



## 2024 First-Year Student Satisfaction Survey

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### Observations

The 2024 administration of the FYSSS yielded a strong response rate (31%) with a comparable distribution demographically by race/ethnicity.

**Thirty of the 36 University areas yielded a positive response (mean of 3.00 +).** Similar to the past several years, The Ames Library had the largest mean score (3.49). The lowest score was attributed to Sodexo Dining Services (2.68).  
(4 = Very Satisfied to 1 = Very Dissatisfied)

### Five items had a combined dissatisfaction rating of 20% or greater:

Arnold Health Services, Class Registration Process, Financial Aid Package, First-Year Residence Hall, and Sodexo Dining Services.

**Seventy-nine 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 percent of the student respondents indicated that they considered transferring** - an 4% increase from last year (36%). Affordability and mental health were identified as the most frequent reasons for transfer consideration - similar to the 2022 and 2023 FYSSS Reports.

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

### 100+ Student Respondents

Social Experience (.508)

Rising Titan (Summer Orientation) (.457)

Academic Experience (.417)

### Under 40 Student Respondents

Intercollegiate Athletics (.558)

Support for Students with Differences in Sexual Orientation (.466)

Support for Students of Color (.429)

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## Demographics

**Participants**

Students Solicited	452
Respondents	141
<b>Response Rate</b>	<b>31%</b>
<b>Previous Year = 31%</b>	

**Majors**

Accounting	4	3%
Acting	1	1%
Art	4	3%
Biology	16	11%
Bio-Chem	1	1%
Chemistry	1	1%
Business	9	6%
Computer Sci	7	5%
Economics	3	2%
Education	3	2%
English	6	4%
Entrepreneur	1	1%
Environ Std	1	1%
Financial Srv	2	1%
History	1	1%
Kinesiology	4	3%
Marketing	2	1%
Music	5	4%
Music Thtr	10	7%
Neuroscience	5	4%
Nursing	18	13%
Physics	6	4%
Political Sci	5	4%
Psychology	15	11%
Undecided	11	8%
<b>Total</b>	<b>141</b>	<b>100%</b>

**Race/Ethnicity**

Amer Indian	0	0%
Asian	7	5%
Black	3	2%
Hispanic	23	17%
International	7	5%
Multi Racial	2	1%
Pacific Isle	2	1%
White	93	68%
<b>Total</b>	<b>137</b>	<b>100%</b>

**Gender**

Men	40	28%
Women	95	67%
Non-Binary	6	4%
<b>Total</b>	<b>141</b>	<b>100%</b>

**Transgender**

Yes	6	4%
No	135	96%
<b>Total</b>	<b>141</b>	<b>100%</b>

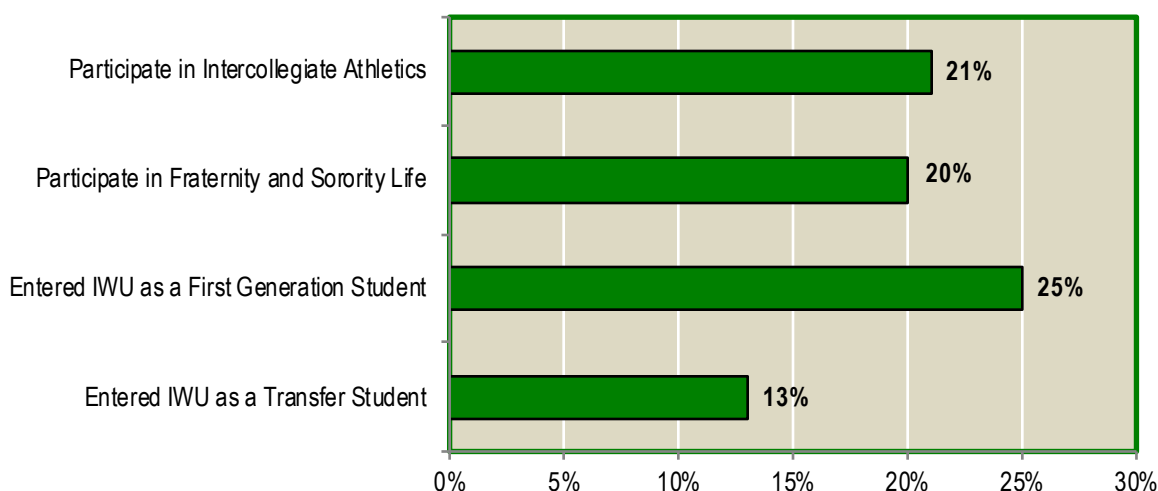
**Sexual Orientation**

Heterosexual	97	70%
Gay	2	1%
Lesbian	10	7%
Bisexual	13	9%
Queer	9	6%
Other	8	6%
<b>Total</b>	<b>139</b>	<b>100%</b>

