



Preparing people to lead extraordinary lives

Undergraduate Survey 2006-08

Loyola Student Satisfaction

Prepared by the Office of Institutional Research, November 2008

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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. Responses were collected mostly on a five point scale, but have been converted here to a **scale of 0 to 100**, for easier interpretation.

This report summarizes the results from the 2008 Undergraduate Survey, and highlights changes from 2006 to 2008. (See Figure 1 and Tables 1 and 2 below.)

Key Findings

- When asked about their overall Loyola experience, students were most satisfied with their **major** (81), and least satisfied with the **Core curriculum** (52). There was little change in these ratings from 2006-08.
- The lowest rated aspects of Loyola in 2008 were **meal plan and dining facilities** (36 and 35, respectively), the **safety** of the area around campus (41), **health care and well-being facilities** (41), and the **Housing Office** (42).
- The greatest decreases in student satisfaction from 2006-08 were in **bus and shuttle services** and **safety** of the area around campus.
- Students were most satisfied with the **CTA U-Pass** (89). Also highly rated were **social and cultural events in Chicago** (84).
- Academically, the highest ratings in 2008 were of regular **faculty** in the major (84) and the overall quality of faculty (80). **Relationships** with faculty, however, received lower satisfaction ratings (69).
- Satisfaction with **library** services and resources increased substantially from 2006-08, and were a source of relatively high satisfaction (77 each) in 2008, although less so among seniors.
- **Academic advising**, in the Dean's Office and in the Office of Undergraduate Advising, received low satisfaction ratings in 2008 (52 and 51, respectively), although both had improved slightly from 2006.
- Students were generally dissatisfied with the availability of **field experiences**, such as internships (51). They were also dissatisfied with opportunities to participate in **research with faculty** in their major (46).
- They were much more satisfied with opportunities for **studying abroad** (73), with that satisfaction increasing slightly over time.
- Although satisfaction in 2008 with **web resources** in the major and in the Core was low (46 and 51, respectively), this was an improvement over 2006.
- Besides the library, key increases in satisfaction were in **academic support services** in the Writing and Math Centers and the **Sullivan Center Hub**.
- The largest gaps in satisfaction between the four classes were in **academic advising** (OUA and Dean's Office) and advising in the **Career Center**, as well as in the availability of **field experiences**.
- Students' reports of their experiences with University **administrative offices** indicate continuing problems. Less than one in five students thought it was very easy to find the correct office for a problem, and only one in five felt that University offices cared very much about them.
- The best result for administrative service offices was that more than half of students reported that they had never asked one office to intervene with another.
- There was a slight improvement in processing time for paperwork and response time to voicemail messages.

Implications

- On a number of satisfaction measures, there was substantial variation across classes. In most cases where there were differences, freshmen were more satisfied than upperclassmen. There are several ways to interpret this.
 - First, freshmen may come in with relatively low expectations, and therefore be more easily satisfied.
 - Second, seniors have had more experience with at least some aspects of Loyola, such as Career Center services.
 - Third, satisfaction may be increasing over time. If so, another factor may be that students' early impressions and levels of satisfaction remain stable, even with improvements over time in aspects of the Loyola experience.
- Although there are many exceptions (especially the Core curriculum), students tended to be

more satisfied with their academic experience at Loyola than with their non-academic experience.

- Many of the areas of greatest dissatisfaction, such as dining and meal plans, housing, and wellness facilities, are perennial areas of dissatisfaction among college students in general, not just Loyola students.
- Some investments that Loyola has made in recent years seem to have been paying off in terms of student satisfaction, such as the Library and the Sullivan Center Hub.
- Echoing findings from the National Survey of Student Engagement, Loyola students reported dissatisfaction with opportunities for active learning, such as field experiences and work on faculty research.
- Problems with administrative service offices persist. Although there were some slight improvements from 2006-08, students still reported long wait times, difficulty in getting answers to questions and problems, and a feeling that the offices don't care about them.

