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Undergraduate Survey 2006-08

Summary Indices of Loyola Student Satisfaction

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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. A summary index of satisfaction is calculated for each of eighteen general areas; each satisfaction index is based on a set of questions related to that factor (see Appendix below for specific questions included in each index). Responses were collected on a five point scale, but have been converted here to a scale of 0 to 100, for easier interpretation.

This report summarizes these satisfaction indices for the 2008 Undergraduate Survey, and describes changes from 2006 to 2008 (see Figures 1 and 2 and Table 1 below).

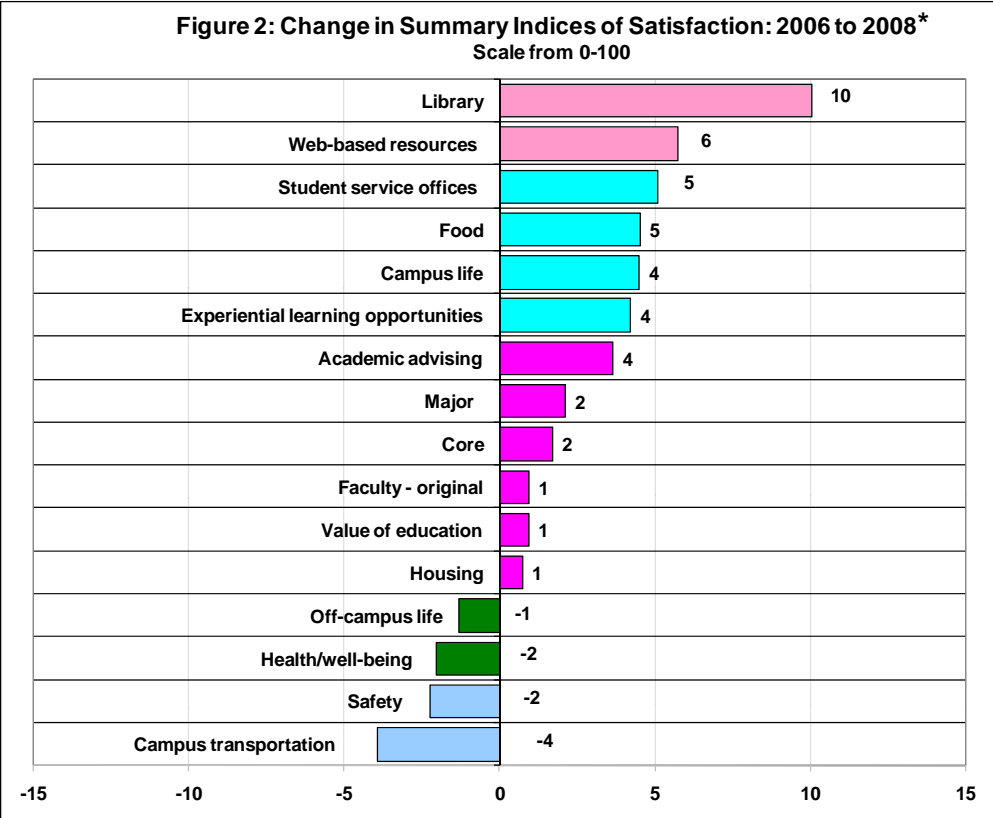
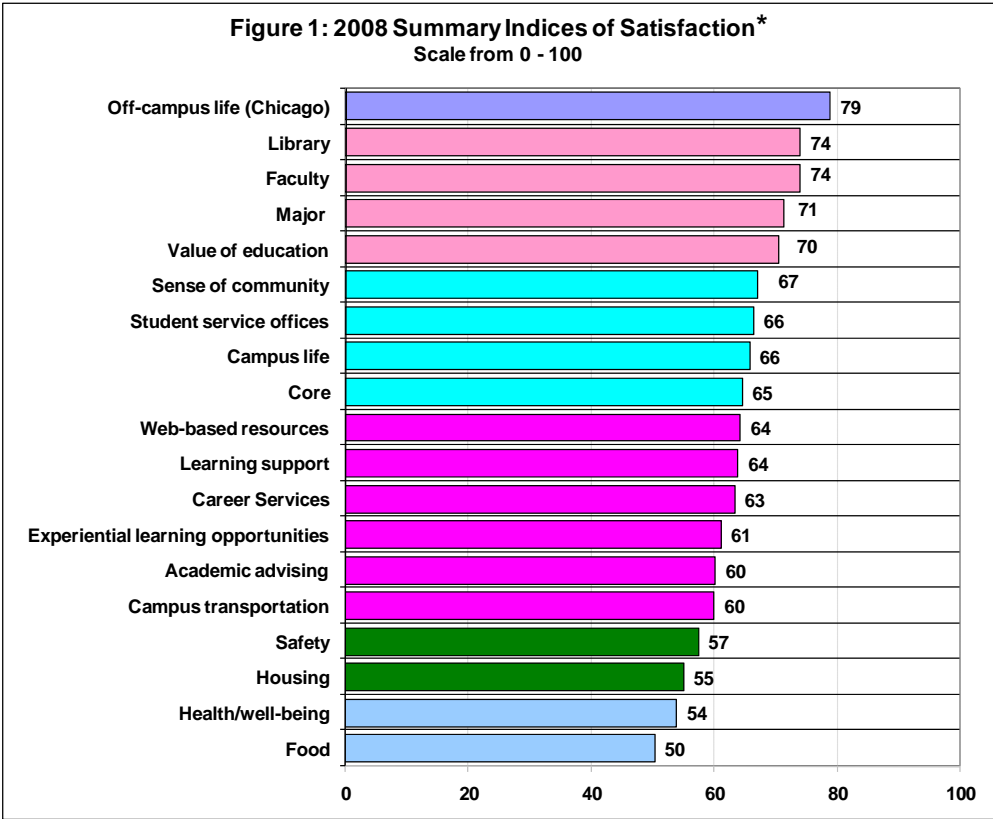
Key Findings

