



ILLINOIS WESLEYAN UNIVERSITY

2018 First-Year Student Satisfaction Survey

Observations

Strong response rate with a comparable distribution demographically by race/ethnicity. Male respondents were significantly lower from last year at only 24% of the respondents.

The majority of the responses for the 34 aspects of University life were positive. Only seven items had a mean score lower than 3.0 (Satisfied). Similar to the past three years, the Ames Library had the largest average score (3.60) based on a four-point scale, while SODEXO Dining Services had the lowest average score (2.47) (4 = Very Satisfied to 1 = Very Dissatisfied).

Eight items had a combined dissatisfaction rating of 20% or greater (i.e., Very Dissatisfied & Dissatisfied) twice as many as the previous year.

Repeat Offenders: First-Year Residence Hall, Gateway Course, and SODEXO

New to the list: Health Services, Greek Life, Support for Students of Color, Turning Titan, and Social Experience.

Eighty-two percent of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - somewhat lower than last year (87%).

Similar to last year, 39% of the student respondents indicated that they considered transferring. "Affordability" continued to be identified as the most frequent reason. "Value of education relative to price" rose from five to 13% as a reason to transfer.

"Social Experience" (.671) had the highest overall correlation with overall satisfaction, consistent with results over the past four years. "Support for Students of Color" and "International Students" were also highly correlated with overall satisfaction, which re-emphasizes the importance of student resources concerning the University's diversity initiatives.

Albeit generally small in difference, 27 of the 34 aspects of University had mean scores lower than last year.

Demographics

Participants

Students Solicited	397
Respondents	173
Response Rate	44%
Previous Year = 40%.	

Gender

Men	42	24%
Women	131	76%
Total	173	100%
Previous Year = Men 43% - Women 57%.		

Majors

Accounting	6	3%
Anthropology	1	1%
Art	1	1%
Biology	20	11%
Business	9	5%
Chemistry	4	2%
Computer Sci	3	2%
Design, Tech	3	2%
Economics	3	2%
Education	8	5%
English	11	6%
Environ Std	5	3%
Financial Srv	3	2%
Health	1	1%
Intl Studies	3	2%
History	5	3%
Marketing	4	2%
Music	11	6%
Music Thtr	1	1%
Nursing	26	15%
Physics	6	3%
Political Sci	4	2%
Psychology	10	6%
Sociology	2	1%
Theatre Arts	8	5%
Undecided	16	9%
Total	174	100%

Race/Ethnicity

Asian	9	5%
Black-Afr_Am	11	6%
Hispanic	17	10%
International	14	8%
Multi Racial	13	7%
Ntv American	1	1%
White	107	61%
Unknown	2	1%
Total	174	100%

