



# ILLINOIS WESLEYAN UNIVERSITY

## 2017 First-Year Student Satisfaction Survey

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### Observations

Strong response rate with a comparable distribution demographically by race/ethnicity. Male respondents were significantly higher from previous years - 43% of the respondents.

The majority of the responses for the 34 aspects of University life were positive. Only four items had a mean score lower than 3.0 (Satisfied). Similar to the past two years, the Ames Library had the largest average score (3.54) based on a four-point scale, while SODEXO Dining Services had the lowest average score (2.77) (4 = Very Satisfied to 1 = Very Dissatisfied).

Only four items (Class Registration Process, First-Year Residence Hall, Gateway Course, and SODEXO Dining Services) had a combined dissatisfaction rating of 20% or greater (i.e., Very Dissatisfied & Dissatisfied). All items were in the same position last year.

First-Year Academic Advising has its highest satisfaction rating over the past four years.

Eighty-seven percent of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - consistent with last year.

Thirty-eight percent of the student respondents indicated that they considered transferring - up one point from last year. "Affordability" continued to be identified as the most frequent reason.

"Fraternity and Sorority Life" (.528) and "Social Experience" (.512) had the highest overall correlations with overall satisfaction. Similar to the last three years, students' satisfaction with their social experience is one of the highest correlations to students' satisfaction with their overall experience

## Demographics

### Participants

Students Solicited	464
Respondents	184
<b>Response Rate</b>	<b>40%</b>
<b>Previous Year = 38%.</b>	

### Gender

Men	80	43%
Women	104	57%
<b>Total</b>	<b>184</b>	<b>100%</b>
<b>Previous Year = Men 26% - Women 74%.</b>		

### Majors

Accounting	12	7%
Art	1	1%
Biology	29	16%
Business	19	10%
Chemistry	3	2%
Computer Sci	7	4%
Design, Tech	5	3%
Economics	2	1%
Education	7	4%
English	2	1%
Financial Srv	3	2%
Hispanic Std	1	1%
Intl Studies	3	2%
History	1	1%
Mathematics	4	2%
Music	13	7%
Music Thtr	6	3%
Nursing	24	13%
Physics	6	3%
Political Sci	2	1%
Psychology	11	6%
Religious Std	1	1%
Sociology	3	2%
Theatre Arts	4	2%
Undecided	14	8%
Women's Std	1	1%
<b>Total</b>	<b>184</b>	<b>100%</b>

### Race/Ethnicity

Asian	8	4%
Black-Afr_Am	11	6%
Hispanic	12	7%
International	13	7%
Multi Racial	10	5%
Ntv Hawaiian	0	0%
White	129	70%
Unknown	1	1%
<b>Total</b>	<b>184</b>	<b>100%</b>

