



ILLINOIS WESLEYAN UNIVERSITY

2015 First-Year Student Satisfaction Survey

Observations

- Strong response rate with a comparable distribution demographically.
- The majority of the responses for the 33 aspects of University life were positive. The Ames Library had the largest average score (3.56) based on a four-point scale, while SODEXO Dining Services had the lowest average score (2.57) (4 = Very Satisfied to 1 = Very Dissatisfied).
- Seven items (Class Registration Process, Financial Aid Package, First-Year Academic Advising, First-Year Residence Hall, Gateway Course, SODEXO Dining Services, and Social Experience) had a combined dissatisfaction rating of 20% or greater (i.e., Very Dissatisfied & Dissatisfied).
- Eighty-one percent of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - up from 78% last year.
- Forty-seven percent of the student respondents indicated that they considered transferring - up from 40% last year. "Affordability" and "Value of education relative to price" were identified as the most frequent reasons.
- Similar to last year, students' satisfaction with their social experience at the University had the highest overall correlation with overall satisfaction (.506), reinforcing the need for high quality, inclusive community-building on-campus.
- There were very few statistically significant differences between demographic groups (see page 10).

Demographics

Participants

Students Solicited	398
Respondents	143
Response Rate	36%
Previous Year = 41%.	

Gender

Men	47	33%
Women	96	67%
Total	143	100%
Previous Year = Men 36% - Women 63%.		

Majors

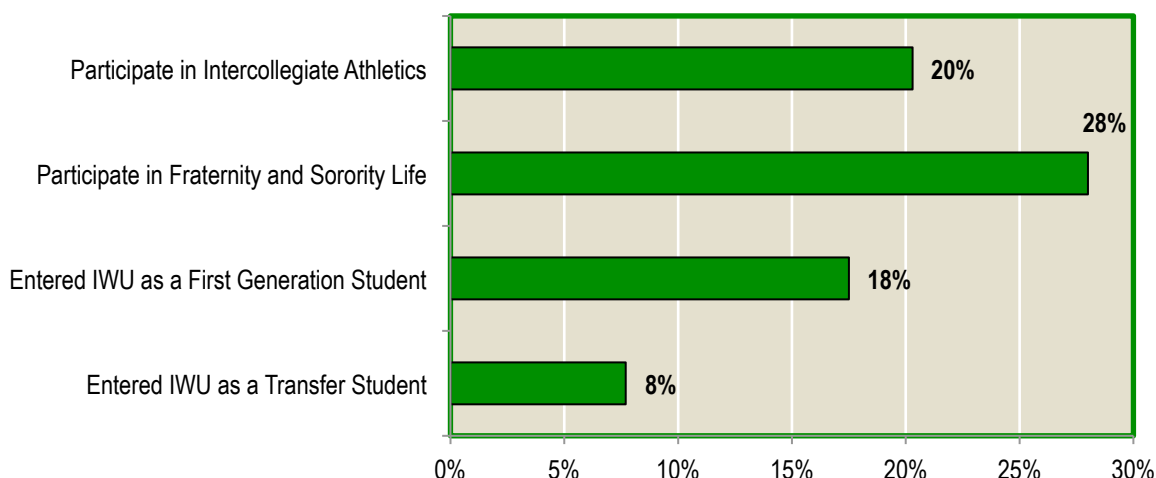
Accounting	12	8%
Anthropology	1	1%
Art	2	1%
Biology	26	18%
Business	14	10%
Chemistry	8	6%
Computer Sci	4	3%
Economics	4	3%
Education	9	6%
English	6	4%
Environ Sci	2	1%
History	1	1%
Intl Studies	6	4%

Race/Ethnicity

Asian	4	3%
Black-Afr_Am	3	2%
Hispanic	11	8%
International	24	17%
Multi Racial	3	2%
Ntv Hawaiian	1	1%
White	96	67%
Unknown	1	1%
Total	143	100%

Mathematics	1	1%
Music	1	1%
Music Educ	1	1%
Music Thtr	1	1%
Music Voice	2	1%
Nursing	11	8%
Physics	5	3%
Political Sci	3	2%
Psychology	13	9%
Religion	1	1%
Sociology	2	1%
Theatre Arts	1	1%
Undecided	6	4%
Total	143	100%

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



Previous Year = 21%, 31%, 15%, 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	46%
Satisfied	52%
Dissatisfied	2%
Very Dissatisfied	0%
N = 134	
Very Satisfied & Satisfied = 98%	
Previous Year = 86%.	

