

Office of Analysis, Assessment and Accreditation

2010 Graduating Student Survey

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August 2010

2010 GRADUATING STUDENT SURVEY

EXECUTIVE SUMMARY

Each year, the Office of Analysis, Assessment, and Accreditation surveys graduating baccalaureate students to determine attitudes and perceptions of their experiences at Utah State University. The survey includes questions on: advising, faculty/departmental experiences, general education, libraries/technology, campus climate, future plans, use and evaluation of other services and activities, overall USU experiences, and student demographics. The results of this work are complemented by the freshman/sophomore survey also conducted by the Office each year, which provides an opportunity to measure changes in attitudes and perceptions over the course of students' academic careers.

The Graduating Student Survey is distributed as part of the graduation application packet. Students are asked to complete it as part of the requirements for graduation. The results reported here are based on responses by students who made application for graduation from May 2009 to May 2010. Only those students receiving bachelor's degrees were included in the data analysis. A total of 3,040 graduated with bachelor's degrees and 2,203 usable surveys were returned, for a return rate of 72.4%.

Approximately 85% of the respondents were between the ages 21 and 30. Fifty-three percent of the respondents were female, and 6.5% of the respondents were minority students. Four percent of the respondents were international students. Among the important findings of the survey are the following (Note: percentages for the following will not add up to 100% because neutral responses are not included):

Overall Perceptions of USU

- 91% of the respondents said they were satisfied with the education they received at USU; 1.8% were dissatisfied.
- 81.3% said if they had to make the decision again, they would still come to USU; 6.8% said they would not.
- 74.3% said that the tuition they paid at USU was a worthwhile investment; 6.4% indicated it was not a worthwhile investment.

General Education

- 43.5% of the respondents said General Education was a useful part of their university experience, 25.1% indicated it was not.
- 22.5% of the respondents had difficulty scheduling general education courses; 52.3% did not have difficulty scheduling courses.
- 37.6% of the respondents said that general education courses were well taught; 22.8% said general education courses were not well taught.

Faculty/Department Experiences

- 85.1% of the respondents were satisfied with the quality of teaching in their department; 3.8% were dissatisfied.
- 89.5% of the respondents were satisfied with their department; 2.8% were not.
- 88.7% said faculty were usually available after class and during office hours; 2.1% indicated they were not available.

Libraries/Technology

- 77.5% of the respondents said USU libraries had the books, journals, and materials they needed; 3.7% said materials were not available.
- 68.6% of the respondents indicated library staff were available and helpful; 4.3% said they were not.
- 79.5% said their teachers used technology effectively in the classroom; while 4.6% disagreed.

Campus Climate

- 94.6% of the respondents said they felt safe on the USU campus; 0.6% did not feel safe.
- 9.4% of the respondents said USU does not provide enough activities for students; 58.7% disagreed.
- 73.7% said faculty care about students; 4.4% said they did not care about students.

Future Plans

- 32.5% plan to continue their educations full-time.
- Of those respondents continuing their educations (full or part time), 70.8% will be seeking master's degrees.
- 65.7% will be employed full-time next year.
- 3.3% plan on staying at home with their children.

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SURVEY OBJECTIVES

Utah State University's assessment program surveys three groups of students and former students on a regular basis – freshmen/sophomores, candidates for graduation, and alumni. The Graduating Student Survey allows evaluation of how student opinion may have changed during the undergraduate years. The freshman/sophomore survey captures the perspectives of students as they begin their university experience, and the alumni survey evaluates their opinions after they have been established in their careers. Similar sets of questions appear on the Graduating Student Survey and the Freshman/Sophomore Student Survey to facilitate basic comparisons of student's experiences over time.

This report focuses on the results of the 2010 Graduating Student Survey. The primary objectives were to assess the attitudes and opinions of graduating students with respect to:

- Advising
- Faculty/Department Experiences
- General Education/University Studies
- Libraries/Technology
- Campus Climate
- Future Plans
- Use and Evaluation of Other Services and Activities
- Overall USU Experiences

SURVEY ADMINISTRATION

Development of the Survey Instrument – This is the second iteration of the revised Graduating Student Survey. Researchers reviewed the survey, lead discussions with representatives from colleges and non-academic departments, and refined survey questions to sharpen the focus and get a clearer picture of students' experiences with different segments of the university. The survey instrument is included as Appendix A.

Sample Selection and Survey Administration – An attempt was made to survey all of the undergraduate, graduating population. The Graduating Student Survey was distributed as part of the graduation application packet. All students were instructed to fill out the survey and return it with their graduation application materials. Surveys were collected by the Registrar's Office.

Data Analysis – Surveys were scanned and only students receiving bachelor's degrees were included in the data analysis. A total of 3,040 graduated with bachelor's degrees and 2,203 usable surveys were returned, for a return rate of 72.4%.

Tables in this report show cross-tabulations by college. The narrative, however, is based on the data from the "Total" columns, because variations by college were not usually apparent. Where isolated differences stand out, they are mentioned.

RESPONDENT CHARACTERISTICS (See Table 1)

In considering the college breakdowns shown below, it is important to note that 62 respondents (2.9%) indicated "Other" and 36 respondents (1.6%) did not indicate a college. The numbers of respondents by college are as follows:

Agriculture	124
Business	370
Education & Human Services	586
Engineering	217
Humanities, Arts & Social Sciences	606
Natural Resources	51
Science	151
Other	62
No Response	36

Eighty-five percent of the respondents were between the ages of 21 and 30. There were more women (53%) than men (47%). This relatively even gender split, however, obscures significant gender variations within individual colleges. For example, 82.8% of the respondents in the College of Education/Human Services were female. This is typical for this college. Only 8.3% of the respondents in the College of Engineering were female, which is also typical. Almost 50% of the respondents were married. Twenty-three percent of the respondents had one or more children. Seven percent of the respondents classified themselves as minorities.

Eighteen percent of the respondents came from outside of Utah, but within the USA, while 20.1% came from Cache Valley and 58.8% came from Utah, but outside Cache Valley. Four percent of the respondents were international students.

Thirty-seven percent of the respondents reported they had lived in student housing one or more semesters while attending USU. A plurality of respondents (29.7%) had been enrolled at USU for 7 or 8 semesters. Eighty-four percent of respondents had taken the majority of their college classes on USU's Logan Campus. Forty percent of the respondents had interrupted their educations. The most frequent period of interruption reported was one to two years. The most important reason for the interruption was church service.

TABLE 1. RESPONDENT CHARACTERISTICS									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
Gender									
Male	44.4%	70.5%	17.2%	91.7%	39.8%	70.6%	64.9%	43.5%	47.0%
Female	55.6%	29.5%	82.8%	8.3%	60.2%	29.4%	35.1%	56.5%	53.0%
International Students									
	1.6%	9.2%	1.2%	6.5%	2.0%	0.0%	4.0%	3.3%	3.6%
Minority Students									
	1.6%	8.4%	4.9%	8.1%	7.6%	4.0%	9.1%	5.1%	6.5%
Married									
	50.8%	49.7%	54.7%	59.1%	41.1%	40.0%	54.0%	40.3%	49.5%
How many children do you have?									
Zero	77.9%	79.9%	72.2%	67.3%	82.1%	78.0%	78.5%	70.5%	76.7%
1	9.8%	10.7%	8.6%	18.5%	9.7%	10.0%	14.1%	11.5%	10.8%
2	4.9%	3.6%	7.9%	9.5%	4.2%	8.0%	3.4%	13.1%	5.9%
3	1.6%	2.8%	4.1%	1.4%	2.0%	2.0%	2.0%	1.6%	2.6%
4 or more	5.7%	3.0%	7.2%	3.3%	2.0%	2.0%	2.0%	3.3%	4.0%
Age									
18-20 years old	4.1%	4.9%	5.2%	0.0%	6.1%	0.0%	2.0%	0.0%	4.3%
21-25 years old	66.6%	68.6%	64.6%	64.8%	70.3%	62.0%	75.3%	59.7%	67.5%
26-30 years old	19.5%	20.1%	11.5%	29.1%	14.9%	34.0%	19.2%	22.5%	17.6%
31-40 years old	5.6%	4.8%	10.3%	5.2%	6.0%	4.0%	3.4%	12.8%	6.8%
41-50 years old	3.2%	1.4%	5.5%	0.5%	2.5%	0.0%	0.0%	3.2%	2.6%
51+ years old	0.8%	0.6%	2.7%	0.5%	0.6%	0.0%	0.0%	0.0%	0.9%
Permanent address before first starting at USU.									
Cache Valley	16.1%	20.7%	18.5%	16.6%	23.8%	17.6%	19.9%	19.4%	20.1%
Utah, outside Cache Valley	70.2%	56.3%	60.5%	58.1%	55.8%	70.6%	55.0%	64.5%	58.8%
Outside Utah, but in USA	12.1%	14.9%	20.9%	20.7%	18.4%	11.8%	22.5%	12.9%	18.3%
Outside the USA	1.6%	8.2%	0.2%	4.6%	2.0%	0.0%	2.6%	3.2%	2.8%
Where did you take the majority of your college classes?									
USU's Logan Campus	90.3%	79.8%	73.4%	95.4%	89.2%	90.2%	92.7%	69.4%	83.7%
Other USU locations (e.g. Moab)	5.6%	12.0%	15.7%	0.5%	4.5%	0.0%	1.3%	16.1%	8.5%
Another Utah College/University	1.6%	6.8%	5.1%	3.2%	4.2%	9.8%	4.0%	9.7%	4.9%
A College/University outside Utah	2.4%	1.4%	5.8%	0.9%	2.2%	0.0%	2.0%	4.8%	2.9%
Semesters enrolled at USU.									
2 or less	0.0%	0.5%	1.7%	0.0%	0.2%	0.0%	0.0%	0.0%	0.6%
3-4	11.5%	13.1%	15.7%	2.8%	10.5%	8.0%	5.3%	14.5%	11.3%
5-6	19.7%	18.3%	21.0%	16.7%	16.4%	32.0%	17.2%	16.1%	18.6%
7-8	36.1%	30.2%	27.0%	30.1%	33.1%	16.0%	28.5%	19.4%	29.7%
9-10	17.2%	21.0%	21.3%	29.2%	19.9%	22.0%	31.1%	37.1%	22.6%
11-12	9.0%	7.1%	7.2%	11.6%	8.9%	8.0%	7.9%	6.5%	8.3%
More than 12	6.6%	9.8%	6.0%	9.7%	11.1%	14.0%	9.9%	6.5%	9.0%
Semesters lived in USU housing while attending USU.									
zero	66.1%	64.5%	69.0%	57.6%	59.2%	66.7%	58.3%	56.5%	63.0%
1-2	19.4%	21.1%	18.8%	18.9%	25.5%	17.6%	19.2%	25.8%	21.3%
3-4	11.3%	8.7%	6.5%	8.8%	7.8%	7.8%	11.3%	6.5%	8.1%
5 or more	3.2%	5.7%	5.7%	14.7%	7.5%	7.8%	11.3%	11.3%	7.5%
Other than summers, what was the longest interruption in your USU education?									
No interruption	62.9%	55.0%	69.3%	61.3%	54.3%	64.7%	54.3%	61.7%	60.1%
Less than year	8.9%	7.9%	9.1%	4.6%	12.6%	21.6%	8.6%	6.7%	9.6%
1-2 years	21.0%	31.4%	16.5%	28.6%	26.7%	13.7%	32.5%	26.7%	24.7%
3-4 years	1.6%	3.5%	1.7%	3.2%	2.8%	0.0%	3.3%	0.0%	2.5%
5 or more years	5.6%	2.2%	3.4%	2.3%	3.6%	0.0%	1.3%	5.0%	3.1%

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
What was the most important reason for the longest interruption?									
Finances	5.0%	4.5%	4.9%	3.3%	6.5%	8.3%	0.7%	5.6%	4.9%
Illness/stress	1.7%	2.0%	1.6%	0.5%	2.9%	0.0%	2.7%	7.4%	2.1%
Job	5.9%	2.2%	2.4%	1.9%	2.9%	8.3%	2.0%	3.7%	2.8%
Lack of interest in school	1.7%	0.8%	0.3%	0.9%	3.2%	6.3%	1.4%	0.0%	1.6%
Marriage	1.7%	1.4%	2.6%	0.0%	1.7%	2.1%	2.7%	0.0%	1.8%
Family responsibilities (childcare)	4.2%	3.9%	5.9%	1.4%	4.9%	0.0%	2.0%	5.6%	4.3%
Church service	13.4%	26.0%	10.5%	27.4%	17.7%	8.3%	31.8%	13.0%	18.5%
Attended another university	1.7%	2.2%	0.9%	1.4%	2.2%	4.2%	0.0%	0.0%	1.6%
Military Service	0.8%	1.4%	0.9%	1.4%	0.3%	2.1%	0.7%	1.9%	0.9%
Other	2.5%	2.5%	3.3%	1.4%	5.1%	2.1%	5.4%	7.4%	3.7%
No interruption	61.3%	53.1%	66.7%	60.5%	52.6%	58.3%	50.7%	55.6%	57.9%
	NOTE: Percentages are based on the number of students responding to each question.								

FINDINGS: SOURCES OF FINANCIAL AID (See Table 2)

Students were asked to indicate the percent of their financial support for school (tuition, books, housing, food, etc.) that came from each of the following sources. The mean percent for each source follows:

17.8%	Parents or other relative
3.0%	Spouse
11.6%	Personal Savings
14.0%	Employment
20.4%	Scholarships
14.5%	Loans
14.4%	Grants
2.0%	Other

Forty-nine percent of respondent's total financial support came from public or donated funds in the form of scholarships, loans, or grants. Scholarships were the most important sources of funds (20.4%).

Seventy-one percent of the respondents worked half-time or more while taking courses at USU. Only 9.7% of the respondents did not work at all.

Since the nation is in the midst of an economic downturn it is timely to review students' responses to these financial questions for the past several years. That data, below, shows there was a decrease in the percentage of respondents reporting using parents or other relatives as sources of financial aid in 2010. In the last two years there was an increase in the use of scholarships, and a decrease in the use of grants. Other sources were relatively consistent over this four year period.