- The highest average index of satisfaction in 2008 was **Off-campus Life** (Chicago), just as in previous years (see Figure 1).
- Other high satisfaction indices of the Loyola experience were **Library**, **Faculty**, **Major**, and **Value of Education**.
- **Food Facilities/Plan** was the lowest average satisfaction index (as in past years), followed by **Health/Well-being**, and **Housing**.
- **Food Facilities/Plan** did improve by 5 points
- **Campus Transportation**, always one of the lower satisfaction indices, declined by 4 points.
- Relative rankings of the factors were fairly consistent across class levels.
- Seniors were slightly more satisfied than other class levels on some academic dimensions, including satisfaction with **Faculty** and **Major** (see Table 1b).

- Satisfaction with **Academic Advising**, **Career Services**, and the **Library** decreased steadily from freshmen to seniors (see Figure 2).
- Freshmen tended to be more satisfied than others with support services and resources such as **Advising**, **Learning Support**, **Library**, and **Campus Transportation**.
- Satisfaction has increased most, in both relative and absolute terms, with the **Library**, which rose by 10 points, from 6th in the rankings in 2006 to 2nd in 2008
- Also improved were satisfaction with **Web Resources**, **Student Services**, and **Food Facilities/Plan**.
- By far the greatest relative drop in satisfaction was the **Safety** index, which dropped from 8th in the 2006 rankings to 16th in the 2008 rankings.

Implications

- **Safety** is increasingly becoming an area of dissatisfaction among undergraduates.
- Student satisfaction levels with **resources and services** may be beginning to respond to investments, as reflected in greater satisfaction with the library, web resources, and student services.
- The fact that satisfaction with academic advising, Career Services, and the library decrease over a student's undergraduate career may be because many upperclassmen retain negative first impressions from entering when these services/resources were weaker, or it may be because upperclassmen have rising expectations of some services/resources, especially Career Services.
- The **overall trend** in student satisfaction is towards stability or small improvements.



- See appendix below for specific questions included in each index.

Table 1
Change in Summary Indices of Satisfaction from 2006 to 2008*
(sorted by amount of change)

Scale: 0 - 100	Total			Freshman			Sophomore			Junior			Senior		
	2006	2008	Diff**	2006	2008	Diff**	2006	2008	Diff**	2006	2008	Diff**	2006	2008	Diff**
Library	64	74	10	71	79	8	64	74	10	63	74	11	61	71	10
Web-based resources	58	64	6	59	66	7	56	64	8	58	63	4	60	64	5
Student service offices	61	66	5	65	70	5	62	66	4	60	67	6	60	64	5
Food	46	50	5	43	46	4	46	50	5	46	51	6	47	52	5
Campus life	61	66	4	66	69	3	62	65	3	59	65	6	59	64	5
Experiential learning opportunities (57	61	4	60	67	7	57	62	4	56	58	2	56	60	4
Academic advising	56	60	4	63	67	5	57	62	5	55	58	3	54	56	2
Major	69	71	2	69	72	3	68	70	2	69	70	2	70	72	2
Core	63	65	2	63	67	4	61	63	2	63	62	-1	64	65	2
Faculty - original	73	73	1	71	73	2	72	73	1	73	73	1	73	74	1
Value of education	70	70	1	68	70	2	70	70	0	69	70	1	70	71	1
Housing	54	55	1	56	58	2	55	51	-4	53	53	-1	53	57	4
Off-campus life (Chicago)	80	79	-1	82	81	-1	80	78	-2	80	79	0	80	78	-2
Health/well-being	56	54	-2	56	54	-2	56	50	-6	55	53	-2	56	56	0
Safety	60	57	-2	65	60	-5	60	55	-5	58	56	-2	58	58	1
Campus transportation	64	60	-4	70	65	-4	66	57	-9	64	59	-4	60	59	-1
Faculty (revised)	-	74	-	-	74	-	-	73	-	-	74	-	-	74	-
Learning support	-	64	-	-	69	-	-	65	-	-	62	-	-	61	-
Career Services	-	63	-	-	72	-	-	65	-	-	62	-	-	60	-
Social values	-	-	-	-	-	-	-	-	-	-	-	-	-	75	-
Loyola reputation	-	-	-	-	-	-	-	-	-	-	-	-	-	73	-
Expected alumni involvement	-	-	-	-	-	-	-	-	-	-	-	-	-	53	-
Jesuit values and faith	-	-	-	-	-	-	-	-	-	-	-	-	-	69	-

Source: Undergraduate Survey 2006 and 2008

* See Appendix below for specific questions included in each index.

** Red/blue indicates negative/positive change from 2006 to 2008; differences rounded to nearest tenth of a point.

Appendix

Questions included in 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 (2008 only)
- **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 Math Tutoring Center; Services in Writing Center; Academic support - general learning
- **Career Services:** Resources in Career Center; Advising in Career Center; Services 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