

## STUDENT OPINION SURVEY

Spring 2002

The following is a summary of the responses to the Student Opinion Survey. The entire report of the survey, which was administered online during the Spring 2002 semester, is available on the Institutional Research Office's website. Please note ratings that received high marks are in green and those receiving low marks are in red.

### Executive Summary

#### The Student Opinion Survey (SOS) demographics revealed:

- ❖ 89% of the respondents were age 22 or under
- ❖ 91.8% are African American
- ❖ 83% are female
- ❖ 46% reside in the state of Louisiana
- ❖ The largest percentage of respondents was freshmen (38.8%)
- ❖ 36% of the respondents reported working more than 10 hours per week
- ❖ Nearly 87% reported receiving some type of financial aid

Consistent with the Spring 2000 survey university services receiving the **highest satisfaction ratings** in Spring 2002 were both academic and service oriented:

- ❖ Honors program
- ❖ College-sponsored tutorial services
- ❖ Career placement services
- ❖ Academic advising services
- ❖ College orientation program
- ❖ Personal counseling services
- ❖ Credit-by-exam program (CLEP)

University services receiving the **lowest ratings** of satisfaction include:

- ❖ Residence hall services and programs
- ❖ Student health insurance program
- ❖ Financial aid services
- ❖ Parking facilities and services

Of particular interest is that parking services and food services satisfaction ratings, while still low, saw increased satisfaction ratings this year when compared to the year 2000.

In the area of campus environment, students who responded to the survey were dissatisfied with many of the services offered when we are compared to institutions nationwide and at other private institutions. These areas include:

- ❖ Admissions
- ❖ Rules and Policies
- ❖ Facilities
- ❖ Registration
- ❖ The general environment

However students did rate two services higher than other private colleges and institutions nationwide.

They are:

- ❖ Preparation they are receiving for future occupation
- ❖ Campus religious activities and program

Lastly, locally developed survey questions indicate that few students are aware of the Model Institution for Excellence program, but a vast majority utilize the facilities and resources provided through MIE. Almost all have a Xavier email account, but less than one-fourth use it primarily. Two-thirds were currently enrolled in a course that used the Internet or WWW and nearly one-third felt they needed additional training in the use of computers or standard word processing/spreadsheet software.

## A Report on the STUDENT OPINION SURVEY Spring 2002

The ACT Student Opinion Survey (SOS) was administered online during the latter part of the Spring 2002 semester. An email announcement with instructions on how to complete the survey was sent to students who had valid email accounts with the university. The number of students who were determined to have valid email accounts totaled 2953; a total of 542 students responded to the SOS online. Comparisons to the student responses of Spring 2000 are offered. In addition to the three sections of the SOS, another 15 locally developed questions were included as Section IV. A summary of the responses is given here.

### Section I - Demographics

#### Age

The age distribution showed that most of the respondents were age 22 or under. The results are as follows:

<b>Spring 2002</b>	<b>Spring 2000</b>
➤ 52.4% were age 19 or under	➤ 23.2% were age 19 or under
➤ 36.8% were age 20-22	➤ 49.3% were age 20-22
➤ 6.9% were age 23-29	➤ 23.7% were age 23-29
➤ 4.0% were age 30 or older	➤ 3.8% were age 30 or older

The age distribution shows that slightly more than half of the respondents to the 2002 online survey were 19 years old or younger.

