



## 2022 First-Year Student Satisfaction Survey

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### Observations

The 2022 administration of the FYSSS yielded a moderate response rate (18%) with a fairly comparable distribution demographically by race/ethnicity. Typical of most student surveys, male respondents were significantly lower than female respondents.

Two-thirds of the responses for the 35 aspects of University life were positive. Eleven items had a mean score lower than 3.0 (Satisfied) - see page 9. Similar to the past several years, The Ames Library had one of the largest average scores (3.49) based on a four-point scale. Consistent with past reports, SODEXO Dining Services had the lowest average score (2.64) (4 = Very Satisfied to 1 = Very Dissatisfied).

Sixteen items had a combined dissatisfaction rating of 20% or greater: Arnold Health Services, Class Registration Process, Counseling and Consultation Services, Custodial Services, Financial Aid Office, First-Year Experience (year-long course), First-Year Residence Hall, Fraternity and Sorority Life, Gateway Course, Perception of Safety on Campus, SODEXO Dining Services, Support for Students of Color, Support for Differences in Sexual Orientation, On-Campus Employment (getting a job), On-Campus Employment Experience, Turning Titan: New Student Orientation.

**Eighty 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.

**Forty-four percent** of the student respondents indicated that they considered transferring - a 10% increase from last year (33%). Affordability and mental health were identified as the most frequent reasons for transfer consideration.

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

- Fraternity and Sorority Life (.580)
- Quality of Teaching (.586)
- Support for Students of Color (.576)
- Social Experience (.639)

## Demographics

**Participants**

Students Solicited	445
Respondents	81
<b>Response Rate</b>	<b>18%</b>
<b>Previous Year = 36%</b>	

**Majors**

Accounting	5	6%
Biology	8	10%
Business	6	7%
Chemistry	1	1%
Computer Sci	1	1%
Economics	2	2%
Education	7	9%
English	6	7%
Entrepren	1	1%
Environ Std	2	2%
Financial Srv	2	2%
Graphic Des	1	1%
Hispanic Std	1	1%
History	1	1%
Intl Bus	1	1%
Math	3	4%
Music Edu	1	1%
Music Thtr	3	4%
Neuroscience	3	4%
Nursing	15	19%
Psychology	8	10%
Studio Art	1	1%
Undecided	2	2%
<b>Total</b>	<b>81</b>	<b>100%</b>

**Race/Ethnicity**

Amer Indian	2	2%
Asian	0	0%
Black	7	9%
Hispanic	4	5%
International	4	5%
Multi Racial	5	6%
Pacific Isle	0	0%
White	59	73%
<b>Total</b>	<b>81</b>	<b>100%</b>

