

# **UNC Sophomore Survey Results**

Spring 1998

# Sophomore Survey

- **UNC System Project - 1997 & 1998**
- **Survey population includes second-semester sophomores with 30 hrs at home institution**
- **Repeated every two years**
- **GA requires 90%+ response rate**

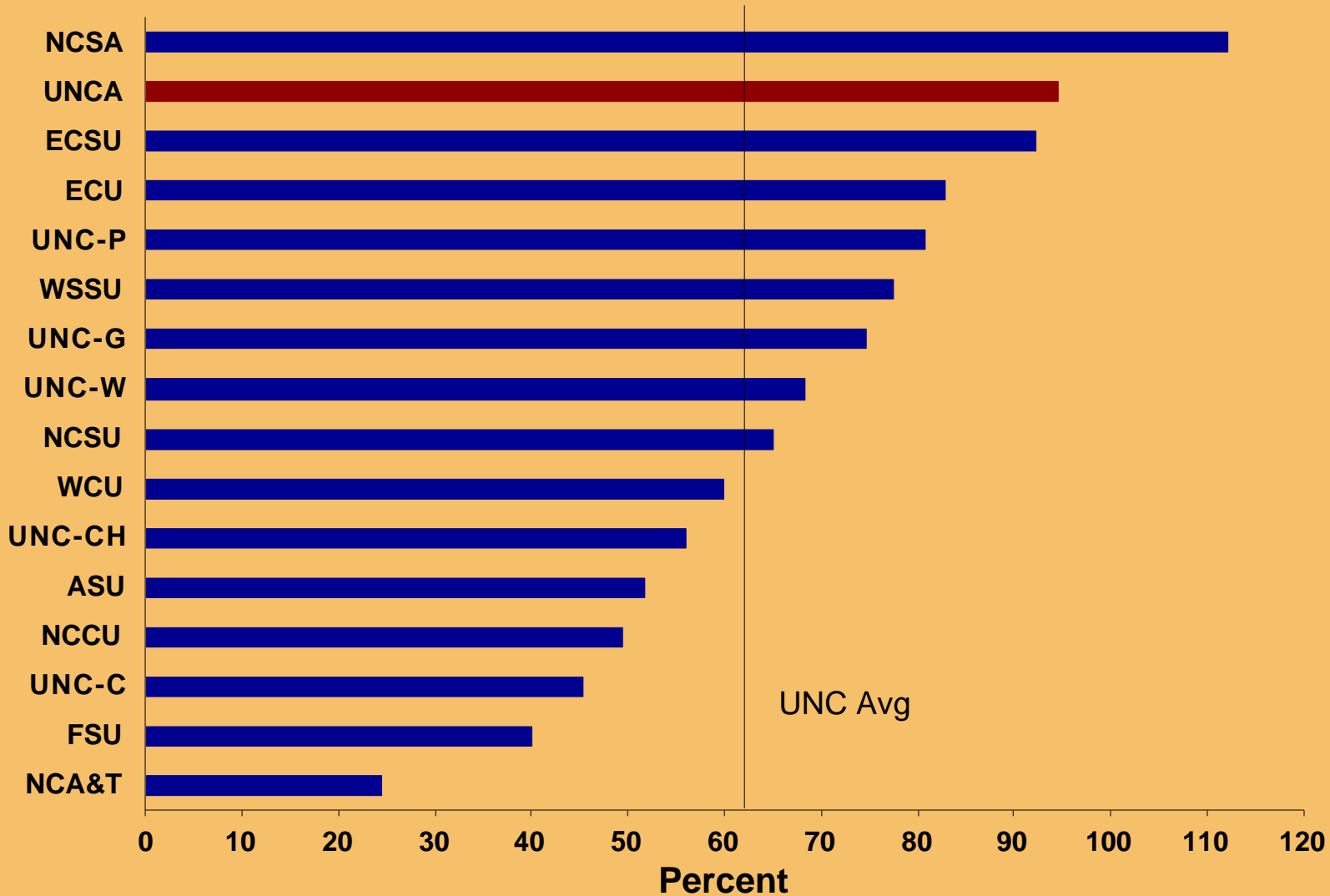
# **Survey Evaluation Areas**

- **Seven Principles of Undergrad Educ**
- **Help Outside the Classroom**
- **Campus Safety, Class Size, Spoken English of Instructors**
- **Student Services**
- **Summary Conclusions**