#### Racial/Ethnic Group

<b>Spring 2002</b>	<b>Spring 2000</b>
➤ African American – 91.8%	➤ African American – 86.1%
➤ Non African American – 6.3%	➤ Non African American - 11.5%
➤ Prefer not to respond – 1.9%	➤ Prefer not to respond – 2.4%

#### Class Level<sup>1</sup>

<b>Spring 2002</b>	<b>Spring 2000</b>
➤ Freshmen – 38.8%	➤ Freshmen – 16.5%
➤ Sophomores – 22.2%	➤ Sophomores – 11.6%%
➤ Juniors – 17%	➤ Juniors – 8.7%
➤ Seniors – 13%	➤ Seniors – 36.3%
➤ Grad./Professional – 7.9%	➤ Grad./Professional – 26.1

#### Gender

<b>Spring 2002</b>	<b>Spring 2000</b>
➤ Male– 16.9%	➤ Male– 27%
➤ Female – 83.1%	➤ Female – 73%

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<sup>1</sup> In Spring 2000 the SOS was administered to graduates of the CAS, COP, and Graduate School at roll call, hence the high percentage of upper level senior and graduate survey participants.

### Residence Classification at Xavier & College Residence

#### Spring 2002

- In state – 46.4%
- Out of state – 53.6%

#### Spring 2000

- In state – 54%
- Out of state – 45%

#### Spring 2002

- Live in dormitory – 51.8%
- Off campus room or apt. – 16.8%
- Live with parent or guardian – 25.3%
- Own home – 5.4%
- Other living arrangements – 0.6%

#### Spring 2000

- Live in dormitory – 26.3%
- Off campus room or apt. – 37%
- Live with parent or guardian – 31%
- Own home – 4.8%
- Other living arrangements – 0.9%

### Hours Per Week Currently Employed

#### Spring 2002

- More than 10 hrs./wk – 36%
- Ten hrs or less/wk – 64%

#### Spring 2000

- More than 10 hrs./wk – 47%
- Ten hrs or less/wk – 53%

### Financial Aid

#### Spring 2002

- Rec'd some type of student fin. aid – 86.7%

#### Spring 2000

- Rec'd some type of student fin. aid – 85%

## *Section II -- University Services*

Students were asked to indicate whether or not they had used 23 different university services and, if so, to rate their level of satisfaction with the services provided. Xavier does not provide two of the services (college mass transit and child care), so responses to these services are not included. In Table I, a summary of the 2002 responses is provided along with a comparison of the 2000 and 1998 responses.

Services receiving the *highest ratings* were both academic and service-oriented and include:

- ❖ Honors programs
- ❖ College-sponsored tutorial services
- ❖ Career placement services
- ❖ Academic advising services
- ❖ College orientation program
- ❖ Personal counseling
- ❖ Credit-by-examination program (PEP, CLEP)

At the other end of the spectrum, those services receiving the *lowest ratings* are consistent with the 2000 and 1998 responses. These include:

- ❖ Student health insurance
- ❖ Financial aid services
- ❖ Residence halls services and programs

It should be noted that even though food services and parking facilities and services are on the low end of the satisfaction scale, increases are noted in the ratings compared to the years 2000 and 1998.

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### **Section III -- University Environment**

Section III gives ratings of various aspects of the University's environment. In Table 2, a summary of Xavier's 2002 and 2000 ratings is provided with comparisons to institutions nationwide and other private colleges. This portion of the survey was divided into six areas: academic, admissions, rules and regulations, facilities, registration, and general. Students were asked to indicate their level of satisfaction. Table 3 gives a breakdown of responses by major. To assure anonymity, majors that had less than five respondents are not included.

Responses regarding students' level of satisfaction in the above-mentioned six areas of the University's environment follow (mean scores are given in parentheses; scale: 5 = very satisfied; 1 = very dissatisfied; 3.00 is neutral):

#### **Academic**

- ❖ Highest - Class size relative to the type of course (4.29)
- ❖ Lowest - Flexibility to design your own program of study (3.29)

#### **Admissions**

- ❖ Highest - College catalog/admissions publications (3.73) tie  
General admissions procedures (3.73)
- ❖ Lowest - Availability of financial aid information prior to enrolling (2.98)

#### **Rules & Policies**

- ❖ Highest – Academic probation and suspension policies (3.36)
- ❖ Lowest – Residence halls rules and regulations (2.45)

#### **Facilities**

- ❖ Highest – Laboratory facilities (3.77)
- ❖ Lowest – Availability of student housing (2.29)