**"Other"**

Asexual	1
Bi-Curious	4
Pansexual	3

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



Previous Year = 27%, 20%, 19%, 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	26%
Satisfied	68%
Dissatisfied	5%
Very Dissatisfied	1%

*N* = 100 100%

**Very Satisfied & Satisfied = 94%**

Previous Year = 99%

#### The Ames Library

Very Satisfied	54%
Satisfied	42%
Dissatisfied	3%
Very Dissatisfied	1%

*N* = 104 100%

**Very Satisfied & Satisfied = 96%**

Previous Year = 100%

#### Approachability of Faculty

Very Satisfied	49%
Satisfied	47%
Dissatisfied	4%
Very Dissatisfied	0%

*N* = 104 100%

**Very Satisfied & Satisfied = 96%**

Previous Year = 99%

#### Approachability of University Staff

Very Satisfied	37%
Satisfied	56%
Dissatisfied	6%
Very Dissatisfied	1%

*N* = 104 100%

**Very Satisfied & Satisfied = 93%**

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	34%
Satisfied	43%
Dissatisfied	11%
Very Dissatisfied	12%

*N* = 56 100%

**Very Satisfied & Satisfied = 77%**

**Previous Year = 88%**

#### Business Office

Very Satisfied	36%
Satisfied	61%
Dissatisfied	3%
Very Dissatisfied	0%

*N* = 62 100%

**Very Satisfied & Satisfied = 97%**

**Previous Year = 95%**

#### Multi-Faith Engagement

Very Satisfied	39%
Satisfied	48%
Dissatisfied	4%
Very Dissatisfied	9%

*N* = 23 100%

**Very Satisfied & Satisfied = 87%**

**Previous Year = 77%**

#### Class Registration Process

Very Satisfied	15%
Satisfied	62%
Dissatisfied	16%
Very Dissatisfied	7%

*N* = 107 100%

**Very Satisfied & Satisfied = 77%**

**Previous Year = 79%**

#### Counseling and Consultation Services

Very Satisfied	42%
Satisfied	49%
Dissatisfied	7%
Very Dissatisfied	2%

*N* = 96 100%

**Very Satisfied & Satisfied = 91%**

**Previous Year = 91%**

#### Custodial Services

Very Satisfied	29%
Satisfied	54%
Dissatisfied	14%
Very Dissatisfied	3%

*N* = 92 100%

**Very Satisfied & Satisfied = 83%**

**Previous Year = 93%**

#### Financial Aid Office

Very Satisfied	29%
Satisfied	57%
Dissatisfied	11%
Very Dissatisfied	3%

*N* = 85 100%

**Very Satisfied & Satisfied = 86%**

**Previous Year = 94%**

#### Financial Aid Package

Very Satisfied	25%
Satisfied	51%
Dissatisfied	20%
Very Dissatisfied	4%

*N* = 100 100%

**Very Satisfied & Satisfied = 76%**

**Previous Year = 87%**

*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	36%
Satisfied	51%
Dissatisfied	9%
Very Dissatisfied	4%