Figure 1
Areas of Highest and Lowest Satisfaction: 2008

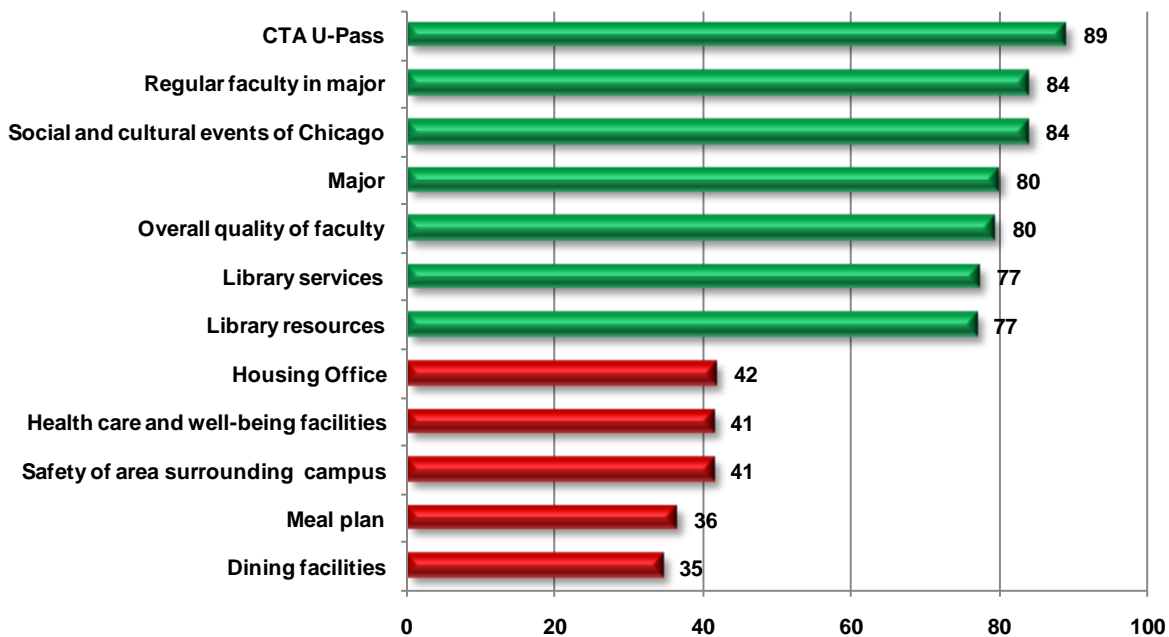


Table 1										
Satisfaction with Loyola Experience, Resources, and Services										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
Overall satisfaction										
Major	81	80	76	77	83	80	82	81	81	81
Core curriculum	49	52	50	56	44	47	49	48	52	55
Academic experience at Loyola	69	71	66	70	70	67	69	71	71	72
Choosing Loyola education	69	68	67	68	68	68	69	69	70	68
Encouragement/ motivation from faculty	60	62	58	60	59	59	59	62	61	64
Meeting/exceeding educ. expectations	61	64	58	61	59	63	61	65	63	66
Best college education possible	60	61	61	61	61	60	61	62	59	62
Feeling proud to be a Loyolan	64	65	66	65	64	65	65	65	64	65
Being well-prepared for further education	69	69	69	69	69	69	67	69	70	68
Relates to career aspirations	67	67	66	66	68	68	67	66	66	66
Major										
Regular faculty	84	84	77	82	84	82	85	85	85	86
Part-time faculty	68	72	62	72	69	70	70	72	69	72
Availability of courses	45	52	50	59	42	45	42	48	46	54
Use of technology	55	---	58	---	51	---	55	---	56	---
Web-based resources	52	60	53	63	49	60	52	57	53	61
Academic advising	50	54	57	62	47	57	51	53	48	49
Independent study	48	53	52	59	45	55	45	48	49	52
Senior experience	53	59	53	67	54	62	54	55	53	58
Research projects	39	46	43	58	41	47	39	41	38	44
Quality of learning	72	74	70	75	71	73	74	72	73	76
Core										
Regular faculty	66	66	65	69	65	63	65	64	67	66
Part-time faculty	54	57	57	59	52	58	52	53	54	58
Availability of courses	50	54	44	59	45	51	55	50	52	56
Use of technology	41	---	42	---	37	---	41	---	43	---
Web-based resources	41	51	43	55	37	51	41	49	42	50
Clarity of learning outcomes	55	60	58	63	51	60	55	59	55	59
Quality of learning	58	61	61	66	55	60	56	56	59	62
Faculty										
Overall quality	---	80	---	79	---	79	---	81	---	79
Availability of faculty	77	75	77	76	75	76	78	75	78	75
Communication--faculty and students	73	73	72	74	72	74	72	73	74	72
Relationships with faculty	67	69	64	69	66	70	68	68	69	68