#### **Registration**

- ❖ Highest – Academic calendar for this college (3.69)
- ❖ Lowest – Availability of the courses you want at the times you can take them (2.69)

#### **General**

- ❖ Highest – Religious activities and programs (3.86)
- ❖ Lowest – Opportunities for student employment (3.06)

The overall satisfaction level of Xavier students in all areas except Academic has decreased from the Spring 2000 semester to Spring 2002. The level of student dissatisfaction with these areas at Xavier is especially notable when Xavier is compared to the national sample of colleges and universities and other private colleges.

*Areas where Xavier's ratings were low<sup>2</sup>:*

- ❖ Accuracy of college information
- ❖ Availability of financial aid information prior to enrolling
- ❖ Rules governing student conduct
- ❖ Student voice in college policies
- ❖ Purposes for which student activity fees are used
- ❖ ***Personal security/safety on campus***
- ❖ Residence halls rules and regulations
- ❖ Classroom facilities
- ❖ ***Athletic facilities***
- ❖ ***Flexibility to design your own program of study***
- ❖ General conditions of buildings and grounds
- ❖ The bookstore
- ❖ ***Student union***
- ❖ ***Availability of student housing***
- ❖ Billing and fee payment procedures
- ❖ ***General registration procedures***
- ❖ Availability of courses at times you can take them
- ❖ Attitude of non-teaching staff
- ❖ Opportunities for student employment

Items that student survey respondents ***rated Xavier higher*** than other schools nationwide and at other private colleges with their level of satisfaction are:

- ❖ Preparation they are receiving for future occupation
- ❖ Campus religious activities and programs
- ❖ Instruction in your major field

***Section IV – Locally Developed Questions***

Students were asked to respond to 15 locally written questions. The questions were designed to assess student awareness of the Model Institutions of Excellence (MIE) Program at Xavier and to assess the programs' technology impact on Xavier's students.

- ❖ 20.1% were aware of the programs' existence on campus.
- ❖ 81% use the facilities (Resource Mentoring Center, electronic classroom, multimedia, etc.) at least sometimes.
- ❖ 93% utilize the resources (internet access, Banner Web, computers on campus, etc.) made possible by MIE.
- ❖ 11.5% knew of a student and 12.4% knew of a faculty member who had been involved in the MIE program.
- ❖ 99.2% have a Xavier email account; only 22.8% use it as their primary email account.
- ❖ 66.7% were currently enrolled in a class that required the use of the Internet or WWW.
- ❖ 61% were enrolled in a class that utilized multimedia.
- ❖ Nearly 74% agreed that utilization of multimedia and the Internet enhances the learning process
- ❖ 80% have their computer either in the dormitory or at home.
- ❖ Nearly 30% felt a need to have additional training in the use of computers or standard word processing/spreadsheet software.

<sup>2</sup> Areas in which Xavier differences were significantly lower than colleges nationwide and at other private colleges are bold and italicized.

**Table 1**  
**STUDENT OPINION SURVEY - Spring 2002**  
**Satisfaction with Xavier Services (for those who used the service)**  
**Comparisons given for years 2002, 2000, & 1998**

*If you have used this service, indicate your level of satisfaction by using the following rating scale:*

- 5 - Very satisfied                      2 – Dissatisfied  
 4 – Satisfied                              1 – Very Dissatisfied  
 3 – Neutral