*N* = 104 100%

**Very Satisfied & Satisfied = 87%**

**Previous Year = 83%**

### First-Year Residence Hall

Very Satisfied	16%
Satisfied	53%
Dissatisfied	20%
Very Dissatisfied	11%

*N* = 97 100%

**Very Satisfied & Satisfied = 69%**

**Previous Year = 80%**

### Fraternity and Sorority Life

Very Satisfied	44%
Satisfied	50%
Dissatisfied	6%
Very Dissatisfied	0%

*N* = 32 100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 90%**

### Gateway Course

Very Satisfied	49%
Satisfied	34%
Dissatisfied	10%
Very Dissatisfied	7%

*N* = 94 100%

**Very Satisfied & Satisfied = 83%**

**Previous Year = 85%**

### Hart Career Center

Very Satisfied	44%
Satisfied	54%
Dissatisfied	2%
Very Dissatisfied	0%

*N* = 56 100%

**Very Satisfied & Satisfied = 98%**

**Previous Year = 98%**

### Information Technology

Very Satisfied	31%
Satisfied	55%
Dissatisfied	8%
Very Dissatisfied	6%

*N* = 51 100%

**Very Satisfied & Satisfied = 86%**

**Previous Year = 88%**

### Intercollegiate Athletics

Very Satisfied	37%
Satisfied	53%
Dissatisfied	8%
Very Dissatisfied	2%

*N* = 38 100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 98%**

### Perception of Safety on Campus

Very Satisfied	22%
Satisfied	65%
Dissatisfied	11%
Very Dissatisfied	2%

*N* = 101 100%

**Very Satisfied & Satisfied = 87%**

**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	1%

*N* = 105 100%

**Very Satisfied & Satisfied = 95%**

**Previous Year = 90%**

### Registrar's Office

Very Satisfied	27%
Satisfied	65%
Dissatisfied	5%
Very Dissatisfied	3%

*N* = 80 100%

**Very Satisfied & Satisfied = 92%**

**Previous Year = 100%**

### SODEXO Dining Services

Very Satisfied	8%
Satisfied	63%
Dissatisfied	18%
Very Dissatisfied	11%

*N* = 103 100%

**Very Satisfied & Satisfied = 71%**

**Previous Year = 84%**

### Support for International Students

Very Satisfied	38%
Satisfied	58%
Dissatisfied	4%
Very Dissatisfied	0%

*N* = 24 100%

**Very Satisfied & Satisfied = 96%**

**International Satisfaction = 100%**

**Previous Year = 97%; Intl only = 100%**

### Support for Students of Color

Very Satisfied	28%
Satisfied	63%
Dissatisfied	6%
Very Dissatisfied	3%

*N* = 32 100%

**Very Satisfied & Satisfied = 91%**

**SOC Only Satisfaction = 91%**

**Previous Year = 90%; SOC only = 82%**

### Support for Diff. in Sexual Orientation

Very Satisfied	33%