**Gender**

Men	27	33%
Women	47	58%
Non-Binary	7	9%
<b>Total</b>	<b>81</b>	<b>91%</b>

**Transgender**

Yes	4	5%
No	77	95%
<b>Total</b>	<b>81</b>	<b>100%</b>

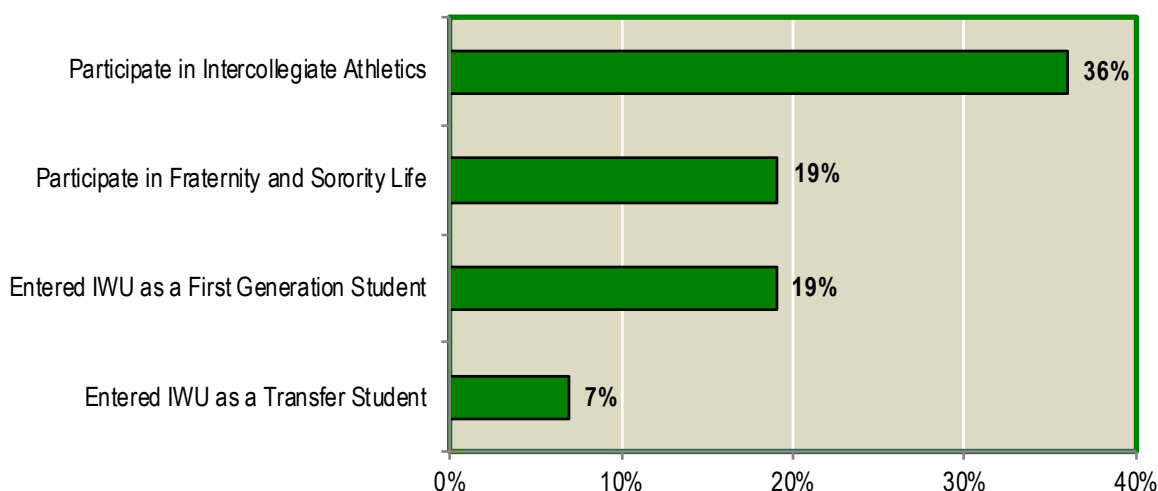
**Sexual Orientation**

Heterosexual	58	72%
Gay	2	2%
Lesbian	1	1%
Bisexual	12	15%
Queer	4	5%
Other	4	5%
<b>Total</b>	<b>81</b>	<b>100%</b>

**"Other"**

Omnisexual	1
Pansexual	2
No Label	1

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



**Previous Year = 31%, 26%, 18%, and 9%**

**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	64%
Dissatisfied	6%
Very Dissatisfied	0%
<b>N = 67</b>	<b>100%</b>
<b>Very Satisfied &amp; Satisfied =</b>	<b>94%</b>
<b>Previous Year =</b>	<b>97%</b>

The Ames Library	
Very Satisfied	51%
Satisfied	46%
Dissatisfied	3%
Very Dissatisfied	0%
<b>N = 70</b>	<b>100%</b>
<b>Very Satisfied &amp; Satisfied =</b>	<b>97%</b>
<b>Previous Year =</b>	<b>96%</b>

Approachability of Faculty	
Very Satisfied	40%
Satisfied	47%
Dissatisfied	11%
Very Dissatisfied	2%
<b>N = 70</b>	<b>100%</b>
<b>Very Satisfied &amp; Satisfied =</b>	<b>87%</b>
<b>Previous Year =</b>	<b>95%</b>

Approachability of University Staff	
Very Satisfied	23%
Satisfied	64%
Dissatisfied	9%
Very Dissatisfied	4%
<b>N = 69</b>	<b>100%</b>
<b>Very Satisfied &amp; Satisfied =</b>	<b>87%</b>
<b>Previous Year =</b>	<b>97%</b>

*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	21%
Satisfied	38%
Dissatisfied	25%
Very Dissatisfied	16%

*N* = 61 100%

**Very Satisfied & Satisfied = 59%**

**Previous Year = 81%**

#### Business Office

Very Satisfied	29%
Satisfied	62%
Dissatisfied	9%
Very Dissatisfied	0%

*N* = 42 100%

**Very Satisfied & Satisfied = 91%**

**Previous Year = 92%**

#### Chaplain's Office

Very Satisfied	43%
Satisfied	50%
Dissatisfied	7%
Very Dissatisfied	0%

*N* = 14 100%

**Very Satisfied & Satisfied = 93%**

**Previous Year = 96%**

#### Class Registration Process

Very Satisfied	12%
Satisfied	59%
Dissatisfied	25%
Very Dissatisfied	4%

*N* = 69 100%

**Very Satisfied & Satisfied = 71%**

**Previous Year = 72%**

#### Counseling and Consultation Services

Very Satisfied	29%
Satisfied	42%
Dissatisfied	21%
Very Dissatisfied	8%

*N* = 38 100%

**Very Satisfied & Satisfied = 71%**

**Previous Year = 86%**

#### Custodial Services

Very Satisfied	32%
Satisfied	49%
Dissatisfied	17%
Very Dissatisfied	2%

*N* = 63 100%

**Very Satisfied & Satisfied = 81%**

**Previous Year = 87%**

#### Financial Aid Office

Very Satisfied	29%
Satisfied	52%
Dissatisfied	14%
Very Dissatisfied	5%

*N* = 59 100%

**Very Satisfied & Satisfied = 81%**

**Previous Year = 92%**

#### Financial Aid Package

Very Satisfied	25%
Satisfied	60%
Dissatisfied	11%
Very Dissatisfied	4%

*N* = 65 100%

**Very Satisfied & Satisfied = 85%**

**Previous Year = 84%**

*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	31%
Satisfied	60%
Dissatisfied	8%
Very Dissatisfied	1%

