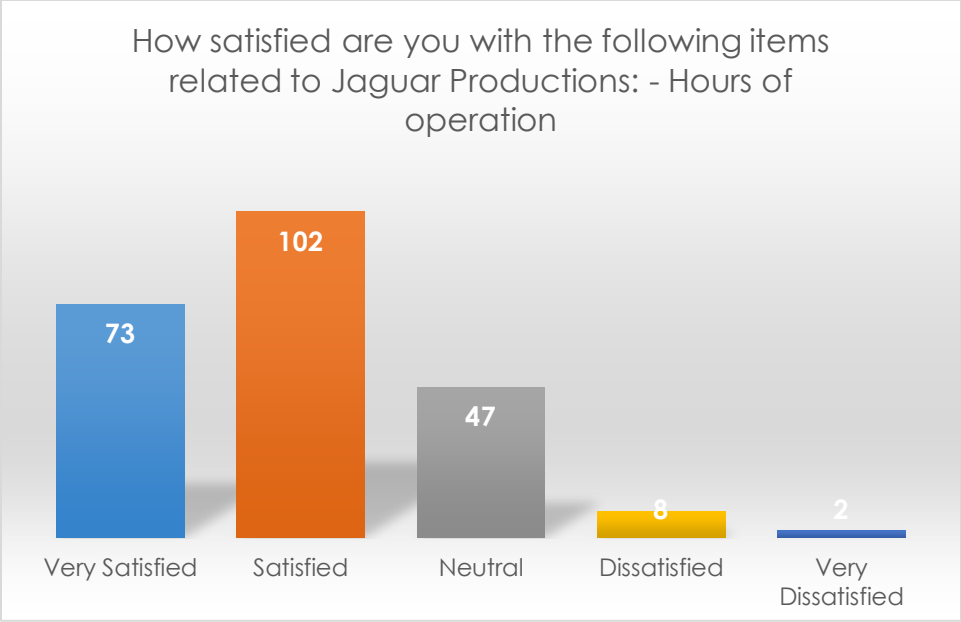
Do you feel that Jaguar Production meets to your needs... - satisfactorily

	Frequency	Percent
Strongly agree	92	39.5
Agree	105	45.1
Neutral	34	14.6
Disagree	1	0.4
Strongly disagree	1	0.4
Total	233	100.0



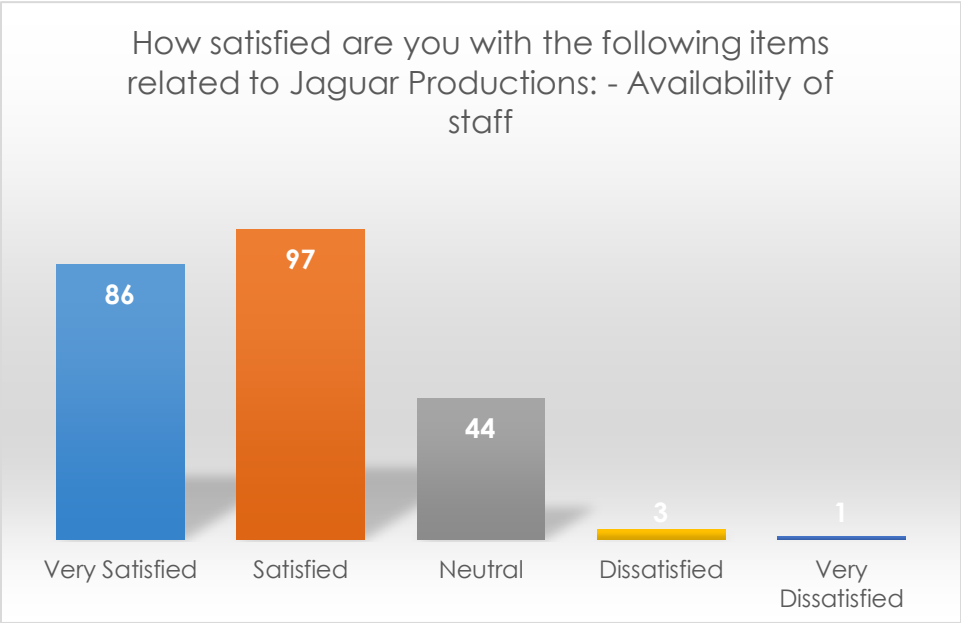
How satisfied are you with the following items related to Jaguar Productions: - Accessibility

	Frequency	Percent
Very Satisfied	87	37.5
Satisfied	102	44.0
Neutral	38	16.4
Dissatisfied	3	1.3
Very Dissatisfied	2	0.9
Total	232	100.0



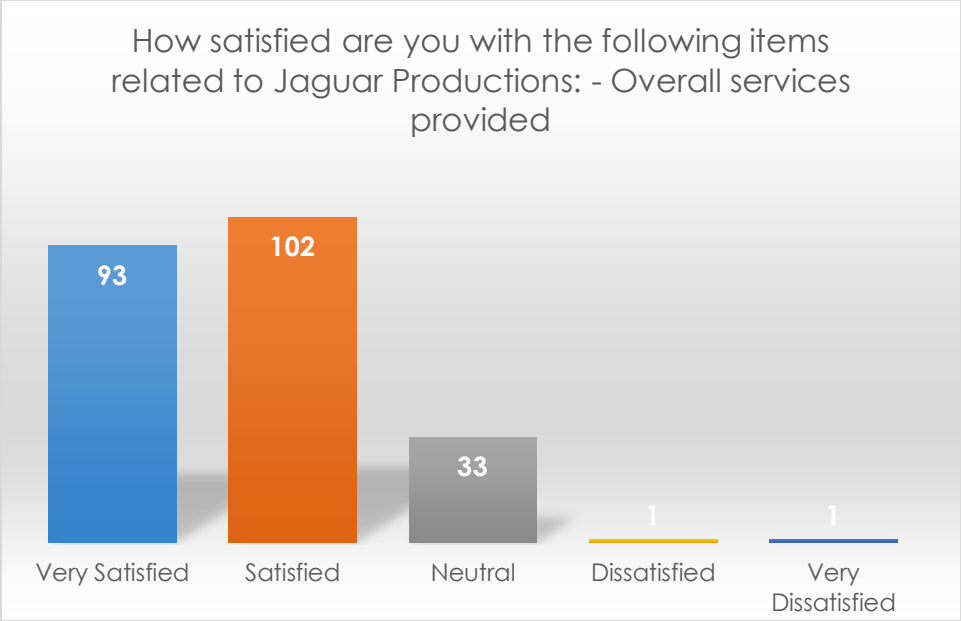
How satisfied are you with the following items related to Jaguar Productions: - Hours of operation

	Frequency	Percent
Very Satisfied	73	31.5
Satisfied	102	44.0
Neutral	47	20.3
Dissatisfied	8	3.4
Very Dissatisfied	2	0.9
Total	232	100.0



How satisfied are you with the following items related to Jaguar Productions: - Availability of staff

	Frequency	Percent
Very Satisfied	86	37.2
Satisfied	97	42.0
Neutral	44	19.0
Dissatisfied	3	1.3
Very Dissatisfied	1	0.4
Total	231	100.0



How satisfied are you with the following items related to Jaguar Productions: - Overall services provided

	Frequency	Percent
Very Satisfied	93	40.4
Satisfied	102	44.3
Neutral	33	14.3
Dissatisfied	1	0.4
Very Dissatisfied	1	0.4
Total	230	100.0