



## 2020 First-Year Student Satisfaction Survey

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### Observations

The 2020 administration of the FYSSS yielded a moderately strong response rate with a comparable distribution demographically by race/ethnicity. Typical of most student surveys, male respondents were significantly lower than female respondents.

The majority of the responses for the 34 aspects of University life were positive. Only five items had a mean score lower than 3.0 (Satisfied) - see page 9. Similar to the past five years, the Ames Library had one of the largest average scores (3.54) based on a four-point scale - just behind study abroad and athletics. Consistent with past reports, SODEXO Dining Services had the lowest average score (2.41) (4 = Very Satisfied to 1 = Very Dissatisfied).

**Six** items had a combined dissatisfaction rating of 20% or greater (i.e., Very Dissatisfied & Dissatisfied).

**ALL are repeat offenders:** Health Services, First-Year Residence Hall, Gateway Course, SODEXO, Class Registration, and Financial Aid Package. It should be noted that SODEXO's dissatisfaction rating at 46% is the largest of record for the FYSSS.

**Eighty-nine percent** of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - six percentage points higher than last year.

**Thirty-five percent** of the student respondents indicated that they considered transferring. This is a significant decrease from last year (50%).

**Affordability** continued to be identified as the most frequent reason for transfer consideration. Affordability decreased four percentage points from the previous year - 25% versus 29%.

**Quality of Teaching** (.464) had the highest overall correlation with overall satisfaction, followed by Counseling Services (.411) and SODEXO (.400). Social Experience (.373) continued to have a significant relationship with satisfaction - this is a consistent finding over the years.

## Demographics

**Participants**

Students Solicited	356
Respondents	119
<b>Response Rate</b>	<b>33%</b>
<b>Previous Year = 34%.</b>	

**Majors**

Accounting	3	3%
Anthropology	1	1%
Art	1	1%
Biochemistry	3	3%
Biology	11	9%
Business	4	3%
Chemistry	3	3%
Computer Sci	6	5%
DTE	3	3%
Education	5	4%
English	4	3%
Environ Std	2	2%
Financial Srv	2	2%
GRS	1	1%
Health	3	3%
Hispanic Std	2	2%
History	2	2%
Marketing	5	4%
Math	4	3%
Music	5	4%
Music Thtr	1	1%
Neuroscience	2	2%
Nursing	17	14%
Physics	4	3%
Political Sci	1	1%
Psychology	8	7%
Theatre Arts	7	6%
Undecided	9	8%
<b>Total</b>	<b>119</b>	<b>100%</b>

**Race/Ethnicity**

Asian	8	7%
Black	7	6%
Hispanic	2	2%
International	9	8%
Multi Racial	10	8%
Pacific Isle	1	1%
White	81	68%
Unknown	1	1%
<b>Total</b>	<b>119</b>	<b>100%</b>

**Gender**

Men	40	34%
Women	79	66%
<b>Total</b>	<b>119</b>	<b>100%</b>
<b>Previous Year = Men 32% - Women 68%.</b>		