The Ames Library	
Very Satisfied	58%
Satisfied	39%
Dissatisfied	2%
Very Dissatisfied	0%
N = 137	
Very Satisfied & Satisfied = 98%	
Previous Year = 90%.	

Approachability of Faculty	
Very Satisfied	45%
Satisfied	50%
Dissatisfied	5%
Very Dissatisfied	1%
N = 137	
Very Satisfied & Satisfied = 94%	
Previous Year = 83%.	

Approachability of University Staff	
Very Satisfied	33%
Satisfied	63%
Dissatisfied	4%
Very Dissatisfied	0%
N = 133	
Very Satisfied & Satisfied = 96%	
Previous Year = 78%.	

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	30%
Satisfied	57%
Dissatisfied	11%
Very Dissatisfied	2%

N = 97

Very Satisfied & Satisfied = 87%
Previous Year = 49%.

Chaplain's Office

Very Satisfied	43%
Satisfied	54%
Dissatisfied	3%
Very Dissatisfied	0%

N = 35

Very Satisfied & Satisfied = 97%
Previous Year = 43%.

Counseling and Consultation Services

Very Satisfied	34%
Satisfied	57%
Dissatisfied	9%
Very Dissatisfied	0%

N = 56

Very Satisfied & Satisfied = 91%
Previous Year = 64%.

Financial Aid Office

Very Satisfied	28%
Satisfied	62%
Dissatisfied	9%
Very Dissatisfied	1%

N = 110

Very Satisfied & Satisfied = 90%
Previous Year = 66%.

Business Office

Very Satisfied	26%
Satisfied	63%
Dissatisfied	11%
Very Dissatisfied	0%

N = 98

Very Satisfied & Satisfied = 89%
Previous Year = 81%.

Class Registration Process

Very Satisfied	11%
Satisfied	57%
Dissatisfied	28%
Very Dissatisfied	4%

N = 136

Very Satisfied & Satisfied = 68%
Previous Year = 44%.

Custodial Services

Very Satisfied	26%
Satisfied	57%
Dissatisfied	13%
Very Dissatisfied	3%

N = 122

Very Satisfied & Satisfied = 84%
Previous Year = 71%.

Financial Aid Package

Very Satisfied	22%
Satisfied	55%
Dissatisfied	20%
Very Dissatisfied	3%

N = 126

Very Satisfied & Satisfied = 77%
Previous Year = 59%.

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	26%
Satisfied	46%
Dissatisfied	22%
Very Dissatisfied	7%

N = 132

Very Satisfied & Satisfied = 71%

Previous Year = 55%.

Fraternity and Sorority Life

Very Satisfied	57%
Satisfied	29%
Dissatisfied	10%
Very Dissatisfied	4%

N = 51

Very Satisfied & Satisfied = 86%

Previous Year = 68%.

Hart Career Center

Very Satisfied	41%
Satisfied	54%
Dissatisfied	4%
Very Dissatisfied	1%

N = 71

Very Satisfied & Satisfied = 94%

Previous Year = 78%.

Intercollegiate Athletics

Very Satisfied	35%
Satisfied	54%
Dissatisfied	10%
Very Dissatisfied	2%

N = 52

Very Satisfied & Satisfied = 88%

Previous Year = 79%.

First-Year Residence Hall

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

N = 131

Very Satisfied & Satisfied = 71%

Previous Year = 66%.

Gateway Course

Very Satisfied	32%
Satisfied	41%
Dissatisfied	19%
Very Dissatisfied	9%

N = 130

Very Satisfied & Satisfied = 72%

Previous Year = 55%.

Information Technology

Very Satisfied	19%
Satisfied	70%
Dissatisfied	7%
Very Dissatisfied	4%

N = 57

Very Satisfied & Satisfied = 90%

Previous Year = 63%.

Perception of Safety on Campus

Very Satisfied	43%
Satisfied	53%
Dissatisfied	4%
Very Dissatisfied	0%

N = 135

Very Satisfied & Satisfied = 96%

Previous Year = 91%.

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	28%
Satisfied	67%
Dissatisfied	4%
Very Dissatisfied	2%

N = 137

Very Satisfied & Satisfied = 95%

Previous Year = 79%.

SODEXO Dining Services

Very Satisfied	4%
Satisfied	58%
Dissatisfied	29%
Very Dissatisfied	9%

N = 137

Very Satisfied & Satisfied = 62%

Previous Year = 54%.