	<b>2002</b>	<b>2002</b>	<b>2000</b>	<b>2000</b>	<b>1998</b>	<b>1998</b>	<b>2002-2000</b>	<b>2002-1998</b>
	<b>Freq.</b>	<b>Mean</b>	<b>Freq.</b>	<b>Mean</b>	<b>Freq.</b>	<b>Mean</b>	<b>Diff.</b>	<b>Diff.</b>
Honors programs	132	4.10	208	4.01	118	4.11	0.09	-0.01
College-sponsored tutorial services	242	4.04	354	4.12	247	4.19	-0.08	-0.15
Career placement services	117	4.02	263	4.02	164	4.08	0.00	-0.06
Academic advising services	358	3.97	576	3.95	334	4.17	0.02	-0.20
Personal counseling services	99	3.84	212	4.10	133	4.21	<b>-0.26</b>	<b>-0.37</b>
College orientation program	367	3.84	540	3.92	326	4.00	-0.08	-0.16
Credit-by-examination program	43	3.84	75	3.63	47	3.86	0.21	-0.02
Job placement services	54	3.83	140	3.79	76	3.77	0.04	0.06
Computer services	369	3.79	609	3.78	358	3.92	0.01	-0.13
Student employment services	126	3.72	201	3.62	152	3.84	0.10	-0.12
Recreational & intramural programs & services	128	3.69	210	3.64	143	3.45	0.05	0.24
Cultural Programs	226	3.68	311	3.59	245	3.77	0.09	-0.09
Library facilities and services	400	3.53	662	3.52	382	3.49	0.01	0.04
College - sponsored social activities	342	3.51	499	3.44	325	3.64	0.07	-0.13
Student health services	274	3.34	497	3.39	306	3.35	-0.05	-0.01
Student health insurance program	191	2.96	399	3.39	246	3.21	<b>-0.43</b>	<b>-0.25</b>
Financial aid services	348	2.95	594	3.26	339	3.30	<b>-0.31</b>	<b>-0.35</b>
Food services	317	2.70	457	2.40	287	2.60	<b>0.30</b>	0.10
Residence hall services and programs	269	2.54	348	2.89	213	3.02	<b>-0.35</b>	<b>-0.48</b>
Parking facilities and services	229	1.95	468	1.92	251	1.68	0.03	<b>0.27</b>

**Table 2**  
**STUDENT OPINION SURVEY - Spring 2002**  
**Satisfaction Averages for College Environment Items**

*Respond by indicating your level of satisfaction with each of the following aspects of this college.*

*Please respond by choosing only one of the five alternatives*

5 - Very satisfied      2 - Dissatisfied  
 4 - Satisfied          1 - Very Dissatisfied  
 3 - Neutral

Item Text	2002 Xavier Mean	2000 Xavier Mean	2002-2000 Xavier Diff.	2002 National Samp. Mean	2002 Xavier - Nat. Samp. Diff.	2002 Private Coll. mean	2002 Xav.-Pri. Coll. Diff
<b>Academic</b>							
Class size relative to type of course	4.29	4.10	0.19	4.16	0.13	4.31	-0.02
Instruction in your major field	4.19	3.92	<b>0.27</b>	3.94	0.20	4.00	0.19
Out-of-class availability of your instructors	4.06	3.92	0.14	3.94	0.12	4.05	0.01
Preparation you are receiving for future occupation	4.03	3.87	0.16	3.74	<b>0.29</b>	3.81	0.22
Course content in your major field	4.02	3.92	0.10	3.90	0.12	3.95	0.07
Availability of your advisor	3.89	3.82	0.07	3.83	0.06	3.96	-0.07
Attitude of the faculty toward students	3.87	3.78	0.09	4.02	-0.15	4.18	<b>-0.31</b>
Testing/grading system	3.83	3.69	0.14	3.83	0.00	3.86	-0.03
Value of information provided by your advisor	3.75	3.73	0.02	3.77	-0.02	3.88	-0.13
Variety of courses offered by this college	3.41	3.37	0.04	3.57	-0.16	3.57	-0.16
Flexibility to design your own program of study	3.29	3.29	0.00	3.61	<b>-0.32</b>	3.69	<b>-0.40</b>