**Transgender**

Yes	1	1%
No	118	99%
<b>Total</b>	<b>119</b>	<b>100%</b>

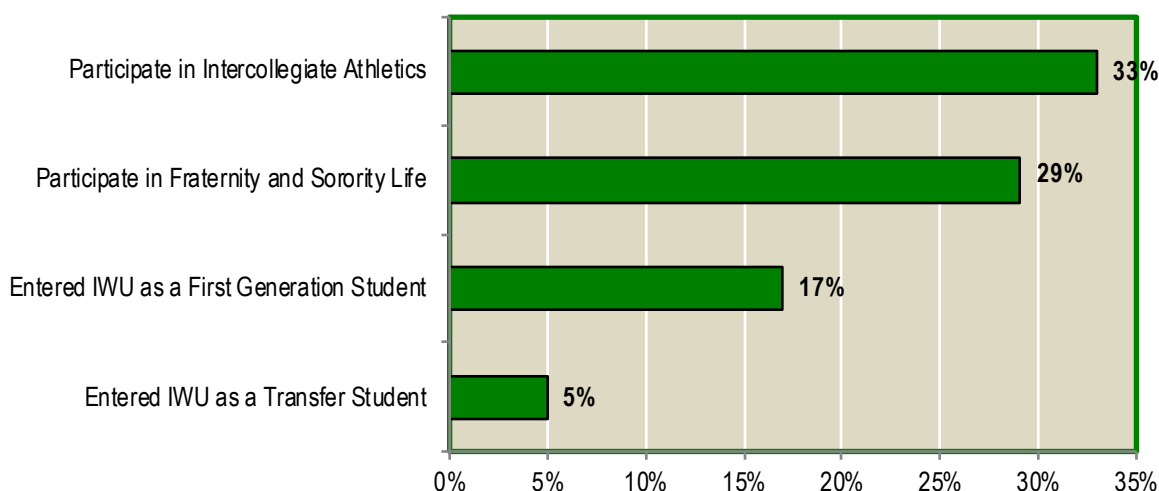
**Sexual Orientation**

Heterosexual	90	77%
Gay	4	3%
Lesbian	2	2%
Bisexual	11	9%
Queer	4	3%
Other	6	5%
<b>Total</b>	<b>117</b>	<b>100%</b>

**"Other"**

Asexual	2
Pansexual	3
Questioning	1

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



**Previous Year = 16%, 27%, 27%, and 3%, respectively.**

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

**N = 108** 100%

**Very Satisfied & Satisfied = 100%**

**Previous Year = 98%.**

#### **The Ames Library**

Very Satisfied	55%
Satisfied	44%
Dissatisfied	1%
Very Dissatisfied	0%

**N = 115** 100%

**Very Satisfied & Satisfied = 99%**

**Previous Year = 98%.**

#### **Approachability of Faculty**

Very Satisfied	39%
Satisfied	57%
Dissatisfied	4%
Very Dissatisfied	0%

**N = 114** 100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 97%.**

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

Very Satisfied	37%
Satisfied	62%
Dissatisfied	1%
Very Dissatisfied	0%

**N = 112** 100%

**Very Satisfied & Satisfied = 99%**

**Previous Year = 98%.**

*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	29%
Satisfied	49%
Dissatisfied	19%
Very Dissatisfied	3%

*N* = 68 100%

**Very Satisfied & Satisfied = 78%**

Previous Year = 78%.

#### Business Office

Very Satisfied	39%
Satisfied	55%
Dissatisfied	6%
Very Dissatisfied	0%

*N* = 52 100%

**Very Satisfied & Satisfied = 94%**

Previous Year = 94%.

#### Chaplain's Office

Very Satisfied	50%
Satisfied	45%
Dissatisfied	5%
Very Dissatisfied	0%

*N* = 20 100%

**Very Satisfied & Satisfied = 95%**

Previous Year = 94%.

#### Class Registration Process

Very Satisfied	12%
Satisfied	58%
Dissatisfied	22%
Very Dissatisfied	8%

*N* = 113 100%

**Very Satisfied & Satisfied = 70%**

Previous Year = 76%.

#### Counseling and Consultation Services

Very Satisfied	41%
Satisfied	46%
Dissatisfied	10%
Very Dissatisfied	3%

*N* = 39 100%

**Very Satisfied & Satisfied = 87%**

Previous Year = 87%.

#### Custodial Services

Very Satisfied	46%
Satisfied	45%
Dissatisfied	8%
Very Dissatisfied	1%

*N* = 102 100%

**Very Satisfied & Satisfied = 91%**

Previous Year = 89%.

#### Financial Aid Office

Very Satisfied	23%
Satisfied	69%
Dissatisfied	6%
Very Dissatisfied	2%

*N* = 89 100%

**Very Satisfied & Satisfied = 92%**

Previous Year = 93%.

#### Financial Aid Package

Very Satisfied	19%
Satisfied	59%
Dissatisfied	21%
Very Dissatisfied	1%

*N* = 103 100%

**Very Satisfied & Satisfied = 78%**

Previous Year = 78%.

*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	46%
Dissatisfied	10%
Very Dissatisfied	5%

*N* = 108 100%

**Very Satisfied & Satisfied = 85%**

Previous Year = 85%.