*N* = 65 100%

**Very Satisfied & Satisfied = 91%**

**Previous Year = 85%**

#### First-Year Residence Hall

Very Satisfied	6%
Satisfied	54%
Dissatisfied	25%
Very Dissatisfied	15%

*N* = 54 100%

**Very Satisfied & Satisfied = 60%**

**Previous Year = 82%**

#### Fraternity and Sorority Life

Very Satisfied	31%
Satisfied	39%
Dissatisfied	11%
Very Dissatisfied	19%

*N* = 26 100%

**Very Satisfied & Satisfied = 70%**

**Previous Year = 89%**

#### Gateway Course

Very Satisfied	36%
Satisfied	40%
Dissatisfied	16%
Very Dissatisfied	8%

*N* = 63 100%

**Very Satisfied & Satisfied = 76%**

**Previous Year = 86%**

#### Hart Career Center

Very Satisfied	35%
Satisfied	59%
Dissatisfied	6%
Very Dissatisfied	0%

*N* = 34 100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 96%**

#### Information Technology

Very Satisfied	25%
Satisfied	63%
Dissatisfied	6%
Very Dissatisfied	6%

*N* = 32 100%

**Very Satisfied & Satisfied = 88%**

**Previous Year = 79%**

#### Intercollegiate Athletics

Very Satisfied	31%
Satisfied	53%
Dissatisfied	3%
Very Dissatisfied	13%

*N* = 32 100%

**Very Satisfied & Satisfied = 84%**

**Previous Year = 90%**

#### Perception of Safety on Campus

Very Satisfied	21%
Satisfied	57%
Dissatisfied	16%
Very Dissatisfied	6%

*N* = 70 100%

**Very Satisfied & Satisfied = 78%**

**Previous Year = 72%**

*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	30%
Satisfied	58%
Dissatisfied	9%
Very Dissatisfied	3%

*N* = 70 100%

**Very Satisfied & Satisfied = 88%**

**Previous Year = 90%**

### Registrar's Office

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

*N* = 49 100%

**Very Satisfied & Satisfied = 92%**

**Previous Year = 91%**

### SODEXO Dining Services

Very Satisfied	16%
Satisfied	43%
Dissatisfied	29%
Very Dissatisfied	12%

*N* = 69 100%

**Very Satisfied & Satisfied = 59%**

**Previous Year = 61%**

### Support for International Students

Very Satisfied	35%
Satisfied	50%
Dissatisfied	10%
Very Dissatisfied	5%

*N* = 20 100%

**Very Satisfied & Satisfied = 85%**

**International Satisfaction = 100%**

**Previous Year = 94%; Intl only = 100%**

### Support for Students of Color

Very Satisfied	25%
Satisfied	54%
Dissatisfied	14%
Very Dissatisfied	7%

*N* = 28 100%

**Very Satisfied & Satisfied = 79%**

**SOC Only Satisfaction = 59%**

**Previous Year = 60%; SOC only = 46%**

### Support for Diff. in Sexual Orientation

Very Satisfied	27%
Satisfied	35%
Dissatisfied	23%
Very Dissatisfied	15%

*N* = 34 100%

**Very Satisfied & Satisfied = 62%**

**Non-Hetero Satisfaction = 31%**

**Previous Year = 93%; Non-Hetero = 89%**

### Support for Study Abroad

Very Satisfied	32%
Satisfied	61%
Dissatisfied	7%
Very Dissatisfied	0%

*N* = 28 100%

**Very Satisfied & Satisfied = 93%**

**Previous Year = 81%**

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

Very Satisfied	30%
Satisfied	50%
Dissatisfied	16%
Very Dissatisfied	4%

*N* = 50 100%

**Very Satisfied & Satisfied = 80%**

**Previous Year = 87%**

*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	38%
Satisfied	43%
Dissatisfied	17%
Very Dissatisfied	2%