<u>Sources of Financial Aid</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Parents or other relative	19.4%	19.0%	19.6%	17.8%
Spouse	3.0%	3.7%	3.3%	3.0%
Personal Savings	11.3%	11.3%	10.7%	11.6%
Employment	14.5%	14.9%	13.6%	14.0%
Scholarships	18.1%	18.7%	20.7%	20.4%
Loans	15.6%	14.8%	14.2%	14.5%
Grants	15.6%	15.2%	12.9%	14.4%
Other	2.0%	2.0%	2.1%	2.0%

The Financial Aid Office reports that the total number of dollars available for Pell Grants is up 49% over the last year. The total number of dollars for loans is up 23% over the last year. The number of applications for these monies is up 29% over the last year.

Respondent's working hours over the last four years stayed fairly consistent.

<u>Hours worked.</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Did not work at all	9.2%	9.0%	9.8%	9.7%
Worked ¼ time	19.4%	19.0%	18.4%	19.0%
Worked ½ time	34.4%	32.5%	35.3%	34.0%
Worked ¾ time	19.0%	18.8%	17.4%	18.0%
Worked full-time	18.0%	20.7%	19.1%	19.2%

In looking at data received from the USU Financial Aid Office the number of off-campus job postings has decreased 20% over the last year, and the number of on-campus job postings has decreased 18%. The number of students wanting work-study jobs has increased 50%, and there was a 10% increase in students looking for on-campus jobs. The Financial Aid Office also reported that Student Employment was down 10% but Graduate Assistantships were up 11%.

TABLE 2. SOURCES OF FINANCIAL AID									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
Parents or other relative	12.1%	25.3%	17.8%	10.4%	19.3%	15.7%	10.7%	14.8%	17.8%
Spouse	2.4%	1.7%	4.7%	3.4%	2.0%	3.1%	3.8%	1.0%	3.0%
Personal Savings	16.5%	12.0%	12.5%	13.1%	9.2%	11.4%	10.5%	12.1%	11.6%
Employment	15.2%	16.0%	11.7%	13.8%	14.6%	15.9%	14.8%	12.7%	14.0%
Scholarship	19.2%	19.9%	18.8%	27.3%	19.1%	10.8%	27.7%	18.9%	20.4%
Loans	11.6%	12.2%	17.1%	11.3%	15.4%	20.4%	10.5%	16.5%	14.5%
Grants	15.3%	10.0%	13.3%	19.0%	15.2%	15.7%	18.7%	14.1%	14.4%
Other	6.0%	1.4%	2.6%	1.0%	1.7%	3.0%	0.2%	3.4%	2.0%
NOTE: Figures reported as means.									
On average, how much do you work while taking courses at USU?									
Not at all	8.1%	13.4%	9.5%	11.5%	8.1%	11.8%	5.3%	11.3%	9.7%
One-fourth time	23.4%	17.2%	17.7%	23.5%	16.9%	25.5%	27.2%	14.5%	19.0%
One-half time	32.3%	27.5%	33.7%	41.0%	35.5%	29.4%	40.4%	27.4%	34.0%
Three-fourths time	16.9%	16.6%	19.4%	12.9%	19.8%	25.5%	13.9%	19.4%	18.0%
Full-time	19.4%	25.3%	19.6%	11.1%	19.7%	7.8%	13.2%	27.4%	19.2%
NOTE: Percentages are based on the number of students responding to each question.									

FINDINGS: ADVISING (See Table 3)

The survey included several questions about academic advising at USU. It should be noted that respondents have the option of marking "Not Applicable" on items asking for ratings. "Not Applicable" responses have been removed, to ensure that the ratings reflect only those who had relevant experiences at USU.

When students were asked about the most important sources of information used for their academic planning, 48.2% said their *advisor* was the most important source. Another 34.6% said the *major requirement sheets* were their most important source of information. Sixty-one percent of the respondents met with their advisor once a semester during the past school year. Nine percent had never met with their advisor during the past school year. The most frequently mentioned reasons for not meeting with advisors were: "Got the needed information elsewhere" (25.1%) or "Communicated with advisor by email or telephone" (16.4%).

Seventy-two percent of the respondents agreed or strongly agreed that their advisor gave them good advice, while 8.7% disagreed or strongly disagreed. When asked if their advisors cared about them as an individual, 62.9% agreed or strongly agreed that they did, and 12.7% disagreed or strongly disagreed. More respondents from the colleges of Agriculture, Science, and Other strongly agreed that their advisor cared about them as individuals. Twenty-two percent of the respondents said they had difficulty getting an appointment with an advisor. It should be noted that in the colleges of Agriculture and Science, more respondents strongly disagreed with this statement, suggesting scheduling is easier in those colleges.

Seventy-four percent of the respondents agreed or strongly agreed that they were satisfied with their advisor, while 9.8% disagreed or strongly disagreed. More respondents in the colleges of Agriculture and Science, and those indicating "Other", strongly agreed that they were satisfied with their advisor. When asked if "Overall I am satisfied with the advising system at USU", 63.3% agreed or strongly agreed, while 14.8% disagreed or strongly disagreed. More respondents marking "Other" for college strongly agreed with this statement.

Neutral responses to the advising questions ranged from 16.4% to 24.4%. The data suggest that students are fairly satisfied with advising at USU, but the lack of overwhelming agreement as indicated by the neutral responses show likely room for improvement. Variations between advising performance within individual colleges can be reviewed in the attached table.

TABLE 3. ADVISING									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
Most important source of information used for academic planning.									
Advisor	67.7%	51.8%	47.3%	47.4%	39.7%	43.1%	52.3%	75.4%	48.2%
Catalog	3.2%	3.8%	5.3%	2.3%	7.6%	9.8%	7.9%	1.6%	5.5%
Other students	0.0%	6.2%	4.6%	11.2%	4.6%	2.0%	2.6%	4.9%	5.1%
Faculty, not advisor	3.2%	1.6%	3.6%	4.2%	4.8%	5.9%	3.3%	3.3%	3.7%
Major requirement sheets	23.4%	34.1%	34.6%	33.0%	39.7%	39.2%	33.8%	11.5%	34.6%
CAPP (Curriculum Advising Program)	0.8%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Other	1.6%	2.4%	4.3%	1.9%	3.5%	0.0%	0.0%	3.3%	2.9%
Met with advisor how often in the past school year.									
Once a week	5.6%	0.5%	0.2%	0.0%	0.7%	0.0%	0.7%	1.6%	0.7%
Once a month	18.5%	11.7%	11.8%	6.5%	11.2%	24.0%	20.5%	16.4%	12.5%
Once a semester	57.3%	68.0%	61.7%	61.3%	55.8%	54.0%	58.9%	77.0%	60.9%
Once	15.3%	14.6%	12.7%	20.7%	23.2%	14.0%	13.9%	3.3%	16.8%
Never	3.2%	5.1%	16.3%	11.5%	9.2%	8.0%	6.0%	1.6%	9.1%
Reasons for not meeting with your advisor more often.									
Did not know who my advisor was	0.8%	1.9%	2.9%	0.5%	3.5%	2.0%	0.7%	1.6%	2.3%
Advisor was not helpful	4.8%	3.0%	7.3%	6.9%	7.1%	7.8%	6.6%	1.6%	6.1%
Advisor was not available	3.2%	2.4%	2.7%	4.1%	5.4%	3.9%	1.3%	6.5%	3.6%
Got needed information elsewhere	16.9%	21.6%	21.7%	35.5%	30.9%	31.4%	21.9%	6.5%	25.1%
Communicated with advisor by email	14.5%	17.0%	22.5%	9.7%	15.2%	7.8%	12.6%	11.3%	16.4%
My USU advisors gave me good advice.									
Strongly agree	45.9%	37.9%	33.8%	19.5%	28.3%	45.8%	47.7%	59.0%	34.3%
Agree	29.5%	42.9%	37.7%	45.1%	37.9%	31.3%	33.6%	24.6%	38.1%
Neutral	15.6%	13.7%	18.9%	24.2%	23.9%	18.8%	10.1%	11.5%	18.9%
Disagree	7.4%	4.1%	5.5%	6.0%	5.3%	2.1%	5.4%	3.3%	5.2%
Strongly disagree	1.6%	1.4%	4.1%	5.1%	4.6%	2.1%	3.4%	1.6%	3.5%
My advisors cared about me as an individual.									
Strongly agree	54.9%	29.3%	26.5%	17.0%	25.9%	38.0%	45.6%	55.7%	30.0%
Agree	19.7%	36.7%	32.2%	36.8%	34.4%	32.0%	30.9%	21.3%	32.9%
Neutral	18.0%	25.8%	24.7%	33.0%	25.9%	24.0%	12.1%	11.5%	24.4%
Disagree	5.7%	4.9%	9.8%	6.6%	8.9%	6.0%	8.1%	6.6%	7.8%
Strongly disagree	1.6%	3.3%	6.8%	6.6%	4.9%	0.0%	3.4%	4.9%	4.9%
I often have difficulty getting an appointment with an advisor.									
Strongly agree	7.7%	7.4%	5.7%	6.8%	10.9%	4.3%	6.4%	22.2%	8.1%
Agree	10.3%	17.2%	10.8%	16.4%	16.4%	8.5%	5.7%	11.1%	13.6%
Neutral	9.4%	21.8%	20.5%	28.5%	24.5%	19.1%	12.8%	18.5%	21.4%
Disagree	23.9%	23.2%	29.0%	31.9%	23.3%	27.7%	24.1%	20.4%	25.8%
Strongly disagree	48.7%	30.4%	34.1%	16.4%	24.9%	40.4%	51.1%	27.8%	31.1%
I am satisfied with my advisor.									
Strongly agree	51.2%	37.6%	32.9%	15.9%	28.5%	44.0%	53.4%	57.4%	34.3%
Agree	30.9%	43.1%	35.9%	45.8%	44.5%	36.0%	27.0%	29.5%	39.4%
Neutral	12.2%	13.7%	17.4%	26.2%	17.3%	14.0%	8.1%	9.8%	16.4%
Disagree	2.4%	2.7%	7.7%	6.1%	5.8%	4.0%	6.8%	3.3%	5.5%
Strongly disagree	3.3%	2.7%	6.0%	6.1%	3.9%	2.0%	4.7%	0.0%	4.3%
Overall, I am satisfied with the advising system at USU.									
Strongly agree	31.1%	28.8%	25.4%	14.0%	18.5%	24.0%	29.3%	52.5%	24.3%
Agree	39.3%	42.2%	38.8%	42.1%	38.5%	36.0%	36.7%	23.0%	39.0%
Neutral	21.3%	18.1%	18.5%	30.8%	24.6%	26.0%	21.1%	16.4%	21.8%
Disagree	4.9%	6.8%	10.9%	7.9%	10.5%	12.0%	7.5%	4.9%	9.0%
Strongly disagree	3.3%	4.1%	6.4%	5.1%	7.9%	2.0%	5.4%	3.3%	5.8%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: FACULTY/DEPARTMENT EXPERIENCES (See Table 4)

Several questions in the survey were included to determine how students perceived their faculty and department interactions. Responses by students marking "Not Applicable" were removed. When responding to the statement "I am satisfied with the quality of teaching in my department", 85.1% of the respondents agreed or strongly agreed. Four percent of the respondents disagreed or strongly disagreed. When students were asked if they were treated fairly by their department, 90.2% agreed or strongly agreed that they were. Two percent of the respondents disagreed or strongly disagreed with this statement.

When rating the availability of faculty after class and during office hours, 88.7% of the respondents agreed or strongly agreed they were available, while 2.1% disagreed or strongly disagreed. When asked if the requirements for their majors were clear and reasonable, 84.9% agreed or strongly agreed, and 4.1% disagreed or strongly disagreed.

Seventy-three percent of the respondents indicated that there was at least one faculty member that they considered a friend. Eleven percent of the respondents disagreed or strongly disagreed that they had a friendship with a faculty member. When responding to the statement, "Overall I am satisfied with my department", 89.5% agreed or strongly agreed, while 2.8% disagreed or strongly disagreed.

Neutral responses ranged from 7.8% to 16.3%. The data suggest that overall the respondents were satisfied with their faculty and departmental experiences.