### First-Year Residence Hall

Very Satisfied	15%
Satisfied	56%
Dissatisfied	24%
Very Dissatisfied	5%

*N* = 109 100%

**Very Satisfied & Satisfied = 71%**

Previous Year = 77%.

### Fraternity and Sorority Life

Very Satisfied	50%
Satisfied	38%
Dissatisfied	7%
Very Dissatisfied	5%

*N* = 40 100%

**Very Satisfied & Satisfied = 88%**

Previous Year = 83%.

### Gateway Course

Very Satisfied	30%
Satisfied	43%
Dissatisfied	15%
Very Dissatisfied	12%

*N* = 108 100%

**Very Satisfied & Satisfied = 73%**

Previous Year = 79%.

### Hart Career Center

Very Satisfied	46%
Satisfied	52%
Dissatisfied	2%
Very Dissatisfied	0%

*N* = 50 100%

**Very Satisfied & Satisfied = 98%**

Previous Year = 94%.

### Information Technology

Very Satisfied	23%
Satisfied	63%
Dissatisfied	12%
Very Dissatisfied	2%

*N* = 43 100%

**Very Satisfied & Satisfied = 86%**

Previous Year = 93%.

### Intercollegiate Athletics

Very Satisfied	66%
Satisfied	25%
Dissatisfied	9%
Very Dissatisfied	0%

*N* = 47 100%

**Very Satisfied & Satisfied = 91%**

Previous Year = 90%.

### Perception of Safety on Campus

Very Satisfied	33%
Satisfied	58%
Dissatisfied	6%
Very Dissatisfied	3%

*N* = 114 100%

**Very Satisfied & Satisfied = 91%**

Previous Year = 95%.

*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	35%
Satisfied	60%
Dissatisfied	4%
Very Dissatisfied	1%

*N* = 115 100%

**Very Satisfied & Satisfied = 95%**

Previous Year = 95%.

### Registrar's Office

Very Satisfied	36%
Satisfied	62%
Dissatisfied	2%
Very Dissatisfied	0%

*N* = 95 100%

**Very Satisfied & Satisfied = 98%**

Previous Year = 96%.

### SODEXO Dining Services

Very Satisfied	6%
Satisfied	48%
Dissatisfied	26%
Very Dissatisfied	20%

*N* = 113 100%

**Very Satisfied & Satisfied = 54%**

Previous Year = 57%.

### Support for International Students

Very Satisfied	31%
Satisfied	69%
Dissatisfied	0%
Very Dissatisfied	0%

*N* = 26 100%

**Very Satisfied & Satisfied = 100%**

**International Satisfaction = 100%**

Previous Year = 93%; Intl only = 80%.

### Support for Students of Color

Very Satisfied	31%
Satisfied	61%
Dissatisfied	8%
Very Dissatisfied	0%

*N* = 39 100%

**Very Satisfied & Satisfied = 92%**

**SOC Only Satisfaction = 92%**

Previous Year = 83%; SOC only = 83%.

### Support for Diff. in Sexual Orientation

Very Satisfied	23%
Satisfied	70%
Dissatisfied	5%
Very Dissatisfied	2%

*N* = 44 100%

**Very Satisfied & Satisfied = 93%**

**Non-Hetero Satisfaction = 86%**

Previous Year = 96%; Non-Hetero = 100%

### Support for Study Abroad

Very Satisfied	58%
Satisfied	42%
Dissatisfied	0%
Very Dissatisfied	0%

*N* = 59 100%

**Very Satisfied & Satisfied = 100%**

Previous Year = 97%.

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

Very Satisfied	33%
Satisfied	50%
Dissatisfied	17%
Very Dissatisfied	0%

*N* = 76 100%

**Very Satisfied & Satisfied = 83%**

Previous Year = 83%.

*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	44%
Dissatisfied	5%
Very Dissatisfied	2%

*N* = 55 100%

**Very Satisfied & Satisfied = 93%**

Previous Year = 93%.

#### Student Fitness / Wellness Opportunities

Very Satisfied	39%
Satisfied	58%
Dissatisfied	2%
Very Dissatisfied	1%

*N* = 97 100%

**Very Satisfied & Satisfied = 97%**

Previous Year = 95%.

