



2019 First-Year Student Satisfaction Survey

Observations

Moderately strong response rate with a comparable distribution demographically by race/ethnicity. Male respondents were significantly lower than female, but rebounded somewhat from last year - 32% versus 24% in 2018.

The majority of the responses for the 34 aspects of University life were positive. Only four items had a mean score lower than 3.0 (Satisfied). Similar to the past four years, the Ames Library had the largest average score (3.57) based on a four-point scale, while SODEXO Dining Services had the lowest average score (2.44) (4 = Very Satisfied to 1 = Very Dissatisfied).

Six items had a combined dissatisfaction rating of 20% or greater (i.e., Very Dissatisfied & Dissatisfied) - two less from last year.

Repeat Offenders: Health Services, First-Year Residence Hall, Gateway Course, and SODEXO.

New to the list: Class Registration and Financial Aid Package.

Eighty-three percent of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - one percentage point higher than last year.

Fifty percent of the student respondents indicated that they considered transferring. This is the highest level recorded on this survey.

"Affordability" continued to be identified as the most frequent reason for transfer consideration, with an increase of eight percentage points from the previous year - 29% versus 21%.

"Intercollegiate Athletics" (.651) had the highest overall correlation with overall satisfaction, emphasizing the great importance of sports to those students participating. "Social Experience" (.538) continued to have a significant relationship with satisfaction - this is a consistent finding over the years. Academic items were also significantly prevalent towards overall satisfaction: "Quality of Teaching" and "Academic Experience" (.533 and .535, respectively).

Demographics

Participants

Students Solicited	449
Respondents	154
Response Rate	34%
Previous Year = 44%.	

Majors

Accounting	4	3%
Anthropology	1	1%
Biochemistry	3	2%
Biology	14	9%
Business	10	6%
Chemistry	1	1%
Computer Sci	1	1%
Design, Tech	2	1%
Economics	2	1%
Education	4	3%
English	9	6%
Environ Std	6	4%
Financial Srv	4	3%
French	1	1%
Health	2	1%
Intl Business	1	1%
Intl Studies	4	3%
History	2	1%
Marketing	2	1%
Math	1	1%
Music	9	6%
Music Thtr	1	1%
Neuroscience	2	1%
Nursing	18	12%
Physics	4	3%
Political Sci	8	5%
Psychology	10	6%
Sociology	1	1%
Theatre Arts	8	5%
Undecided	19	12%
Total	154	100%

Race/Ethnicity

Asian	5	3%
Black-Afr_Am	15	10%
Hispanic	12	8%
International	7	5%
Multi Racial	16	10%
Ntv American	0	0%
White	98	64%
Unknown	1	1%
Total	154	100%

Gender

Men	49	32%
Women	105	68%
Total	154	100%
Previous Year = Men 24% - Women 76%.		