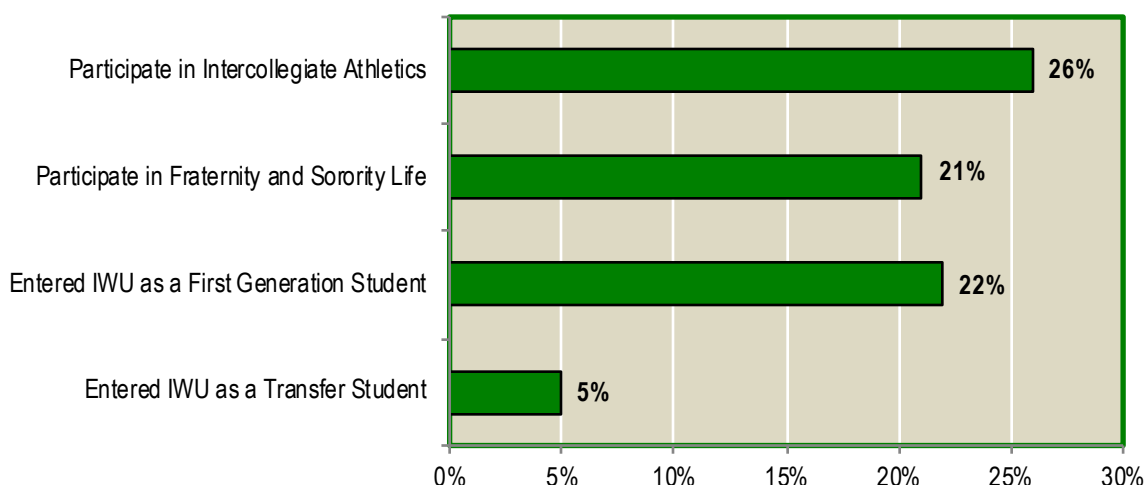
Sexual Orientation

Heterosexual	154	89%
Gay	1	1%
Lesbian	0	0%
Bisexual	15	9%
Queer	1	1%
Other	2	1%
Total	173	100%

"Other"

Bicurious	1
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Please indicate which, if any, of the following categories applies to you:



Previous Year = 31%, 27%, 23%, 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	35%
Satisfied	61%
Dissatisfied	3%
Very Dissatisfied	1%

N = 152 100%

Very Satisfied & Satisfied = 96%

Previous Year = 98%.

The Ames Library

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

N = 161 100%

Very Satisfied & Satisfied = 99%

Previous Year = 98%.

Approachability of Faculty

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

N = 163 100%

Very Satisfied & Satisfied = 96%

Previous Year = 97%.

Approachability of University Staff

Very Satisfied	39%
Satisfied	56%
Dissatisfied	5%
Very Dissatisfied	0%

N = 161 100%

Very Satisfied & Satisfied = 95%

Previous Year = 97%.

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	38%
Satisfied	41%
Dissatisfied	18%
Very Dissatisfied	3%

N = 95 100%

Very Satisfied & Satisfied = 79%

Previous Year = 86%.

Business Office

Very Satisfied	23%
Satisfied	75%
Dissatisfied	2%
Very Dissatisfied	0%

N = 111 100%

Very Satisfied & Satisfied = 98%

Previous Year = 96%.

Chaplain's Office

Very Satisfied	35%
Satisfied	65%
Dissatisfied	0%
Very Dissatisfied	0%

N = 23 100%

Very Satisfied & Satisfied = 100%

Previous Year = 97%.

Class Registration Process

Very Satisfied	14%
Satisfied	71%
Dissatisfied	12%
Very Dissatisfied	3%

N = 163 100%

Very Satisfied & Satisfied = 85%

Previous Year = 77%.

Counseling and Consultation Services

Very Satisfied	37%
Satisfied	54%
Dissatisfied	8%
Very Dissatisfied	1%

N = 63 100%

Very Satisfied & Satisfied = 91%

Previous Year = 87%.

Custodial Services

Very Satisfied	33%
Satisfied	55%
Dissatisfied	9%
Very Dissatisfied	3%

N = 150 100%

Very Satisfied & Satisfied = 88%

Previous Year = 90%.

Financial Aid Office

Very Satisfied	22%
Satisfied	69%
Dissatisfied	8%
Very Dissatisfied	1%

N = 132 100%

Very Satisfied & Satisfied = 91%

Previous Year = 90%.

Financial Aid Package

Very Satisfied	16%
Satisfied	67%
Dissatisfied	15%
Very Dissatisfied	2%

N = 144 100%

Very Satisfied & Satisfied = 83%

Previous Year = 82%.

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	32%
Satisfied	51%
Dissatisfied	14%
Very Dissatisfied	3%

N = 162 100%

Very Satisfied & Satisfied = 83%

Previous Year = 90%.

First-Year Residence Hall

Very Satisfied	14%
Satisfied	57%
Dissatisfied	23%
Very Dissatisfied	6%

N = 157 100%

Very Satisfied & Satisfied = 71%

Previous Year = 78%.

Fraternity and Sorority Life

Very Satisfied	42%
Satisfied	38%
Dissatisfied	12%
Very Dissatisfied	8%

N = 50 100%

Very Satisfied & Satisfied = 80%

Previous Year = 87%.

