



ILLINOIS WESLEYAN UNIVERSITY

2016 First-Year Student Satisfaction Survey

Observations

Strong response rate with a comparable distribution demographically by race/ethnicity. Male respondents were lower from previous years.

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). Similar to last year, the Ames Library had the largest average score (3.53) based on a four-point scale, while SODEXO Dining Services had the lowest average score (2.54) (4 = Very Satisfied to 1 = Very Dissatisfied).

Seven items (Class Registration Process, First-Year Academic Advising, First-Year Residence Hall, Gateway Course, SODEXO Dining Services, Getting a Job, and Social Experience) had a combined dissatisfaction rating of 20% or greater (i.e., Very Dissatisfied & Dissatisfied). All, but "Getting a Job" were in the same position last year.

Eighty-seven percent of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - up from 81% last year (78% in 2014).

Thirty-seven percent of the student respondents indicated that they considered transferring - down from 47% last year (40% in 2014). "Affordability" and "Value of education relative to price" continued to be identified as the most frequent reasons.

Support for International and MALANA students had the highest overall correlations with overall satisfaction (.468). Similar to the last two years, students' satisfaction with their social experience at the University was one of the highest correlations to students satisfaction with their overall experience (.445).

Demographics

Participants

Students Solicited	469
Respondents	180
Response Rate	38%
Previous Year = 36%.	

Gender

Men	47	26%
Women	133	74%
Total	180	100%
Previous Year = Men 33% - Women 67%.		

Sexual Orientation

Heterosexual	159	90%
Gay	2	1%
Lesbian	3	2%
Bisexual	6	3%
Queer	2	1%
Other	5	3%
Total	177	100%

Majors

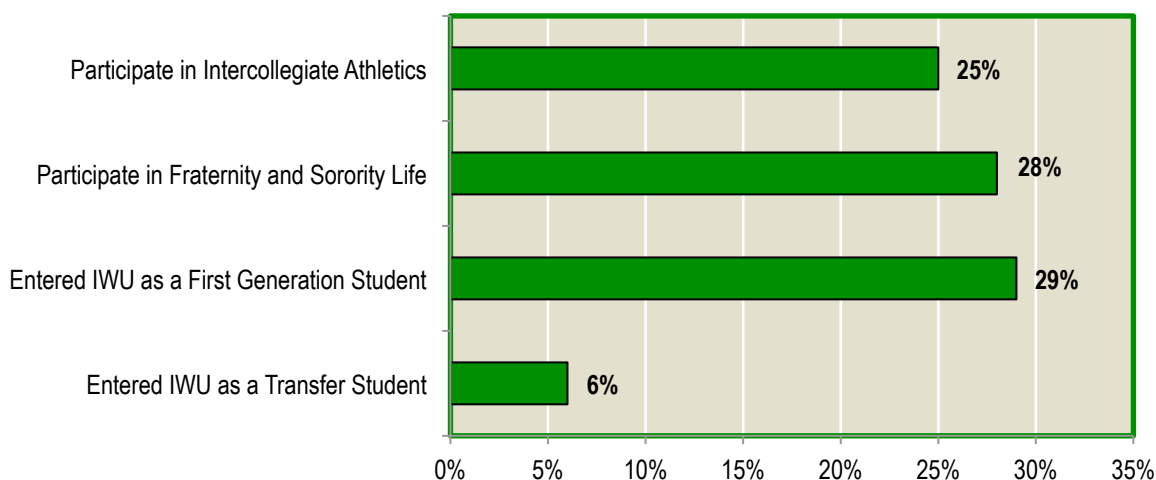
Accounting	15	9%
Anthropology	1	1%
Biology	31	18%
Business	13	8%
Chemistry	4	2%
Design, Tech	2	1%
Economics	3	2%
Education	1	1%
English	8	5%
Environ Sci	5	3%
Hispanic Std	2	1%

Race/Ethnicity

Asian	11	6%
Black-Afr_Am	3	2%
Hispanic	8	4%
International	18	10%
Multi Racial	4	2%
Ntv Hawaiian	1	1%
White	133	74%
Unknown	2	1%
Total	180	100%

History	1	1%
Mathematics	3	2%
Music	9	5%
Music Thtr	1	1%
Nursing	16	9%
Pre-Engineer	1	1%
Philosophy	1	1%
Physics	7	4%
Political Sci	9	5%
Psychology	19	11%
Theatre Arts	9	5%
Undecided	11	6%
Total	171	100%

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



Previous Year = 20%, 28%, 18%, and 8%.

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	44%
Satisfied	53%
Dissatisfied	2%
Very Dissatisfied	1%
N = 160	100%

Very Satisfied & Satisfied = 97%

Previous Year = 98%.

