



2023 First-Year Student Satisfaction Survey

Observations

The 2023 administration of the FYSSS yielded a strong response rate (31% vs 18% last year) with a comparable distribution demographically by race/ethnicity.

Thirty-six of the 37 University areas yielded a positive response (mean of 3.00 +). Similar to the past several years, The Ames Library had the largest mean score. The lowest score was attributed to the First-Year Residence Halls.

(4 = Very Satisfied to 1 = Very Dissatisfied).

Only three items had a combined dissatisfaction rating of 20% or greater: Multi-Faith Engagement, Class Registration Process, and First-Year Residence Hall. This is the lowest number of dissatisfied areas over this survey administration.

Eighty-five percent of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - consistent with evidence from previous years.

Thirty-six percent of the student respondents indicated that they considered transferring - an 8% decrease from last year (44%). Affordability and mental health were identified as the most frequent reasons for transfer consideration - similar to the 2022 FYSSS Report.

When examining correlation coefficients amongst larger groups of student respondents, the following areas have the greatest relationship with student satisfaction:

Academic Experience (.612)

First-Year Academic Advising (.530)

Quality of Teaching (.516)

Social Experience (.508)

Demographics

Participants

Students Solicited	395
Respondents	121
Response Rate	31%
Previous Year = 18%	

Majors

Accounting	3	2%
Acting	1	1%
Art	1	1%
Biology	10	8%
Bio-Chem	2	2%
Business	5	4%
Computer Sci	11	9%
Economics	1	1%
Education	7	6%
English	3	2%
Entrepreneur	2	2%
Environ Std	5	4%
Financial Srv	2	2%
Graphic Des	2	2%
Health-Fit	5	4%
History	1	1%
Intl Global	1	1%
Marketing	1	1%
Math	1	1%
Music Thtr	11	9%
Neuroscience	3	2%
Nursing	13	11%
Physics	3	2%
Political Sci	4	3%
Psychology	10	8%
Vocal Perf	1	1%
Undecided	12	10%
Total	121	100%

Race/Ethnicity (may select multiple)

Amer Indian	4	3%
Asian	16	12%
Black	14	10%
Hispanic	16	12%
International	1	1%
Multi Racial	4	3%
Pacific Isle	0	0%
White	80	59%
Total	135	100%

Gender

Men	54	45%
Women	64	53%
Non-Binary	3	2%
Total	121	100%

Transgender

Yes	3	2%
No	118	98%
Total	121	100%

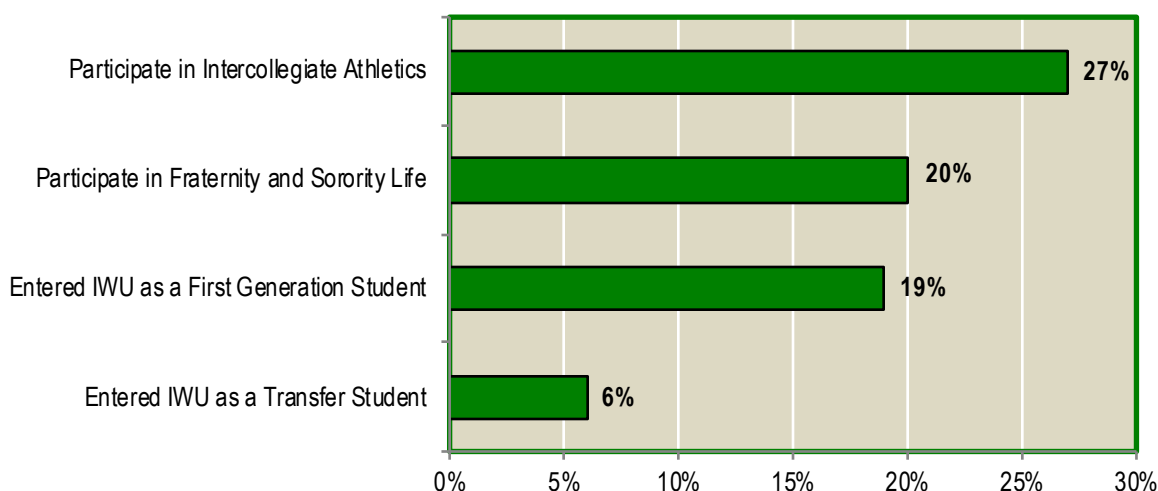
Sexual Orientation (may select multiple)