Gateway Course

Very Satisfied	26%
Satisfied	47%
Dissatisfied	18%
Very Dissatisfied	9%

N = 148 100%

Very Satisfied & Satisfied = 73%

Previous Year = 75%.

Hart Career Center

Very Satisfied	29%
Satisfied	65%
Dissatisfied	6%
Very Dissatisfied	0%

N = 48 100%

Very Satisfied & Satisfied = 94%

Previous Year = 98%.

Information Technology

Very Satisfied	22%
Satisfied	70%
Dissatisfied	5%
Very Dissatisfied	3%

N = 59 100%

Very Satisfied & Satisfied = 92%

Previous Year = 93%.

Intercollegiate Athletics

Very Satisfied	58%
Satisfied	37%
Dissatisfied	3%
Very Dissatisfied	2%

N = 60 100%

Very Satisfied & Satisfied = 95%

Previous Year = 94%.

Perception of Safety on Campus

Very Satisfied	43%
Satisfied	54%
Dissatisfied	2%
Very Dissatisfied	1%

N = 157 100%

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:

Quality of Teaching

Very Satisfied	33%
Satisfied	61%
Dissatisfied	6%
Very Dissatisfied	0%

N = 165 100%

Very Satisfied & Satisfied = 94%

Previous Year = 96%.

Registrar's Office

Very Satisfied	33%
Satisfied	65%
Dissatisfied	2%
Very Dissatisfied	0%

N = 119 100%

Very Satisfied & Satisfied = 98%

Previous Year = 90%.

SODEXO Dining Services

Very Satisfied	4%
Satisfied	52%
Dissatisfied	31%
Very Dissatisfied	13%

N = 161 100%

Very Satisfied & Satisfied = 56%

Previous Year = 67%.

Support for International Students

Very Satisfied	31%
Satisfied	56%
Dissatisfied	10%
Very Dissatisfied	3%

N = 52 100%

Very Satisfied & Satisfied = 87%

International Satisfaction = 93%

Previous Year = 92%; Intl only = 88%.

Support for Students of Color

Very Satisfied	21%
Satisfied	53%
Dissatisfied	16%
Very Dissatisfied	10%

N = 76 100%

Very Satisfied & Satisfied = 74%

SOC Only Satisfaction = 70%

Previous Year = 93%; SOC only = 94%.

Support for Diff. in Sexual Orientation

Very Satisfied	28%
Satisfied	66%
Dissatisfied	3%
Very Dissatisfied	3%

N = 67 100%

Very Satisfied & Satisfied = 94%

Non-Hetero Satisfaction = 86%

Previous Year = 91%; Non-Hetero = 83%.

Support for Study Abroad

Very Satisfied	48%
Satisfied	50%
Dissatisfied	1%
Very Dissatisfied	1%

N = 102 100%

Very Satisfied & Satisfied = 98%

Previous Year = 98%.

On-Campus Employment (getting a job)

Very Satisfied	35%
Satisfied	47%
Dissatisfied	13%
Very Dissatisfied	5%

N = 126 100%

Very Satisfied & Satisfied = 82%

Previous Year = 88%.

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	47%
Dissatisfied	12%
Very Dissatisfied	3%

N = 106 100%

Very Satisfied & Satisfied = 85%

Previous Year = 95%.

Student Fitness / Wellness Opportunities

Very Satisfied	53%
Satisfied	44%
Dissatisfied	2%
Very Dissatisfied	1%

N = 137 100%

Very Satisfied & Satisfied = 97%

Previous Year = 99%.

Turning Titan: New Student Orientation

Very Satisfied	19%
Satisfied	60%
Dissatisfied	18%
Very Dissatisfied	3%

N = 160 100%

Very Satisfied & Satisfied = 79%

Previous Year = 82%.

Writing Center

Very Satisfied	33%
Satisfied	62%
Dissatisfied	3%
Very Dissatisfied	2%

N = 82 100%

Very Satisfied & Satisfied = 95%

Previous Year = 96%.