# **UNCA 1998 Survey Response Rate**

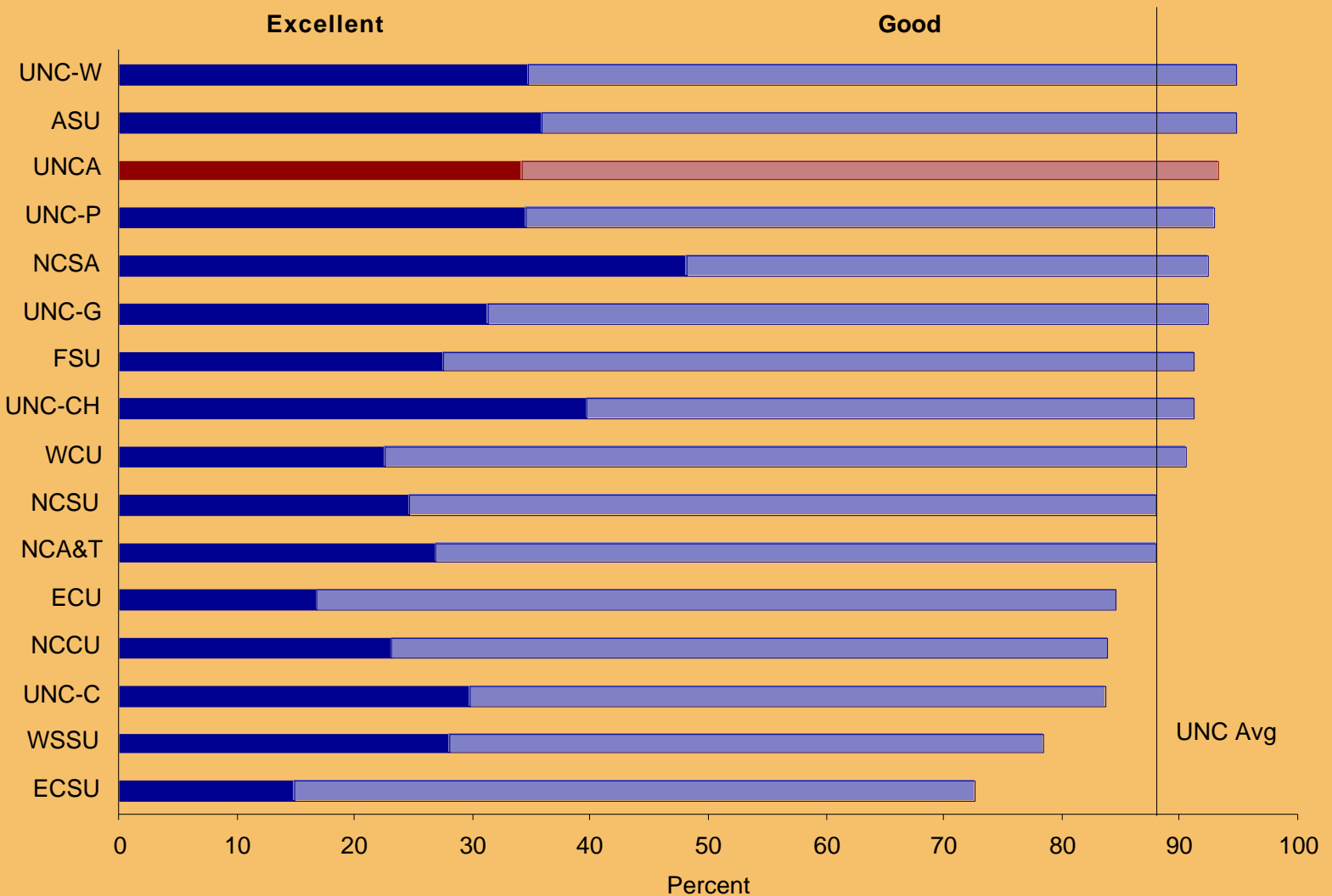
- **218 2nd-semester sophomores with 44-59 UNCA hours**
- **94.4% Response**