Support for MALANA Students

Very Satisfied	14%
Satisfied	67%
Dissatisfied	14%
Very Dissatisfied	5%

N = 42

Very Satisfied & Satisfied = 81%

MALANA Only Satisfaction = 74% (23)

Previous Year = 69%; MALANA only = 63%.

On-Campus Employment (getting a job)

Very Satisfied	36%
Satisfied	46%
Dissatisfied	14%
Very Dissatisfied	3%

N = 97

Very Satisfied & Satisfied = 83%

Previous Year = 64%.

Registrar's Office

Very Satisfied	26%
Satisfied	67%
Dissatisfied	7%
Very Dissatisfied	0%

N = 108

Very Satisfied & Satisfied = 93%

Previous Year = 74%.

Support for International Students

Very Satisfied	6%
Satisfied	77%
Dissatisfied	15%
Very Dissatisfied	2%

N = 52

Very Satisfied & Satisfied = 83%

International Only Satisfaction = 70% (24)

Previous Year = 71%; Intl only = 50%.

Support for Study Abroad

Very Satisfied	24%
Satisfied	69%
Dissatisfied	6%
Very Dissatisfied	1%

N = 81

Very Satisfied & Satisfied = 93%

Previous Year = 85%.

On-Campus Employment Experience

Very Satisfied	38%
Satisfied	45%
Dissatisfied	12%
Very Dissatisfied	5%

N = 84

Very Satisfied & Satisfied = 83%

Previous Year = 80%.

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

Student Fitness / Wellness Opportunities

Very Satisfied	44%
Satisfied	52%
Dissatisfied	4%
Very Dissatisfied	0%

N = 123

Very Satisfied & Satisfied = 96%

Previous Year = 85%.

Writing Center

Very Satisfied	28%
Satisfied	62%
Dissatisfied	9%
Very Dissatisfied	0%

N = 85

Very Satisfied & Satisfied = 91%

Previous Year = 66%.

Social Experience

Very Satisfied	32%
Satisfied	48%
Dissatisfied	15%
Very Dissatisfied	6%

N = 138

Very Satisfied & Satisfied = 80%

Previous Year = 79%.

Turning Titan: New Student Orientation

Very Satisfied	20%
Satisfied	67%
Dissatisfied	12%
Very Dissatisfied	2%

N = 135

Very Satisfied & Satisfied = 87%

Previous Year = 66%.

Academic Experience

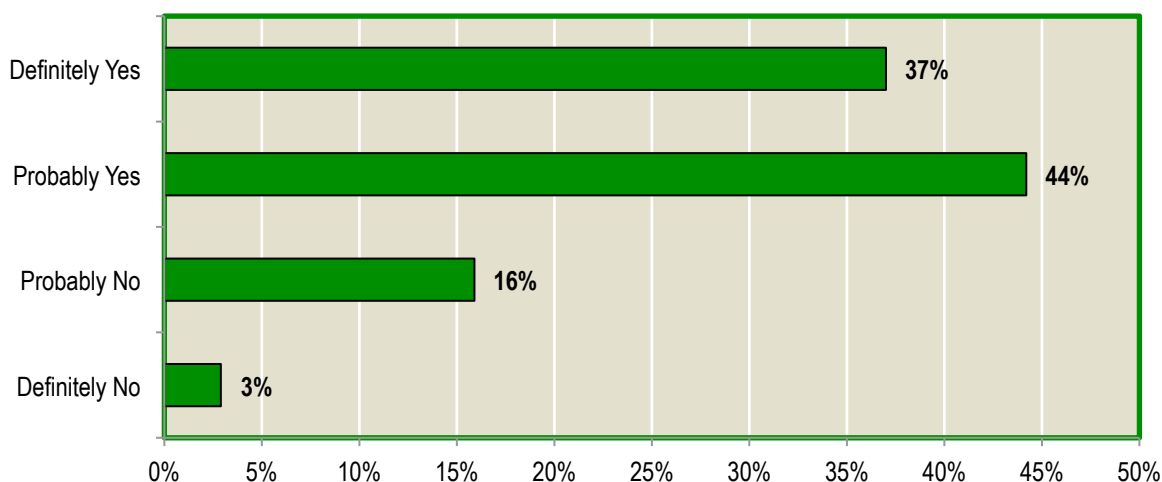
Very Satisfied	40%
Satisfied	54%
Dissatisfied	4%
Very Dissatisfied	1%

N = 138

Very Satisfied & Satisfied = 94%

Previous Year = 84%.