Transgender

Yes	10	6%
No	144	94%
Total	154	100%

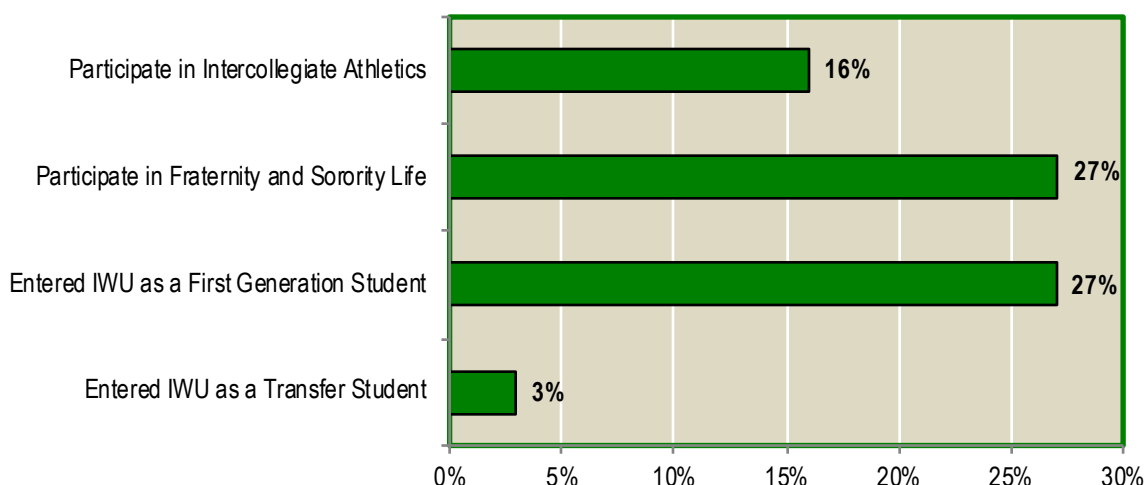
Sexual Orientation

Heterosexual	125	83%
Gay	3	2%
Lesbian	2	1%
Bisexual	18	12%
Queer	1	1%
Other	2	1%
Total	151	100%

"Other"

Asexual	2
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Please indicate which, if any, of the following categories applies to you:



Previous Year = 26%, 21%, 22%, and 5%, respectively.

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

*** Please note that some of the figures for the combined satisfaction calculations may differ slightly from the frequency tables due to rounding issues.**

Admissions Office

Very Satisfied	39%
Satisfied	59%
Dissatisfied	0%
Very Dissatisfied	2%

N = 125 100%

Very Satisfied & Satisfied = 98%

Previous Year = 96%.

The Ames Library

Very Satisfied	59%
Satisfied	39%
Dissatisfied	2%
Very Dissatisfied	0%

N = 135 100%

Very Satisfied & Satisfied = 98%

Previous Year = 99%.

Approachability of Faculty

Very Satisfied	43%
Satisfied	54%
Dissatisfied	3%
Very Dissatisfied	0%

N = 133 100%

Very Satisfied & Satisfied = 97%

Previous Year = 96%.

Approachability of University Staff

Very Satisfied	38%
Satisfied	60%
Dissatisfied	2%
Very Dissatisfied	0%

N = 130 100%

Very Satisfied & Satisfied = 98%

Previous Year = 95%.

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

Arnold Health Services

Very Satisfied	38%
Satisfied	40%
Dissatisfied	20%
Very Dissatisfied	2%

N = 97 100%

Very Satisfied & Satisfied = 78%

Previous Year = 79%.

Business Office

Very Satisfied	40%
Satisfied	54%
Dissatisfied	5%
Very Dissatisfied	1%

N = 87 100%

Very Satisfied & Satisfied = 94%

Previous Year = 98%.

Chaplain's Office

Very Satisfied	41%
Satisfied	53%
Dissatisfied	3%
Very Dissatisfied	3%

N = 34 100%

Very Satisfied & Satisfied = 94%

Previous Year = 100%.

Class Registration Process

Very Satisfied	16%
Satisfied	60%
Dissatisfied	16%
Very Dissatisfied	8%

N = 134 100%

Very Satisfied & Satisfied = 76%

Previous Year = 85%.

Counseling and Consultation Services

Very Satisfied	39%
Satisfied	48%
Dissatisfied	11%
Very Dissatisfied	2%

N = 56 100%

Very Satisfied & Satisfied = 87%

Previous Year = 91%.

Custodial Services

Very Satisfied	33%
Satisfied	56%
Dissatisfied	9%
Very Dissatisfied	2%

N = 121 100%

Very Satisfied & Satisfied = 89%

Previous Year = 88%.

Financial Aid Office

Very Satisfied	38%
Satisfied	55%
Dissatisfied	5%
Very Dissatisfied	2%

N = 111 100%

Very Satisfied & Satisfied = 93%

Previous Year = 91%.

Financial Aid Package

Very Satisfied	26%
Satisfied	52%
Dissatisfied	20%
Very Dissatisfied	2%

N = 128 100%

Very Satisfied & Satisfied = 78%

Previous Year = 83%.

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

First-Year Academic Advising

Very Satisfied	33%
Satisfied	52%
Dissatisfied	14%
Very Dissatisfied	1%

N = 130 100%

Very Satisfied & Satisfied = 85%

Previous Year = 83%.

First-Year Residence Hall

Very Satisfied	19%
Satisfied	58%
Dissatisfied	19%
Very Dissatisfied	4%

N = 129 100%

Very Satisfied & Satisfied = 77%

Previous Year = 71%.