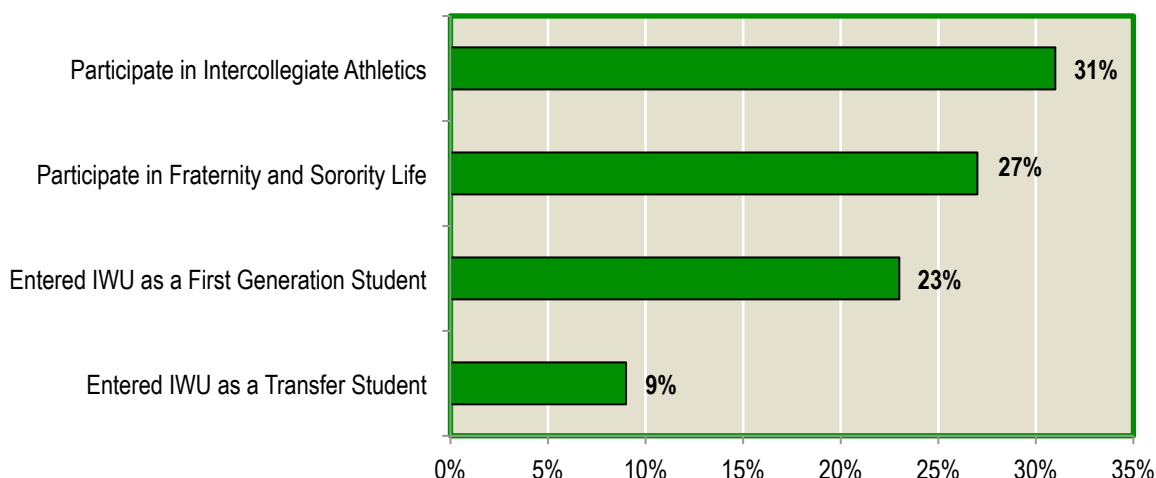
### Sexual Orientation

Heterosexual	157	86%
Gay	5	3%
Lesbian	0	0%
Bisexual	7	4%
Queer	3	2%
Other	11	6%
<b>Total</b>	<b>183</b>	<b>100%</b>

### "Other"

Asexual	7
Asexual Panromantic	1
Demisexual	1
Pansexual	1
Questioning	1

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



**Previous Year = 25%, 28%, 29%, and 6%.**

*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	41%
Satisfied	57%
Dissatisfied	2%
Very Dissatisfied	0%
N = 169	100%

**Very Satisfied & Satisfied = 98%**

**Previous Year = 97%.**

#### **The Ames Library**

Very Satisfied	56%
Satisfied	42%
Dissatisfied	2%
Very Dissatisfied	0%
N = 171	100%

**Very Satisfied & Satisfied = 98%**

**Previous Year = 96%.**

#### **Approachability of Faculty**

Very Satisfied	48%
Satisfied	49%
Dissatisfied	3%
Very Dissatisfied	0%
N = 170	100%

**Very Satisfied & Satisfied = 97%**

**Previous Year = 96%.**

#### **Approachability of University Staff**

Very Satisfied	38%
Satisfied	59%
Dissatisfied	3%
Very Dissatisfied	0%
N = 160	100%

**Very Satisfied & Satisfied = 97%**

**Previous Year = 94%.**

*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	33%
Satisfied	53%
Dissatisfied	10%
Very Dissatisfied	4%
N = 111	100%

**Very Satisfied & Satisfied = 86%**

**Previous Year = 81%.**

#### Business Office

Very Satisfied	42%
Satisfied	54%
Dissatisfied	4%
Very Dissatisfied	0%
N = 114	100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 89%.**

#### Chaplain's Office

Very Satisfied	51%
Satisfied	46%
Dissatisfied	3%
Very Dissatisfied	0%
N = 35	100%

**Very Satisfied & Satisfied = 97%**

**Previous Year = 89%.**

#### Class Registration Process

Very Satisfied	22%
Satisfied	55%
Dissatisfied	19%
Very Dissatisfied	4%
N = 172	100%

**Very Satisfied & Satisfied = 77%**

**Previous Year = 74%.**

#### Counseling and Consultation Services

Very Satisfied	40%
Satisfied	47%
Dissatisfied	12%
Very Dissatisfied	1%
N = 90	100%

**Very Satisfied & Satisfied = 87%**

**Previous Year = 86%.**

#### Custodial Services

Very Satisfied	33%
Satisfied	57%
Dissatisfied	10%
Very Dissatisfied	0%
N = 157	100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 90%.**

#### Financial Aid Office

Very Satisfied	34%
Satisfied	56%
Dissatisfied	8%
Very Dissatisfied	2%
N = 137	100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 92%.**

#### Financial Aid Package

Very Satisfied	25%
Satisfied	57%
Dissatisfied	15%
Very Dissatisfied	3%
N = 157	100%

**Very Satisfied & Satisfied = 82%**

**Previous Year = 81%.**

*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	39%
Satisfied	51%
Dissatisfied	10%
Very Dissatisfied	0%
N = 168	100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 72%.**