Heterosexual	89	71%
Gay	10	8%
Lesbian	4	3%
Bisexual	13	10%
Queer	6	5%
Other	4	3%
Total	126	100%

"Other"

Asexual	3
Demisexual	1

Please indicate which, if any, of the following categories applies to you:



Previous Year = 36%, 19%, 19%, and 7%

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

*** Please note that some of the figures for the combined satisfaction calculations may differ slightly from the frequency tables due to rounding issues.**

Admissions Office

Very Satisfied	30%
Satisfied	69%
Dissatisfied	1%
Very Dissatisfied	0%

N = 92 100%

Very Satisfied & Satisfied = 99%

Previous Year = 94%

The Ames Library

Very Satisfied	62%
Satisfied	38%
Dissatisfied	0%
Very Dissatisfied	0%

N = 96 100%

Very Satisfied & Satisfied = 100%

Previous Year = 97%

Approachability of Faculty

Very Satisfied	42%
Satisfied	57%
Dissatisfied	1%
Very Dissatisfied	0%

N = 96 100%

Very Satisfied & Satisfied = 99%

Previous Year = 87%

Approachability of University Staff

Very Satisfied	40%
Satisfied	58%
Dissatisfied	2%
Very Dissatisfied	0%

N = 92 100%

Very Satisfied & Satisfied = 98%

Previous Year = 87%

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

Arnold Health Services

Very Satisfied	35%
Satisfied	53%
Dissatisfied	9%
Very Dissatisfied	3%
<i>N</i> = 58	100%
Very Satisfied & Satisfied =	88%
Previous Year =	59%

Business Office

Very Satisfied	36%
Satisfied	59%
Dissatisfied	5%
Very Dissatisfied	0%
<i>N</i> = 59	100%
Very Satisfied & Satisfied =	95%
Previous Year =	91%

Multi-Faith Engagement

Very Satisfied	45%
Satisfied	32%
Dissatisfied	23%
Very Dissatisfied	0%
<i>N</i> = 22	100%
Very Satisfied & Satisfied =	77%
Previous Year =	93%

Class Registration Process

Very Satisfied	27%
Satisfied	52%
Dissatisfied	18%
Very Dissatisfied	3%
<i>N</i> = 96	100%
Very Satisfied & Satisfied =	79%
Previous Year =	71%

Counseling and Consultation Services

Very Satisfied	49%
Satisfied	42%
Dissatisfied	9%
Very Dissatisfied	0%
<i>N</i> = 33	100%
Very Satisfied & Satisfied =	91%
Previous Year =	71%

Custodial Services

Very Satisfied	41%
Satisfied	52%
Dissatisfied	6%
Very Dissatisfied	1%
<i>N</i> = 79	100%
Very Satisfied & Satisfied =	93%
Previous Year =	81%

Financial Aid Office

Very Satisfied	37%
Satisfied	57%
Dissatisfied	6%
Very Dissatisfied	0%
<i>N</i> = 81	100%
Very Satisfied & Satisfied =	94%
Previous Year =	81%

Financial Aid Package

Very Satisfied	30%
Satisfied	57%
Dissatisfied	12%
Very Dissatisfied	1%
<i>N</i> = 88	100%
Very Satisfied & Satisfied =	87%
Previous Year =	85%