The Ames Library

Very Satisfied	56%
Satisfied	40%
Dissatisfied	4%
Very Dissatisfied	0%
N = 165	100%

Very Satisfied & Satisfied = 96%

Previous Year = 98%.

Approachability of Faculty

Very Satisfied	46%
Satisfied	50%
Dissatisfied	3%
Very Dissatisfied	1%
N = 166	100%

Very Satisfied & Satisfied = 96%

Previous Year = 94%.

Approachability of University Staff

Very Satisfied	40%
Satisfied	54%
Dissatisfied	6%
Very Dissatisfied	0%
N = 160	100%

Very Satisfied & Satisfied = 94%

Previous Year = 96%.

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	34%
Satisfied	47%
Dissatisfied	15%
Very Dissatisfied	4%
N = 111	100%

Very Satisfied & Satisfied = 81%

Previous Year = 87%.

Chaplain's Office

Very Satisfied	33%
Satisfied	56%
Dissatisfied	11%
Very Dissatisfied	0%
N = 27	100%

Very Satisfied & Satisfied = 89%

Previous Year = 97%.

Counseling and Consultation Services

Very Satisfied	38%
Satisfied	48%
Dissatisfied	9%
Very Dissatisfied	5%
N = 64	100%

Very Satisfied & Satisfied = 86%

Previous Year = 91%.

Financial Aid Office

Very Satisfied	31%
Satisfied	60%
Dissatisfied	7%
Very Dissatisfied	2%
N = 128	100%

Very Satisfied & Satisfied = 92%

Previous Year = 90%.

Business Office

Very Satisfied	33%
Satisfied	56%
Dissatisfied	11%
Very Dissatisfied	0%
N = 103	100%

Very Satisfied & Satisfied = 89%

Previous Year = 89%.

Class Registration Process

Very Satisfied	17%
Satisfied	57%
Dissatisfied	21%
Very Dissatisfied	4%
N = 164	100%

Very Satisfied & Satisfied = 74%

Previous Year = 68%.

Custodial Services

Very Satisfied	39%
Satisfied	50%
Dissatisfied	9%
Very Dissatisfied	1%
N = 143	100%

Very Satisfied & Satisfied = 90%

Previous Year = 84%.

Financial Aid Package

Very Satisfied	21%
Satisfied	60%
Dissatisfied	17%
Very Dissatisfied	2%
N = 147	100%

Very Satisfied & Satisfied = 81%

Previous Year = 77%.

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	29%
Satisfied	44%
Dissatisfied	20%
Very Dissatisfied	7%

N = 163 100%

Very Satisfied & Satisfied = 72%

Previous Year = 71%.

First-Year Residence Hall

Very Satisfied	19%
Satisfied	62%
Dissatisfied	18%
Very Dissatisfied	2%

N = 156 100%

Very Satisfied & Satisfied = 80%

Previous Year = 71%.

Fraternity and Sorority Life

Very Satisfied	50%
Satisfied	43%
Dissatisfied	5%
Very Dissatisfied	2%

N = 58 100%

Very Satisfied & Satisfied = 93%

Previous Year = 86%.

Gateway Course

Very Satisfied	33%
Satisfied	41%
Dissatisfied	17%
Very Dissatisfied	9%

N = 145 100%

Very Satisfied & Satisfied = 74%

Previous Year = 72%.

Hart Career Center

Very Satisfied	37%
Satisfied	58%
Dissatisfied	6%
Very Dissatisfied	0%

N = 71 100%

Very Satisfied & Satisfied = 94%

Previous Year = 94%.

Information Technology

Very Satisfied	28%
Satisfied	58%
Dissatisfied	11%
Very Dissatisfied	3%

N = 74 100%

Very Satisfied & Satisfied = 87%

Previous Year = 90%.

Intercollegiate Athletics

Very Satisfied	49%
Satisfied	46%
Dissatisfied	5%
Very Dissatisfied	0%

N = 63 100%

Very Satisfied & Satisfied = 95%

Previous Year = 88%.

Perception of Safety on Campus

Very Satisfied	27%
Satisfied	61%
Dissatisfied	11%
Very Dissatisfied	1%

N = 162 100%

Very Satisfied & Satisfied = 88%

Previous Year = 96%.

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	39%
Satisfied	57%
Dissatisfied	3%
Very Dissatisfied	2%
N = 166	100%

Very Satisfied & Satisfied = 95%

Previous Year = 95%.

SODEXO Dining Services

Very Satisfied	9%
Satisfied	51%
Dissatisfied	27%
Very Dissatisfied	13%
N = 164	100%

Very Satisfied & Satisfied = 59%

Previous Year = 62%.

Support for MALANA Students

Very Satisfied	38%
Satisfied	58%
Dissatisfied	2%
Very Dissatisfied	2%
N = 45	100%

Very Satisfied & Satisfied = 96%

MALANA Only Satisfaction = 93% (14)

Previous Year = 81%; MALANA only = 74%.

