

Table of Contents

<i>Student Opinion Survey Spring 2000 Executive Summary</i> -----	2	
Section I -- Demographics		
<i>Age</i> -----	3	
<i>Racial/Ethnic Group</i> -----	3	
<i>Class Level</i> -----	3	
<i>Gender</i> -----	3	
<i>Residence Classification at Xavier & College Residence</i> -----	3	
<i>Hours Per Week Currently Employed</i> -----	3	
<i>Financial Aid</i> -----	4	
Section II -- University Services		
<i>Summary</i> -----	4	
Section III -- University Environment		
<i>Academic</i> -----	4	
<i>Admissions</i> -----	4	
<i>Rules & Policies</i> -----	4	
<i>Facilities</i> -----	5	
<i>Registration</i> -----	5	
<i>General</i> -----	5	
Section IV -- Locally Developed Questions -----		5
TABLES		
<i>Table 1</i>		
<i>Satisfaction with Xavier Services (for those who used the service)</i> -----	7	
<i>Table 2</i>		
<i>Satisfaction Averages for College Environment Items</i> -----	8	
<i>Table 3 - Summary by Majors</i>		
<i>Satisfaction Averages for Selected College Environment Items</i> -----	11	
Locally Developed Questions		
<i>Items-respondents</i> -----	13	
<i>Academics and Moral Development</i> -----	14	
<i>Technology Questions</i> -----	16	
APPENDIX		
<i>Graphs</i> -----	17	



STUDENT OPINION SURVEY *Spring 2000*

The following is a summary of the responses to the Student Opinion Survey. The entire report of the survey, which was administered during the Spring 2000 semester is available on the Institutional Research Office's website.

Executive Summary

The Student Opinion Survey (SOS) demographics revealed that 72.5 % of the respondents were age 22 or under; 86.1% were African American; and 73.1 % were female. Forty-five percent of the respondents were from out of the state of Louisiana. It should be noted that the largest percentage of respondents (62%) were made up of seniors and graduate and professional students.

University services receiving the highest rating regarding students' level of satisfaction were both academic and service oriented. They include: personal counseling services, college-sponsored tutorial services, academic advising services, honors program, college orientation program, and career placement services. University services receiving the lowest level of satisfaction ratings include: parking facilities and services, food services, residence hall services and programs, veteran's services, student health insurance program, and financial aid services. Of particular interest is the continued low rating that parking services receives. It should be noted that while student health continues to receive low ratings when compared to other University services, it has shown a steady rating increase since 1992.

Satisfaction ratings of the students surveyed during the Spring 2000 term were lower than Xavier students who were surveyed in 1998. Of particular concern are items such as availability of advisor, testing/grading system, general admissions procedures, billing and fee payment procedures, general registration procedures, and this college in general, that received much lower satisfaction ratings from students in Spring 2000 than in Spring 1998.

Overall, the academic services, campus environment, and support services offered by Xavier were given lower rated levels of satisfaction by the Xavier Spring 2000 respondents than their peers gave for the same services at other private colleges and colleges and universities nationwide.

Locally developed questions gave attention to two areas – Xavier University's student academic and moral development and technology use. The majority of the respondents endorsed Xavier's mission, philosophy, and ideals.

A Report on the
STUDENT OPINION SURVEY
Spring 2000

The ACT Student Opinion Survey (SOS) was administered to Arts & Sciences students and Pharmacy students during pre-registration in April. Prospective graduates of the College of Arts & Sciences, Pharmacy, and Graduate School were surveyed during roll call. There were 891 respondents out of a possible 3690. In addition to the three sections of the SOS, another 23 locally developed questions were included as Section IV. A summary of the responses is given here. Comparisons to the student responses of 1998 are offered.

Section I - Demographics

Data from the SOS report are summarized here.

Age

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

- 23.2% were age 19 or under
- 49.3% were age 20-22
- 23.7% were age 23-29
- 3.8% were age 30 or older

Data from 1998 showed similar age distributions for the age group 30 or over. The 20-22 age group showed a slight percentage increase. The age distributions for the 19 or under and 23-29 age groups showed a slight decrease.

Racial/Ethnic Group

African-American students comprised 86.1% of the 891 respondents; non African American students made up 11.5 %. Only 2.4 % preferred not to respond.

Class Level

Sixteen and one half percent of the respondents were freshmen, nearly 12 % were sophomores, roughly 9% were juniors, and about 36% were seniors. Twenty – six percent (26%) were graduate/professional students or other.

Gender

About 73% of the respondents were female, and 27% were male.

Residence Classification at Xavier & College Residence

In-state students comprised 54% of the respondents; 45% were out-of-state respondents; and 0.8% responded as international students. Additionally, 26.3% of the students responded that they were dormitory students; 37% lived in an off-campus room or apartment. Nearly 31% responded that they lived in the home of a parent or relative, 4.8% owned their home, and 0.9% had other living arrangements. Similar results in 1998 were found regarding the percentage of students living in the dorms.