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

First-Year Academic Advising

Very Satisfied	42%
Satisfied	41%
Dissatisfied	14%
Very Dissatisfied	3%

N = 94 100%

Very Satisfied & Satisfied = 83%

Previous Year = 91%

First-Year Residence Hall

Very Satisfied	15%
Satisfied	65%
Dissatisfied	17%
Very Dissatisfied	3%

N = 88 100%

Very Satisfied & Satisfied = 80%

Previous Year = 60%

Fraternity and Sorority Life

Very Satisfied	47%
Satisfied	43%
Dissatisfied	7%
Very Dissatisfied	3%

N = 30 100%

Very Satisfied & Satisfied = 90%

Previous Year = 70%

Gateway Course

Very Satisfied	41%
Satisfied	44%
Dissatisfied	12%
Very Dissatisfied	3%

N = 91 100%

Very Satisfied & Satisfied = 85%

Previous Year = 76%

Hart Career Center

Very Satisfied	42%
Satisfied	56%
Dissatisfied	2%
Very Dissatisfied	0%

N = 57 100%

Very Satisfied & Satisfied = 98%

Previous Year = 94%

Information Technology

Very Satisfied	36%
Satisfied	52%
Dissatisfied	10%
Very Dissatisfied	2%

N = 48 100%

Very Satisfied & Satisfied = 88%

Previous Year = 88%

Intercollegiate Athletics

Very Satisfied	49%
Satisfied	49%
Dissatisfied	2%
Very Dissatisfied	0%

N = 43 100%

Very Satisfied & Satisfied = 98%

Previous Year = 84%

Perception of Safety on Campus

Very Satisfied	37%
Satisfied	54%
Dissatisfied	7%
Very Dissatisfied	2%

N = 95 100%

Very Satisfied & Satisfied = 91%

Previous Year = 78%

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

Quality of Teaching

Very Satisfied	37%
Satisfied	53%
Dissatisfied	9%
Very Dissatisfied	1%

N = 97 100%

Very Satisfied & Satisfied = 90%

Previous Year = 88%

Registrar's Office

Very Satisfied	40%
Satisfied	60%
Dissatisfied	0%
Very Dissatisfied	0%

N = 68 100%

Very Satisfied & Satisfied = 100%

Previous Year = 92%

SODEXO Dining Services

Very Satisfied	24%
Satisfied	60%
Dissatisfied	12%
Very Dissatisfied	4%

N = 98 100%

Very Satisfied & Satisfied = 84%

Previous Year = 59%

Support for International Students

Very Satisfied	45%
Satisfied	52%
Dissatisfied	3%
Very Dissatisfied	0%

N = 29 100%

Very Satisfied & Satisfied = 97%

International Satisfaction = 100%

Previous Year = 85%; Intl only = 100%

Support for Students of Color

Very Satisfied	30%
Satisfied	60%
Dissatisfied	5%
Very Dissatisfied	5%

N = 40 100%

Very Satisfied & Satisfied = 90%

SOC Only Satisfaction = 82%

Previous Year = 79%; SOC only = 46%

Support for Diff. in Sexual Orientation

Very Satisfied	30%
Satisfied	67%
Dissatisfied	3%
Very Dissatisfied	0%

N = 33 100%

Very Satisfied & Satisfied = 97%

Non-Hetero Satisfaction = 93%

Previous Year = 62%; Non-Hetero = 31%

Support for Study Abroad

Very Satisfied	26%
Satisfied	68%
Dissatisfied	6%
Very Dissatisfied	0%

N = 34 100%

Very Satisfied & Satisfied = 94%

Previous Year = 93%

On-Campus Employment (getting a job)

Very Satisfied	45%
Satisfied	43%
Dissatisfied	12%
Very Dissatisfied	0%

N = 67 100%

Very Satisfied & Satisfied = 88%

Previous Year = 80%

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

On-Campus Employment Experience

Very Satisfied	53%
Satisfied	43%
Dissatisfied	2%
Very Dissatisfied	2%

N = 60 100%

Very Satisfied & Satisfied = 96%

Previous Year = 81%

Student Fitness / Wellness Opportunities

Very Satisfied	41%
Satisfied	54%
Dissatisfied	5%
Very Dissatisfied	0%

N = 82 100%

Very Satisfied & Satisfied = 95%

Previous Year = 95%

Turning Titan: New Student Orientation

Very Satisfied	28%
Satisfied	56%
Dissatisfied	13%
Very Dissatisfied	3%

N = 92 100%

Very Satisfied & Satisfied = 84%

Previous Year = 79%

Writing Center

Very Satisfied	56%
Satisfied	44%
Dissatisfied	0%
Very Dissatisfied	0%

N = 62 100%

Very Satisfied & Satisfied = 100%

Previous Year = 94%

Academic Experience

Very Satisfied	36%
Satisfied	59%
Dissatisfied	5%
Very Dissatisfied	0%

N = 97 100%

Very Satisfied & Satisfied = 95%

Previous Year = 88%

Social Experience

Very Satisfied	41%
Satisfied	45%
Dissatisfied	11%
Very Dissatisfied	3%

N = 95 100%

Very Satisfied & Satisfied = 86%

Previous Year = 85%

First-Year Experience (year-long course)