### Fraternity and Sorority Life

Very Satisfied	52%
Satisfied	35%
Dissatisfied	7%
Very Dissatisfied	6%
N = 71	100%

**Very Satisfied & Satisfied = 87%**

**Previous Year = 93%.**

### Hart Career Center

Very Satisfied	44%
Satisfied	54%
Dissatisfied	2%
Very Dissatisfied	0%
N = 57	100%

**Very Satisfied & Satisfied = 98%**

**Previous Year = 94%.**

### Intercollegiate Athletics

Very Satisfied	55%
Satisfied	39%
Dissatisfied	4%
Very Dissatisfied	2%
N = 78	100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 95%.**

### First-Year Residence Hall

Very Satisfied	22%
Satisfied	56%
Dissatisfied	16%
Very Dissatisfied	6%
N = 163	100%

**Very Satisfied & Satisfied = 78%**

**Previous Year = 80%.**

### Gateway Course

Very Satisfied	33%
Satisfied	42%
Dissatisfied	17%
Very Dissatisfied	8%
N = 156	100%

**Very Satisfied & Satisfied = 75%**

**Previous Year = 74%.**

### Information Technology

Very Satisfied	28%
Satisfied	65%
Dissatisfied	7%
Very Dissatisfied	0%
N = 60	100%

**Very Satisfied & Satisfied = 93%**

**Previous Year = 87%.**

### Perception of Safety on Campus

Very Satisfied	31%
Satisfied	63%
Dissatisfied	5%
Very Dissatisfied	1%
N = 166	100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 88%.**

*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	38%
Satisfied	58%
Dissatisfied	4%
Very Dissatisfied	0%
N = 172	100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 95%.**

### SODEXO Dining Services

Very Satisfied	18%
Satisfied	49%
Dissatisfied	25%
Very Dissatisfied	8%
N = 170	100%

**Very Satisfied & Satisfied = 67%**

**Previous Year = 59%.**

### Support for Students of Color

Very Satisfied	32%
Satisfied	61%
Dissatisfied	7%
Very Dissatisfied	0%
N = 59	100%

**Very Satisfied & Satisfied = 93%**

**SOC Only Satisfaction = 94%**

**Previous Year = 96%; SOC only = 93%.**

### Support for Study Abroad

Very Satisfied	42%
Satisfied	56%
Dissatisfied	2%
Very Dissatisfied	0%
N = 93	100%

**Very Satisfied & Satisfied = 98%**

**Previous Year = 98%.**

### Registrar's Office

Very Satisfied	38%
Satisfied	52%
Dissatisfied	8%
Very Dissatisfied	2%
N = 125	100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 87%.**

### Support for International Students

Very Satisfied	41%
Satisfied	51%
Dissatisfied	4%
Very Dissatisfied	4%
N = 49	100%

**Very Satisfied & Satisfied = 92%**

**International Satisfaction = 88%**

**Previous Year = 93%; Intl only = 100%.**

### Support for Diff. in Sexual Orientation

Very Satisfied	31%
Satisfied	60%
Dissatisfied	8%
Very Dissatisfied	1%
N = 67	100%

**Very Satisfied & Satisfied = 91%**

**Non-Hetero Satisfaction = 83%**

**Previous Year = 93%; Non-Hetero = 93%.**

### On-Campus Employment (getting a job)

Very Satisfied	47%
Satisfied	41%
Dissatisfied	10%
Very Dissatisfied	2%
N = 101	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	49%
Satisfied	46%
Dissatisfied	4%
Very Dissatisfied	1%
N = 89	100%

**Very Satisfied & Satisfied = 95%**

**Previous Year = 90%.**

#### Turning Titan: New Student Orientation

Very Satisfied	21%
Satisfied	61%
Dissatisfied	16%
Very Dissatisfied	2%
N = 166	100%