Continued Table 2

5 - Very satisfied 4 - Satisfied 3 - Neutral	2 – Dissatisfied 1 – Very Dissatisfied	2002 Xavier Mean	2000 Xavier Mean	2002-2000 Xavier Diff.	2002 National Samp. Mean	2002 Xavier - Nat. Samp. Diff.	2002 Private Coll. mean	2002 Xav.-Pri. Coll. Diff
<b>Admissions</b>								
College catalog/admissions publications		3.73	3.76	-0.03	3.87	-0.14	3.91	-0.18
General admissions procedures		3.73	3.64	0.09	3.74	-0.01	3.82	-0.09
Accuracy of college info you rec'd before enrolling		3.37	3.60	<b>-0.23</b>	3.73	<b>-0.36</b>	3.80	<b>-0.43</b>
Availability of financial aid info prior to enrolling		2.98	3.32	<b>-0.34</b>	3.61	<b>-0.63</b>	3.71	<b>-0.73</b>
<b>Rules and Policies</b>								
Academic probation & suspension policies		3.26	3.36	-0.10	3.46	-0.20	3.45	-0.19
Rules governing student conduct		3.07	3.16	-0.09	3.50	<b>-0.43</b>	3.45	<b>-0.38</b>
Student voice in college policies		2.78	2.90	-0.12	3.24	<b>-0.46</b>	3.26	<b>-0.48</b>
Purposes for which student activity fees are used		2.65	2.72	-0.07	3.10	<b>-0.45</b>	3.17	<b>-0.52</b>
Personal security/safety on campus		2.58	3.14	<b>-0.56</b>	3.68	<b>-1.10</b>	3.73	<b>-1.15</b>
Residence halls rules and regulations		2.45	2.73	<b>-0.28</b>	3.19	<b>-0.74</b>	3.20	<b>-0.75</b>
<b>Facilities</b>								
Laboratory facilities		3.77	3.69	0.08	3.62	0.15	3.63	0.14
Study areas		3.51	3.56	-0.05	3.71	-0.20	3.70	-0.19
Classroom facilities		3.40	3.59	-0.19	3.76	<b>-0.36</b>	3.84	<b>-0.44</b>
General condition of buildings & grounds		2.80	3.28	<b>-0.48</b>	3.66	<b>-0.86</b>	3.74	<b>-0.94</b>
Campus bookstore		2.67	2.75	-0.08	3.56	<b>-0.89</b>	3.57	<b>-0.90</b>
Student union		2.43	2.71	<b>-0.28</b>	3.51	<b>-1.08</b>	3.45	<b>-1.02</b>
Athletic facilities		2.30	2.63	<b>-0.33</b>	3.56	<b>-1.26</b>	3.45	<b>-1.15</b>
Availability of student housing		2.29	2.80	<b>-0.51</b>	3.38	<b>-1.09</b>	3.46	<b>-1.17</b>

Continued Table 2

	2002 Xavier Mean	2000 Xavier Mean	2002-2000 Xavier Diff.	2002 National Samp. Mean	2002 Xavier - Nat. Samp. Diff.	2002 Private Coll. mean	2002 Xav.-Pri. Coll. Diff
5 - Very satisfied							
4 - Satisfied							
3 - Neutral							
2 - Dissatisfied							
1 - Very Dissatisfied							
<b>Registration</b>							
Academic calendar	3.69	3.61	0.08	3.84	-0.15	3.93	-0.24
Billing and fee payment procedures	2.94	3.00	-0.06	3.55	-0.61	3.53	-0.59
General registration procedures	2.71	2.84	-0.13	3.62	-0.91	3.71	-1.00
Availability of courses at times you can take them	2.69	2.86	-0.17	3.13	-0.44	3.34	-0.65
<b>General</b>							
Religious activities & programs	3.86	3.70	0.16	3.57	0.29	3.66	0.20
Racial harmony at this college	3.78	3.75	0.03	3.74	0.04	3.78	0.00
Opportunities for involvement in campus activities	3.73	3.62	0.11	3.72	0.01	3.79	-0.06
This college in general	3.69	3.70	-0.01	3.91	-0.22	3.96	-0.27
Campus media (student newspaper, etc.)	3.55	3.53	0.02	3.52	0.03	3.49	0.06
Student government	3.41	3.31	0.10	3.43	-0.02	3.47	-0.06
Concern for you as an individual	3.36	3.37	-0.01	3.55	-0.19	3.74	-0.38
Attitude of nonteaching staff toward students	3.10	3.24	-0.14	3.63	-0.53	3.77	-0.67
Opportunities for student employment	3.06	3.24	-0.18	3.50	-0.44	3.60	-0.54