# Sophomore Survey Response Rate

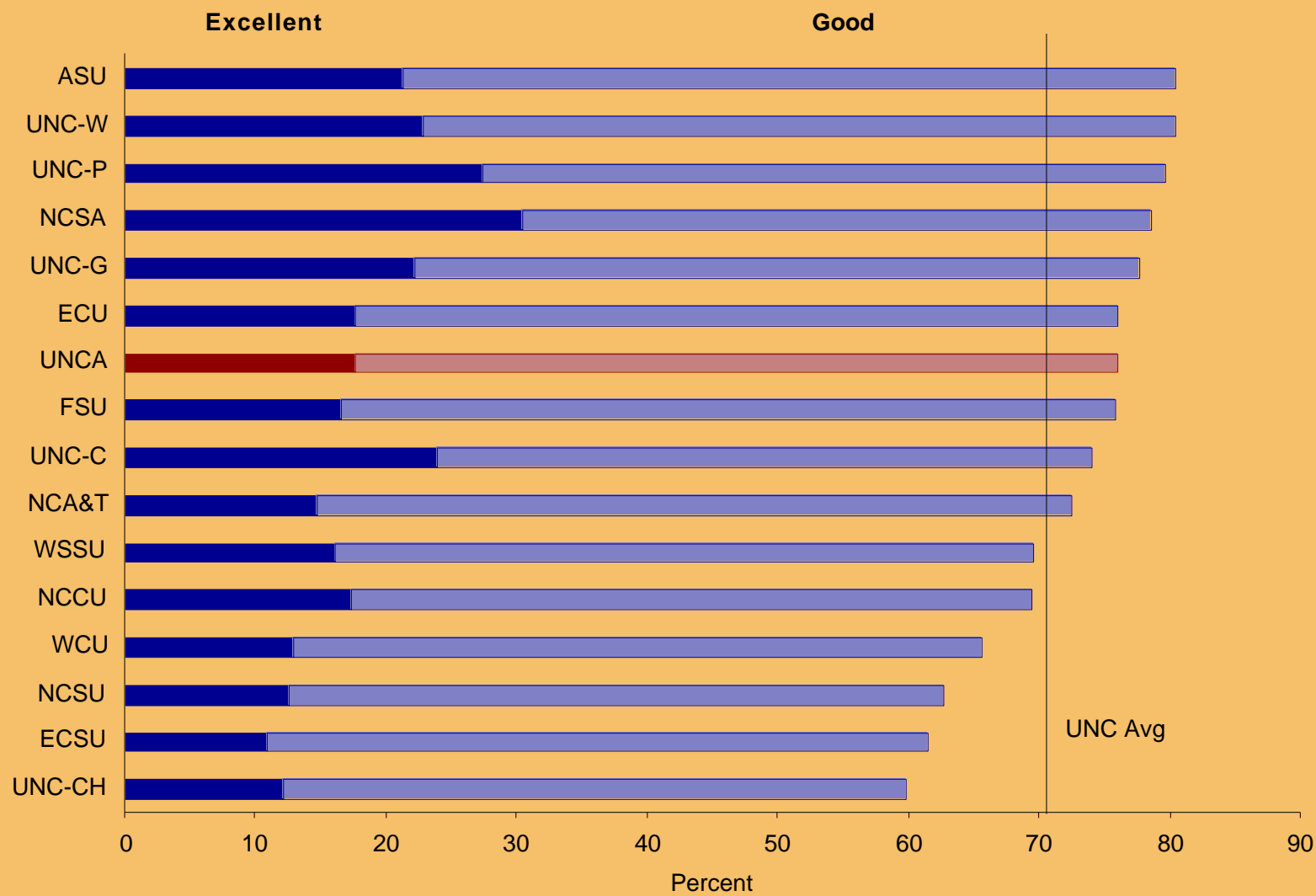


# **Section A: Faculty Contributions**

