



Preparing people to lead extraordinary lives

Undergraduate Survey, 2010

Freshmen More Satisfied than Upperclassmen at Loyola

Prepared by the Office of Institutional Research

Report number: 10-15

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 across class levels.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 from greatest to lowest level of satisfaction among students overall. In some cases, changes in component question results are mentioned, although not shown.

Key findings

- The area in which students reported greatest satisfaction was **Off-campus life**, with an overall summary index value of 8.0 (on a 0 to 10 scale; see Table 1 and Figure 1), especially with U-Pass and social/cultural events in Chicago. Freshmen were most satisfied, while juniors were less satisfied.
- The next highest area of satisfaction was **Faculty**, with an overall index value of 7.4. There was little difference in satisfaction by class level.
- Students were also quite satisfied with the **Library**, at 7.3. Freshmen were most satisfied, compared to the other class levels, especially juniors.
- Satisfaction with students' **Major** was relatively high, at 7.1 overall. There was no meaningful difference by class level.
- Another area of relatively high satisfaction was the overall **Value of a Loyola education**, at 7.1 overall. Freshmen were most satisfied, while juniors were least satisfied.
- Freshmen were much more satisfied with campus **Transportation** than were students at other class levels (6.8 overall).
- There was little difference by class level in satisfaction with university **Services** (6.8 overall).
- Freshmen reported the greatest **Sense of**

community, especially compared to juniors and seniors (6.8 overall).

- Overall satisfaction with **Learning support** was 6.4, with freshmen much more satisfied than the other class levels.
- Freshmen were more satisfied with **Campus life**, especially compared to juniors and seniors (6.4 overall).
- Compared to juniors and seniors, freshmen were a little more satisfied with the **Core** (6.3 overall).
- Freshmen were most satisfied with **Academic advising**, while seniors were least satisfied (6.2 overall).
- Freshmen were more satisfied with **Course web resources** than were juniors (6.2 overall).
- Freshmen were much more satisfied with **Career Services** than students at the other class levels, especially seniors (6.1 overall). Presumably freshmen have much less experience with Career Services than do students at the upper class levels, especially seniors.
- Freshmen were more satisfied with **Experiential learning opportunities** than were students at the other class levels, especially juniors and seniors (5.9 overall).
- Freshmen were much more satisfied with **Safety** on and around campus than were students at the upper class levels, especially juniors and seniors (5.9 overall).
- Freshmen were much more satisfied with campus **Housing** than were students at the other class levels (5.9 overall).
- Satisfaction with **Health services** was quite low (5.4 overall). Freshmen were more satisfied than students at the upper class levels.
- The lowest level of satisfaction was with **Food** (dining facilities and options), a perennial area of dissatisfaction at most universities, not just Loyola. There were no differences in satisfaction by class level.

Conclusions

- Satisfaction is especially high with **off-campus life**, **faculty**, and the **Library**. Satisfaction is especially low with **health services** and **food**.

¹ See Appendix A for number of respondents by class. Seniors are slightly overrepresented.

² See Appendix B for questions comprising indices.