#### Turning Titan: New Student Orientation

Very Satisfied	25%
Satisfied	60%
Dissatisfied	8%
Very Dissatisfied	7%

*N* = 107 100%

**Very Satisfied & Satisfied = 85%**

Previous Year = 84%.

#### Writing Center

Very Satisfied	46%
Satisfied	50%
Dissatisfied	4%
Very Dissatisfied	0%

*N* = 48 100%

**Very Satisfied & Satisfied = 96%**

Previous Year = 96%.

#### Academic Experience

Very Satisfied	34%
Satisfied	62%
Dissatisfied	4%
Very Dissatisfied	0%

*N* = 112 100%

**Very Satisfied & Satisfied = 96%**

Previous Year = 94%.

#### Social Experience

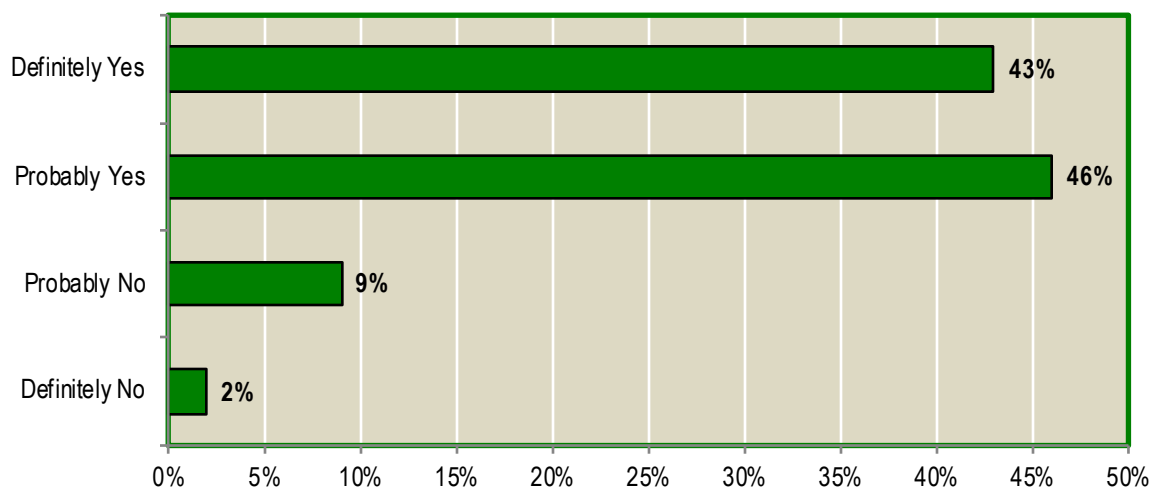
Very Satisfied	31%
Satisfied	61%
Dissatisfied	8%
Very Dissatisfied	0%

*N* = 112 100%

**Very Satisfied & Satisfied = 92%**

Previous Year = 89%.