**Very Satisfied & Satisfied = 82%**

**Previous Year = 87%.**

#### Academic Experience

Very Satisfied	40%
Satisfied	58%
Dissatisfied	2%
Very Dissatisfied	0%
N = 168	100%

**Very Satisfied & Satisfied = 98%**

**Previous Year = 94%.**

#### Student Fitness / Wellness Opportunities

Very Satisfied	53%
Satisfied	46%
Dissatisfied	1%
Very Dissatisfied	0%
N = 151	100%

**Very Satisfied & Satisfied = 99%**

**Previous Year = 96%.**

#### Writing Center

Very Satisfied	42%
Satisfied	54%
Dissatisfied	4%
Very Dissatisfied	0%
N = 79	100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 91%.**

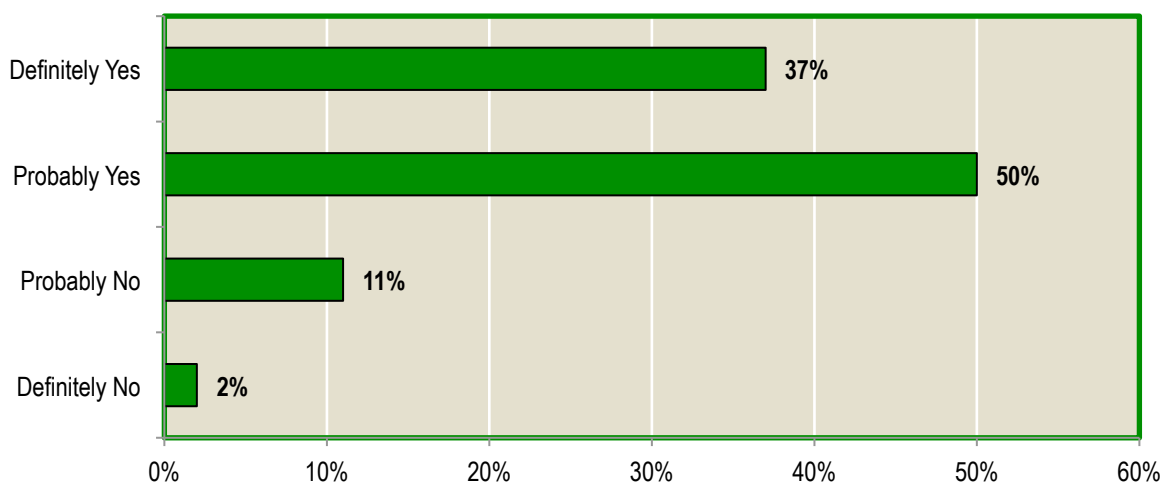
#### Social Experience

Very Satisfied	37%
Satisfied	54%
Dissatisfied	7%
Very Dissatisfied	2%
N = 172	100%

