Student Satisfaction Inventory Results (2008)
Executive Summary

Respondent Profile

<table>
<thead>
<tr>
<th>Year</th>
<th>Respondents (N)</th>
<th>Women</th>
<th>Black</th>
<th>American Indian</th>
<th>Asian</th>
<th>Hispanic</th>
<th>White</th>
<th>Unknown</th>
<th>First Year</th>
<th>Sophomore</th>
<th>Junior</th>
<th>Senior</th>
<th>Campus Housing</th>
<th>Arts &amp; Sciences</th>
<th>Business</th>
<th>Education &amp; PS</th>
<th>Engineering &amp; T</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>2,008</td>
<td>59%</td>
<td>7%</td>
<td>1%</td>
<td>3%</td>
<td>5%</td>
<td>76%</td>
<td>8%</td>
<td>29%</td>
<td>23%</td>
<td>24%</td>
<td>24%</td>
<td>48%</td>
<td>49%</td>
<td>20%</td>
<td>22%</td>
<td>9%</td>
</tr>
<tr>
<td>2008</td>
<td>1,787</td>
<td>60%</td>
<td>6%</td>
<td>&lt;1%</td>
<td>3%</td>
<td>6%</td>
<td>78%</td>
<td>7%</td>
<td>25%</td>
<td>21%</td>
<td>27%</td>
<td>28%</td>
<td>39%</td>
<td>49%</td>
<td>19%</td>
<td>21%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Percentages may not add due to rounding

Satisfaction was higher in 2008 than in 2006 on 45 out of 55 items; 30 were higher at statistically significant levels, and 5 were higher by more than 0.2 standard deviations

The top items on which perceptions increased significantly and most meaningfully from 2004 to 2008 were:
- Billing policies are reasonable.
- Financial aid awards are announced in time to be helpful in college planning.
- I seldom get the "run-around" when seeking information on this campus.
- A variety of intramural recreational activities are offered.
- Tuition paid is a worthwhile investment.

The top items on which perceptions increased significantly and most meaningfully from 2006 to 2008 were:
- A variety of intramural recreational activities are offered.
- Registration processes and procedures are convenient.
- I seldom get the "run-around" when seeking information on this campus.
- There is an adequate selection of food available on campus.

Areas of strength continued to be:
- On the whole, the campus is well-maintained.
- This campus provides online access to services I need.
- Computer labs are adequate and accessible.
- The campus is safe and secure for all students.
- Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).

Areas for improvement continued to be:
- The amount of student parking space on campus is adequate.
- There is an adequate selection of food available on campus.
- I seldom get the "run-around" when seeking information on this campus.
- Living conditions in the residence halls are comfortable.
- Admissions staff provide personalized attention prior to enrollment.

Notably, the item about "run-around" showed meaningful improvement since 2004 and 2006 but was still one of the lowest-rated items, suggesting progress has been made, but there is still much room for improvement.

Areas most related to satisfaction with experience so far were:
- It is an enjoyable experience to be a student on this campus.
- I feel a sense of pride about my campus.
- Tuition paid is a worthwhile investment.
- Students are made to feel welcome here.
- Channels for expressing student complaints are readily available.