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



**Definitely & Probably Yes = 89%**

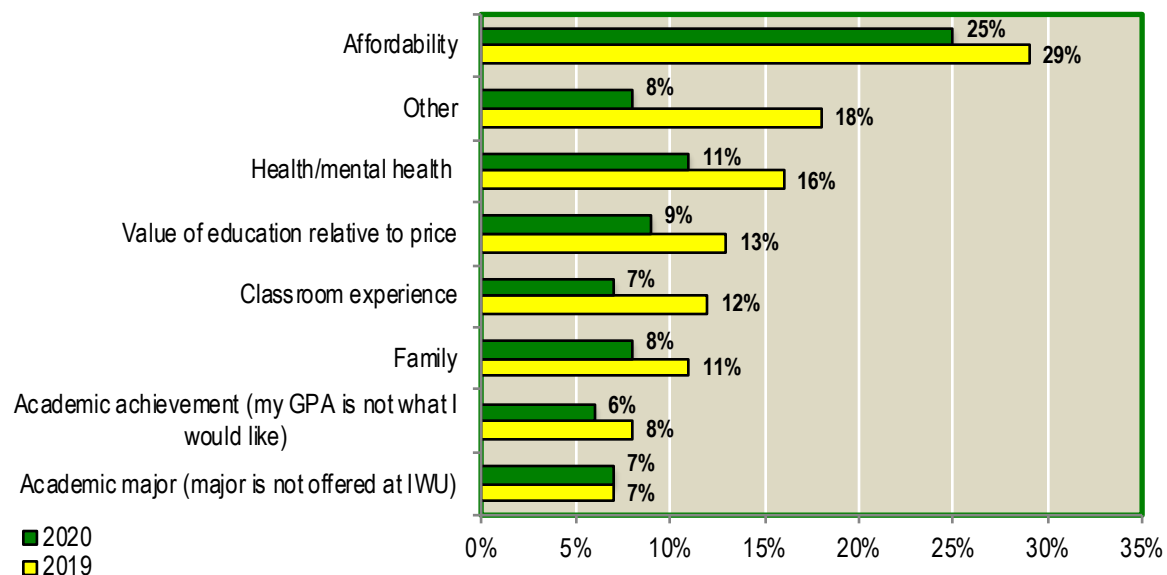
**N = 114**

**Previous Year = 36%, 47%, 14%, and 3%.**

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

Yes	35%	Previous Year = 50%.
No	65%	Previous Year = 50%.
<b>N = 115</b>	<b>100%</b>	

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





## Average Scores per University Area: 2020 Sorted from High to Low

Area	2020 Mean	2019 Mean	Difference
Support for Study Abroad	3.58	3.40	0.18
Intercollegiate Athletics	3.57	3.24	0.33
The Ames Library	3.54	3.57	-0.03
Chaplain's Office	3.45	3.32	0.13
Hart Career Center	3.44	3.29	0.15
Writing Center	3.42	3.31	0.11
Admissions Office	3.40	3.36	0.04
On-campus Student Employment Experience	3.40	3.36	0.04
Approachability of Faculty	3.36	3.40	-0.04
Custodial Services	3.36	3.21	0.15
Approachability of University Staff	3.35	3.35	0.00
Student Fitness / Wellness Opportunities	3.35	3.36	-0.01
Registrar's Office	3.34	3.35	-0.01
Business Office	3.33	3.33	0.00
Fraternity and Sorority Life	3.33	3.17	0.16
Support for International Students	3.31	3.28	0.03
Academic Experience	3.30	3.32	-0.02
Quality of Teaching	3.29	3.26	0.03
Counseling and Consultation Services	3.26	3.25	0.01
Social Experience	3.23	3.17	0.06
Support for Students of Color	3.23	3.03	0.20
Perception of Safety on Campus	3.22	3.34	-0.12
First-Year Academic Advising	3.19	3.16	0.03
On-campus Student Employment Process (getting a job)	3.16	3.23	-0.07
Support for Students with Differences in Sexual Orientation	3.14	3.20	-0.06
Financial Aid Office	3.10	3.29	-0.19
Information Technology	3.07	3.27	-0.20
Arnold Health Services	3.04	3.14	-0.10
Turning Titan: New Student Orientation	3.04	2.98	0.06
Financial Aid Package	2.95	3.02	-0.07
Gateway Course	2.91	3.06	-0.15
First-Year Residence Hall	2.81	2.91	-0.10
Class Registration Process	2.74	2.86	-0.12
Sodexo Dining Services	2.41	2.44	-0.03

## Correlation Coefficients with Overall Satisfaction (proxy)

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

	Class Reg	Counseling	Custodial	Advising	Residence	Gateway
<b>Correlation</b>	.332**	.411*	.199*	.279**	.344**	.228*
<b>Sig. (2-tailed)</b>	0	0.01	0.046	0.004	0	0.018
<b>N</b>	112	38	101	107	108	107

	Safety	Teaching	Sodexo	Support SOC	Orientation	Academic
<b>Correlation</b>	.250**	.464**	.400**	.341*	.362**	.309**
<b>Sig. (2-tailed)</b>	0.007	0	0	0.034	0	0.001
<b>N</b>	113	114	112	39	106	111

	Social
<b>Correlation</b>	.373**
<b>Sig. (2-tailed)</b>	0
<b>N</b>	111

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

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