TABLE 4. FACULTY/DEPARTMENT EXPERIENCES									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
I am satisfied with the quality of teaching in my department.									
Strongly agree	36.6%	26.2%	41.2%	16.2%	41.0%	22.0%	32.7%	35.0%	34.6%
Agree	52.0%	58.3%	49.0%	63.9%	42.5%	52.0%	48.0%	50.0%	50.5%
Neutral	7.3%	12.3%	7.6%	13.0%	11.5%	24.0%	14.7%	13.3%	11.0%
Disagree	3.3%	2.7%	2.1%	5.6%	3.6%	2.0%	2.7%	1.7%	3.0%
Strongly disagree	0.8%	0.5%	0.2%	1.4%	1.4%	0.0%	2.0%	0.0%	0.8%
I was treated fairly by my department.									
Strongly agree	45.5%	35.2%	47.6%	22.3%	43.4%	36.0%	40.0%	38.3%	40.6%
Agree	49.6%	53.0%	44.5%	66.5%	46.3%	50.0%	50.7%	48.3%	49.6%
Neutral	3.3%	10.4%	6.4%	8.8%	9.0%	12.0%	8.0%	10.0%	8.2%
Disagree	0.8%	1.4%	1.0%	2.3%	0.9%	2.0%	1.3%	0.0%	1.2%
Strongly disagree	0.8%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	3.3%	0.4%
Faculty were usually available after class and during office hours.									
Strongly agree	48.8%	42.5%	45.3%	25.6%	47.7%	45.8%	41.3%	49.2%	43.5%
Agree	43.9%	43.6%	46.9%	55.9%	40.8%	47.9%	46.7%	39.0%	45.2%
Neutral	7.3%	11.7%	7.1%	12.8%	9.1%	4.2%	9.3%	8.5%	9.2%
Disagree	0.0%	1.7%	0.7%	5.2%	1.9%	2.1%	1.3%	1.7%	1.7%
Strongly disagree	0.0%	0.6%	0.0%	0.5%	0.5%	0.0%	1.3%	1.7%	0.4%
Requirements for my major were clear and reasonable.									
Strongly agree	44.7%	35.5%	39.8%	17.7%	43.5%	30.0%	38.0%	41.7%	37.8%
Agree	35.8%	51.9%	45.7%	62.3%	41.9%	52.0%	50.7%	36.7%	47.1%
Neutral	13.8%	9.8%	10.2%	14.4%	10.2%	16.0%	9.3%	15.0%	11.0%
Disagree	3.3%	2.5%	2.6%	5.1%	3.1%	2.0%	1.3%	6.7%	3.0%
Strongly disagree	2.4%	0.3%	1.7%	0.5%	1.4%	0.0%	0.7%	0.0%	1.1%
There is at least one faculty member that I consider a friend.									
Strongly agree	55.3%	37.8%	38.9%	29.2%	45.4%	53.1%	44.7%	49.2%	41.6%
Agree	27.6%	29.4%	29.6%	39.6%	30.5%	34.7%	31.3%	27.1%	30.9%
Neutral	11.4%	18.2%	18.5%	17.0%	15.5%	4.1%	14.7%	13.6%	16.3%
Disagree	4.9%	10.1%	7.9%	9.0%	6.9%	2.0%	6.0%	8.5%	7.7%
Strongly disagree	0.8%	4.5%	5.2%	5.2%	1.7%	6.1%	3.3%	1.7%	3.6%
Overall, I am satisfied with my department.									
Strongly agree	52.0%	38.2%	47.8%	23.8%	44.1%	34.0%	39.3%	41.7%	41.9%
Agree	40.7%	50.0%	44.6%	61.2%	44.1%	54.0%	50.0%	50.0%	47.6%
Neutral	4.9%	10.2%	5.5%	10.7%	8.3%	12.0%	5.3%	8.3%	7.8%
Disagree	1.6%	1.6%	1.7%	3.7%	2.9%	0.0%	2.0%	0.0%	2.2%
Strongly disagree	0.8%	0.0%	0.3%	0.5%	0.5%	0.0%	3.3%	0.0%	0.6%
NOTE: Percentages are based on the number of students responding to each question.									

FINDINGS: GENERAL EDUCATION/UNIVERSITY STUDIES (See Table 5)

General education courses are designed to enhance students' skills in communication, mathematics, and computer literacy; they are also designed to give them the needed background in the humanities and in the social, life and physical sciences. With this in mind students were asked to respond to the statement, "General Education was a useful part of my university experience." Forty-four percent of the respondents agreed or strongly agreed, while 25.1% disagreed or strongly disagreed. Only 37.6% of the respondents agreed or strongly agreed that General Education courses were well taught, while 39.7% of respondents were neutral, and 23% of respondents disagreed or strongly disagreed with this statement.

When asked if students had difficulty scheduling General Education courses, 22.5% agreed or strongly agreed, while 52.3% disagreed or strongly disagreed. Students were asked if "General education requirements were confusing"; 29% of the respondents agreed or strongly agreed, while 45.1% disagreed or strongly disagreed.

Students were asked to evaluate their writing and computer skills; 74.5% said they were good writers, and 83.6% said they had good computer skills. More respondents from the College of Humanities, Arts and Social Sciences strongly agreed that they were good writers. More respondents from the College of Engineering strongly agreed that they had good computer skills. When asked "I have the skills that I need in mathematics", 76.2% of the respondents agreed or strongly agreed. Six percent of the respondents disagreed or strongly disagreed with this statement. Note that more respondents in the Colleges of Engineering and Science strongly agreed that they had the skills they needed in mathematics. Neutral responses on all of these questions ranged from 13.6% to 39.7%.

TABLE 5. GENERAL EDUCATION/UNIVERSITY STUDIES

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
I had difficulty scheduling general education courses.									
Strongly agree	4.5%	5.4%	5.7%	3.3%	8.1%	10.9%	5.6%	11.8%	6.3%
Agree	17.0%	16.5%	14.5%	17.1%	17.3%	15.2%	14.8%	17.6%	16.2%
Neutral	29.5%	24.3%	23.0%	25.7%	27.4%	17.4%	22.5%	29.4%	25.1%
Disagree	33.0%	35.9%	32.0%	31.4%	29.5%	37.0%	35.9%	23.5%	32.1%
Strongly disagree	16.1%	18.0%	24.8%	22.4%	17.7%	19.6%	21.1%	17.6%	20.2%
General Education requirements were confusing.									
Strongly agree	6.2%	4.8%	4.1%	4.8%	9.0%	6.4%	7.1%	6.3%	6.1%
Agree	27.4%	24.2%	21.5%	19.0%	23.7%	23.4%	21.4%	29.2%	22.9%
Neutral	31.0%	29.0%	26.2%	29.5%	22.8%	23.4%	18.6%	29.2%	25.8%
Disagree	23.9%	30.4%	30.5%	31.4%	31.4%	42.6%	36.4%	12.5%	30.7%
Strongly disagree	11.5%	11.6%	17.7%	15.2%	13.1%	4.3%	16.4%	22.9%	14.4%
General Education courses were well taught.									
Strongly agree	4.4%	6.3%	6.1%	3.3%	7.0%	0.0%	8.5%	13.2%	6.2%
Agree	24.6%	32.1%	33.9%	31.6%	29.8%	17.8%	31.7%	45.3%	31.4%
Neutral	42.1%	39.3%	38.6%	42.6%	40.7%	46.7%	38.0%	22.6%	39.7%
Disagree	22.8%	16.7%	17.1%	14.8%	15.7%	22.2%	16.9%	11.3%	16.7%
Strongly disagree	6.1%	5.7%	4.3%	7.7%	6.8%	13.3%	4.9%	7.5%	6.1%
I am a good writer.									
Strongly agree	24.8%	18.3%	22.7%	14.6%	33.8%	8.2%	18.9%	20.3%	23.7%
Agree	48.8%	49.0%	55.2%	46.2%	47.9%	59.2%	56.1%	50.8%	50.8%
Neutral	18.2%	25.8%	17.0%	28.3%	13.4%	28.6%	20.3%	23.7%	19.4%
Disagree	7.4%	5.5%	3.4%	7.5%	4.1%	2.0%	4.7%	5.1%	4.7%
Strongly disagree	0.8%	1.4%	1.8%	3.3%	0.9%	2.0%	0.0%	0.0%	1.4%
I have good computer skills.									
Strongly agree	28.1%	34.3%	23.0%	45.3%	30.6%	18.4%	44.3%	35.0%	31.4%
Agree	52.9%	50.4%	58.9%	49.1%	52.1%	57.1%	38.3%	41.7%	52.2%
Neutral	18.2%	14.1%	14.7%	5.1%	13.2%	24.5%	12.8%	18.3%	13.6%
Disagree	0.8%	1.1%	2.8%	0.0%	3.8%	0.0%	4.7%	3.3%	2.5%
Strongly disagree	0.0%	0.0%	0.5%	0.5%	0.3%	0.0%	0.0%	1.7%	0.3%
I have the skills that I need in mathematics.									
Strongly agree	24.2%	34.6%	19.6%	55.1%	17.3%	14.6%	51.7%	20.3%	27.7%
Agree	52.5%	50.4%	54.1%	38.3%	47.5%	50.0%	40.3%	42.4%	48.5%
Neutral	21.7%	11.4%	18.4%	5.1%	26.1%	25.0%	6.0%	22.0%	17.5%
Disagree	1.7%	3.0%	5.9%	0.9%	6.2%	8.3%	1.3%	10.2%	4.6%
Strongly disagree	0.0%	0.6%	2.0%	0.5%	2.9%	2.1%	0.7%	5.1%	1.7%
General Education was a useful part of my university experience.									
Strongly agree	0.9%	11.3%	11.5%	5.3%	9.5%	6.7%	7.7%	20.4%	9.5%
Agree	34.2%	35.7%	34.8%	34.4%	31.2%	33.3%	32.2%	50.0%	34.0%
Neutral	34.2%	28.4%	31.8%	34.0%	32.1%	28.9%	35.7%	16.7%	31.5%
Disagree	13.7%	15.7%	15.0%	12.4%	16.6%	13.3%	13.3%	7.4%	14.9%
Strongly disagree	17.1%	9.0%	6.9%	13.9%	10.6%	17.8%	11.2%	5.6%	10.2%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: LIBRARIES/TECHNOLOGY (See Table 6)

The Libraries/Technology questions related to students' experiences with library materials, staff, online courses, and classroom technology. When asked if USU libraries had the books, journals, and materials needed, 77.5% of the respondents agreed or strongly agreed. Four percent of the respondents disagreed or strongly disagreed. Twenty-four percent of the respondents indicated that they had difficulty locating materials in USU's libraries, while 42.8% did not. Sixty-nine percent of the respondents agreed or strongly agreed that USU library staff was available and helpful, 4.3% disagreed or strongly disagreed.

When asked if USU should offer more online courses, 40.7% of the respondents agreed or strongly agreed. Thirteen percent of the respondents disagreed or strongly disagreed there should be more online courses. Almost 80% of the respondents said their teachers used technology effectively in the classroom, while 4.6% said they did not. Neutral responses on all of these questions ranged from 15.9% to 46.1%.

Responses suggest that graduating students are generally happy with USU libraries and technology, but that additional attention might be paid to helping students identify needed materials in USU's libraries.

TABLE 6. LIBRARIES/TECHNOLOGY									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
USU libraries had the books, journals, materials I needed.									
Strongly agree	20.9%	34.3%	26.7%	16.2%	31.8%	28.6%	35.4%	38.6%	29.1%
Agree	58.3%	42.5%	52.5%	46.7%	47.7%	55.1%	45.8%	38.6%	48.4%
Neutral	17.4%	19.9%	17.0%	32.5%	17.3%	14.3%	15.3%	15.8%	18.9%
Disagree	2.6%	2.8%	2.8%	4.1%	2.5%	2.0%	2.8%	5.3%	2.9%
Strongly disagree	0.9%	0.6%	1.0%	0.5%	0.7%	0.0%	0.7%	1.8%	0.8%
It is difficult to locate materials in USU's libraries.									
Strongly agree	4.4%	7.1%	5.9%	4.5%	6.0%	0.0%	2.1%	9.6%	5.6%
Agree	17.5%	19.2%	22.0%	16.5%	17.3%	16.0%	14.2%	17.3%	18.5%
Neutral	41.2%	31.6%	33.8%	38.5%	32.0%	18.0%	30.5%	36.5%	33.2%
Disagree	21.9%	24.5%	23.5%	29.5%	25.8%	38.0%	30.5%	21.2%	25.7%
Strongly disagree	14.9%	17.6%	14.9%	11.0%	18.9%	28.0%	22.7%	15.4%	17.1%
USU library staff were available and helpful.									
Strongly agree	20.4%	24.4%	22.5%	12.2%	23.4%	18.4%	26.6%	37.5%	22.5%
Agree	44.2%	42.9%	49.1%	51.0%	46.7%	49.0%	39.6%	33.9%	46.1%
Neutral	28.3%	28.7%	24.5%	32.7%	25.5%	26.5%	30.2%	23.2%	27.0%
Disagree	6.2%	3.1%	3.2%	2.0%	3.7%	6.1%	2.9%	5.4%	3.5%
Strongly disagree	0.9%	0.9%	0.6%	2.0%	0.7%	0.0%	0.7%	0.0%	0.8%
USU should offer more online courses.									
Strongly agree	10.7%	21.9%	18.2%	8.3%	17.7%	6.3%	10.6%	24.1%	16.6%
Agree	24.0%	23.1%	28.6%	27.2%	20.3%	22.9%	23.4%	17.2%	24.1%
Neutral	54.5%	47.3%	42.0%	49.5%	44.6%	50.0%	51.1%	46.6%	46.1%
Disagree	8.3%	5.0%	7.4%	8.7%	10.0%	8.3%	10.6%	10.3%	8.2%
Strongly disagree	2.5%	2.7%	3.7%	6.3%	7.4%	12.5%	4.3%	1.7%	4.9%
My teachers used technology effectively in the classroom.									
Strongly agree	18.0%	22.1%	25.0%	15.4%	23.8%	16.0%	21.6%	27.9%	22.4%
Agree	66.4%	54.3%	57.3%	66.8%	53.4%	64.0%	56.1%	50.8%	57.1%
Neutral	12.3%	19.0%	13.2%	12.6%	18.1%	14.0%	16.9%	18.0%	15.9%
Disagree	3.3%	3.9%	3.6%	3.7%	3.4%	4.0%	4.7%	1.6%	3.6%
Strongly disagree	0.0%	0.6%	0.9%	1.4%	1.2%	2.0%	0.7%	1.6%	1.0%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: CAMPUS CLIMATE (See Table 7)

These questions deal with student opinion regarding safety issues, tolerance of different points of view, diversity, and a sense of being cared about in their interactions at Utah State University.

An overwhelming majority of respondents (94.6%) felt safe on the USU campus. Only 0.6% of the respondents did not feel safe. A majority of the respondents (75.5%) agreed or strongly agreed that professors at USU were tolerant of different points of view, while 6.2% disagreed or strongly disagreed. Sixty-one percent of the respondents felt that students' at USU were tolerant of different points of view, while 13.5% disagreed or strongly disagreed.

Seventy-four percent of the respondents agreed or strongly agreed that faculty at USU care about students, while 4.4% disagreed or strongly disagreed. Sixty-six percent of the respondents felt staff at USU care about students, while 6.5% disagreed or strongly disagreed.

Nine percent of the respondents felt that USU did not provide enough activities for its students, while 58.7% did think there were enough activities. Sixty-four percent of the respondents agreed or strongly agreed that they got to know students from other countries and of other races, 14.5% disagreed or strongly disagreed.