*N* = 47 100%

**Very Satisfied & Satisfied = 81%**

**Previous Year = 96%**

#### Student Fitness / Wellness Opportunities

Very Satisfied	32%
Satisfied	63%
Dissatisfied	5%
Very Dissatisfied	0%

*N* = 63 100%

**Very Satisfied & Satisfied = 95%**

**Previous Year = 94%**

#### Turning Titan: New Student Orientation

Very Satisfied	23%
Satisfied	56%
Dissatisfied	15%
Very Dissatisfied	6%

*N* = 65 100%

**Very Satisfied & Satisfied = 79%**

**Previous Year = 70%**

#### Writing Center

Very Satisfied	42%
Satisfied	52%
Dissatisfied	4%
Very Dissatisfied	2%

*N* = 48 100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 93%**

#### Academic Experience

Very Satisfied	32%
Satisfied	56%
Dissatisfied	12%
Very Dissatisfied	0%

*N* = 69 100%

**Very Satisfied & Satisfied = 88%**

**Previous Year = 88%**

#### Social Experience

Very Satisfied	30%
Satisfied	55%
Dissatisfied	9%
Very Dissatisfied	6%

*N* = 69 100%

**Very Satisfied & Satisfied = 85%**

**Previous Year = 62%**

#### First-Year Experience (year-long course)

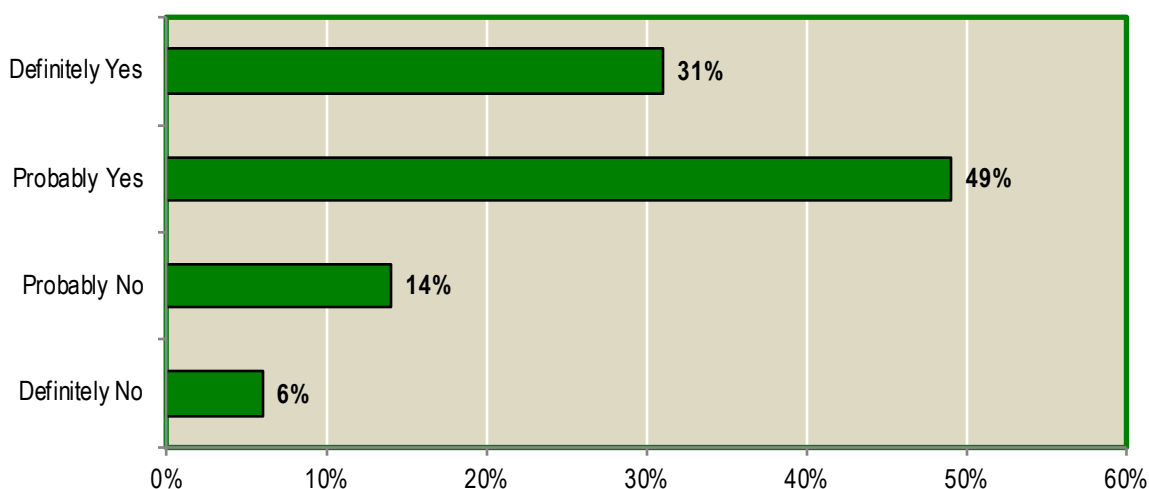
Very Satisfied	26%
Satisfied	43%
Dissatisfied	19%
Very Dissatisfied	12%

*N* = 42 100%

**Very Satisfied & Satisfied = 69%**

**New item for 2022**

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



**Definitely & Probably Yes = 80%**

**N = 70**

**Previous Year = 39%, 43%, 15%, and 3%**

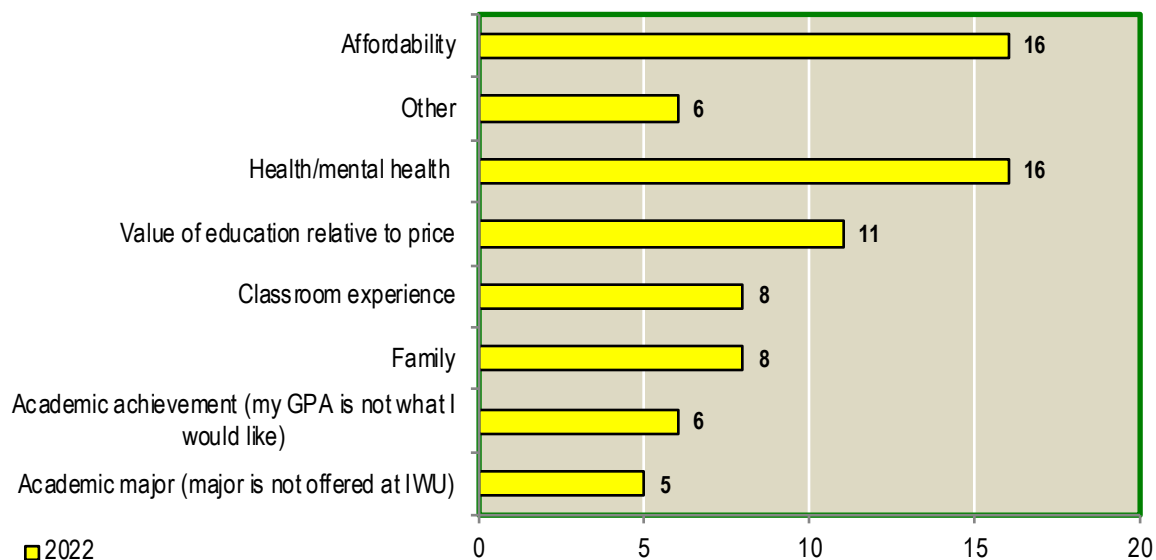
*Have you considered transferring to another institution since arriving at IWU?*