Support for Study Abroad

Very Satisfied	38%
Satisfied	60%
Dissatisfied	2%
Very Dissatisfied	0%
N = 90	100%

Very Satisfied & Satisfied = 98%

Previous Year = 93%.

Registrar's Office

Very Satisfied	25%
Satisfied	63%
Dissatisfied	11%
Very Dissatisfied	2%
N = 142	100%

Very Satisfied & Satisfied = 87%

Previous Year = 93%.

Support for International Students

Very Satisfied	35%
Satisfied	58%
Dissatisfied	5%
Very Dissatisfied	2%
N = 57	100%

Very Satisfied & Satisfied = 93%

International Satisfaction = 100% (17)

Previous Year = 83%; Intl only = 70%.

Support for Diff. in Sexual Orientation

Very Satisfied	32%
Satisfied	61%
Dissatisfied	4%
Very Dissatisfied	4%
N = 56	100%

Very Satisfied & Satisfied = 93%

Non-Hetero Satisfaction = 93% (14)

Previous Year = N/A (new question).

On-Campus Employment (getting a job)

Very Satisfied	38%
Satisfied	42%
Dissatisfied	20%
Very Dissatisfied	1%
N = 112	100%

Very Satisfied & Satisfied = 80%

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	33%
Satisfied	57%
Dissatisfied	9%
Very Dissatisfied	1%
N = 89	100%

Very Satisfied & Satisfied = 90%

Previous Year = 83%.

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%.

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%.

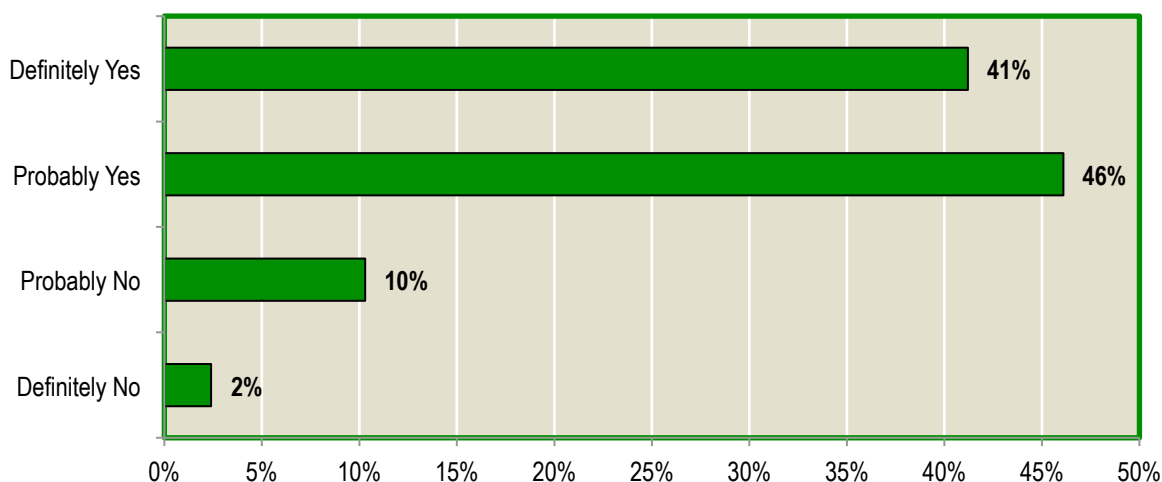
Social Experience

Very Satisfied	32%
Satisfied	48%
Dissatisfied	15%
Very Dissatisfied	6%
N = 138	

Very Satisfied & Satisfied = 80%

Previous Year = 79%.

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



Definitely & Probably Yes = 87%

N = 165

Previous Year = 37%, 44%, 16%, and 3%.