Neutral responses on these questions ranged from 4.7% to 31.9%. Overall a majority of respondents saw USU as a safe, tolerant and caring place to be.

TABLE 7. CAMPUS CLIMATE									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
I felt safe on the USU campus.									
Strongly agree	51.7%	61.3%	45.4%	58.6%	53.2%	52.0%	58.7%	60.3%	53.7%
Agree	44.8%	32.9%	49.0%	37.7%	41.6%	38.0%	36.0%	31.0%	40.9%
Neutral	3.4%	5.5%	5.0%	1.9%	4.5%	8.0%	4.7%	8.6%	4.7%
Disagree	0.0%	0.3%	0.6%	0.5%	0.7%	2.0%	0.7%	0.0%	0.5%
Strongly disagree	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.1%
Professors at USU are tolerant of different points of view.									
Strongly agree	26.2%	29.6%	24.4%	19.1%	24.8%	26.5%	26.7%	36.7%	25.5%
Agree	45.9%	49.9%	50.4%	54.9%	51.2%	46.9%	44.7%	41.7%	50.0%
Neutral	19.7%	16.3%	19.4%	19.5%	17.3%	16.3%	20.7%	15.0%	18.2%
Disagree	6.6%	3.4%	5.3%	3.3%	5.3%	4.1%	6.7%	6.7%	4.9%
Strongly disagree	1.6%	0.8%	0.5%	3.3%	1.4%	6.1%	1.3%	0.0%	1.3%
Students at USU are tolerant of different points of view.									
Strongly agree	14.8%	22.3%	16.6%	13.0%	13.3%	4.0%	13.3%	28.3%	16.0%
Agree	46.7%	44.1%	50.6%	50.2%	39.1%	34.0%	40.7%	41.7%	44.6%
Neutral	27.9%	22.3%	24.8%	24.7%	29.8%	30.0%	26.0%	18.3%	26.0%
Disagree	8.2%	7.6%	6.2%	7.9%	12.4%	16.0%	13.3%	8.3%	9.3%
Strongly disagree	2.5%	3.7%	1.9%	4.2%	5.3%	16.0%	6.7%	3.3%	4.2%
USU does not provide enough activities for its students.									
Strongly agree	1.8%	3.9%	2.9%	1.5%	4.0%	6.1%	4.1%	7.5%	3.5%
Agree	3.6%	6.4%	3.1%	6.8%	7.6%	8.2%	4.1%	13.2%	5.9%
Neutral	35.5%	27.9%	30.3%	42.7%	28.9%	46.9%	31.0%	41.5%	31.9%
Disagree	35.5%	42.4%	39.2%	31.1%	34.3%	18.4%	35.2%	20.8%	35.9%
Strongly disagree	23.6%	19.4%	24.4%	18.0%	25.2%	20.4%	25.5%	17.0%	22.8%
I got to know students from other countries and of other races.									
Strongly agree	13.0%	22.4%	11.0%	23.7%	19.5%	16.0%	20.8%	28.6%	18.2%
Agree	34.8%	49.1%	43.2%	57.2%	44.1%	40.0%	53.7%	37.5%	46.0%
Neutral	29.6%	19.7%	25.0%	10.2%	23.2%	26.0%	14.1%	21.4%	21.4%
Disagree	15.7%	6.2%	16.5%	5.6%	8.7%	8.0%	9.4%	10.7%	10.4%
Strongly disagree	7.0%	2.6%	4.3%	3.3%	4.6%	10.0%	2.0%	1.8%	4.1%
Faculty at USU care about students.									
Strongly agree	20.5%	22.9%	21.0%	12.2%	21.7%	12.0%	18.7%	35.0%	20.6%
Agree	50.0%	57.0%	52.2%	54.9%	52.6%	54.0%	52.0%	45.0%	53.1%
Neutral	25.4%	18.4%	22.8%	23.5%	21.7%	28.0%	24.7%	13.3%	22.0%
Disagree	2.5%	0.8%	2.9%	6.1%	3.6%	6.0%	4.0%	5.0%	3.3%
Strongly disagree	1.6%	0.8%	1.1%	3.3%	0.3%	0.0%	0.7%	1.7%	1.1%
Staff at USU care about students.									
Strongly agree	17.5%	19.7%	18.5%	9.9%	17.7%	10.0%	16.7%	35.0%	17.7%
Agree	50.0%	49.4%	48.1%	54.9%	47.5%	40.0%	45.3%	41.7%	48.4%
Neutral	30.0%	25.6%	28.1%	25.4%	28.1%	42.0%	30.0%	11.7%	27.5%
Disagree	1.7%	2.8%	3.9%	7.0%	5.0%	6.0%	6.7%	8.3%	4.6%
Strongly disagree	0.8%	2.5%	1.5%	2.8%	1.7%	2.0%	1.3%	3.3%	1.9%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: FUTURE PLANS (See Table 8)

This set of questions was included to get a better understanding of what students planned to do after graduation. Telephone employment surveys, conducted a year or two after student graduation, have been used to measure post-graduation plans in the past. However, it was only possible to survey a sample of graduates using this method, and response rates were uneven across departments and colleges. Asking the questions as part of the Graduating Student Survey allows researchers to capture information from students applying for graduation and determine what their plans are for the year following graduation.

Students were asked, “After you graduate from USU, what are your plans for the next year?” Student responses reveal great overlap between this answer and the questions that followed. That is, most respondents answered subsequent questions without regard to how they answered the first question (e.g. If a student marked employment on the first question he/she might also have given an answer to question two which dealt with continuing their education the next year). As a result of this, a more finite analysis was done, and response categories were expanded for the first question of this section in accordance with answers received, as shown in Table 8. Frequencies are presented in the first question of the table in order to put the percentages in better perspective.

Fifty-six percent of the respondents planned only on working the next year. Twenty percent of the respondents planned on seeking additional education only. Three percent planned on staying at home with their children only. One percent planned on volunteer service only, and 0.8% planned on military service only. Almost 2 percent of the respondents marked “Other” only. Six percent of the respondents planned on addition education full-time (FT) and employment full-time (FT). Another 0.1% of the respondents planned on additional education full-time, employment full-time, plus military service. One tenth of a percent of the respondents were seeking additional education full-time, employment full-time, plus other. Six percent of the respondents planned on additional education full-time, and employment part-time (PT). One respondent planned to seek additional education full-time, work part-time, and stay at home with children. Three percent of the respondents planned on full-time employment and additional education part-time. A few others planned on working full-time, education part-time, plus either volunteer service, military service or other. One percent of the respondents planned on working part-time, and going to school part-time.

Students were asked, “If you are continuing your education during the next year will it be full-time or part-time?” Of those respondents who will be attending school 79% will be attending full-time. When asked what degrees these students were seeking, 70.8% were seeking master’s degrees, 4.5% doctoral degrees, 4.4% a second bachelors degree, 12.6% a professional degree (e.g. medical, dental, law, etc.), and 7.8% will be attending school but not seeking a degree. When asked which college or university they had been admitted to, 220 respondents indicated an institution. Of those respondents who will be attending institutions in Utah, 94 respondents have been admitted to Utah State University, 21 to the University of Utah, 8 to Weber State University, 2 to Southern Utah University, 2 to Bridgerland Applied Technology College, and 2 to Salt Lake Community College. Out of state institutions, with more than one respondent having been admitted, are: Embry Riddle, New York University, Nova Southeastern University, Southern College of Optometry, University of Phoenix, and Western Kentucky University. The complete list of institutions can be found in Appendix B.

Students were asked, “If you have a job, will it be full-time?” Of those respondents who will be working, 75.5% will be working full-time. When students with a job were asked what sector they will be working in, 47.2% said business or industry, 24.4% said education, 12.6% said a government agency, and 15.7% indicated “Other”. When asked if their job was located in Utah, 75.3% indicated that it was. Forty-seven percent of the respondents were currently looking for full-time employment.

TABLE 8. FUTURE PLANS										
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
After you graduate what are your plans for the next year?										
Employment only	60 53.1%	197 54.6%	334 57.6%	119 55.6%	341 57.2%	31 60.8%	73 48.3%	30 50%	1185 55.7%	
Additional Education only	35 31.0%	80 22.2%	91 15.7%	55 25.7%	100 16.8%	13 25.5%	51 33.8%	9 15.0%	434 20.4%	
Stay at home with children only	1 0.9%	3 0.8%	38 6.6%	0 0.0%	23 3.9%	0 0.0%	4 2.6%	2 3.3%	71 3.3%	
Volunteer service only	1 0.9%	2 0.6%	7 1.2%	1 0.5%	12 2.0%	0 0.0%	1 0.7%	0 0.0%	24 1.1%	
Military service only	0 0.0%	2 0.6%	2 0.3%	4 1.9%	9 1.5%	0 0.0%	0 0.0%	0 0.0%	17 0.8%	
Other only	4 3.5%	2 0.6%	8 1.4%	0 0.0%	13 2.2%	1 2.0%	1 0.7%	2 3.3%	31 1.5%	
Additional Education FT, Employment FT	1 0.9%	27 7.5%	37 6.4%	11 5.1%	39 6.5%	3 5.9%	2 1.3%	10 16.7%	130 6.1%	
Additional Education FT, Employment FT, Military Service	0 0.0%	0 0.0%	1 0.2%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.1%	
Additional Education FT, Employment FT, Other	0 0.0%	1 0.3%	1 0.2%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	3 0.1%	
Additional Education FT, Employment PT	6 5.3%	25 6.9%	29 5.0%	15 7.0%	30 5.0%	2 3.9%	11 7.3%	3 5.0%	121 5.7%	
Additional Education FT, Employment PT, Stay home with children	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.0%	
Additional Education FT, Employment PT, Other	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 1.7%	2 0.1%	
Employment FT, Additional Education PT	3 2.7%	16 4.4%	22 3.8%	7 3.3%	18 3.0%	1 2.0%	5 3.3%	1 1.7%	73 3.4%	
Employment FT, Additional Education PT, Volunteer Service	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.0%	
Employment FT, Additional Education PT, Military Service	1 0.9%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.1%	
Employment FT, Additional Education PT, Other	0 0.0%	0 0.0%	3 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	4 0.2%	
Employment PT, Additional Education PT	0 0.0%	6 1.7%	6 1.0%	0 0.0%	8 1.3%	0 0.0%	2 1.3%	0 0.0%	22 1.0%	
Employment PT, Additional Education PT, Other	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.3%	0 0.0%	0 0.0%	1 1.7%	3 0.1%	
For those responding that they will be continuing their education during the next year:										
I will be attending school										
Full-time	80.9%	77.3%	75.4%	87.5%	77.3%	88.2%	85.1%	73.1%	79.0%	
Part-time	19.1%	22.7%	24.6%	12.5%	22.7%	11.8%	14.9%	26.9%	21.0%	
The degrees you are seeking										
Masters	53.1%	78.6%	71.6%	88.3%	71.5%	80.0%	45.2%	38.1%	70.8%	
Doctorate	6.1%	0.6%	6.2%	1.1%	3.3%	0.0%	17.8%	0.0%	4.5%	
Second Bachelors	10.2%	3.0%	4.7%	1.1%	4.7%	0.0%	2.7%	19.0%	4.4%	
Professional (medical, law)	22.4%	10.7%	8.1%	5.3%	13.6%	15.0%	31.5%	4.8%	12.6%	
Other, no degree	8.2%	7.1%	9.5%	4.3%	7.0%	5.0%	2.7%	38.1%	7.8%	
For those responding that they will be employed next year:										
I will be working										
Full-time	71.4%	79.0%	73.3%	77.5%	75.4%	70.6%	68.9%	86.8%	75.5%	
Part-time	28.6%	21.0%	26.7%	22.5%	24.6%	29.4%	31.1%	13.2%	24.5%	
Is your job related to your degree?										
Yes	58.5%	58.7%	62.0%	84.4%	46.7%	64.7%	67.2%	53.1%	58.8%	
Somewhat	24.4%	30.7%	20.7%	10.4%	32.0%	23.5%	20.7%	31.3%	25.6%	
No	17.1%	10.6%	17.4%	5.2%	21.2%	11.8%	12.1%	15.6%	15.6%	
In what sector will you be working										
Government agency	5.1%	10.6%	8.1%	29.3%	12.2%	64.7%	12.3%	3.2%	12.6%	
Education (public or private)	15.4%	1.7%	55.5%	10.7%	21.3%	11.8%	15.8%	12.9%	24.4%	
Business or industry	66.7%	81.7%	18.2%	54.7%	43.7%	11.8%	56.1%	58.1%	47.2%	
Other	12.8%	6.1%	18.2%	5.3%	22.8%	11.8%	15.8%	25.8%	15.7%	
Is your job located in Utah?										
Yes	82.1%	80.7%	78.3%	74.7%	69.2%	62.5%	75.4%	71.0%	75.3%	
No	17.9%	19.3%	21.7%	25.3%	30.8%	37.5%	24.6%	29.0%	24.7%	
Are you currently looking for a full-time job?										
Yes	44.6%	48.7%	43.2%	56.2%	47.1%	58.8%	43.4%	45.5%	47.1%	
No	55.4%	51.3%	56.8%	43.8%	52.9%	41.2%	56.6%	54.5%	52.9%	
NOTE: Percentages are based on the number of students responding to each question.										

FINDINGS: USE AND EVALUATION OF OTHER SERVICES AND ACTIVITIES

Students were asked: “During your time at USU, how often did you use or participate in each of the following and how satisfied were you with each?” Making a list of all services and activities provided to students is not practicable. The survey includes a selection of the most common services and activities for students, as well as ones that may be important to special groups of students. The results presented in this section are divided into the following categories: Experiential Learning Programs, Help with Classes, Technology, Placement Services, Academic Support Services, Psychological and Health Services, Non-Academic Support Services, and Activities. Both the use of the services and student evaluation of the services appear in the tables. Because many of the services were not frequently utilized, in reporting the evaluation data, responses by those who did not use the service were omitted in order to reflect only the views of those respondents who had experience with the service. Satisfaction ratings mentioned in the narrative include those respondents answering both satisfied and very satisfied.