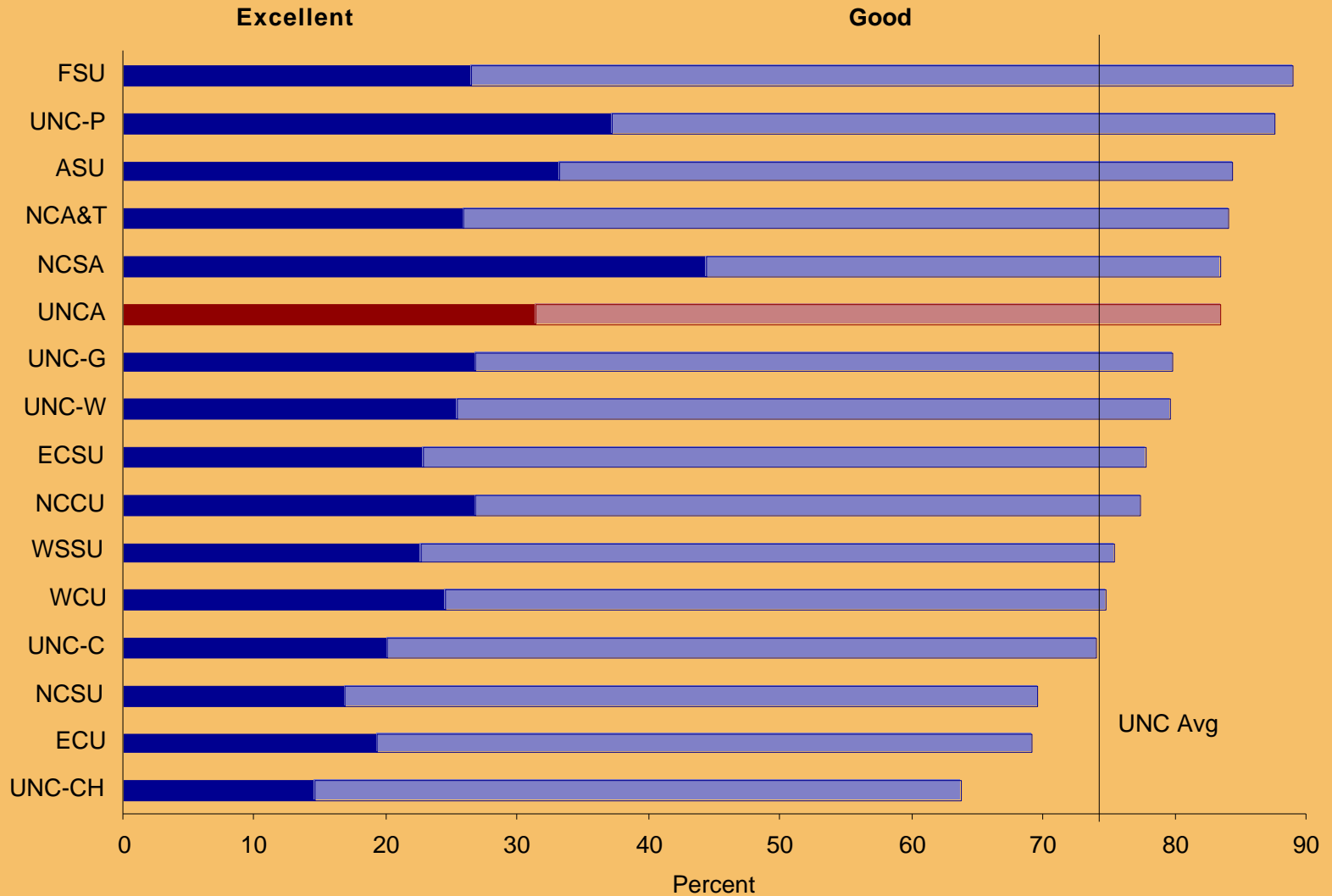
# How Well Did Faculty Members Set High Expectations for You to Learn?