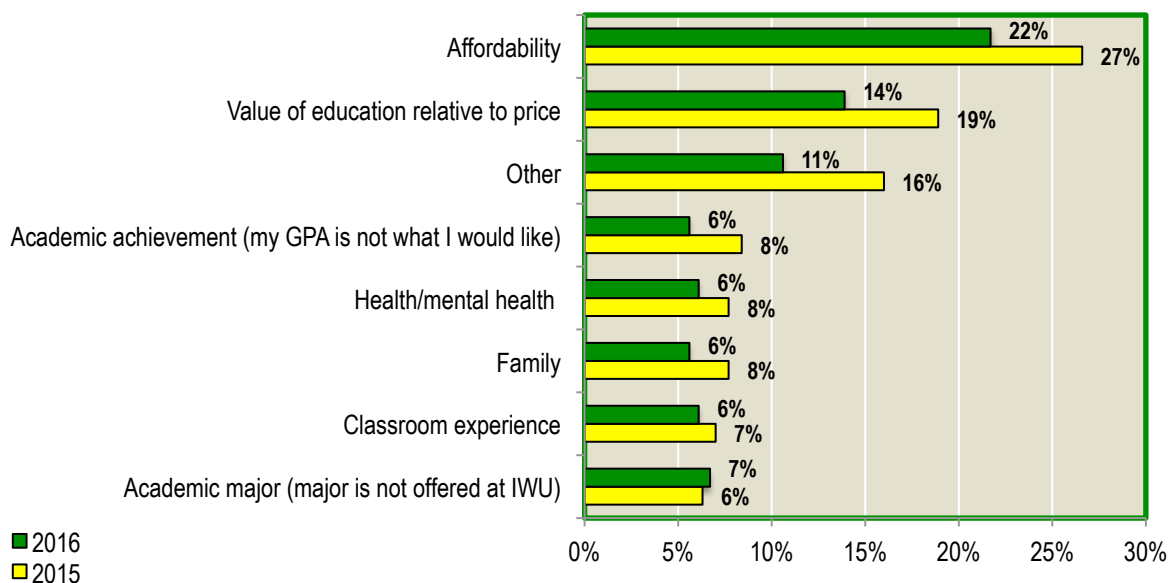
Have you considered transferring to another institution since arriving at IWU?

Yes 37% **Previous Year = 47%.**

No 63% **Previous Year = 53%.**

N = 166

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



Mean Scores and Standard Deviations: Sorted from High to Low

	Mean	SD
The Ames Library	3.53	0.57
Intercollegiate Athletics	3.44	0.59
Student Fitness / Wellness Opportunities	3.42	0.55
Approachability of Faculty	3.42	0.59
Fraternity and Sorority Life	3.41	0.68
Admissions Office	3.39	0.59
Academic Experience	3.38	0.63
Support for Study Abroad	3.36	0.53
Approachability of University Staff	3.34	0.59
Quality of Teaching	3.32	0.62
Support for MALANA Students	3.31	0.63
Hart Career Center	3.31	0.58
Business Office	3.29	0.60
Custodial Services	3.27	0.68
Social Experience	3.27	0.73
Support for International Students	3.26	0.64
Writing Center	3.26	0.61
Chaplain's Office	3.22	0.64
Support for Students with Differences in Sexual Orientation	3.21	0.68
On-campus Student Employment Experience	3.21	0.65
Financial Aid Office	3.21	0.64
Counseling and Consultation Services	3.19	0.79
On-campus Student Employment Process (getting a job)	3.16	0.77
Perception of Safety on Campus	3.13	0.64
Information Technology	3.12	0.70
Arnold Health Services	3.12	0.79
Turning Titan: New Student Orientation	3.10	0.68
Registrar's Office	3.10	0.66
Financial Aid Package	3.00	0.68
Gateway Course	2.98	0.93
First-Year Residence Hall	2.97	0.67
First-Year Academic Advising	2.94	0.89
Class Registration Process	2.87	0.74
SODEXO Dining Services	2.54	0.83

Correlation Coefficients with Overall Satisfaction (proxy)

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

	Admissions	Ames Library	Faculty	Staff	Health Srv	Buss Off
Correlation	.210**	.229**	.376**	.333**	.246**	0.077
Sig. (2-tailed)	0.008	0.003	0	0	0.009	0.441
N	159	164	165	159	111	103

	Chaplain	Registration	Counseling	Custodial Srv	Fin Aid Off	Fin Aid Pac.
Correlation	0.165	0.144	.368**	0.093	.257**	.176*
Sig. (2-tailed)	0.412	0.067	0.003	0.271	0.003	0.033
N	27	163	64	142	128	147

	FY Advising	Residence	Greek	Gateway	Career Ctr	ITS
Correlation	.186*	.188*	0.256	.224**	0.139	.285*
Sig. (2-tailed)	0.018	0.019	0.053	0.007	0.25	0.014
N	162	156	58	144	70	74

	Athletics	Safety	Teaching	Registrar	SODEXO	Intl Std Sup
Correlation	.312*	-0.085	.253**	0.121	.300**	.468**
Sig. (2-tailed)	0.013	0.283	0.001	0.152	0	0
N	63	161	165	141	163	57

	MALANA Sup	Sex Orient	Study Abroad	Getting a Job	Employ Exp	Fitness
Correlation	.468**	0.072	-0.041	.215*	0.137	.178*
Sig. (2-tailed)	0.001	0.599	0.702	0.023	0.201	0.03
N	45	56	90	112	89	150

	Turning Titan	Writing Ctr	Acad Exp	Social Exp
Correlation	.258**	0.191	.346**	.445**
Sig. (2-tailed)	0.001	0.068	0	0
N	158	92	164	165

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

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