Services: Experiential Learning Program (See Table 9)

Forty-six percent of the respondents had one or more Practicum/Internship experiences, and an overwhelming majority of those respondents (94.8%) were satisfied with their experience. Only 8.8% of the respondents participated in Study Abroad, but a majority (90.1%) of those who participated were satisfied.

Services: Help with Classes (See Table 10)

Sixty-two percent of the respondents used Supplemental Instruction one or more times, and 87.5% of those respondents were satisfied with this service. The Math/Stat Tutoring Center was used by 37% of the respondents, 80.6% of those that used it were satisfied. Over half of the respondents (53.7%) used the English Writing Lab, and 84.7% were satisfied with the lab. Only 7.4% of the respondents used the Disability Resource Center, and 81.3% of those who used this service were satisfied with it.

Services: Technology (See Table 11)

Almost all of the respondents (92.8%) use the Computer Labs at some time or another, 97.8% were satisfied with the computer labs. The Computer Help Desk was used by 61.7% of the respondents, with satisfaction at 90.6%. Over half of the respondents (60.4%) had taken online courses, and 88% of those respondents were satisfied with their online courses. Twenty-one percent of the respondents had taken other Independent Study Courses, of those who had taken them, 88.6% were satisfied.

Almost all of the respondents (98.4%) had used Online Registration, and 91.1% were satisfied with it. Almost 99% of the respondents used the USU Homepage, and of those who used it, 95.2% were satisfied with it.

Services: Placement Services (See Table 12)

The Career Placement Office was used by 20.2% of the respondents. The office had a satisfaction rating of 85.2%. The Student Employment Office was used by 33.3% of the respondents, who gave it a satisfaction rating of 87.9%.

Services: Academic Support Service (See Table 13)

The Registration Office was used by 93.3% of the respondents, and 85.9% were satisfied with it. The Cashier's Office was used by 71.4% of the respondents, with a satisfaction rating of 91.2%. The Financial Aid Office was used by 72.4% of the respondents, with satisfaction at 88.1%. The Bookstore was used by 97.6% of the respondents, and 84.4% of those respondents were satisfied with it.

TABLE 9. USE AND EVALUATION: EXPERIENTIAL LEARNING PROGRAMS											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
Practicum/Internship											
Didn't Use		41.8%	55.5%	39.9%	57.9%	60.7%	80.0%	67.3%	60.0%	53.8%	
Used 1 Time		36.9%	30.7%	20.9%	31.3%	24.5%	18.0%	20.7%	23.3%	25.5%	
Used 2-4 Times		15.6%	9.3%	28.2%	9.3%	10.9%	2.0%	10.7%	11.7%	15.2%	
Used 5-9 Times		0.8%	1.1%	5.9%	0.0%	1.4%	0.0%	0.7%	0.0%	2.2%	
Used 10+ Times		4.9%	3.4%	5.1%	1.4%	2.6%	0.0%	0.7%	5.0%	3.3%	
Very Satisfied		32.9%	37.9%	41.5%	35.2%	44.6%	45.5%	46.0%	40.0%	40.7%	
Satisfied		57.1%	57.8%	55.5%	56.8%	48.1%	45.5%	50.0%	60.0%	54.1%	
Dissatisfied		8.6%	3.7%	2.1%	3.4%	3.5%	0.0%	4.0%	0.0%	3.3%	
Very Dissatisfied		1.4%	0.6%	0.9%	4.5%	3.9%	9.1%	0.0%	0.0%	2.0%	
Study Abroad											
Didn't Use		94.2%	85.8%	95.4%	98.1%	85.7%	96.0%	96.6%	85.5%	91.1%	
Used 1 Time		5.8%	8.5%	3.5%	1.4%	11.4%	2.0%	3.4%	9.7%	6.6%	
Used 2-4 Times		0.0%	3.1%	0.4%	0.0%	2.4%	2.0%	0.0%	0.0%	1.3%	
Used 5-9 Times		0.0%	0.6%	0.0%	0.5%	0.2%	0.0%	0.0%	1.6%	0.2%	
Used 10+ Times		0.0%	2.0%	0.7%	0.0%	0.3%	0.0%	0.0%	3.2%	0.7%	
Very Satisfied		44.4%	58.5%	43.3%	30.0%	61.2%	100.0%	62.5%	50.0%	56.0%	
Satisfied		55.6%	32.3%	43.3%	40.0%	29.6%	0.0%	25.0%	50.0%	34.1%	
Dissatisfied		0.0%	4.6%	10.0%	10.0%	2.0%	0.0%	12.5%	0.0%	4.3%	
Very Dissatisfied		0.0%	4.6%	3.3%	20.0%	7.1%	0.0%	0.0%	0.0%	5.6%	
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											

TABLE 11. USE AND EVALUATION: TECHNOLOGY

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
Computer Labs										
Didn't Use	7.4%	7.9%	14.2%	0.5%	4.6%	0.0%	1.3%	9.7%	7.3%	
Used 1 Time	0.8%	1.7%	1.4%	0.0%	2.0%	0.0%	0.0%	3.2%	1.4%	
Used 2-4 Times	7.4%	5.6%	4.7%	1.9%	5.6%	6.0%	4.7%	3.2%	5.0%	
Used 5-9 Times	8.2%	5.4%	5.8%	3.7%	4.8%	2.0%	2.0%	8.1%	5.1%	
Used 10+ Times	76.2%	79.4%	73.9%	94.0%	82.9%	92.0%	91.9%	75.8%	81.3%	
Very Satisfied	45.9%	54.9%	58.0%	60.0%	55.5%	34.7%	57.7%	56.6%	55.6%	
Satisfied	51.4%	42.9%	41.1%	39.5%	41.2%	61.2%	38.7%	39.6%	42.2%	
Dissatisfied	2.7%	1.6%	0.6%	0.5%	2.4%	4.1%	2.8%	1.9%	1.7%	
Very Dissatisfied	0.0%	0.6%	0.2%	0.0%	0.9%	0.0%	0.7%	1.9%	0.5%	
Computer Help Desk										
Didn't Use	43.4%	43.7%	41.1%	38.4%	33.2%	32.0%	36.7%	26.2%	38.2%	
Used 1 Time	25.4%	19.7%	20.5%	21.3%	21.1%	26.0%	19.3%	14.8%	20.8%	
Used 2-4 Times	23.0%	22.5%	26.0%	23.2%	26.0%	16.0%	30.7%	24.6%	25.0%	
Used 5-9 Times	2.5%	6.2%	5.8%	9.5%	11.1%	6.0%	9.3%	14.8%	8.0%	
Used 10+ Times	5.7%	7.9%	6.7%	7.6%	8.6%	20.0%	4.0%	19.7%	7.9%	
Very Satisfied	19.7%	31.2%	34.1%	21.2%	34.7%	16.1%	32.3%	34.9%	31.2%	
Satisfied	63.6%	59.8%	58.0%	65.9%	57.6%	67.7%	55.9%	58.1%	59.4%	
Dissatisfied	16.7%	7.0%	6.0%	6.8%	5.3%	16.1%	8.6%	2.3%	6.9%	
Very Dissatisfied	0.0%	2.0%	1.8%	6.1%	2.4%	0.0%	3.2%	4.7%	2.5%	
Online Courses										
Didn't Use	30.3%	37.7%	25.1%	54.0%	47.9%	46.0%	53.0%	35.5%	39.6%	
Used 1 Time	23.0%	17.2%	17.3%	24.9%	17.0%	24.0%	28.2%	17.7%	19.2%	
Used 2-4 Times	36.9%	22.5%	25.7%	16.9%	21.1%	24.0%	14.8%	17.7%	22.6%	
Used 5-9 Times	4.9%	12.1%	11.7%	2.8%	6.2%	4.0%	2.0%	16.1%	8.2%	
Used 10+ Times	4.9%	10.4%	20.2%	1.4%	7.9%	2.0%	2.0%	12.9%	10.4%	
Very Satisfied	29.4%	35.3%	33.6%	22.0%	28.0%	7.7%	24.2%	33.3%	30.3%	
Satisfied	55.3%	53.7%	57.7%	68.0%	54.9%	73.1%	65.2%	56.4%	57.7%	
Dissatisfied	14.1%	7.8%	7.0%	9.0%	11.8%	3.8%	9.1%	7.7%	9.0%	
Very Dissatisfied	1.2%	3.2%	1.7%	1.0%	5.3%	15.4%	1.5%	2.6%	3.0%	
Other Independent Study Courses										
Didn't Use	79.5%	69.8%	80.8%	88.3%	77.9%	82.0%	85.2%	65.0%	78.7%	
Used 1 Time	12.3%	11.3%	10.9%	7.0%	11.1%	4.0%	10.7%	10.0%	10.5%	
Used 2-4 Times	6.6%	11.3%	5.1%	2.8%	7.2%	14.0%	4.0%	10.0%	6.9%	
Used 5-9 Times	1.6%	5.9%	1.2%	1.9%	1.7%	0.0%	0.0%	5.0%	2.2%	
Used 10+ Times	0.0%	1.7%	1.9%	0.0%	2.1%	0.0%	0.0%	10.0%	1.7%	
Very Satisfied	27.6%	34.9%	34.6%	22.2%	29.0%	40.0%	22.7%	54.5%	32.3%	
Satisfied	65.5%	56.0%	50.5%	70.4%	58.7%	50.0%	68.2%	31.8%	56.3%	
Dissatisfied	3.4%	8.3%	8.4%	3.7%	8.7%	10.0%	9.1%	9.1%	8.0%	
Very Dissatisfied	3.4%	0.9%	6.5%	3.7%	3.6%	0.0%	0.0%	4.5%	3.4%	
Online Registration										
Didn't Use	0.8%	0.8%	1.9%	1.9%	1.7%	0.0%	0.7%	8.1%	1.7%	
Used 1 Time	0.8%	2.5%	1.2%	0.5%	1.9%	0.0%	0.7%	1.6%	1.5%	
Used 2-4 Times	8.2%	8.2%	14.7%	4.2%	6.3%	10.0%	4.7%	6.5%	8.8%	
Used 5-9 Times	49.2%	38.0%	38.6%	35.2%	37.3%	38.0%	34.9%	29.0%	37.9%	
Used 10+ Times	41.0%	50.4%	43.5%	58.2%	52.7%	52.0%	59.1%	54.8%	50.2%	
Very Satisfied	33.1%	35.6%	38.2%	33.8%	37.6%	37.5%	42.1%	41.1%	37.2%	
Satisfied	50.8%	54.4%	55.0%	58.5%	53.7%	56.3%	47.6%	46.4%	53.9%	
Dissatisfied	13.6%	8.5%	5.0%	6.8%	7.1%	4.2%	9.0%	8.9%	7.2%	
Very Dissatisfied	2.5%	1.5%	1.7%	1.0%	1.6%	2.1%	1.4%	3.6%	1.6%	

			AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
USU Homepage											
Didn't Use			4.2%	0.9%	1.9%	1.9%	1.4%	0.0%	0.0%	3.4%	1.6%
Used 1 Time			0.8%	1.1%	0.4%	0.9%	0.7%	0.0%	0.0%	0.0%	0.6%
Used 2-4 Times			2.5%	2.3%	2.1%	3.3%	1.9%	6.1%	2.7%	0.0%	2.3%
Used 5-9 Times			5.1%	3.4%	3.2%	3.3%	3.6%	2.0%	3.4%	1.7%	3.4%
Used 10+ Times			87.3%	92.3%	92.4%	90.5%	92.5%	91.8%	93.9%	94.9%	92.1%
Very Satisfied			48.2%	46.4%	47.5%	26.9%	41.2%	27.1%	31.2%	48.1%	41.8%
Satisfied			50.0%	50.6%	49.2%	67.2%	52.9%	68.8%	58.2%	46.2%	53.4%
Dissatisfied			1.8%	2.7%	2.8%	4.5%	3.9%	4.2%	8.5%	5.8%	3.7%
Very Dissatisfied			0.0%	0.3%	0.6%	1.5%	2.0%	0.0%	2.1%	0.0%	1.1%
	NOTE: Percentages are based on the number of students responding to each question.										
	NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.										