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



Definitely & Probably Yes = 81%

N = 138

Previous Year = 40%, 38%, 5%, and 3% (Not Sure = 13%).

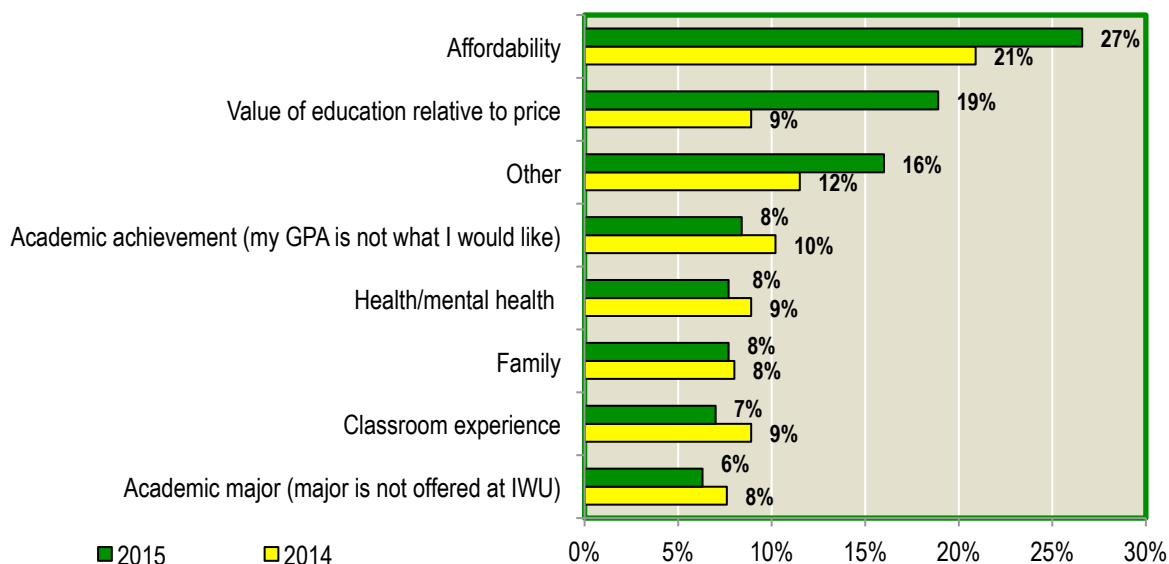
Have you considered transferring to another institution since arriving at IWU?

Yes 47% **Previous Year = 40%.**

No 53% **Previous Year = 60%.**

N = 138

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



For what reasons were you considering transferring? Other...

- 1) athletics
- 2) bored
- 3) Campus life...not much to do outside of partying
- 4) city
- 5) Didn't feel like I fit in the first semester
- 6) geographic location
- 7) I do not like the environment.
- 8) I feel that other universities would provide a more social and exciting college experience while still providing a great education at a lower cost
- 9) lack of school spirit
- 10) Leave Bloomington
- 11) Many of my friends are transferring, so I wondered if I wanted to too.
- 12) mostly tuition.
- 13) Not urban enough
- 14) One or two of my professors has given the impression that in order to amount to anything in life, one must pursue academics. Granted, many professors have spent the majority of their lives in an academic setting, but the perceived necessity of getting a "stable" job with a degree can be extremely off-putting.
- 15) peers and working experience
- 16) setting
- 17) small campus
- 18) Social Atmosphere
- 19) Study abroad opportunities for my major.
- 20) The cost of tuition is way too much for me and I feel bad for putting my family through such stress.
- 21) The event I listed with xxx was very upsetting.
- 22) The social atmosphere is not what I expected. Also, there is not much to do on the weekends, causing me to want to go home much more frequently than I anticipated.
- 23) There social climate for colored students is horrible.

Statistically Significant Differences

	White	MALANA	
Perception of Safety on Campus	3.45	3.05	$p < .05$
On-campus Student Employment Process (Getting a Job)	3.03	3.57	$p < .05$
	White	International	
Social Experience	3.18	2.60	$p < .01$
	MALANA	International	
Admissions Office	3.62	3.20	$p < .05$
Perception of Safety on Campus	3.05	3.53	$p < .05$
On-campus Student Employment Process (Getting a Job)	3.57	3.06	$p < .05$
	Men	Women	
The Ames Library	3.71	3.50	$p < .05$