**Table 3 Section III - Summary by Majors - Student Opinion Survey - Spring 2002**  
**Satisfaction Averages for Selected College Environment Items**

**Level of Satisfaction Scale by Major**

5 - Very Satisfied      3 - Neutral      1 - Very Dissatisfied  
 4 - Satisfied            2 - Dissatisfied

Xavier Service	Entire Univ.	Biology	Bus. Adm.	Chem.	CPSC	Decid.	Div. of Ed.-UG	Engl.	Phar.
# of Students	<b>542</b>	<b>158</b>	<b>35</b>	<b>55</b>	<b>25</b>	<b>11</b>	<b>15</b>	<b>6</b>	<b>31</b>
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
<b>Testing/grading system</b>	3.83	3.78	4.03	3.88	3.76	3.64	3.75	4.00*	3.93
<b>Course content in your major field</b>	4.02	4.00	4.06	4.12	3.95	3.91	3.50	3.75	4.17
<b>Instruction in your field</b>	4.19	4.17	4.19	4.19	4.29	4.50*	3.75	3.75	4.21
<b>Out-of-class avail. of instructor</b>	4.06	4.07	4.00	4.00	4.14	4.00	3.63	4.00*	4.00
<b>Attitude of faculty toward students</b>	3.87	3.88	4.00	3.84	3.86	4.18	3.63	3.25	3.75
<b>Variety of courses offered</b>	3.41	3.50	3.53	3.23	3.60	2.82	3.63	3.25	3.31
<b>Class size relative to type of course</b>	4.29*	4.36*	4.50*	4.26*	4.33*	4.09	4.13	3.50	4.36*
<b>Flexibility to design your own program</b>	3.29	3.23	3.30	3.25	3.05	4.00	3.67	3.25	3.41
<b>Availability of your advisor</b>	3.89	3.97	3.87	3.73	3.90	4.27	3.75	3.25	3.86
<b>Value of info. provided by advisor</b>	3.75	3.78	3.68	3.64	3.71	4.00	3.50	3.25	3.69
<b>Prep. you are receiving for the future</b>	4.03	4.04	3.87	4.05	4.24	4.18	3.63	4.00*	4.28
<b>General admissions procedures</b>	3.73	3.72	3.74	3.78	3.90	3.82	3.38	4.00*	3.69
<b>Accuracy of info. rec'd before regis.</b>	3.37	3.38	3.23	3.40	3.15	3.18	3.38	3.50	3.46
<b>College catalog/admission publications</b>	3.73	3.72	3.71	3.69	3.62	3.50	3.75	4.00*	3.71
<b>Classroom facilities</b>	3.40	3.41	3.42	3.39	3.43	3.00	3.75	3.00	3.07
<b>Lab facilities</b>	3.77	3.72	4.06	3.72	3.40	3.50	4.14*	3.50	3.74
<b>Study areas</b>	3.51	3.45	3.48	3.60	4.00	2.82	4.13	3.50	3.34
<b>Student Union</b>	2.43	2.47	2.15	2.51	2.78	2.33	2.43	2.67	2.04
<b>Gen. condit. of grounds &amp; buildings</b>	2.80	2.83	2.87	2.98	2.75	2.45	3.25	2.50	2.61
<b>Gen. regis. process</b>	2.71	2.68	2.70	2.86	3.00	3.00	2.38	3.50	2.62
<b>Avail. of courses at times you want</b>	2.69	2.66	2.77	2.67	2.76	3.00	2.25	3.25	2.55
<b>Concern for you as an individual</b>	3.36	3.38	3.48	3.44	3.24	3.09	3.63	2.80	3.31
<b>Attitude of non-teach. staff towards you</b>	3.10	3.18	3.06	3.12	3.19	2.73	3.38	3.20	2.90
<b>Racial harmony</b>	3.78	3.80	3.87	3.78	3.65	3.00	3.63	3.40	3.64
<b>Student Government</b>	3.41	3.52	3.14	3.42	3.26	3.50	3.75	3.80	3.18
<b>Personal security/safety on campus</b>	2.58	2.59	2.45	2.50	3.00	2.36	3.38	2.25	2.52
<b>This college in general</b>	3.69	3.71	3.72	3.71	3.52	3.36	3.50	3.80	3.41