TABLE 12. USE AND EVALUATION: PLACEMENT SERVICES											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
Career Placement Office											
Didn't Use		81.8%	73.1%	87.1%	72.4%	81.0%	76.0%	75.0%	74.2%	79.8%	
Used 1 Time		7.4%	14.2%	8.3%	9.0%	12.3%	12.0%	13.5%	11.3%	11.0%	
Used 2-4 Times		9.1%	9.9%	3.9%	14.3%	5.5%	10.0%	9.5%	11.3%	7.4%	
Used 5-9 Times		1.7%	2.3%	0.7%	2.4%	0.9%	2.0%	1.4%	0.0%	1.3%	
Used 10+ Times		0.0%	0.6%	0.0%	1.9%	0.3%	0.0%	0.7%	3.2%	0.5%	
Very Satisfied		0.0%	18.2%	16.3%	20.3%	14.4%	10.0%	27.8%	29.4%	17.4%	
Satisfied		80.0%	62.6%	72.5%	72.9%	65.8%	80.0%	66.7%	52.9%	67.8%	
Dissatisfied		20.0%	17.2%	6.3%	6.8%	9.9%	10.0%	5.6%	11.8%	10.6%	
Very Dissatisfied		0.0%	2.0%	5.0%	0.0%	9.9%	0.0%	0.0%	5.9%	4.2%	
Student Employment Office											
Didn't Use		63.6%	72.6%	75.7%	56.7%	62.3%	58.0%	58.0%	59.7%	66.7%	
Used 1 Time		14.0%	11.6%	9.7%	14.3%	15.1%	24.0%	20.0%	21.0%	13.6%	
Used 2-4 Times		15.7%	11.3%	11.8%	24.8%	16.0%	10.0%	16.7%	14.5%	14.8%	
Used 5-9 Times		5.0%	3.1%	1.9%	2.4%	3.3%	2.0%	4.0%	0.0%	2.8%	
Used 10+ Times		1.7%	1.4%	0.9%	1.9%	3.4%	6.0%	1.3%	4.8%	2.1%	
Very Satisfied		9.8%	17.5%	22.9%	15.6%	13.8%	19.0%	18.2%	23.1%	17.0%	
Satisfied		73.2%	66.0%	67.9%	75.6%	73.3%	66.7%	74.2%	61.5%	70.9%	
Dissatisfied		17.1%	13.6%	5.7%	7.8%	9.2%	14.3%	6.1%	11.5%	9.4%	
Very Dissatisfied		0.0%	2.9%	3.6%	1.1%	3.7%	0.0%	1.5%	3.8%	2.7%	
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											

TABLE 13. USE AND EVALUATION: ACADEMIC SUPPORT SERVICES											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
Registration Office											
Didn't Use		6.6%	8.2%	10.8%	5.6%	3.4%	0.0%	2.0%	12.9%	6.7%	
Used 1 Time		4.1%	6.2%	8.2%	5.6%	5.5%	4.0%	4.7%	1.6%	6.1%	
Used 2-4 Times		36.1%	29.7%	36.5%	32.6%	28.0%	34.0%	26.7%	17.7%	31.3%	
Used 5-9 Times		34.4%	24.6%	24.0%	31.6%	31.5%	28.0%	34.7%	29.0%	28.5%	
Used 10+ Times		18.9%	31.4%	20.5%	24.7%	31.6%	34.0%	32.0%	38.7%	27.4%	
Very Satisfied		9.2%	20.3%	19.6%	12.6%	17.5%	10.2%	19.4%	31.4%	17.9%	
Satisfied		70.6%	64.4%	69.8%	72.9%	68.5%	67.3%	63.2%	54.9%	68.0%	
Dissatisfied		14.7%	11.7%	8.3%	8.5%	9.7%	18.4%	14.6%	9.8%	10.4%	
Very Dissatisfied		5.5%	3.5%	2.2%	6.0%	4.4%	4.1%	2.8%	3.9%	3.8%	
Cashier's Office											
Didn't Use		29.8%	30.2%	37.5%	23.0%	24.1%	18.0%	20.7%	22.6%	28.6%	
Used 1 Time		17.4%	14.1%	12.5%	17.8%	14.3%	28.0%	14.0%	17.7%	14.7%	
Used 2-4 Times		28.1%	26.8%	26.1%	29.6%	32.9%	22.0%	31.3%	21.0%	28.7%	
Used 5-9 Times		17.4%	14.1%	14.2%	17.4%	12.4%	14.0%	20.0%	14.5%	14.6%	
Used 10+ Times		7.4%	14.7%	9.6%	12.2%	16.2%	18.0%	14.0%	24.2%	13.4%	
Very Satisfied		9.5%	20.3%	22.6%	13.5%	17.9%	10.0%	21.3%	28.9%	18.8%	
Satisfied		81.0%	71.0%	70.0%	80.4%	71.8%	77.5%	69.7%	64.4%	72.4%	
Dissatisfied		9.5%	8.3%	6.3%	4.3%	7.8%	10.0%	8.2%	4.4%	7.2%	
Very Dissatisfied		0.0%	0.4%	1.1%	1.8%	2.6%	2.5%	0.8%	2.2%	1.5%	
Financial Aid Office											
Didn't Use		30.3%	36.1%	30.1%	20.2%	24.2%	26.0%	21.5%	24.6%	27.6%	
Used 1 Time		11.5%	16.1%	14.2%	13.1%	12.7%	16.0%	12.1%	13.1%	13.7%	
Used 2-4 Times		34.4%	30.4%	31.6%	38.5%	31.7%	28.0%	31.5%	31.1%	32.2%	
Used 5-9 Times		15.6%	10.7%	14.5%	18.3%	18.2%	12.0%	20.8%	11.5%	15.6%	
Used 10+ Times		8.2%	6.8%	9.6%	9.9%	13.2%	18.0%	14.1%	19.7%	10.9%	
Very Satisfied		15.9%	23.7%	29.1%	19.6%	28.1%	10.8%	30.3%	27.9%	25.8%	
Satisfied		72.0%	64.7%	60.6%	69.6%	58.1%	64.9%	57.1%	62.8%	62.3%	
Dissatisfied		11.0%	9.4%	7.5%	7.1%	8.7%	18.9%	7.6%	7.0%	8.5%	
Very Dissatisfied		1.2%	2.2%	1.8%	3.6%	5.2%	5.4%	5.0%	2.3%	3.3%	
Bookstore											
Didn't Use		0.8%	3.4%	4.9%	0.5%	0.5%	0.0%	0.7%	6.5%	2.4%	
Used 1 Time		0.0%	2.0%	3.0%	0.0%	1.7%	0.0%	0.7%	0.0%	1.7%	
Used 2-4 Times		13.1%	7.9%	12.2%	13.1%	6.7%	8.0%	3.3%	6.5%	9.2%	
Used 5-9 Times		24.6%	17.2%	26.3%	28.0%	20.1%	24.0%	16.7%	17.7%	22.1%	
Used 10+ Times		61.5%	69.6%	53.7%	58.4%	71.0%	68.0%	78.7%	69.4%	64.6%	
Very Satisfied		16.9%	23.6%	26.9%	12.5%	28.0%	8.3%	30.8%	37.0%	24.7%	
Satisfied		68.6%	58.0%	59.6%	69.7%	57.0%	70.8%	53.4%	48.1%	59.7%	
Dissatisfied		11.0%	11.8%	9.3%	13.9%	10.7%	16.7%	12.3%	13.0%	11.2%	
Very Dissatisfied		3.4%	6.6%	4.2%	3.8%	4.3%	4.2%	3.4%	1.9%	4.4%	
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											

Services: Psychological and Health Services (See Table 14)

Eighteen percent of the respondents reported that they had used the Counseling Center. Although it is possible for 18% of the respondents to have used the Counseling Center in their tenure at USU it is not very probable. It should be noted that the Counseling Center keeps very good internal data on the use and satisfaction of their clientele. The Counseling Center sees about 4% to 4.5% of the students on campus in any given year. Over a five year period the Counseling Center has seen about 16.5% of the students on campus, and over a four year period that percentage drops to 13%. In past years, a much larger percentage of students had reported use of the Center than their records reflected. Concern was expressed that students might be confusing the "Counseling Center" with other student services like "academic advising". As a result, this year, the location of the Center (TSC 306) was added to the survey form in hopes of eliminating any respondent confusion about which service was being addressed. Although the percentage of students reporting use of the Center has dropped as a result of that change, there is still concern about this data. There are two other clinics offering psychological services on campus, the Psychology Community Clinic in the Department of Psychology and the Marriage and Family Therapy Clinic. After the printing of this survey the Counseling Center changed its name to Counseling and Psychological Services. Next year the survey will read "Student Mental Health Services (Counseling & Psychological Services TSC 306) to make sure students understand which service is being addressed. That said; the satisfaction rating reported by the respondents was 80.9%. Caution should be used in relying on this rating for student satisfaction or utilization.

The Student Health and Wellness Center was used by 55.7% of the respondents, with a satisfaction rating of 86.4%. Student Health Insurance was used by only 8.5% of the respondents, with satisfaction at 68.8%.

Services: Non-Academic Support Services (See Table 15)

The Parking Services Office was used by 62.9% of the respondents. Of those who used the service, 70.9% were satisfied with it. It should be noted that students were asked to rate the office and not parking per se. This was done because available parking is always limited and the service of the office was the focus of this evaluation. The Shuttle Bus was used by 76.9% of the respondents, with a satisfaction rating of 95.5%.

Food Services were evaluated by each of the four major eating areas on campus. The Quad Side Café was used by 53.4% of the respondents, 88.6% of the respondents were satisfied with it. The Aggie Marketplace was used by 53.1% of the respondents, with satisfaction at 89.7%. The HUB was used by 72.3% of the respondents, with a satisfaction rating of 89.2%. The Junction was used by 39.6% of the respondents, with satisfaction at 78.2%.

The Statesman was read by 79.5% of the respondents. Eighty-nine percent of the respondents who read the Statesman were satisfied with the newspaper.

Services: Activities (See Table 16)

Thirty-three percent of the respondents attended STAB events, and 94% of those respondents were satisfied with the events. The Arts and Lectures Series were attended by 41.6% of the respondents, with a satisfaction level of 93.9%.

Twenty-one percent of the respondents participated in Club Sports. The satisfaction rating for Club Sports was 92.8%. Twenty-six percent of the respondents participated in Intramurals, and 93% of those who participated were satisfied. The HPER was used by 69.3% of the respondents, with satisfaction at 95.2%. The Fieldhouse was used by 72.9% of the respondents, with a satisfaction level of 92.6%. Outdoor Recreation equipment rental was used by 27.9% of the respondents, with a satisfaction rating of 96.7%.

TABLE 14. USE AND EVALUATION: PSYCHOLOGICAL AND HEALTH SERVICES											
			AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
Counseling Center											
Didn't Use			86.0%	78.1%	87.6%	90.5%	75.8%	80.0%	85.8%	67.7%	82.0%
Used 1 Time			4.1%	6.3%	6.0%	3.3%	7.1%	8.0%	5.4%	9.7%	6.1%
Used 2-4 Times			5.8%	7.7%	2.5%	3.3%	6.0%	6.0%	4.7%	12.9%	5.2%
Used 5-9 Times			3.3%	5.1%	2.0%	0.5%	5.4%	2.0%	2.0%	1.6%	3.4%
Used 10+ Times			0.8%	2.8%	2.0%	2.4%	5.7%	4.0%	2.0%	8.1%	3.4%
Very Satisfied			11.1%	27.4%	30.3%	36.4%	33.3%	22.2%	41.7%	47.4%	31.6%
Satisfied			50.0%	53.6%	48.7%	36.4%	51.3%	55.6%	37.5%	42.1%	49.3%
Dissatisfied			16.7%	14.3%	11.8%	13.6%	12.8%	22.2%	4.2%	0.0%	12.3%
Very Dissatisfied			22.2%	4.8%	9.2%	13.6%	2.6%	0.0%	16.7%	10.5%	6.9%
Student Health/Wellness Center											
Didn't Use			53.3%	46.3%	48.8%	45.5%	40.7%	38.8%	31.8%	40.7%	44.3%
Used 1 Time			11.7%	14.7%	11.0%	15.6%	15.6%	18.4%	15.5%	15.3%	14.0%
Used 2-4 Times			20.0%	24.4%	20.7%	22.7%	23.4%	16.3%	27.0%	20.3%	22.6%
Used 5-9 Times			8.3%	8.3%	12.2%	9.0%	11.2%	14.3%	18.9%	11.9%	11.3%
Used 10+ Times			6.7%	6.3%	7.3%	7.1%	9.2%	12.2%	6.8%	11.9%	7.8%
Very Satisfied			32.8%	30.2%	31.2%	36.5%	32.2%	24.1%	36.4%	45.5%	32.7%
Satisfied			50.0%	56.6%	56.4%	49.6%	53.1%	58.6%	50.5%	45.5%	53.7%
Dissatisfied			10.3%	9.3%	7.8%	8.7%	10.4%	10.3%	8.1%	6.1%	9.1%
Very Dissatisfied			6.9%	3.8%	4.6%	5.2%	4.2%	6.9%	5.1%	3.0%	4.6%
Student Health Insurance											
Didn't Use			94.2%	89.3%	91.8%	90.4%	92.6%	97.9%	93.2%	81.4%	91.6%
Used 1 Time			1.7%	4.0%	2.5%	4.8%	1.9%	0.0%	2.7%	6.8%	2.9%
Used 2-4 Times			2.5%	3.7%	3.2%	3.4%	2.8%	2.1%	2.0%	6.8%	3.2%
Used 5-9 Times			0.8%	2.0%	1.2%	1.0%	1.8%	0.0%	0.7%	1.7%	1.4%
Used 10+ Times			0.8%	0.9%	1.2%	0.5%	0.9%	0.0%	1.4%	3.4%	1.0%
Very Satisfied			21.4%	34.0%	33.3%	18.5%	24.5%	0.0%	23.5%	41.7%	28.7%
Satisfied			28.6%	45.3%	38.3%	40.7%	45.3%	0.0%	35.3%	25.0%	40.1%
Dissatisfied			21.4%	3.8%	11.7%	18.5%	13.2%	100.0%	5.9%	16.7%	11.8%
Very Dissatisfied			28.6%	17.0%	16.7%	22.2%	17.0%	0.0%	35.3%	16.7%	19.4%
NOTE: Percentages are based on the number of students responding to each question.											
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.											

