



Undergraduate Satisfaction Increases in Most Areas

Prepared by the Office of Institutional Research

Preparing people to lead extraordinary lives

Report number: 10-16

June, 2010

The Undergraduate Survey has been administered at Loyola every spring since 2006. It contains questions on satisfaction with various aspects of the Loyola experience, including academics, services, and resources.

This report summarizes results from the 2010 Undergraduate Survey, focusing on differences in satisfaction from 2006 to 2010.¹ From subsets of questions, summary indices of satisfaction were calculated on a scale from 0 = lowest satisfaction to 10 = highest satisfaction². Indices are discussed in order from the largest change to the smallest change from 2006 to 2010. In some cases, changes in component question results are mentioned, although not shown.

Key findings

- The summary satisfaction index for the **Library** rose from 6.4 to 7.3. There was a substantial jump from 2007 to 2008, corresponding with the opening of the Information Commons (see Table 1 and Figure 1).
- Satisfaction with **Services** rose from 5.9 in 2006 to 6.8 in 2010. The change was due primarily to increases in satisfaction with the Bursar's Office, the Financial Aid Office, and the Hub.
- Satisfaction with **Food**, although still low, rose from 4.6 in 2006 to 5.2 in 2010.
- Satisfaction with **Academic advising** (Undergraduate advising, Dean's Office, faculty) rose from 5.6 in 2006 to 6.2 in 2010, primarily due to an increase in satisfaction with the Office of Academic Advising.
- Satisfaction with **Learning support** rose from 5.8 in 2006 to 6.4 in 2010.
- Satisfaction with campus **Housing** rose from 5.4 in 2006 to 5.9 in 2010, including both the Housing Office and campus housing itself.
- Satisfaction with **Transportation** rose from 6.4 in 2006 to 6.8 in 2010, primarily due to an increase in satisfaction with 8-Ride.

- Satisfaction with **Course web resources** (in the major and in the Core) rose from 5.8 in 2006 to 6.2 in 2010.
- Satisfaction with **Experiential learning opportunities** rose from 5.7 in 2006 to 5.9 in 2010.
- Satisfaction with **Campus life** rose from 6.1 in 2006 to 6.4 in 2010, due to an increase in satisfaction with Student Life and service offices/businesses.
- Satisfaction with **Health services** decreased slightly from 5.6 to 5.4.
- Satisfaction with the **Major** overall rose slightly from 6.9 in 2006 to 7.1 in 2010.
- Satisfaction with **Value of education** rose slightly from 6.9 in 2006 to 7.1 in 2010.
- Satisfaction with **Faculty** rose very slightly from 7.2 in 2006 to 7.3 in 2010.
- There were no significant changes from 2006 to 2010 in satisfaction with **Off-campus life**, **Safety**, or the **Core**, or from 2008 to 2010 in satisfaction with **Career Services**.

Conclusions

- Most of the indices of satisfaction rose at least slightly from 2006 to 2010.
- **Health services** was the only area where there was a decline in satisfaction, but the decline was quite small.
- The biggest increases in satisfaction were with the **Library** and **Services**.
- While satisfaction with **Academic advising** rose, it was still low in 2010. This suggests that while it is still an area of concern, progress has been made in addressing it.
- The same was true, to some degree, with **Housing** and **Experiential learning opportunities**: satisfaction rose, indicating progress, but they remain areas of concern.
- In 2010, students were most satisfied with **Off-campus life**, **Faculty**, and the **Library**.

¹ See Appendix A for number of respondents by year.