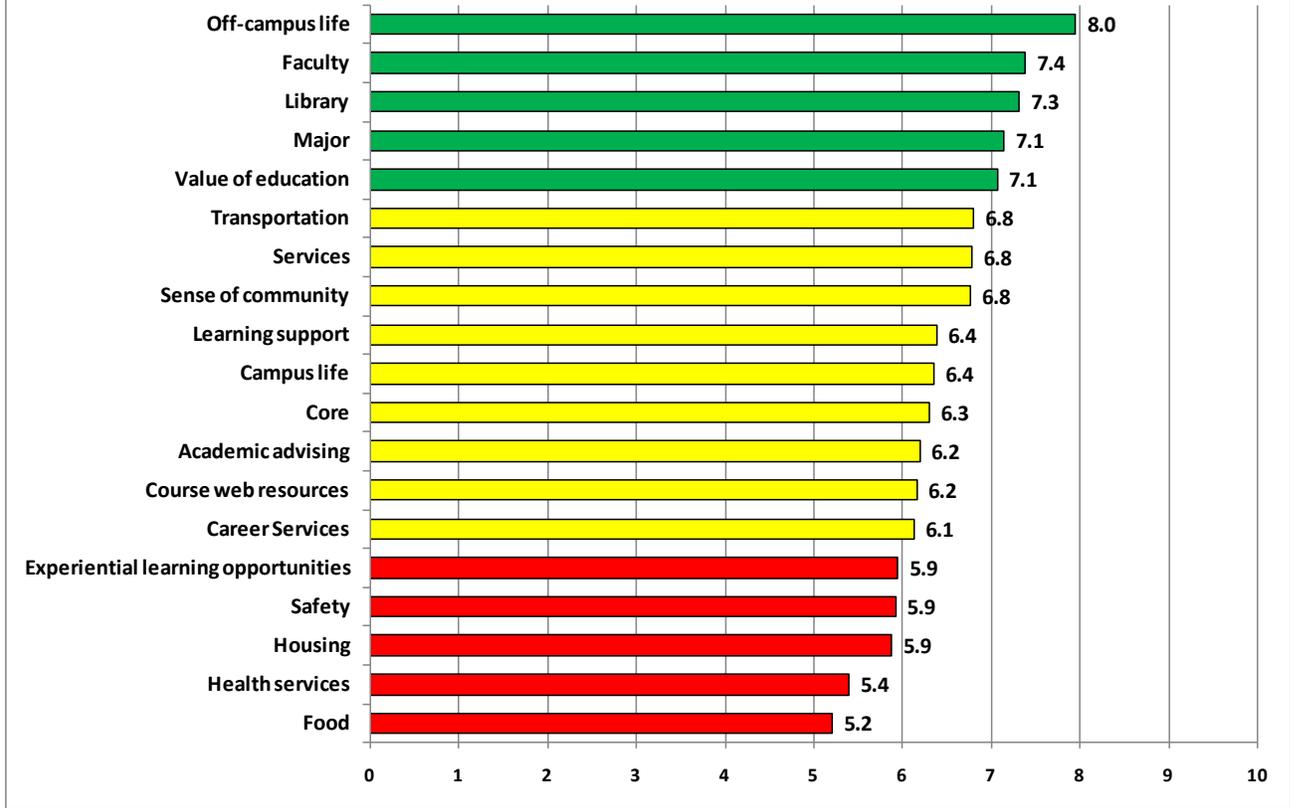
- **Experiential learning opportunities** is an area of weakness. This is due especially to lack of satisfaction with opportunities to participate in faculty research (result not shown).
- Students are fairly dissatisfied with **academic advising** of all types (Office of Undergraduate Advising, Dean's Office, faculty).
- The fact that freshmen report more satisfaction with their **sense of community** could reflect the amount or types of programming in the first year. It is disturbing, though, that juniors and seniors have a lower sense of community, as one would hope that they would be even more integrated into the Loyola community by their later years here.

- In many areas, freshmen tend to be more satisfied than students at upper class levels, especially juniors and seniors. This is a little surprising, as one would expect that many students who were dissatisfied with Loyola would have left by their later years.
- In some areas, such as **Career Services** and **experiential learning opportunities**, freshmen have had less experience than other students (especially juniors and seniors), so their satisfaction levels are less relevant.
- Key areas of academic satisfaction (**faculty, major, value of education**) are among the higher satisfaction summary indices.

Scale from 0 (lowest satisfaction) to 10 (highest satisfaction)	Total	Class level			
		Freshman	Sophomore	Junior	Senior
	Average	Average	Average	Average	Average
Off-campus life	8.0	8.2	8.0	7.8	7.9
Faculty	7.4	7.5	7.3	7.3	7.4
Library	7.3	7.8	7.3	7.1	7.2
Major	7.1	7.3	7.1	7.0	7.2
Value of education	7.1	7.3	7.1	6.8	7.1
Transportation	6.8	7.5	6.7	6.6	6.6
Services	6.8	7.0	6.8	6.8	6.7
Sense of community	6.8	7.2	6.9	6.5	6.6
Learning support	6.4	7.0	6.4	6.2	6.1
Campus life	6.4	6.9	6.4	6.1	6.2
Core	6.3	6.7	6.3	6.1	6.2
Academic advising	6.2	6.9	6.1	6.2	5.9
Course web resources	6.2	6.4	6.1	5.9	6.2
Career Services	6.1	7.0	6.2	6.1	5.8
Experiential learning opportunities	5.9	6.4	6.0	5.7	5.9
Safety	5.9	6.7	6.0	5.7	5.6
Housing	5.9	6.7	5.8	5.4	5.6
Health services	5.4	5.8	5.4	5.3	5.3
Food	5.2	5.3	5.2	5.1	5.2

Source: Undergraduate Survey, 2010

Figure 1: Summary Satisfaction Indices: All Students



Appendix A Number of Respondents by Class Level	
	Number
Freshman	556
Sophomore	610
Junior	648
Senior	1,012
Total	2,826

Source: Undergraduate Survey, 2010

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:** 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