TABLE 15. USE AND EVALUATION: NON-ACADEMIC SUPPORT SERVICES											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
Parking Services Office											
Didn't Use		35.8%	35.3%	46.2%	27.8%	35.7%	24.5%	39.1%	42.4%	37.2%	
Used 1 Time		15.8%	12.6%	11.2%	12.9%	12.4%	12.2%	11.5%	6.8%	12.1%	
Used 2-4 Times		31.7%	34.8%	27.1%	39.7%	29.3%	42.9%	39.2%	23.7%	31.7%	
Used 5-9 Times		9.2%	10.1%	8.8%	13.4%	13.8%	10.2%	13.5%	10.2%	11.3%	
Used 10+ Times		7.5%	7.2%	6.7%	6.2%	8.9%	10.2%	6.8%	16.9%	7.8%	
Very Satisfied		15.6%	19.0%	16.4%	8.6%	16.2%	5.4%	19.2%	27.3%	16.0%	
Satisfied		61.0%	53.1%	59.2%	57.2%	53.7%	43.2%	50.0%	45.5%	54.9%	
Dissatisfied		9.1%	13.3%	14.4%	19.7%	16.0%	27.0%	17.3%	12.1%	15.5%	
Very Dissatisfied		14.3%	14.6%	10.0%	14.5%	14.1%	24.3%	13.5%	15.2%	13.6%	
Shuttle Bus											
Didn't Use		20.0%	26.2%	31.3%	20.0%	16.7%	18.0%	14.2%	31.0%	23.1%	
Used 1 Time		3.3%	2.9%	3.7%	5.2%	4.8%	2.0%	3.4%	1.7%	3.9%	
Used 2-4 Times		5.8%	5.8%	7.6%	9.5%	6.9%	10.0%	5.4%	8.6%	7.1%	
Used 5-9 Times		3.3%	5.5%	5.0%	7.6%	6.0%	12.0%	7.4%	3.4%	5.8%	
Used 10+ Times		67.5%	59.7%	52.4%	57.6%	65.7%	58.0%	69.6%	55.2%	60.1%	
Very Satisfied		50.5%	48.0%	44.9%	33.9%	46.9%	43.6%	49.2%	37.5%	45.2%	
Satisfied		44.1%	48.4%	53.3%	58.9%	48.2%	51.3%	44.4%	52.5%	50.3%	
Dissatisfied		5.4%	2.8%	1.8%	6.0%	3.9%	2.6%	4.8%	10.0%	3.7%	
Very Dissatisfied		0.0%	0.8%	0.0%	1.2%	1.1%	2.6%	1.6%	0.0%	0.8%	
Quad Side Café											
Didn't Use		56.3%	47.4%	57.5%	47.4%	38.4%	32.7%	34.5%	39.0%	46.7%	
Used 1 Time		10.1%	6.3%	6.0%	5.7%	7.4%	4.1%	5.4%	10.2%	6.7%	
Used 2-4 Times		16.0%	13.5%	14.8%	16.3%	15.4%	12.2%	16.2%	18.6%	15.1%	
Used 5-9 Times		9.2%	9.5%	8.2%	8.1%	13.3%	10.2%	13.5%	10.2%	10.4%	
Used 10+ Times		8.4%	23.3%	13.5%	22.5%	25.4%	40.8%	30.4%	22.0%	21.2%	
Very Satisfied		17.6%	31.9%	30.9%	21.4%	33.3%	28.1%	27.4%	34.3%	30.0%	
Satisfied		68.6%	56.2%	60.9%	67.0%	56.1%	40.6%	61.1%	48.6%	58.6%	
Dissatisfied		11.8%	9.2%	5.6%	7.1%	8.3%	25.0%	7.4%	8.6%	8.3%	
Very Dissatisfied		2.0%	2.7%	2.6%	4.5%	2.3%	6.3%	4.2%	8.6%	3.1%	
Aggie Marketplace											
Didn't Use		55.5%	43.6%	55.4%	47.1%	41.4%	44.9%	35.8%	47.5%	46.8%	
Used 1 Time		10.1%	7.5%	8.6%	6.2%	8.0%	8.2%	12.2%	11.9%	8.4%	
Used 2-4 Times		14.3%	13.6%	13.4%	16.7%	14.8%	12.2%	16.9%	13.6%	14.4%	
Used 5-9 Times		5.0%	10.1%	7.1%	6.7%	9.8%	8.2%	12.2%	6.8%	8.6%	
Used 10+ Times		15.1%	25.1%	15.5%	23.3%	26.0%	26.5%	23.0%	20.3%	21.7%	
Very Satisfied		19.6%	37.1%	28.9%	26.5%	26.3%	21.4%	30.0%	40.0%	29.1%	
Satisfied		68.6%	54.1%	62.7%	61.9%	62.7%	57.1%	58.9%	53.3%	60.6%	
Dissatisfied		3.9%	6.7%	4.0%	8.0%	7.8%	10.7%	6.7%	6.7%	6.5%	
Very Dissatisfied		7.8%	2.1%	4.4%	3.5%	3.3%	10.7%	4.4%	0.0%	3.8%	
HUB											
Didn't Use		33.6%	30.1%	35.9%	31.7%	19.3%	20.4%	15.5%	27.1%	27.7%	
Used 1 Time		5.9%	3.5%	5.3%	4.8%	5.1%	4.1%	6.1%	8.5%	5.0%	
Used 2-4 Times		14.3%	13.3%	14.2%	15.9%	10.3%	6.1%	14.9%	10.2%	12.9%	
Used 5-9 Times		10.9%	13.6%	11.9%	10.6%	13.4%	12.2%	14.2%	13.6%	12.6%	
Used 10+ Times		35.3%	39.6%	32.7%	37.0%	51.9%	57.1%	49.3%	40.7%	41.8%	
Very Satisfied		24.4%	33.2%	29.3%	18.8%	28.1%	23.7%	21.5%	34.1%	27.6%	
Satisfied		65.4%	55.9%	61.0%	71.5%	61.6%	52.6%	62.0%	63.4%	61.6%	
Dissatisfied		6.4%	7.6%	8.3%	6.0%	8.3%	18.4%	12.4%	0.0%	8.3%	
Very Dissatisfied		3.8%	3.4%	1.4%	2.8%	2.0%	5.3%	4.1%	2.4%	2.5%	

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
Junction									
Didn't Use	61.3%	58.0%	71.0%	56.0%	55.5%	65.3%	50.7%	59.3%	60.5%
Used 1 Time	9.2%	5.8%	6.6%	8.7%	8.4%	4.1%	7.4%	5.1%	7.3%
Used 2-4 Times	7.6%	12.8%	6.9%	11.1%	9.6%	10.2%	8.8%	15.3%	9.6%
Used 5-9 Times	5.9%	4.9%	3.0%	2.9%	5.1%	4.1%	10.1%	1.7%	4.6%
Used 10+ Times	16.0%	18.6%	12.5%	21.3%	21.4%	16.3%	23.0%	18.6%	18.1%
Very Satisfied	17.4%	18.7%	21.9%	18.1%	18.4%	6.3%	13.9%	33.3%	18.8%
Satisfied	63.0%	58.7%	58.8%	62.8%	56.6%	62.5%	65.3%	57.1%	59.4%
Dissatisfied	13.0%	16.7%	11.9%	12.8%	16.0%	18.8%	13.9%	9.5%	14.5%
Very Dissatisfied	6.5%	6.0%	7.5%	6.4%	9.0%	12.5%	6.9%	0.0%	7.4%
Statesman									
Didn't Use	19.5%	25.0%	31.1%	12.0%	13.8%	18.8%	6.8%	27.1%	20.5%
Used 1 Time	1.7%	1.2%	3.0%	1.4%	2.4%	8.3%	0.7%	1.7%	2.2%
Used 2-4 Times	10.2%	8.4%	8.5%	7.2%	7.7%	4.2%	3.4%	13.6%	7.9%
Used 5-9 Times	7.6%	7.8%	5.7%	8.1%	7.5%	4.2%	8.1%	13.6%	7.3%
Used 10+ Times	61.0%	57.6%	51.7%	71.3%	68.6%	64.6%	81.1%	44.1%	62.1%
Very Satisfied	25.0%	32.8%	31.7%	19.0%	30.5%	16.2%	27.8%	21.4%	28.7%
Satisfied	66.3%	54.4%	62.4%	71.2%	54.7%	67.6%	58.6%	61.9%	59.8%
Dissatisfied	7.6%	8.9%	4.8%	6.5%	11.0%	16.2%	9.0%	14.3%	8.6%
Very Dissatisfied	1.1%	3.9%	1.1%	3.3%	3.9%	0.0%	4.5%	2.4%	2.9%
	NOTE: Percentages are based on the number of students responding to each question.								
	NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.								

TABLE 16. USE AND EVALUATION: ACTIVITIES											
		AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL	
STAB Events											
Didn't Use		72.9%	66.5%	68.6%	74.2%	61.2%	83.3%	64.9%	66.1%	67.0%	
Used 1 Time		4.2%	2.9%	4.1%	4.8%	4.1%	4.2%	4.7%	8.5%	4.1%	
Used 2-4 Times		11.9%	11.7%	10.9%	9.1%	10.9%	8.3%	11.5%	8.5%	10.8%	
Used 5-9 Times		4.2%	4.7%	6.3%	4.8%	10.9%	0.0%	7.4%	5.1%	6.9%	
Used 10+ Times		6.8%	14.3%	10.2%	7.2%	12.9%	4.2%	11.5%	11.9%	11.1%	
Very Satisfied		27.3%	29.3%	33.5%	16.1%	30.1%	12.5%	37.7%	36.4%	30.1%	
Satisfied		66.7%	65.9%	61.8%	75.0%	62.5%	87.5%	54.7%	63.6%	63.9%	
Dissatisfied		6.1%	4.1%	4.7%	7.1%	4.2%	0.0%	7.5%	0.0%	4.7%	
Very Dissatisfied		0.0%	0.8%	0.0%	1.8%	3.2%	0.0%	0.0%	0.0%	1.3%	
Arts and Lectures Series											
Didn't Use		70.6%	63.7%	66.6%	66.7%	41.1%	60.4%	62.6%	49.2%	58.3%	
Used 1 Time		5.0%	5.5%	10.7%	8.7%	7.9%	0.0%	3.4%	10.2%	7.7%	
Used 2-4 Times		13.4%	13.7%	11.8%	15.5%	21.8%	18.8%	15.6%	20.3%	16.0%	
Used 5-9 Times		4.2%	7.8%	5.7%	3.9%	12.3%	8.3%	7.5%	5.1%	7.8%	
Used 10+ Times		6.7%	9.3%	5.2%	5.3%	17.0%	12.5%	10.9%	15.3%	10.1%	
Very Satisfied		28.6%	30.5%	25.1%	15.9%	33.7%	30.0%	41.8%	34.5%	30.2%	
Satisfied		62.9%	64.9%	69.3%	71.0%	60.3%	70.0%	54.5%	58.6%	63.7%	
Dissatisfied		8.6%	4.6%	4.5%	10.1%	4.5%	0.0%	3.6%	3.4%	4.9%	
Very Dissatisfied		0.0%	0.0%	1.1%	2.9%	1.5%	0.0%	0.0%	3.4%	1.2%	
Club Sports											
Didn't Use		76.5%	77.4%	82.1%	78.6%	77.5%	79.6%	79.6%	71.9%	78.8%	
Used 1 Time		5.0%	4.3%	4.3%	3.8%	5.9%	0.0%	6.1%	7.0%	4.9%	
Used 2-4 Times		9.2%	6.7%	4.6%	6.7%	5.8%	6.1%	3.4%	10.5%	5.9%	
Used 5-9 Times		4.2%	3.5%	1.4%	3.8%	2.8%	2.0%	2.0%	0.0%	2.6%	
Used 10+ Times		5.0%	8.1%	7.5%	7.1%	8.0%	12.2%	8.8%	10.5%	7.9%	
Very Satisfied		26.9%	41.4%	33.0%	27.5%	33.6%	30.0%	44.8%	52.6%	35.3%	
Satisfied		65.4%	54.0%	62.0%	64.7%	55.5%	70.0%	44.8%	47.4%	57.5%	
Dissatisfied		7.7%	3.4%	4.0%	5.9%	8.0%	0.0%	10.3%	0.0%	5.7%	
Very Dissatisfied		0.0%	1.1%	1.0%	2.0%	2.9%	0.0%	0.0%	0.0%	1.5%	
Intramurals											
Didn't Use		73.7%	67.8%	77.7%	68.1%	76.6%	89.8%	68.2%	67.8%	73.9%	
Used 1 Time		9.3%	9.6%	5.9%	10.5%	7.5%	2.0%	12.2%	10.2%	8.1%	
Used 2-4 Times		10.2%	8.1%	8.4%	12.9%	8.2%	2.0%	10.8%	10.2%	8.9%	
Used 5-9 Times		2.5%	3.8%	3.4%	2.9%	3.0%	4.1%	1.4%	1.7%	3.1%	
Used 10+ Times		4.2%	10.7%	4.6%	5.7%	4.7%	2.0%	7.4%	10.2%	6.1%	
Very Satisfied		31.3%	42.2%	36.6%	21.1%	31.0%	40.0%	38.6%	38.1%	34.3%	
Satisfied		65.6%	50.0%	58.8%	73.2%	59.9%	60.0%	50.0%	57.1%	58.7%	
Dissatisfied		3.1%	6.9%	3.1%	2.8%	5.6%	0.0%	9.1%	4.8%	5.0%	
Very Dissatisfied		0.0%	0.9%	1.5%	2.8%	3.5%	0.0%	2.3%	0.0%	2.0%	
HPER											
Didn't Use		37.3%	31.3%	36.1%	21.4%	28.8%	41.7%	20.9%	30.5%	30.7%	
Used 1 Time		8.5%	4.9%	2.3%	6.7%	3.7%	6.3%	5.4%	0.0%	4.2%	
Used 2-4 Times		13.6%	13.0%	11.9%	10.5%	11.4%	6.3%	11.5%	6.8%	11.6%	
Used 5-9 Times		11.0%	8.4%	7.3%	9.0%	7.5%	6.3%	12.2%	10.2%	8.3%	
Used 10+ Times		29.7%	42.3%	42.5%	52.4%	48.6%	39.6%	50.0%	32.5%	45.2%	
Very Satisfied		32.9%	40.9%	41.3%	33.7%	34.0%	24.1%	35.7%	43.6%	37.1%	
Satisfied		62.9%	54.5%	55.8%	62.7%	59.5%	62.1%	58.9%	51.3%	58.1%	
Dissatisfied		2.9%	3.8%	2.6%	3.0%	5.0%	6.9%	4.5%	5.1%	3.9%	
Very Dissatisfied		1.4%	0.9%	0.3%	0.6%	1.5%	6.9%	0.9%	0.0%	1.0%	

	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
Fieldhouse									
Didn't Use	30.5%	27.9%	32.8%	23.2%	22.1%	32.7%	22.3%	30.0%	27.1%
Used 1 Time	5.9%	4.4%	1.1%	3.8%	3.0%	6.1%	3.4%	5.0%	3.1%
Used 2-4 Times	6.8%	7.3%	7.8%	9.0%	9.9%	14.3%	7.4%	8.3%	8.5%
Used 5-9 Times	9.3%	6.7%	4.8%	8.5%	6.3%	6.1%	6.8%	15.0%	6.6%
Used 10+ Times	47.5%	53.8%	53.5%	55.5%	58.7%	40.8%	60.1%	41.7%	54.7%
Satisfaction									
Very Satisfied	32.9%	41.4%	42.9%	29.4%	35.6%	29.0%	42.9%	47.5%	38.3%
Satisfied	59.5%	52.2%	50.0%	62.0%	56.9%	58.1%	49.1%	50.0%	54.3%
Dissatisfied	2.5%	6.0%	5.7%	8.0%	6.0%	12.9%	8.0%	2.5%	6.2%
Very Dissatisfied	5.1%	0.4%	1.4%	0.6%	1.6%	0.0%	0.0%	0.0%	1.2%
Outdoor Recreation (Equipment Rental)									
Didn't Use	82.2%	69.0%	77.0%	67.9%	71.2%	59.2%	68.2%	69.0%	72.1%
Used 1 Time	5.9%	13.9%	10.9%	10.5%	9.8%	2.0%	10.1%	10.3%	10.5%
Used 2-4 Times	6.8%	8.7%	6.6%	11.5%	11.0%	18.4%	12.2%	5.2%	9.3%
Used 5-9 Times	4.2%	3.5%	2.1%	3.3%	3.1%	6.1%	5.4%	5.2%	3.3%
Used 10+ Times	0.8%	4.9%	3.4%	6.7%	4.9%	14.3%	4.1%	10.3%	4.8%
Satisfaction									
Very Satisfied	42.9%	47.7%	45.2%	30.0%	45.2%	55.0%	59.6%	65.0%	45.9%
Satisfied	52.4%	47.7%	54.0%	65.7%	50.6%	40.0%	38.3%	35.0%	50.8%
Dissatisfied	0.0%	2.7%	0.0%	4.3%	2.4%	5.0%	2.1%	0.0%	2.1%
Very Dissatisfied	4.8%	1.8%	0.8%	0.0%	1.8%	0.0%	0.0%	0.0%	1.2%
NOTE: Percentages are based on the number of students responding to each question.									
NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.									