\* Denotes highest item ranked by students surveyed from this academic department

**Table 3 - Section III Summary by Majors, cont. Student Opinion Survey - Spring 2002,  
Satisfaction Averages for Selected College Environment Items**

**Level of Satisfaction Scale by Major**

5 - Very Satisfied      3 - Neutral      1 - Very Dissatisfied  
4 - Satisfied            2 - Dissatisfied

Xavier Service	Entire Univ.	Mass Comm.	Phys. PreEng.	Pol. Sci.	Psych.	Pre Pharm.	Socio.	Grad. School
# of Students	542	18	17	19	43	39	8	12
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Testing/grading system	3.83	3.65	4.13	3.82	3.82	3.89	3.50	3.33
Course content in your major field	4.02	3.82	3.75	4.06	4.06	4.05	4.00	4.00
Instruction in your field	4.19	4.00	3.93	4.00	4.37*	4.25*	4.17	4.38
Out-of-class avail. of instructor	4.06	3.88	4.25*	4.41*	4.03	4.14	4.33*	4.33
Attitude of faculty toward students	3.87	3.71	3.88	4.06	3.89	3.95	4.33*	3.78
Variety of courses offered	3.41	3.24	3.87	3.76	3.34	3.42	4.33*	3.22
Class size relative to type of course	4.29*	4.00	4.25*	4.41*	4.24	4.22	4.33*	4.44
Flexibility to design your own program	3.29	3.13	3.00	3.67	3.31	3.29	4.00	4.25
Availability of your advisor	3.89	3.29	4.06	4.18	3.86	3.76	4.17	4.56*
Value of info. provided by advisor	3.75	3.35	3.56	3.94	3.76	3.76	4.00	4.56*
Prep. you are receiving for the future	4.03	3.88	3.94	4.00	4.14	4.14	4.33*	4.22
General admissions procedures	3.73	3.44	3.88	3.76	3.58	3.92	3.67	3.89
Accuracy of info. rec'vd before regis.	3.37	3.12	3.38	3.82	3.31	3.78	3.17	3.22
College catalog/admission publications	3.73	3.53	3.88	3.65	3.81	4.03	3.67	3.86
Classroom facilities	3.40	3.24	3.44	3.63	3.37	3.40	3.33	3.22
Lab facilities	3.77	3.63	3.86	3.94	3.73	3.77	4.17	3.63
Study areas	3.51	3.12	3.81	3.38	2.53	3.59	4.17	3.44
Student Union	2.43	2.00	2.50	2.79	2.33	2.74	3.80	2.89
Gen. cond. of grounds & buildings	2.80	2.47	2.88	2.81	2.76	2.92	2.67	2.78
Gen. regis. process	2.71	2.41	2.63	2.76	2.82	2.89	3.17	2.78
Avail. of courses at times you want	2.69	2.65	2.63	2.94	2.61	2.89	3.33	1.89
Concern for you as an individual	3.36	3.00	3.25	3.82	3.38	3.43	3.50	3.56
Att. of non-teach. staff towards you	3.10	3.06	2.81	3.65	3.08	3.17	3.50	2.67
Racial harmony at this college	3.78	4.07*	3.67	3.88	3.77	3.95	4.00	3.50
Student Government	3.41	3.47	3.07	3.69	3.40	3.26	3.83	3.78
Personal security/safety on campus	2.58	2.35	2.20	2.65	2.55	2.61	2.83	3.33
This college in general	3.69	3.82	3.50	4.12	3.68	3.68	3.83	3.78

\* Denotes highest item ranked by students surveyed from this academic department.