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	Total		Freshman		Sophomore		Junior		Senior	
	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
Advising, learning resources/services										
Library resources	64	77	72	83	65	79	63	76	59	73
Library services	65	77	71	81	66	79	63	79	62	74
Library study space	48	66	61	74	48	66	46	66	43	62
Office of Undergraduate Advising	44	51	55	63	46	55	43	48	39	44
Academic advising-Dean`s office	45	52	51	64	45	54	44	52	43	45
Academic support--general learning	46	56	55	66	48	59	45	54	41	50
Services for students with disabilities	59	66	62	70	60	64	62	65	55	65
Services in Math Tutoring Center	52	61	51	69	54	57	55	54	50	62
Services in Writing Center	51	60	56	65	57	57	52	57	45	61
Resources in Career Center	---	57	---	70	---	58	---	54	---	52
Advising services in Career Center	48	56	56	70	54	57	49	52	43	52
Services in Career Center	48	---	54	---	55	---	49	---	43	---
Availability of /field experiences	46	51	51	65	49	48	47	47	43	51
Service learning experiences: Magis	56	---	57	---	61	---	54	---	54	---
Services in Experiential Learning Center	---	57	---	67	---	52	---	52	---	57
Availability of study abroad options	70	73	72	77	71	72	67	71	71	73
Administrative services										
Bursar`s Office	45	54	53	64	47	51	41	55	43	51
Campus Card Office	61	66	67	69	60	67	59	71	60	62
Financial Aid Office	42	51	50	54	42	47	42	54	39	49
Campus Security	54	54	64	59	56	53	54	54	48	51
Wellness Center	47	46	49	46	48	40	48	45	46	49
Housing Office	39	42	45	45	43	36	37	41	35	44
Registrar`s Office	49	56	58	61	50	51	46	60	47	54
Experiential Learning Center	---	60	---	65	---	55	---	62	---	59
Student Life	52	58	58	64	54	55	53	55	48	56
Sullivan Center Hub	59	73	69	80	64	72	56	74	51	67
College Dean`s Office	53	57	54	64	56	56	53	59	52	55
Academic department office	67	68	68	70	67	69	68	70	66	64

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Satisfaction with Loyola Experience, Resources, and Services										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
Campus life										
Student Life activities and events	51	57	59	61	53	56	50	56	47	55
Housing	44	44	46	48	41	39	45	39	43	47
Athletic facilities	48	57	56	64	50	55	47	55	42	54
Fitness and recreation facilities	50	60	59	70	51	59	47	60	45	56
Dining facilities	29	35	29	30	28	31	28	36	29	39
Meal plan	30	36	26	32	32	38	32	38	29	38
Bus and shuttle	65	53	72	66	68	47	66	49	60	50
8-Ride	44	48	54	53	50	47	45	49	36	46
Health care and well-being facilities	43	41	44	43	45	38	43	40	43	44
Making friends	68	68	72	67	70	67	65	69	67	70
Campus appearance	77	74	78	79	78	71	77	75	76	73
Service offices and businesses	41	52	50	61	43	49	39	53	37	48
Off-campus life										
Housing	77	74	65	65	76	70	80	76	78	76
Commuting to campus	68	63	63	66	66	56	69	64	71	64
CTA U-Pass	89	89	94	90	91	90	87	90	87	87
Safety of area surrounding campus	48	41	56	45	49	35	44	39	47	45
Social and cultural events of Chicago	85	84	83	81	84	83	86	85	86	85

Source: Undergraduate Survey 2006-08

Table 2 Experiences with University Administrative Services (%)										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
Very easy to find correct office for problem	16	18	17	21	15	15	14	16	16	18
Felt University offices cared very much	14	20	20	28	14	20	14	20	11	17
Never asked one office to intervene with another	54	58	62	69	57	63	54	56	48	49
Almost never spent time on hold	17	22	22	31	17	20	16	22	14	18
Average time on hold less than 2 minutes or never	41	44	52	53	43	45	39	45	36	39
Processing time for paperwork: satisfied or very satisfied	32	41	38	46	31	40	31	41	30	39
Time to voicemail response: satisfied or very satisfied	31	40	40	46	30	36	30	45	27	36
Time to email response: satisfied or very satisfied	46	52	51	56	49	49	44	53	43	50

Source: Undergraduate Survey 2006-08