Hours Per Week Currently Employed

Forty-seven percent (47%) of the respondents reported working over 10 hours per week, while 53% worked 10 hours or less.

Financial Aid

Eighty-five percent (85%) of the respondents received some type of federal, state, or college-sponsored student financial aid.

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 responses is provided, along with a comparison of the 2000 and 1998 responses.

Services receiving the highest ratings were both academic and service-oriented. They include: college-sponsored tutorial services, personal counseling services, career placement services, honors programs, and academic advising services. A significant increase in student level of satisfaction was noted for recreational and intramural programs and services.

At the other end of the spectrum, those services receiving the lowest ratings are consistent with the 1998 responses. Student health insurance, food services, veteran's services, residence halls, and parking are rated low. It should be noted that veteran's services satisfaction continues to show a decrease from 1996 to 2000, and though parking services are rated low; it has ranked higher this year than in 1996 and 1998. Student health services show an increase in satisfaction since 1998. After an increase in residence hall services and programs in 1998, residence hall services are now at the same level of student satisfaction as in 1996. A significant decrease in student level of satisfaction was noted in the areas of academic advising, computer services, student employment services, cultural programs, credit by exam programs, college-sponsored social activities, and food services.

Section III -- University Environment

Section III gives ratings of various aspects of the University's environment. In Table 2, a summary of the 2000 and 1998 ratings is provided. 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 student anonymity, majors which had three respondents or less are not included.

Student responses regarding students' level of satisfaction in the above-mentioned six areas of the University's environment follow (mean scores are given in parentheses; 3.00 is neutral):

Academic

Highest - Class size relative to the type of course (4.10)

Lowest - Flexibility to design your own program of study (3.29)

Admissions

Highest - College catalog/admissions publications (3.76)

Lowest - Availability of financial aid information prior to enrolling (3.32)

Rules & Policies

Highest - Academic probation and suspension policies (3.36)

Lowest - Purposes for which student activity fees are used (2.72)

Facilities

Highest - Laboratory facilities (3.69)

Lowest - Athletic facilities (2.63)

Registration

Highest - Academic calendar for this college (3.61)

Lowest – General registration procedures (2.84)

General

Highest – Racial harmony at this college (3.75)

Lowest – Attitude of college non-teaching staff toward students (3.24)

(tied) Opportunities for student employment (3.24)

Overall the satisfaction with Xavier's campus environment for the Spring 2000 was low. In many areas there are noted decreases from the 1998 respondents. Those areas include: availability of advisor, testing/grading system, college catalog/admissions publications, general admissions procedures, purposes for which your student activity fees are used, study areas, billing and fee payment procedures, general registration procedures, opportunities for involvement in campus activities, campus media, concern for you as an individual, and this college in general. The most significant decreases were noted in the general registration procedures, billing and fee payment procedures, and availability of your advisor. Significant increases from 1998 for the Xavier environment were noted in only two areas: availability of student housing and athletic facilities.

Comparisons made this year with other private colleges showed that Xavier students rated Xavier University's environment lower than that of other private colleges. Areas in which the differences were extremely large (ranked by difference noted between Xavier and other private colleges) were athletic facilities, availability of student housing, student union, campus bookstore, billing and fee payment procedures, general registration procedures, personal security/safety at this campus, and the attitude of non teaching staff toward students.

Comparisons of Xavier student responses with colleges and universities nationwide were similar to the comparison of Xavier student responses and other private colleges. In general, students rated their level of satisfaction with Xavier's campus environment lower than students rating those same services at campuses nationwide. Also, Xavier respondents were much less satisfied with campus facilities than their peers nationwide. Those include: the general condition of buildings and grounds, campus bookstore, student union, availability of student housing, and athletic facilities. However, some services were rated higher at Xavier. These include opportunities for student employment, laboratory facilities, racial harmony at this college, religious activities and programs, campus media, and preparation you are receiving for your future.

Table 3 shows an analysis of selected college environment items levels of satisfaction by major.

Note: Some of the same services which Xavier students rated higher than the national sample are still rated lower at other private colleges similar to Xavier, and should be of concern (e.g., class size relative to type of course).

Section IV – Locally Developed Questions

Students were asked to respond to 23 locally written questions. The questions assessed Xavier's mission and purpose within a student's life and technology use on and off campus. Endorsement of Xavier's mission statement received the highest level of student satisfaction with 90.4% agreement.

Of the population surveyed, nearly 74.4% felt that Xavier University should fully emphasize training students for productive careers; fully extend knowledge through undergraduate teaching (64.8%); and fully encourage the students' moral development (61.9%). Of note, slightly more than one-half of the students surveyed felt that Xavier should fully emphasize advancing knowledge through research (58.4%).

Student opinion of the University's technology environment showed that 63.4% of the students are owners of a computer.

Forty percent (40%) of students have a computer less than 2 years old. In the purchase area, 30% of students reported that they would purchase a computer within the next one to three months. Twenty-four percent (24%) of students would purchase a computer in a year; nearly 27% in the next eighteen months.