**Yes 44% Previous Year = 33%**

**No 56% Previous Year = 67%**

**N = 70 100%**

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



**A total of 76 items were selected.**



## Average Scores per University Area: 2022 Sorted from High to Low

Area	2022 Mean	2021 Mean	Difference
The Ames Library	3.49	3.37	0.12
Chaplain's Office	3.36	3.28	0.08
Writing Center	3.33	3.22	0.11
Hart Career Center	3.29	3.44	-0.15
Student Fitness / Wellness Opportunities	3.27	3.28	-0.01
Approachability of Faculty	3.26	3.33	-0.07
Support for Study Abroad	3.25	2.97	0.28
Admissions Office	3.24	3.31	-0.07
Academic Experience	3.20	3.11	0.09
First-Year Academic Advising	3.20	3.13	0.07
Business Office	3.19	3.18	0.01
On-campus Student Employment Experience	3.17	3.34	-0.17
Quality of Teaching	3.16	3.12	0.04
Support for International Students	3.15	3.11	0.04
Registrar's Office	3.12	3.20	-0.08
Custodial Services	3.11	3.21	-0.10
Social Experience	3.10	2.70	0.40
Approachability of University Staff	3.06	3.30	-0.24
Information Technology	3.06	3.03	0.03
On-campus Student Employment Process (getting a job)	3.06	3.21	-0.15
Financial Aid Office	3.05	3.14	-0.09
Financial Aid Package	3.05	3.03	0.02
Gateway Course	3.05	3.15	-0.10
Intercollegiate Athletics	3.03	3.33	-0.30
Support for Students of Color	2.96	2.64	0.32
Turning Titan: New Student Orientation	2.95	2.80	0.15
Perception of Safety on Campus	2.94	2.87	0.07
Counseling and Consultation Services	2.92	3.21	-0.29
First-Year Experience (year-long course)	2.83		
Fraternity and Sorority Life	2.81	3.20	-0.39
Class Registration Process	2.78	2.82	-0.04
Support for Students with Differences in Sexual Orientation	2.74	3.05	-0.31
Arnold Health Services	2.64	3.05	-0.41
Sodexo Dining Services	2.64	2.56	0.08
First-Year Residence Hall	2.51	2.98	-0.47

## Quadrant Analysis of University Resources and Overall Student Satisfaction

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### METHOD

An effective method of analyzing components of satisfaction is quadrant analysis. This technique takes the individual variables that are significantly related to overall faculty and staff satisfaction and plots the mean satisfaction scores of those items against the correlation. The resulting quadrants allow decision makers to prioritize areas or programs of improvement.

The quadrants are defined by dividing the correlation to overall student satisfaction (y axis) into two parts at the median correlation of all of the items. The mean values of the resource items (x axis) are divided into two parts at the median satisfaction level of all the items. Thus, we are left with four quadrants:

- 1) High Correlation-Low Satisfaction (highest priority for action)
- 2) High Correlation-High Satisfaction (doing well in areas that really count)
- 3) Low Correlation-High Satisfaction (doing well in areas with relatively small effect on satisfaction)
- 4) Low Correlation-Low Satisfaction (not doing well in areas with relatively small effect on satisfaction)

The correlation coefficient is the measurement of the strength between two separate variables.