Very Satisfied	36%
Satisfied	61%
Dissatisfied	3%
Very Dissatisfied	0%

N = 59 100%

Very Satisfied & Satisfied = 97%

Previous Year = 69%

Rising Titan: Summer Orientation

Very Satisfied	28%
Satisfied	59%
Dissatisfied	9%
Very Dissatisfied	4%

N = 90 100%

Very Satisfied & Satisfied = 87%

New for 2022

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

Tommy Titan Chatbot

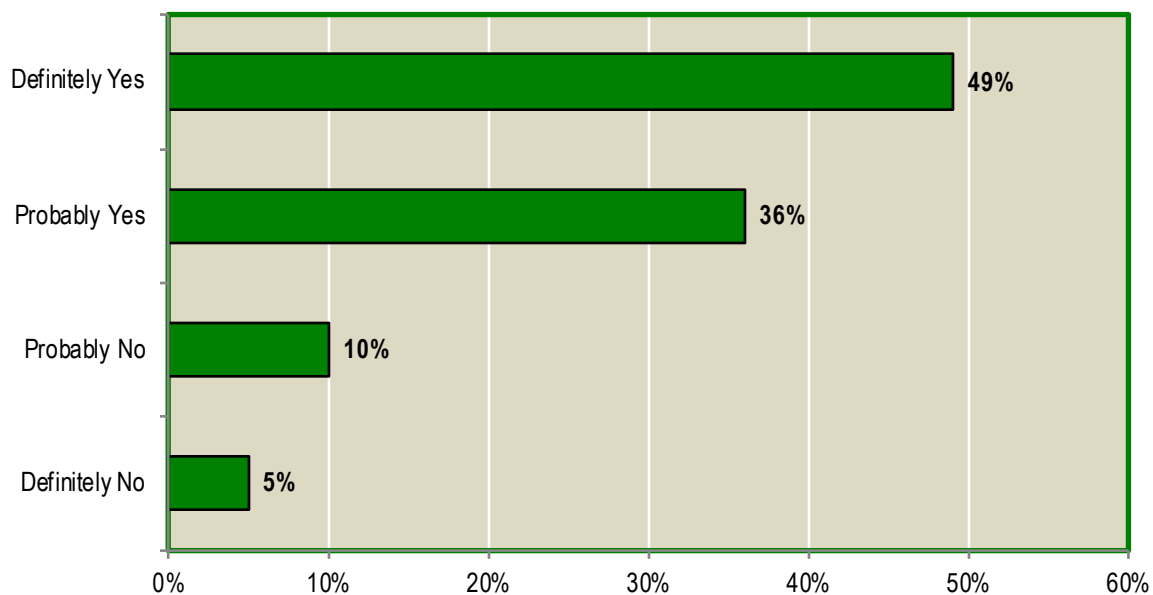
Very Satisfied	25%
Satisfied	69%
Dissatisfied	5%
Very Dissatisfied	1%

N = 90 100%

Very Satisfied & Satisfied = 94%

New for 2022

If you could select your college again, would you still choose to enroll at IWU?