Satisfied	61%
Dissatisfied	3%
Very Dissatisfied	3%

*N* = 31 100%

**Very Satisfied & Satisfied = 94%**

**Non-Hetero Satisfaction = 94%**

**Previous Year = 97%; Non-Hetero = 93%**

### Support for Study Abroad

Very Satisfied	32%
Satisfied	65%
Dissatisfied	3%
Very Dissatisfied	0%

*N* = 31 100%

**Very Satisfied & Satisfied = 97%**

**Previous Year = 94%**

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

Very Satisfied	45%
Satisfied	40%
Dissatisfied	11%
Very Dissatisfied	4%

*N* = 65 100%

**Very Satisfied & Satisfied = 85%**

**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	48%
Satisfied	46%
Dissatisfied	3%
Very Dissatisfied	3%

*N* = 59 100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 96%**

### Student Fitness / Wellness Opportunities

Very Satisfied	33%
Satisfied	60%
Dissatisfied	6%
Very Dissatisfied	1%

*N* = 83 100%

**Very Satisfied & Satisfied = 93%**

**Previous Year = 95%**

### Turning Titan: New Student Orientation

Very Satisfied	24%
Satisfied	58%
Dissatisfied	13%
Very Dissatisfied	5%

*N* = 103 100%

**Very Satisfied & Satisfied = 82%**

**Previous Year = 84%**

### Writing Center

Very Satisfied	44%
Satisfied	50%
Dissatisfied	6%
Very Dissatisfied	0%

*N* = 64 100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 100%**

### Academic Experience

Very Satisfied	33%
Satisfied	62%
Dissatisfied	4%
Very Dissatisfied	1%

*N* = 104 100%

**Very Satisfied & Satisfied = 95%**

**Previous Year = 95%**

### Social Experience

Very Satisfied	32%
Satisfied	50%
Dissatisfied	13%
Very Dissatisfied	5%

*N* = 106 100%

**Very Satisfied & Satisfied = 82%**

**Previous Year = 86%**

### Rising Titan: Summer Orientation

Very Satisfied	18%
Satisfied	62%
Dissatisfied	13%
Very Dissatisfied	7%

*N* = 106 100%

**Very Satisfied & Satisfied = 80%**

**Previous Year = 87%**

### Tommy Titan Chatbot

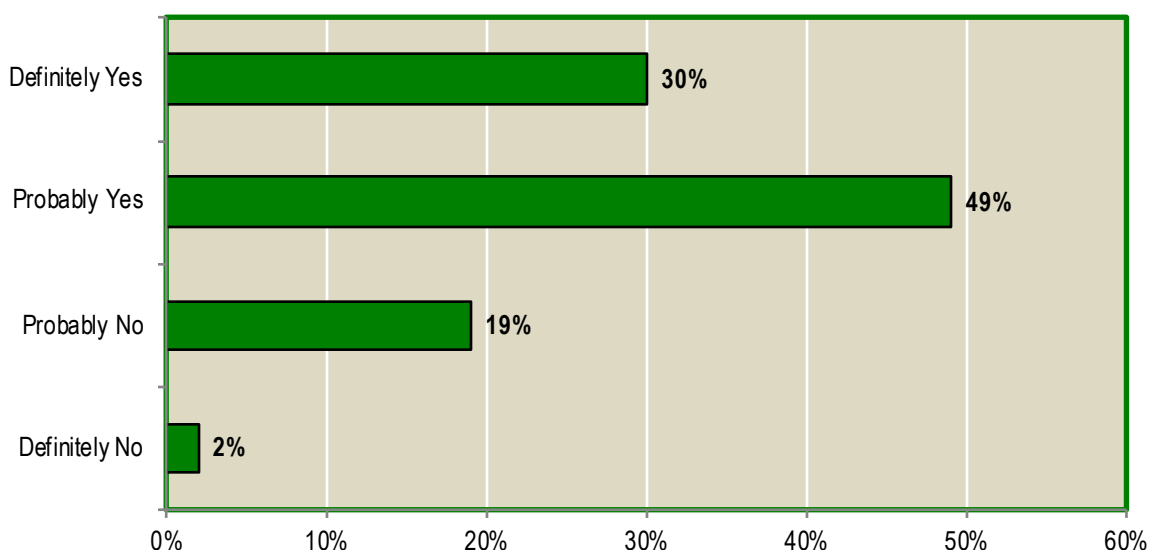
Very Satisfied	12%
Satisfied	79%
Dissatisfied	5%
Very Dissatisfied	4%

*N* = 81 100%

**Very Satisfied & Satisfied = 91%**

**Previous Year = 94%**

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



**Definitely & Probably Yes = 79%**

**N = 107**

**Previous Year = 85%**

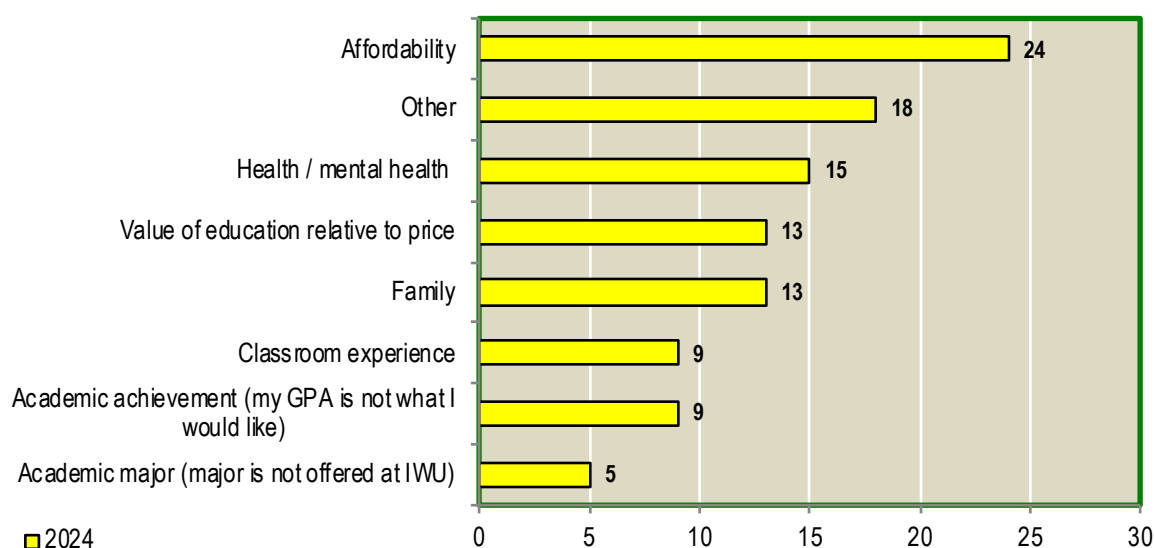
*Have you considered transferring to another institution since arriving at IWU?*