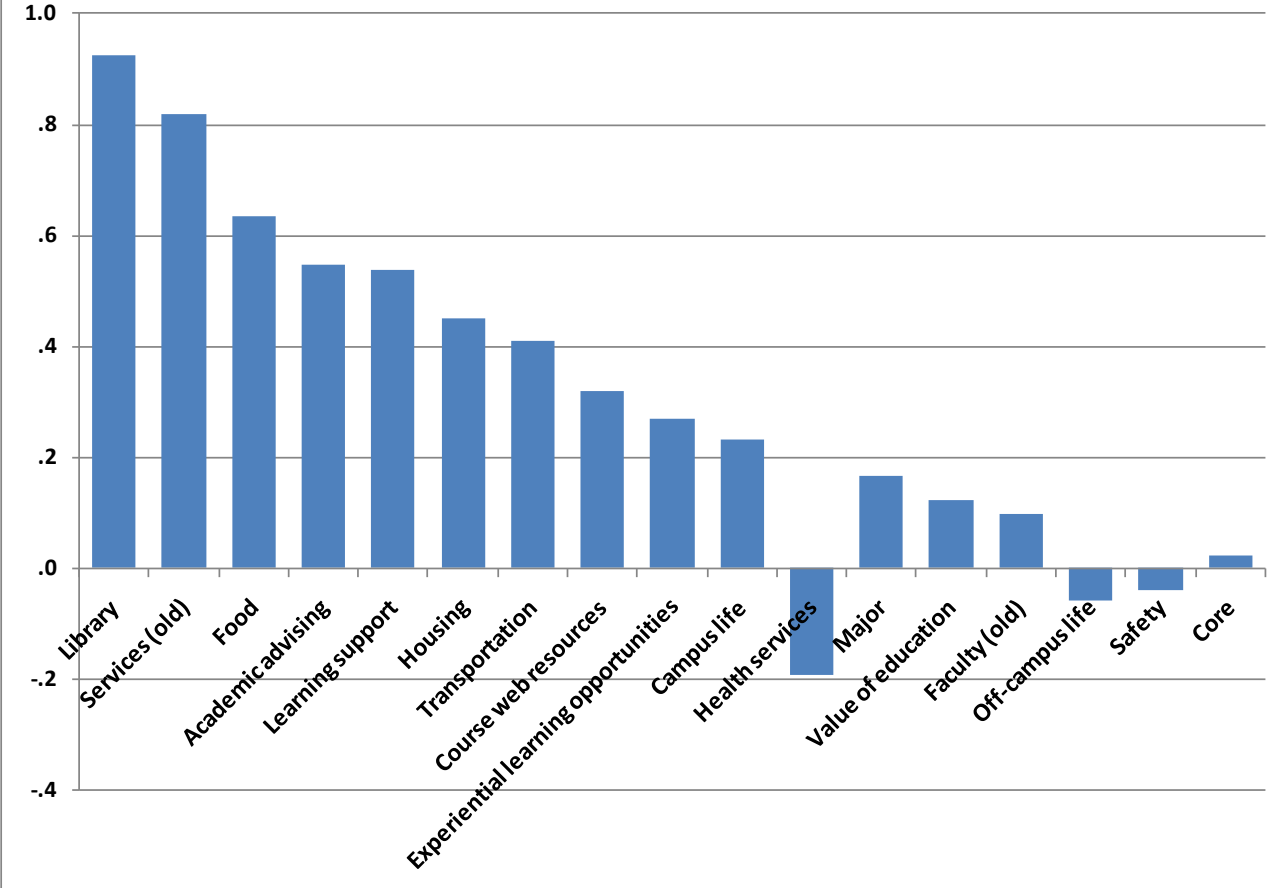
² See Appendix B for questions comprising indices.