Academic Experience

Very Satisfied	35%
Satisfied	59%
Dissatisfied	5%
Very Dissatisfied	1%

N = 164 100%

Very Satisfied & Satisfied = 94%

Previous Year = 98%.

Social Experience

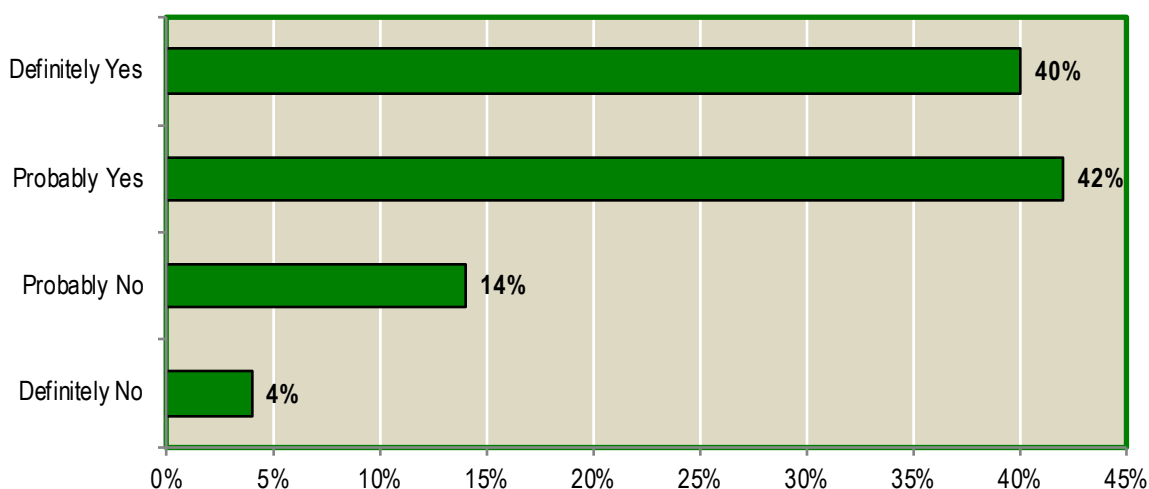
Very Satisfied	36%
Satisfied	40%
Dissatisfied	18%
Very Dissatisfied	6%

N = 159 100%

Very Satisfied & Satisfied = 76%

Previous Year = 91%.

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



Definitely & Probably Yes = 82%

N = 165

Previous Year = 37%, 50%, 11%, and 2%.

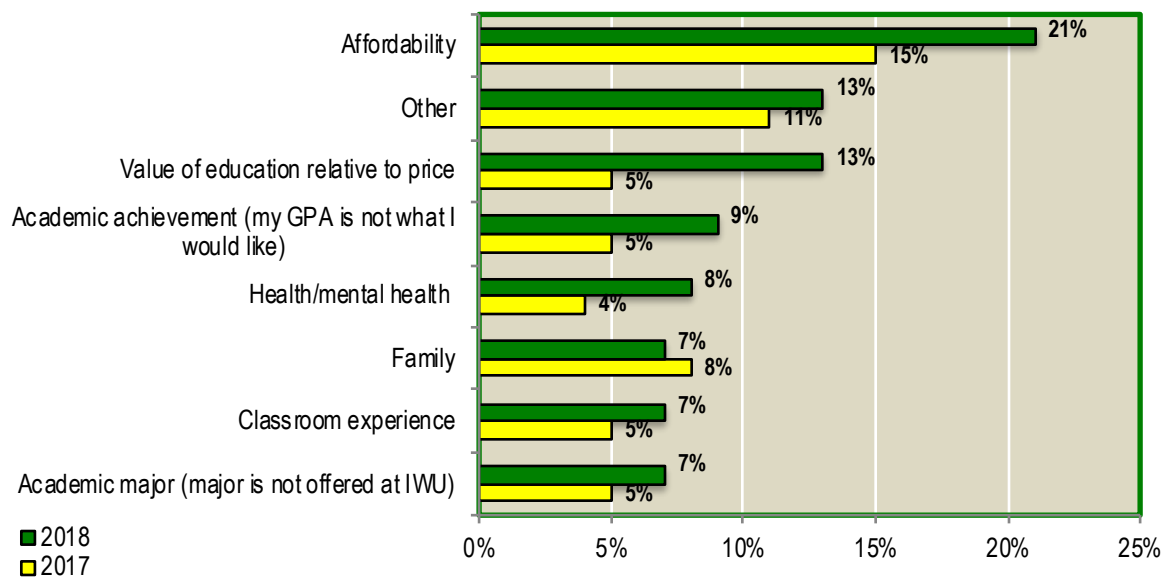
Have you considered transferring to another institution since arriving at IWU?