**Very Satisfied & Satisfied = 91%**

**Previous Year = 80%.**

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



**Definitely & Probably Yes = 87%**

**N = 172**

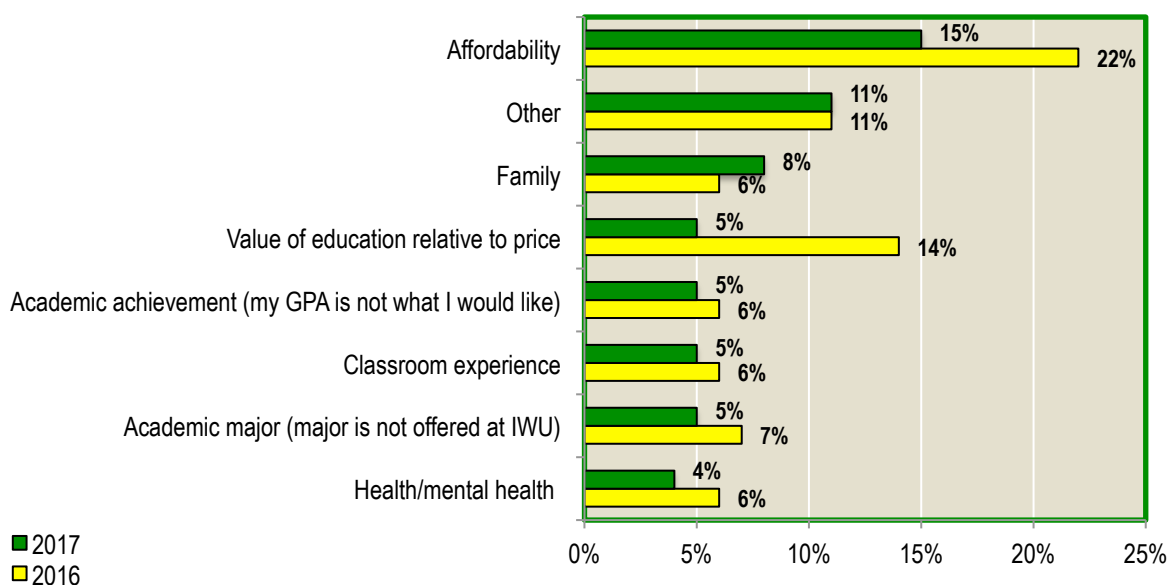
**Previous Year = 41%, 46%, 10%, and 2%.**

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

Yes 38% **Previous Year = 37%.**  
No 62% **Previous Year = 63%.**

**N = 166** **100%**

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





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

Area	Mean
The Ames Library	3.54
Student Fitness / Wellness Opportunities	3.52
Chaplain's Office	3.49
Intercollegiate Athletics	3.46
Approachability of Faculty	3.45
On-campus Student Employment Experience	3.44
Hart Career Center	3.40
Support for Study Abroad	3.40
Admissions Office	3.40
Business Office	3.39
Writing Center	3.38
Academic Experience	3.38
Approachability of University Staff	3.34
Fraternity and Sorority Life	3.34
Quality of Teaching	3.34
On-campus Student Employment Process (getting a job)	3.31
Support for International Students	3.29
First-Year Academic Advising	3.28
Counseling and Consultation Services	3.26
Social Experience	3.26
Support for Students of Color	3.25
Perception of Safety on Campus	3.25
Registrar's Office	3.25
Financial Aid Office	3.23
Custodial Services	3.22
Information Technology	3.22
Support for Students with Differences in Sexual Orientation	3.21
Arnold Health Services	3.16
Financial Aid Package	3.05
Turning Titan: New Student Orientation	3.01
Gateway Course	2.98
Class Registration Process	2.95
First-Year Residence Hall	2.95
SODEXO Dining Services	2.77

## Correlation Coefficients with Overall Satisfaction (proxy)

*If you could select your college again, would you still choose to enroll at Illinois Wesleyan?*

	Faculty	Staff	Registration	Custodial Srv	Fin Aid Pac.	Residence
<b>Correlation</b>	.217**	.341**	.284**	.161*	.167*	.225**
<b>Sig. (2-tailed)</b>	0.004	0	0	0.043	0.036	0.004
<b>N</b>	170	160	172	157	157	163

	Greek	Athletics	Safety	Teaching	Registrar	SODEXO
<b>Correlation</b>	.528**	.318**	.155*	.187*	.189*	.293**
<b>Sig. (2-tailed)</b>	0	0.005	0.046	0.014	0.035	0
<b>N</b>	71	78	166	172	125	170

	Intl Support	Turning Titan	Acad Exp	Social Exp
<b>Correlation</b>	.352*	.307**	.342**	.512**
<b>Sig. (2-tailed)</b>	0.013	0	0	0
<b>N</b>	49	166	168	172

\*\* Correlation is significant at the 0.01 level (2-tailed).

\* Correlation is significant at the 0.05 level (2-tailed).