Fraternity and Sorority Life

Very Satisfied	38%
Satisfied	45%
Dissatisfied	13%
Very Dissatisfied	4%

N = 47 100%

Very Satisfied & Satisfied = 83%

Previous Year = 80%.

Gateway Course

Very Satisfied	36%
Satisfied	43%
Dissatisfied	12%
Very Dissatisfied	9%

N = 129 100%

Very Satisfied & Satisfied = 79%

Previous Year = 73%.

Hart Career Center

Very Satisfied	40%
Satisfied	54%
Dissatisfied	2%
Very Dissatisfied	4%

N = 48 100%

Very Satisfied & Satisfied = 94%

Previous Year = 94%.

Information Technology

Very Satisfied	34%
Satisfied	59%
Dissatisfied	7%
Very Dissatisfied	0%

N = 41 100%

Very Satisfied & Satisfied = 93%

Previous Year = 92%.

Intercollegiate Athletics

Very Satisfied	40%
Satisfied	50%
Dissatisfied	5%
Very Dissatisfied	5%

N = 38 100%

Very Satisfied & Satisfied = 90%

Previous Year = 95%.

Perception of Safety on Campus

Very Satisfied	41%
Satisfied	54%
Dissatisfied	4%
Very Dissatisfied	1%

N = 130 100%

Very Satisfied & Satisfied = 95%

Previous Year = 97%.

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

Quality of Teaching

Very Satisfied	32%
Satisfied	63%
Dissatisfied	4%
Very Dissatisfied	1%

N = 134 100%

Very Satisfied & Satisfied = 95%

Previous Year = 94%.

Registrar's Office

Very Satisfied	38%
Satisfied	58%
Dissatisfied	4%
Very Dissatisfied	0%

N = 113 100%

Very Satisfied & Satisfied = 96%

Previous Year = 98%.

SODEXO Dining Services

Very Satisfied	8%
Satisfied	49%
Dissatisfied	24%
Very Dissatisfied	19%

N = 133 100%

Very Satisfied & Satisfied = 57%

Previous Year = 56%.

Support for International Students

Very Satisfied	39%
Satisfied	54%
Dissatisfied	5%
Very Dissatisfied	2%

N = 39 100%

Very Satisfied & Satisfied = 93%

International Satisfaction = 80%

Previous Year = 87%; Intl only = 93%.

Support for Students of Color

Very Satisfied	24%
Satisfied	59%
Dissatisfied	13%
Very Dissatisfied	4%

N = 70 100%

Very Satisfied & Satisfied = 83%

SOC Only Satisfaction = 83%

Previous Year = 74%; SOC only = 70%.

Support for Diff. in Sexual Orientation

Very Satisfied	25%
Satisfied	71%
Dissatisfied	2%
Very Dissatisfied	2%

N = 56 100%

Very Satisfied & Satisfied = 96%

Non-Hetero Satisfaction = 100%

Previous Year = 94%; Non-Hetero = 86%.

Support for Study Abroad

Very Satisfied	44%
Satisfied	53%
Dissatisfied	3%
Very Dissatisfied	0%

N = 87 100%

Very Satisfied & Satisfied = 97%

Previous Year = 98%.

On-Campus Employment (getting a job)

Very Satisfied	43%
Satisfied	40%
Dissatisfied	15%
Very Dissatisfied	2%

N = 87 100%

Very Satisfied & Satisfied = 83%

Previous Year = 82%.

Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:

On-Campus Employment Experience

Very Satisfied	43%
Satisfied	50%
Dissatisfied	5%
Very Dissatisfied	2%

N = 76 100%

Very Satisfied & Satisfied = 93%

Previous Year = 85%.

Student Fitness / Wellness Opportunities

Very Satisfied	43%
Satisfied	52%
Dissatisfied	2%
Very Dissatisfied	3%

N = 113 100%

Very Satisfied & Satisfied = 95%

Previous Year = 97%.

Turning Titan: New Student Orientation

Very Satisfied	18%
Satisfied	66%
Dissatisfied	11%
Very Dissatisfied	5%

N = 133 100%

Very Satisfied & Satisfied = 84%

Previous Year = 79%.

Writing Center

Very Satisfied	36%
Satisfied	60%
Dissatisfied	2%
Very Dissatisfied	2%

N = 83 100%

Very Satisfied & Satisfied = 96%

Previous Year = 95%.