Table 1 Summary Satisfaction Indices by Year						
Satisfaction index	2006	2007	2008	2009	2010	Difference from 2006 to 2010
	<i>Average</i>	<i>Average</i>	<i>Average</i>	<i>Average</i>	<i>Average</i>	
Library	6.4	6.7	7.4	7.3	7.3	.9
Services (old)	5.9	6.4	6.6	6.7	6.8	.8
Services	---	---	6.6	6.8	6.8	---
Food	4.6	4.7	5.0	5.0	5.2	.6
Academic advising	5.6	5.9	6.0	6.1	6.2	.5
Learning support	5.8	6.1	6.4	6.3	6.4	.5
Housing	5.4	5.3	5.5	5.7	5.9	.5
Transportation	6.4	5.9	6.0	6.6	6.8	.4
Course web resources	5.8	6.2	6.4	6.2	6.2	.3
Experiential learning opportunities	5.7	6.0	6.1	5.9	5.9	.3
Campus life	6.1	6.4	6.6	6.5	6.4	.2
Health services	5.6	5.4	5.4	5.5	5.4	-.2
Career Services	---	---	6.0	6.1	5.9	---
Major	6.9	7.1	7.1	7.1	7.1	.2
Value of education	6.9	7.0	7.0	7.0	7.1	.1
Faculty (old)	7.2	7.3	7.3	7.3	7.3	.1
Faculty	---	---	7.4	7.3	7.4	---
Off-campus life	8.0	7.8	7.9	8.0	7.9	-.1
Safety	6.0	6.4	5.7	6.3	5.9	.0
Core	6.3	6.4	6.5	6.4	6.3	.0

Source: Undergraduate Survey, 2006-10

Note: Bold indicates a statistically significant change from first year to most recent year.

Figure 1: Changes in Summary Satisfaction Indices from 2006 to 2010



Appendix B										
Number and Percent of Respondents by Year and Class										
	2006		2007		2008		2009		2010	
	<i>Percent</i>	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>	<i>Number</i>
Freshman	19.9	725	21.9	883	21.2	711	20.0	785	19.7	556
Sophomore	19.4	706	21.2	855	21.6	723	20.7	811	21.6	610
Junior	23.1	840	20.0	803	23.7	795	24.3	955	22.9	648
Senior	37.5	1,365	36.9	1,484	33.5	1,122	35.0	1,372	35.8	1,012
Total	100.0	3,636	100.0	4,025	100.0	3,351	100.0	3,923	100.0	2,826

Source: Undergraduate Survey, 2006-10

Appendix B Questions comprising summary satisfaction indices

- **Value of education:** Academic experience at Loyola; Choosing Loyola education; Meeting/exceeding educational expectations; Best college education possible; Being well-prepared for further education; Relates to career aspirations
- **Faculty:** Regular faculty in major; Availability of faculty; Communication between faculty and students; Relationships with faculty; Encouragement and motivation from faculty; Overall faculty quality
- **Core:** Regular faculty; Part-time faculty; Availability of courses; Clarity of learning outcomes; Quality of learning; Overall Core curriculum
- **Major:** Part-time faculty; Availability of courses; Quality of learning; Major overall
- **Academic advising:** Office of Undergraduate Advising; Academic advising in Dean's office; Academic advising in major
- **Library:** Library resources; Library study space; Library services
- **Web resources:** Web-based resources in major; Web-based resources in Core
- **Experiential learning opportunities:** Availability of independent study; Availability of Senior experience; Availability of research projects with faculty; Availability of internships and clinical/field experiences
- **Learning support:** Services for students with disabilities; Services in Writing Center; Academic support - general learning
- **Career Services:** Resources in Career Center; Advising in Career Center
- **Student service offices:** Bursar's Office; Campus Card Office; Financial Aid Office; Registrar's Office; Student Life; Sullivan Center Hub; College Dean's Office; Academic department office; Services in Experiential Learning Center; Experiential Learning Center
- **Campus life:** Student Life activities and events; Athletic facilities; Fitness and recreation facilities; Satisfaction with making friends; Service offices and businesses
- **Food facilities and plan:** Dining facilities; Meal plan
- **Campus housing:** Housing Office; Housing
- **Health and well-being:** Wellness Center; Health care and well-being facilities
- **Campus transportation:** Bus and shuttle; 8-Ride
- **Safety:** Campus Security; Safety of area surrounding campus
- **Off-campus life (Chicago):** Campus appearance; Housing; Commuting to campus; CTA U-Pass; Social and cultural events of Chicago
- **Sense of community:** Felt University offices cared; Satisfaction with making friends; Feel like member of Loyola community