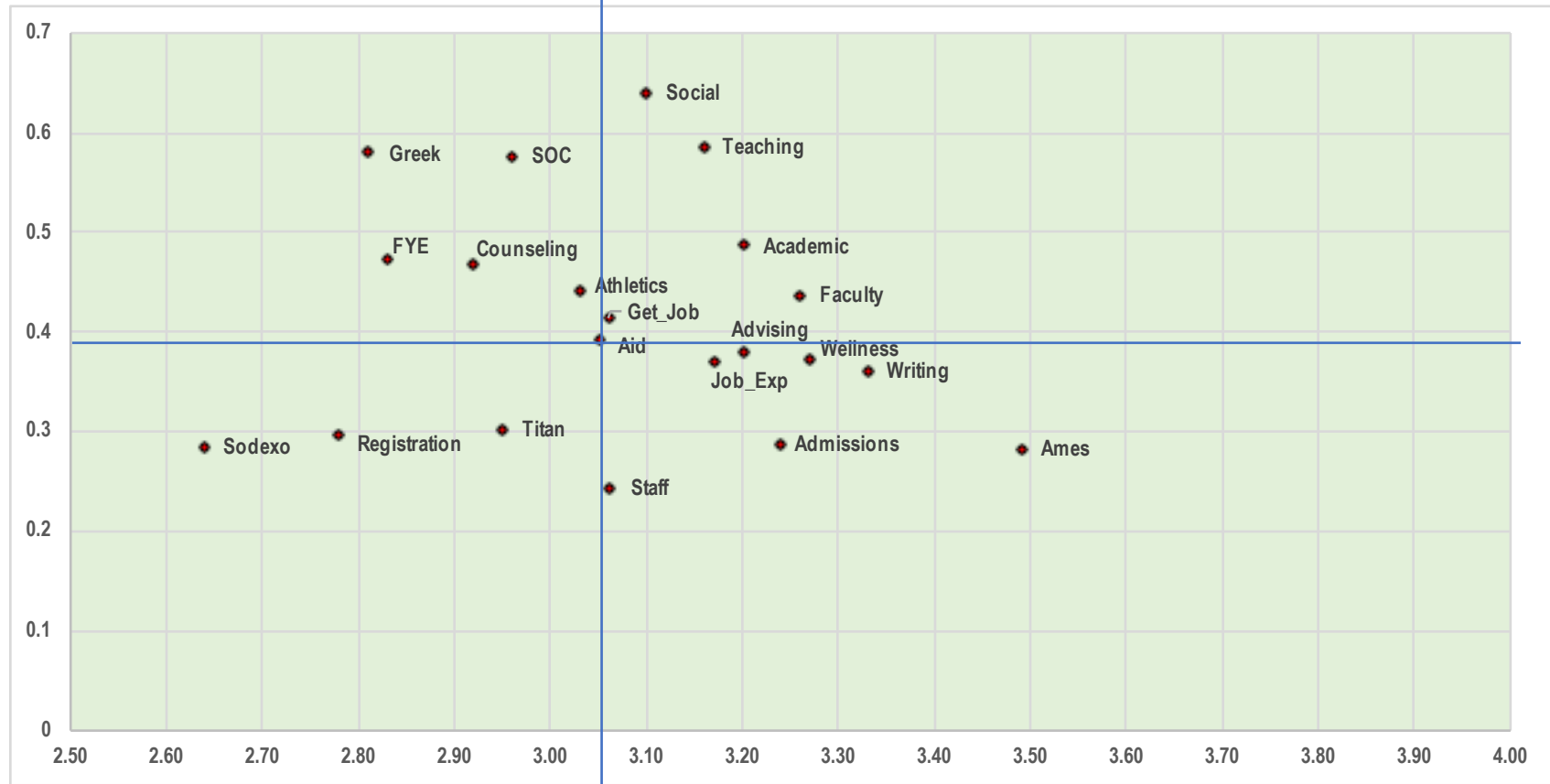
University Resource	Mean	r
Academic Experience	3.20	0.487
Admissions	3.24	0.287
Advising	3.20	0.380
Financial Aid Package	3.05	0.391
Ames	3.49	0.283
Athletics	3.03	0.440
Counseling	2.92	0.468
Faculty	3.26	0.437
FYE (year-long course)	2.83	0.472
Getting a Job (on campus)	3.06	0.414
Greek Life	2.81	0.580

University Resource	Mean	r
Job Experience	3.17	0.371
Registration	2.78	0.296
SOC	2.96	0.576
Social Experience	3.10	0.639
Sodexo	2.64	0.285
Staff	3.06	0.243
Teaching	3.16	0.586
Turning Titan	2.95	0.302
Wellness	3.27	0.372
Writing Center	3.33	0.360
<b>Median</b>	<b>3.06</b>	<b>0.391</b>

## Quadrant Analysis of University Resources and Overall Student Satisfaction

HIGH CORRELATION  
LOW SATISFACTION

HIGH CORRELATION  
HIGH SATISFACTION



LOW CORRELATION  
LOW SATISFACTION

LOW CORRELATION  
HIGH SATISFACTION