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*Locally Developed Questions*  
**ADDITIONAL QUESTIONS - STUDENT OPINION SURVEY 2002**

**The following questions are regarding the Model Institutions of Excellence Program at Xavier University. Please select one response for each question.**

**Model Institutions of Excellence (MIE) Questions**

**1. Are you aware of the Model Institutions of Excellence (MIE) Program at Xavier? (480 responses)**

- A. Yes - 20.1%
- B. No - 79.4%

**2. I use the facilities (RMC, Science Addition, electronic classrooms or multimedia capabilities, student study areas etc.) on campus that were made possible by the MIE Program. (479 responses)**

- A. Always - 20.4%
- B. Frequently - 35.5%
- C. Sometimes - 24.6%
- D. Rarely - 9.4%
- E. Never - 10.4%

**3. I use the resources (additional computers on campus, internet access in the dormitories, Banner Web, etc.) on campus that were made possible by the MIE Program. (479 responses)**

- A. Always - 39%
- B. Frequently - 40.5%
- C. Sometimes - 13.6%
- D. Rarely - 4.4%
- E. Never - 2.5%

**4. When (what year) did you first become aware of the MIE Program at Xavier? (383 responses)**

- A. Freshman - 51.2%
- B. Sophomore - 24.3%
- C. Junior - 17.2%
- D. Senior - 7.3%

**5. Do you know any student(s) that have been involved with the MIE Program? (468 responses)**

- A. Yes - 11.5%
- B. No - 88.5%

**6. Do you know any faculty member(s) that have been involved with the MIE Program? (469 responses)**

- A. Yes – 12.4%
- B. No – 87.6%

**7. How often do you utilize the Resource and Mentoring Center (RMC) computer lab in the Library? (477 responses)**

- A. Always – 16.4%
- B. Frequently – 30.6%
- C. Sometimes – 19.2%
- D. Rarely – 15.9%
- E. Never – 15.3%

**8. Do you have a Xavier University e-mail account (e.g. idoe@xula.edu)? (476 responses)**

- A. Yes – 99.2%
- B. No – 0.8%

**9. How often do you use the Xavier University E-mail system? (478 responses)**

- A. Always – 29.7%
- B. Frequently – 23.4%
- C. Sometimes – 20.5%
- D. Rarely – 21.1%
- E. Never – 5.2%

**10. Is the Xavier University E-mail system your primary email account? (478 responses)**

- A. Yes – 22.8%
- B. No – 77.2%

**11. Are you currently enrolled in a class that requires use of the Internet or World Wide Web? (477 responses)**

- A. Yes – 66.7%
- B. No – 33.3%

**12. Are you enrolled in a class that utilizes multimedia capability? (469 responses)**

- A. Yes – 61%
- B. No – 39%

**13. Classes that utilize multimedia and Internet capability enhance your learning process? (468 responses)**

- A. Strongly Agree – 22%
- B. Agree – 51.5%
- C. Undecided – 22.9%
- D. Disagree – 3.2%
- E. Strongly Disagree – 0.4%

**14. Do you have your own computer at home (dormitory)? (477 responses)**

- A. Yes – 80.3%
- B. No – 19.7%

**15. I have a need for additional training in the use of computer or standard word-processing/spreadsheet software? (473 responses)**

- A. Definitely True - 7.2%
- B. True – 22%
- C. Don't know – 12.5%
- D. False – 36.9%
- E. Definitely False – 21.4%