Academic Experience

Very Satisfied	38%
Satisfied	56%
Dissatisfied	5%
Very Dissatisfied	1%

N = 133 100%

Very Satisfied & Satisfied = 94%

Previous Year = 94%.

Social Experience

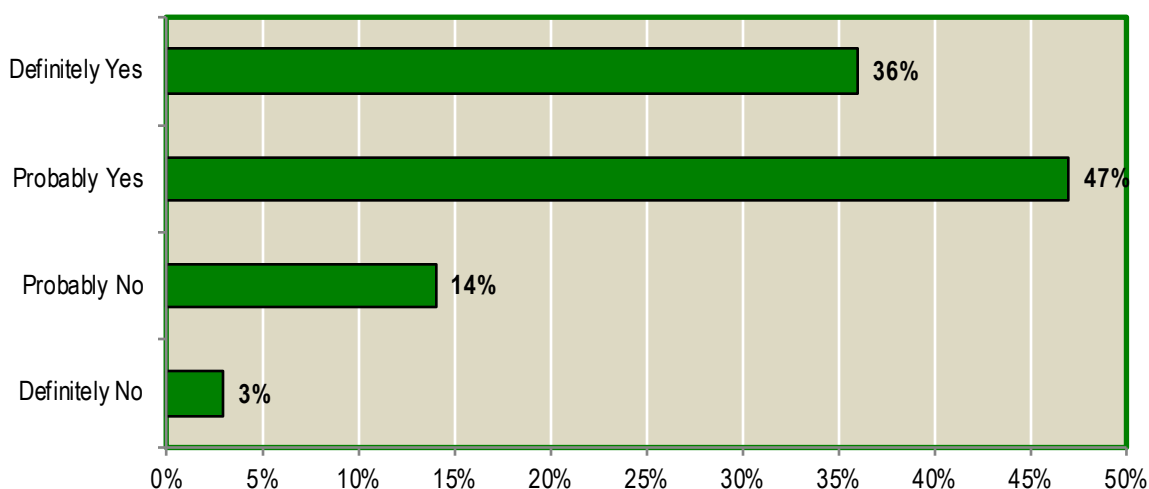
Very Satisfied	32%
Satisfied	57%
Dissatisfied	8%
Very Dissatisfied	3%

N = 133 100%

Very Satisfied & Satisfied = 89%

Previous Year = 76%.

If you could select your college again, Would you still choose to enroll at IWU?



Definitely & Probably Yes = 83%

N = 133

Previous Year = 40%, 42%, 14%, and 4%.

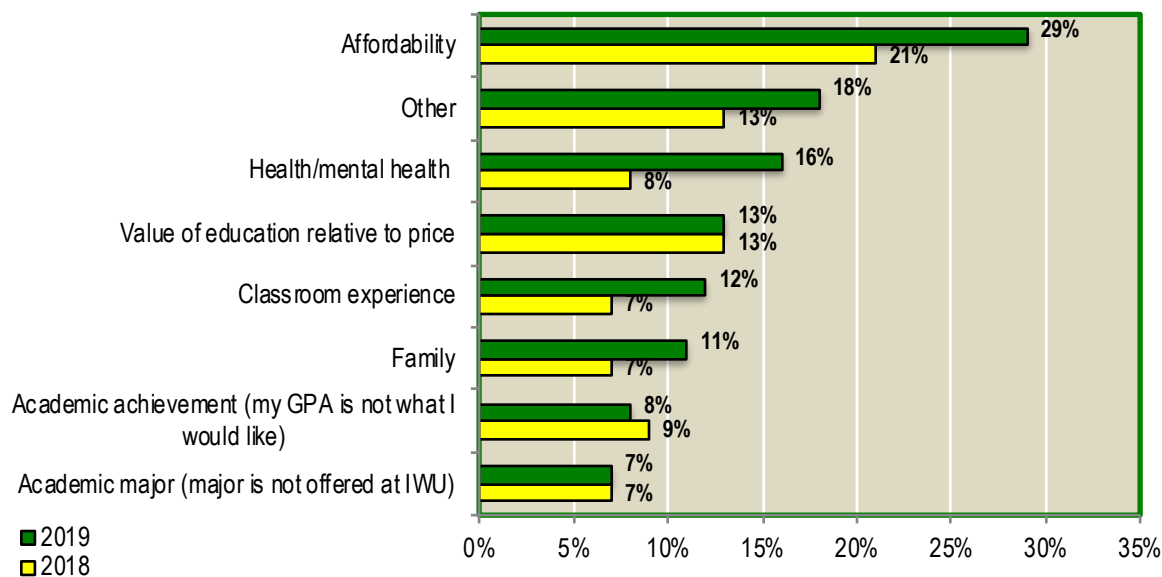
Have you considered transferring to another institution since arriving at IWU?