FINDINGS: OVERALL USU EXPERIENCES (See Table 17)

There were several questions in the survey that focused on general perceptions of USU. When students were asked if they were satisfied with the education they received at USU, 91% of the respondents agreed or strongly agreed that they were satisfied. Only 1.8% disagreed or strongly disagreed.

In evaluating whether tuition was a worthwhile investment for students, 74.3% of the respondents agreed or strongly agreed that it was. Six percent of the respondents disagreed or strongly disagreed that tuition was a worthwhile investment for them.

Eighty-one percent of the respondents said that if they had to make the decision again they would still come to USU. Seven percent said they would not come again.

When students were asked what they would tell a graduating high school student about Utah State University, four responses were available: (1) It's great, come here to school, (2) Mostly positive things, (3) Mostly negative things, (4) It's not great, don't come here to school. Only 2.8% of the respondents selected (3) or (4), while 97.2% said USU was great, or at least said mostly positive thing about the university.

Responses to these questions suggest that the vast majority of respondents were satisfied with their USU experience. It should be noted that this survey does not account for the views of students who did not return to USU. Previous research, however, suggests that non-returning students leave for personal, financial, or family reasons, not dissatisfaction with the University.

ADDITIONAL INFORMATION

This report appears on USU's Facts and Figures website at <http://aaa.usu.edu/FactsFigures/surveys.asp>

TABLE 17. OVERALL USU EXPERIENCES									
	AG	BUS	ED/HS	ENGR	HASS	NR	SCI	OTHER	TOTAL
I am satisfied with the education I received at USU.									
Strongly agree	43.9%	40.6%	48.8%	27.9%	40.3%	20.0%	36.0%	40.7%	40.8%
Agree	45.5%	51.0%	45.2%	62.3%	49.7%	62.0%	51.3%	50.8%	50.2%
Neutral	8.1%	7.1%	4.7%	8.4%	8.1%	12.0%	9.3%	8.5%	7.2%
Disagree	1.6%	1.1%	0.9%	0.9%	1.7%	6.0%	2.0%	0.0%	1.4%
Strongly disagree	0.8%	0.3%	0.5%	0.5%	0.2%	0.0%	1.3%	0.0%	0.4%
The tuition I paid at USU was a worthwhile investment.									
Strongly agree	30.1%	30.6%	33.3%	26.7%	29.2%	20.0%	26.8%	33.3%	30.1%
Agree	39.0%	42.7%	42.9%	53.3%	42.7%	48.0%	52.3%	35.0%	44.2%
Neutral	25.2%	23.4%	18.1%	16.7%	18.8%	16.0%	16.1%	21.7%	19.4%
Disagree	4.1%	2.5%	4.8%	2.9%	6.8%	12.0%	3.4%	6.7%	4.9%
Strongly disagree	1.6%	0.8%	0.9%	0.5%	2.6%	4.0%	1.3%	3.3%	1.5%
If I had to make the decision again, I would still come to USU.									
Strongly agree	49.6%	40.6%	50.5%	33.3%	42.6%	26.0%	43.6%	46.7%	43.7%
Agree	34.1%	40.1%	37.6%	45.1%	34.3%	40.0%	36.9%	35.0%	37.6%
Neutral	9.8%	13.4%	6.9%	16.4%	13.8%	20.0%	12.1%	15.0%	11.9%
Disagree	4.1%	4.6%	3.4%	2.8%	5.9%	6.0%	3.4%	1.7%	4.3%
Strongly disagree	2.4%	1.4%	1.6%	2.3%	3.4%	8.0%	4.0%	1.7%	2.5%
What would you tell a graduating high school student about Utah State University?									
It's great, come here to school	62.0%	61.6%	66.7%	48.4%	55.2%	40.0%	53.6%	55.9%	58.7%
Mostly positive things	33.9%	37.3%	31.6%	47.0%	41.0%	52.0%	43.7%	52.4%	38.5%
Mostly negative things	2.5%	0.3%	0.7%	4.7%	2.5%	6.0%	0.7%	1.7%	1.8%
It's not great, don't come here	1.7%	0.8%	1.0%	0.0%	1.2%	2.0%	2.0%	0.0%	1.0%
NOTE: Percentages are based on the number of students responding to each question.									

APPENDIX A
GRADUATING STUDENT SURVEY



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3. On average, how much did you work while taking courses at USU?

- Not at all
- One-fourth time
- One-half time
- Three-fourths time
- Full-time

4. How many semesters did you live in USU housing while attending USU?

- Zero
- 1-2
- 3-4
- 5 or more

5. Other than summers, what was the longest interruption in your USU education?

- No interruption
- Less than year
- 1-2 years
- 3-4 years
- 5 or more years

6. What was the most important reason for the longest interruption?

- Finances
- Illness/stress
- Job
- Lack of interest in school
- Marriage
- Family responsibilities (e.g., childcare)
- Church service
- Attended another university
- Military service
- Other
- No interruption

7. What degree are you receiving?

- Certificate
- Associate
- Bachelors

SOURCES OF FINANCIAL AID

1. During the time you were at USU, about what percent of your financial support for school (tuition, books, housing, food, etc.) came from each of the following sources? (Carefully write in the percent for each source. The total should add to 100%.)

			% Parents or other relative
			% Spouse
			% Personal savings
			% Employment
			% Scholarship
			% Loans
			% Grants
			% Other
<hr style="width: 100%;"/>			
1	0	0	%

ACADEMIC ADVISING

1. What was the most important source of information you used to plan your academic program?

- Advisor
- Catalog
- Other students
- Faculty, but not an advisor
- Major requirements sheets
- CAPP (Curriculum Advising Program Planning)
- Other

2. During the past school year, how often did you meet with your advisor?

- Once a week Once
- Once a month Never
- Once a semester

3. If you answered "Once" or "Never", why didn't you meet more often? (Mark all that apply.)

- Did not know who my advisor was. Got the needed information from other sources.
- Advisor was not helpful. Communicated with my advisor by email or telephone.
- Advisor was not available.

QUALITY OF YOUR USU EXPERIENCE:



As you reflect back over your time at USU, to what extent do you agree or disagree with each of the following statements?

Advising

- My USU advisors gave me good advice.
- My advisors cared about me as an individual.
- I often had difficulty getting an appointment with an advisor.
- I am satisfied with my advisor.
- Overall, I am satisfied with the advising system at USU.

Major Department

- I am satisfied with the quality of teaching in my department.
- I was treated fairly by my department.
- Faculty were usually available after class or during office hours.
- Requirements for my major were clear and reasonable.
- There is at least one faculty member that I consider a friend.
- Overall, I am satisfied with my department.

General Education/University Studies

- I had difficulty scheduling general education courses.
- General education requirements were confusing.
- General education courses were well-taught.
- I am a good writer.
- I have good computer skills.
- I have the skills that I need in mathematics.
- General education was a useful part of my university experience.

Libraries/Technology

- USU libraries had the books, journals, and materials I needed.
- It is difficult to locate materials in USU's libraries.
- USU library staff were available and helpful.
- USU should offer more online courses.
- My teachers used technology effectively in the classroom

Campus Climate

- I felt safe on the USU campus.
- Professors at USU are tolerant of different points of view.
- Students at USU are tolerant of different points of view.
- USU does not provide enough activities for its students.
- I got to know students from other countries or of other races.
- Faculty at USU care about students.
- Staff at USU care about students.

USU Overall

- I am satisfied with the education I received at USU.
- The tuition I paid at USU was a worthwhile investment.
- If I had to make the decision again, I would still come to USU.

EVALUATION OF OTHER SERVICES AND ACTIVITIES:

During your time at USU, how often did you use or participate in each of the following and how satisfied were you with each? (Fill in one circle on each side for each topic.)

How many times did you use this service...	...Evaluation of Service	How many times did you use this service...	...Evaluation of Service
0 1 2-4 5-9 10+ <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied Satisfied Dissatisfied Very Dissatisfied Didn't Use <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	0 1 2-4 5-9 10+ <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied Satisfied Dissatisfied Very Dissatisfied Didn't Use <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Practicum/Internship <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Study Abroad	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> USU Homepage	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Supplemental Instruction (SI) <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Math/Stat Tutoring Center <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> English Writing Lab	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Student Health/Wellness Center <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Student Health Insurance	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Disability Resource Center <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Career Placement Office <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Student Employment Office <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Counseling Center (TSC 306)	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Parking Services Office <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Shuttle Bus	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Registration Office <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Cashier's Office <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Financial Aid Office <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Bookstore	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Quad Side Cafe <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Aggie Marketplace <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> HUB <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Junction	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Computer Labs <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Computer Help Desk <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Online Courses <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Other Independent Study Courses <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Online Registration	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Statesman <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> STAB Events <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Arts and Lectures Series	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
		<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Club Sports <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Intramurals <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> HPER <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Fieldhouse <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Outdoor Recreation (equipment rental)	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

FUTURE PLANS:

1. After you graduate from USU, what are your plans for the next year? (Mark one)

- Employment
- Stay at home with children
- Military service
- Additional education
- Volunteer service
- Other _____

2. If you will be continuing your education during the next year, will it be: (If you are not going to continue your schooling, skip these questions.)

- a. Full or part-time? Full-time Part-time
- b. For what degree? Masters Doctoral Second bachelors
 Professional (medical, dental, law, etc.) Other or no degree
- c. To which college/university have you been admitted? _____

3. If you have a job, is it or will it be: (if you haven't secured a job, skip these questions.)

- a. Full or part-time? Full-time Part-time
- b. Related to your degree? Yes Somewhat No
- c. In which sector? Government agency Education (public or private) Business or industry Other
- d. Located in Utah? Yes No

4. Are you currently looking for a full-time job? Yes No

Finally, based on your experience, what would you tell a graduating high school student about Utah State University?

- It's great, come here to school
- Mostly positive things
- Mostly negative things
- It's not great, don't come here to school

APPENDIX B

LIST OF INSTITUTIONS THAT REpondENTS WERE ADMITTED TO POST GRADUATION

INSTITUTIONS ADMITTED TO:	NUMBER OF RESPONDENTS
ARIZONA STATE UNIVERSITY	1
BOSTON UNIVERSITY BOSTON COLLEGE	1
BRIDGERLAND APPLIED TECHNOLOGY	2
BRIGHAM YOUNG UNIVERSITY	1
BROOKLYN LAW SCHOOL	1
BU NATIONAL SCNU	1
CALIFORNIA STATE UNIVERSITY AT NORTHRIDGE	1
CLEMSON UNIVERSITY	1
DES MOINES UNIVERSITY	1
EMBRY RIDDLE	2
GEORGIA TECH	1
LOYOLA UNIVERSITY	1
LUBBOCK CHRISTIAN UNIVERSITY	1
MIDWESTERN UNIVERSITY	1
NEW YORK UNIVERSITY	2
NOVA SOUTHEASTERN UNIVERSITY	2
SALT LAKE COMMUNITY COLLEGE	2
SAN DIEGO STATE UNIVERSITY	1
SCOTTSDALE ARTS UNIVERSITY	1
SEATTLE UNIVERSITY	1
SOUTHERN COLLEGE OF OPTOMETRY	2
SOUTHERN UTAH UNIVERSITY	2
ST AMBROSE UNIVERSITY	1
STILL UNIVERSITY	1
TOURO UNIVERSITY NEVADA	1
UNIVERSITY OF MASSACHUSETTS	1
UNIVERSITY OF MICHIGAN	1
UNIVERSITY OF PHEONIX	6
UNIVERSITY OF WASHINGTON	1
UNIVERSITY OF UTAH	21
UNIVERSITY OF NEVADA, LAS VEGAS - SCHOOL OF DENTAL MEDICINE	1
UPSTATE MEDICAL UNIVERSITY	1
UTAH STATE UNIVERSITY	94
UTAH VALLEY UNIVERSITY	1
WASHINGTON STATE UNIVERSTIY	1
WEBER STATE UNIVERSITY	8
WESTERN KENTUCKY UNIVERSTIY	2
WILLAMELTE UNIVERSITY	1
OTHER	5