Definitely & Probably Yes = 85%

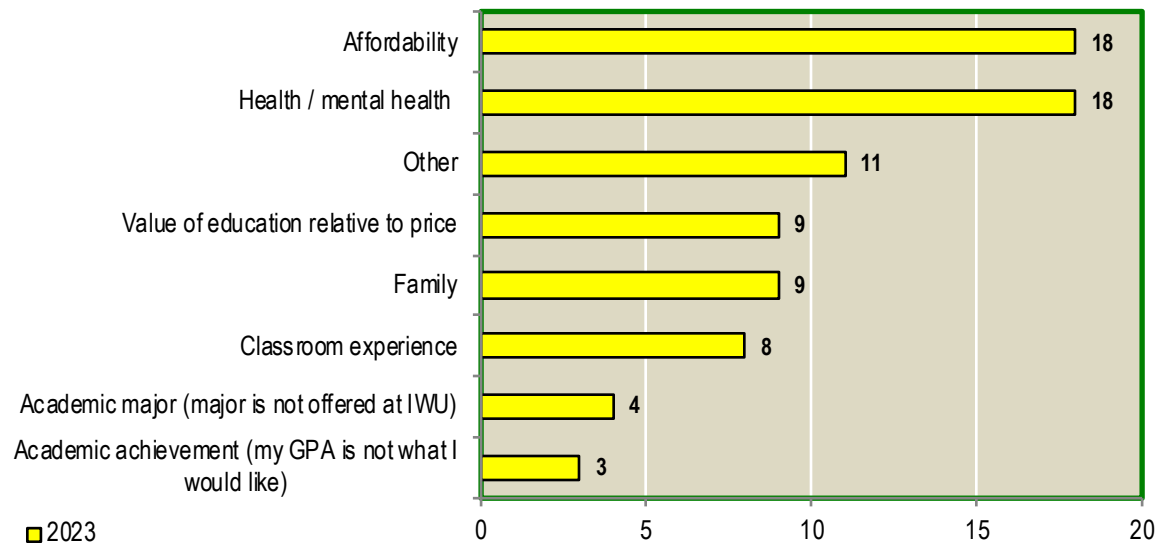
***N* = 98**

Previous Year = 31%, 49%, 14%, and 6%

Have you considered transferring to another institution since arriving at IWU?

Yes	36%	Previous Year = 44%
No	64%	Previous Year = 56%
N = 98	100%	

For what reasons were you considering transferring (please select all that apply)?



A total of 80 items were selected.

- 1) Atmosphere of campus and the social groups. Very left winged and if you have a differing opinion, this staff and students are not acceptive of it.
- 2) Campus is relatively sensory unfriendly, like with the harshness of lights and constant buzzing anywhere you go and restricted dining times which lead to overcrowding
- 3) friends
- 4) Higher athletic level
- 5) I feel it's a bit boring sometimes and that it doesn't challenge my innovative tendencies. I guess I will just like a more thriving programming (tech) and entrepreneurial community that may be present in a bigger school.
- 6) It is very hard to make friends and the school is very cliquey because of the size.
- 7) Location
- 8) Manipulated medical school success rates
- 9) Not satisfied with the social environment
- 10) People here are absolutely narcissistic and bully so many people
- 11) People, community, school size

Average Scores per University Area: 2023 Sorted from High to Low

Area	2023 Mean	2022 Mean	Difference
The Ames Library	3.61	3.49	0.12
Writing Center	3.56	3.33	0.23
On-campus Student Employment Experience	3.48	3.17	0.31
Intercollegiate Athletics	3.44	3.03	0.41
Approachability of Faculty	3.41	3.26	0.15
Support for International Students	3.41	3.15	0.26
Hart Career Center	3.40	3.29	0.11
Registrar's Office	3.40	3.12	0.28
Counseling and Consultation Services	3.39	2.92	0.47
Approachability of University Staff	3.38	3.06	0.32
Student Fitness / Wellness Opportunities	3.37	3.27	0.10
Fraternity and Sorority Life	3.33	2.81	0.52
On-campus Student Employment Process (getting a job)	3.33	3.06	0.27
Custodial Services	3.32	3.11	0.21
First-Year Experience (year-long course)	3.32	2.83	0.49
Academic Experience	3.31	3.20	0.11
Business Office	3.31	3.19	0.12
Financial Aid Office	3.31	3.05	0.26
Admissions Office	3.29	3.24	0.05
Support for Students with Differences in Sexual Orientation	3.27	2.74	0.53
Quality of Teaching	3.26	3.16	0.10
Perception of Safety on Campus	3.25	2.94	0.31
Social Experience	3.24	3.10	0.14
Multi-Faith Engagement	3.23	3.36	-0.13
Gateway Course	3.22	3.05	0.17
First-Year Academic Advising	3.21	3.20	0.01
Information Technology	3.21	3.06	0.15
Support for Study Abroad	3.21	3.25	-0.04
Arnold Health Services	3.19	2.64	0.55
Tommy Titan Chatbot*	3.17		3.17
Financial Aid Package	3.15	3.05	0.10
Support for Students of Color	3.15	2.96	0.19
Rising Titan: Summer Orientation*	3.10		3.10
Turning Titan: New Student Orientation	3.09	2.95	0.14
Class Registration Process	3.03	2.78	0.25
Sodexo Dining Services	3.03	2.64	0.39
First-Year Residence Hall	2.91	2.51	0.40

* New University Areas for 2023