Yes 50% **Previous Year = 39%.**

No 50% **Previous Year = 61%.**

N = 135 100%

For what reasons were you considering transferring (please select all that apply)?



Average Scores per University Area: 2019 Sorted from High to Low

Area	2019 Mean	2018 Mean	Difference
The Ames Library	3.57	3.60	-0.03
Support for Study Abroad	3.40	3.45	-0.05
Approachability of Faculty	3.40	3.42	-0.02
Student Fitness / Wellness Opportunities	3.36	3.50	-0.14
Admissions Office	3.36	3.32	0.04
On-campus Student Employment Experience	3.36	3.20	0.16
Approachability of University Staff	3.35	3.34	0.01
Registrar's Office	3.35	3.30	0.05
Perception of Safety on Campus	3.34	3.39	-0.05
Business Office	3.33	3.20	0.13
Chaplain's Office	3.32	3.35	-0.03
Academic Experience	3.32	3.29	0.03
Writing Center	3.31	3.26	0.05
Hart Career Center	3.29	3.23	0.06
Financial Aid Office	3.29	3.11	0.18
Support for International Students	3.28	3.13	0.15
Information Technology	3.27	3.10	0.17
Quality of Teaching	3.26	3.27	-0.01
Counseling and Consultation Services	3.25	3.25	0.00
Intercollegiate Athletics	3.24	3.52	-0.28
On-campus Student Employment Process (getting a job)	3.23	3.12	0.11
Custodial Services	3.21	3.19	0.02
Support for Students with Differences in Sexual Orientation	3.20	3.19	0.01
Fraternity and Sorority Life	3.17	3.14	0.03
Social Experience	3.17	3.06	0.11
First-Year Academic Advising	3.16	3.12	0.04
Arnold Health Services	3.14	3.14	0.00
Gateway Course	3.06	2.89	0.17
Support for Students of Color	3.03	2.84	0.19
Financial Aid Package	3.02	2.96	0.06
Turning Titan: New Student Orientation	2.98	2.94	0.04
First-Year Residence Hall	2.91	2.79	0.12
Class Registration Process	2.86	2.96	-0.10
Sodexo Dining Services	2.44	2.47	-0.03

Correlation Coefficients with Overall Satisfaction (proxy)

If you could select your college again, would you still choose to enroll at Illinois Wesleyan?

	Admissions	Ames	Faculty	Staff	Health Srv	Business
Correlation	.243**	.296**	.411**	.318**	.249*	.325**
Sig. (2-tailed)	0.007	0.001	0	0	0.014	0.002
N	123	133	131	128	96	87

	Chaplain	Class Reg	Counseling	Custodial	Fin Aid Off	Fin Aid Pkg
Correlation	.540**	.456**	.552**	.328**	.382**	.406**
Sig. (2-tailed)	0.001	0	0	0	0	0
N	34	133	56	120	110	127

	Advising	Residence	Greek	Gateway	Career	Athletics
Correlation	.335**	.370**	.331*	.193*	.585**	.651**
Sig. (2-tailed)	0	0	0.025	0.029	0	0
N	129	128	46	128	48	38

	Safety	Teaching	Registrar	Sodexo	Support SOC	Wellness
Correlation	.422**	.533**	.359**	.373**	.322**	.238*
Sig. (2-tailed)	0	0	0	0	0.006	0.011
N	129	133	113	132	70	112

	Orientation	Writing	Academic	Social
Correlation	.364**	.389**	.535**	.538**
Sig. (2-tailed)	0	0	0	0
N	132	83	132	132

** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).