**Yes 40% Previous Year = 36%**

**No 60% Previous Year = 64%**

**N = 107 100%**

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



***A total of 106 items were selected.***



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

**"Other" Comments**

- 1) Social aspect and only undergrad program.*
- 2) Software engineering would be a good major to offer. The tuition is extremely high.*
- 3) I think that this school might be too small*
- 4) Housing*
- 5) Athletic coaches need to be evaluated deeper. Some are verbally abusive and biased questionable actions. Athletic management needs to pay attention to complaints and not disregard feedback*
- 6) Different weather*
- 7) Location*
- 8) The culture here isn't very good.*
- 9) Food*
- 10) Social*
- 11) I really would just like some housing to myself*
- 12) Dad ain't payin tuition like he should be*
- 13) I will only have one degree faculty going into my sophomore year.*
- 14) I put this in my previous response.*
- 15) social experience/ athletic experience/ food*
- 16) No social life, no campus life, no town*
- 17) Dining hall and meal plans. Please let me portion my own god damn food in saga. The dining dollars not resetting every week is terrible. There's no good option for dining plans. You either get all saga or all munch money and meal swipes. No middle ground that makes sense. 14 dining hall passes that get subtracted if you use a meal swipe is not a plan, it is robbery. The gym here sucks. The graduation requirement of needing physical education classes shouldn't only be waived for students in sports. I'd rather be given a marine fitness evaluation to be exempt*
- 18) Access to higher quality training facilities*

## Average Scores per University Area: 2024 Sorted from High to Low

Area	2024 Mean	2023 Mean	Difference
The Ames Library	3.49	3.61	-0.12
Approachability of Faculty	3.45	3.41	0.04
Hart Career Center	3.43	3.40	0.03
Writing Center	3.38	3.56	-0.18
Fraternity and Sorority Life	3.37	3.33	0.04
On-campus Student Employment Experience	3.37	3.48	-0.11
Support for International Students	3.33	3.41	-0.08
Business Office	3.32	3.31	0.01
Counseling and Consultation Services	3.31	3.39	-0.08
Approachability of University Staff	3.30	3.38	-0.08
Support for Study Abroad	3.29	3.21	0.08
Academic Experience	3.27	3.31	-0.04
On-campus Student Employment Process (getting a job)	3.25	3.33	-0.08
Gateway Course	3.24	3.22	0.02
Intercollegiate Athletics	3.24	3.44	-0.20
Student Fitness / Wellness Opportunities	3.24	3.37	-0.13
Quality of Teaching	3.23	3.26	-0.03
Support for Students with Differences in Sexual Orientation	3.23	3.27	-0.04
First-Year Academic Advising	3.20	3.21	-0.01
Admissions Office	3.19	3.29	-0.10
Multi-Faith Engagement	3.17	3.23	-0.06
Registrar's Office	3.17	3.40	-0.23
Support for Students of Color	3.16	3.15	0.01
Financial Aid Office	3.12	3.31	-0.19
Information Technology	3.12	3.21	-0.09
Social Experience	3.09	3.24	-0.15
Custodial Services	3.08	3.32	-0.24
Perception of Safety on Campus	3.07	3.25	-0.18
Turning Titan: New Student Orientation	3.02	3.09	-0.07
Tommy Titan Chatbot	3.00	3.17	-0.17
Arnold Health Services	2.98	3.19	-0.21
Financial Aid Package	2.97	3.15	-0.18
Rising Titan: Summer Orientation	2.92	3.10	-0.18
Class Registration Process	2.84	3.03	-0.19
First-Year Residence Hall	2.74	2.91	-0.17
Sodexo Dining Services	2.68	3.03	-0.35