Yes 39% **Previous Year = 38%.**

No 61% **Previous Year = 62%.**

N = 165 100%

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



Average Scores per University Area: 2018 Sorted from High to Low

Area	2018 Mean	2017 Mean	Difference
The Ames Library	3.60	3.54	0.06
Intercollegiate Athletics	3.52	3.46	0.06
Student Fitness / Wellness Opportunities	3.50	3.52	-0.02
Support for Study Abroad	3.45	3.40	0.05
Approachability of Faculty	3.42	3.45	-0.03
Perception of Safety on Campus	3.39	3.25	0.14
Chaplain's Office	3.35	3.49	-0.14
Approachability of University Staff	3.34	3.34	0.00
Admissions Office	3.32	3.40	-0.08
Registrar's Office	3.30	3.25	0.05
Academic Experience	3.29	3.38	-0.09
Quality of Teaching	3.27	3.34	-0.07
Writing Center	3.26	3.38	-0.12
Counseling and Consultation Services	3.25	3.26	-0.01
Hart Career Center	3.23	3.40	-0.17
Business Office	3.20	3.39	-0.19
On-campus Student Employment Experience	3.20	3.44	-0.24
Custodial Services	3.19	3.22	-0.03
Support for Students with Differences in Sexual Orientation	3.19	3.21	-0.02
Arnold Health Services	3.14	3.16	-0.02
Fraternity and Sorority Life	3.14	3.34	-0.20
Support for International Students	3.13	3.29	-0.16
First-Year Academic Advising	3.12	3.28	-0.16
On-campus Student Employment Process (getting a job)	3.12	3.31	-0.19
Financial Aid Office	3.11	3.23	-0.12
Information Technology	3.10	3.22	-0.12
Social Experience	3.06	3.26	-0.20
Class Registration Process	2.96	2.95	0.01
Financial Aid Package	2.96	3.05	-0.09
Turning Titan: New Student Orientation	2.94	3.01	-0.07
Gateway Course	2.89	2.98	-0.09
Support for Students of Color	2.84	3.25	-0.41
First-Year Residence Hall	2.79	2.95	-0.16
Sodexo Dining Services	2.47	2.77	-0.30

Correlation Coefficients with Overall Satisfaction (proxy)

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

	Admissions	Ames	Faculty	Staff	Class Reg	Counseling
Correlation	.338**	.196*	.276**	.317**	.280**	.389**
Sig. (2-tailed)	0	0.013	0	0	0	0.002
N	152	161	163	161	163	150

	Custodial	Fin Aid Off	Fin Aid Pkg	Advising	Residence	Greek
Correlation	.289**	.291**	.387**	.477**	.391**	.299*
Sig. (2-tailed)	0	0.001	0	0	0	0.035
N	150	132	144	162	157	50

	Career	Athletics	Safety	Teaching	Sodexo	Support Intl
Correlation	.405**	.312*	.234**	.252**	.375**	.544**
Sig. (2-tailed)	0.004	0.015	0.003	0.001	0	0
N	48	60	157	165	161	52

	Support SOC	Emp Exp	Wellness	Orientation	Academic	Social
Correlation	.565**	.331**	.304**	.199*	.352**	.671**
Sig. (2-tailed)	0.004	0.001	0	0.012	0	0
N	76	106	137	160	164	159

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

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