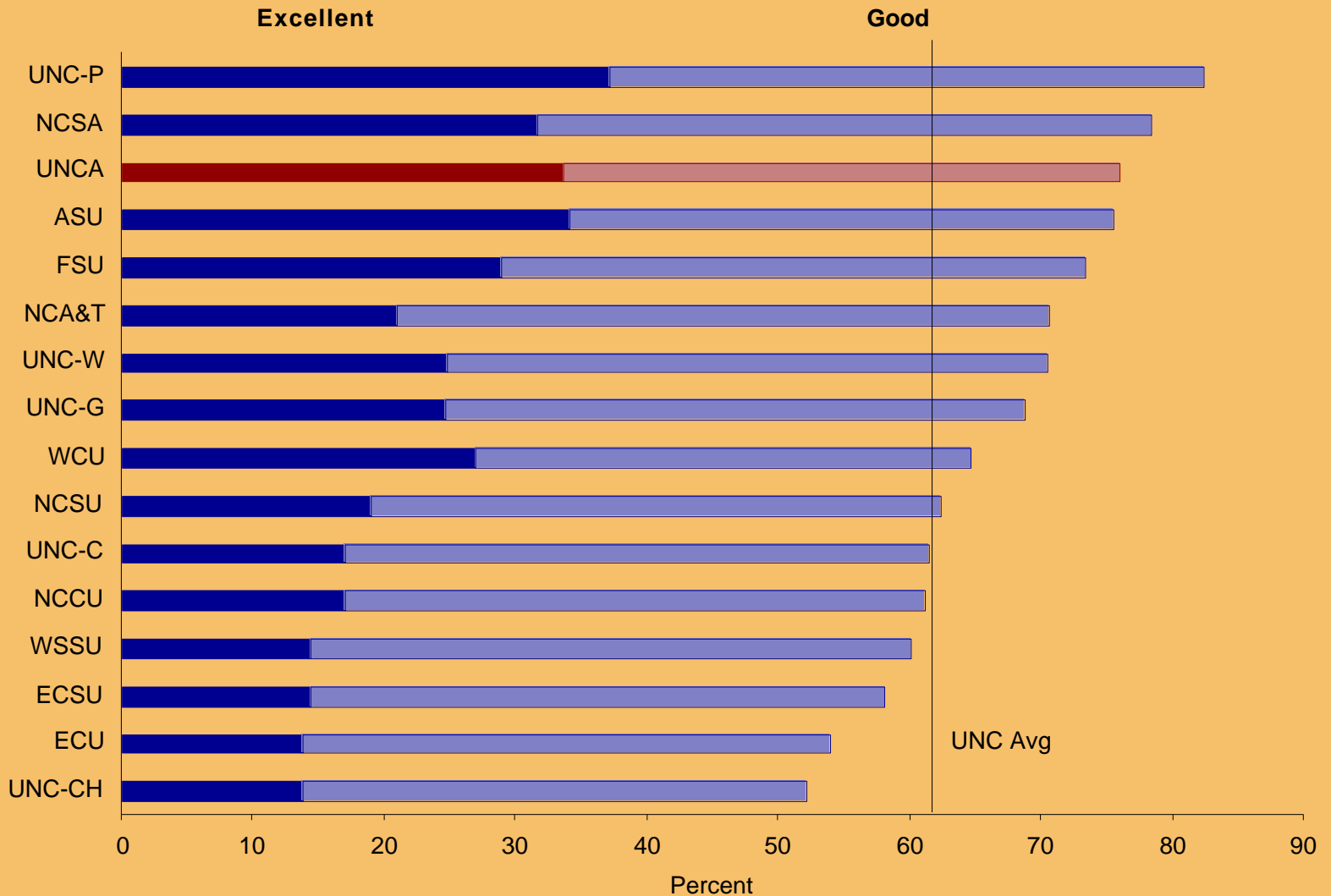
# Respect Diverse Talents & Ways of Learning of You & Your Classmates?



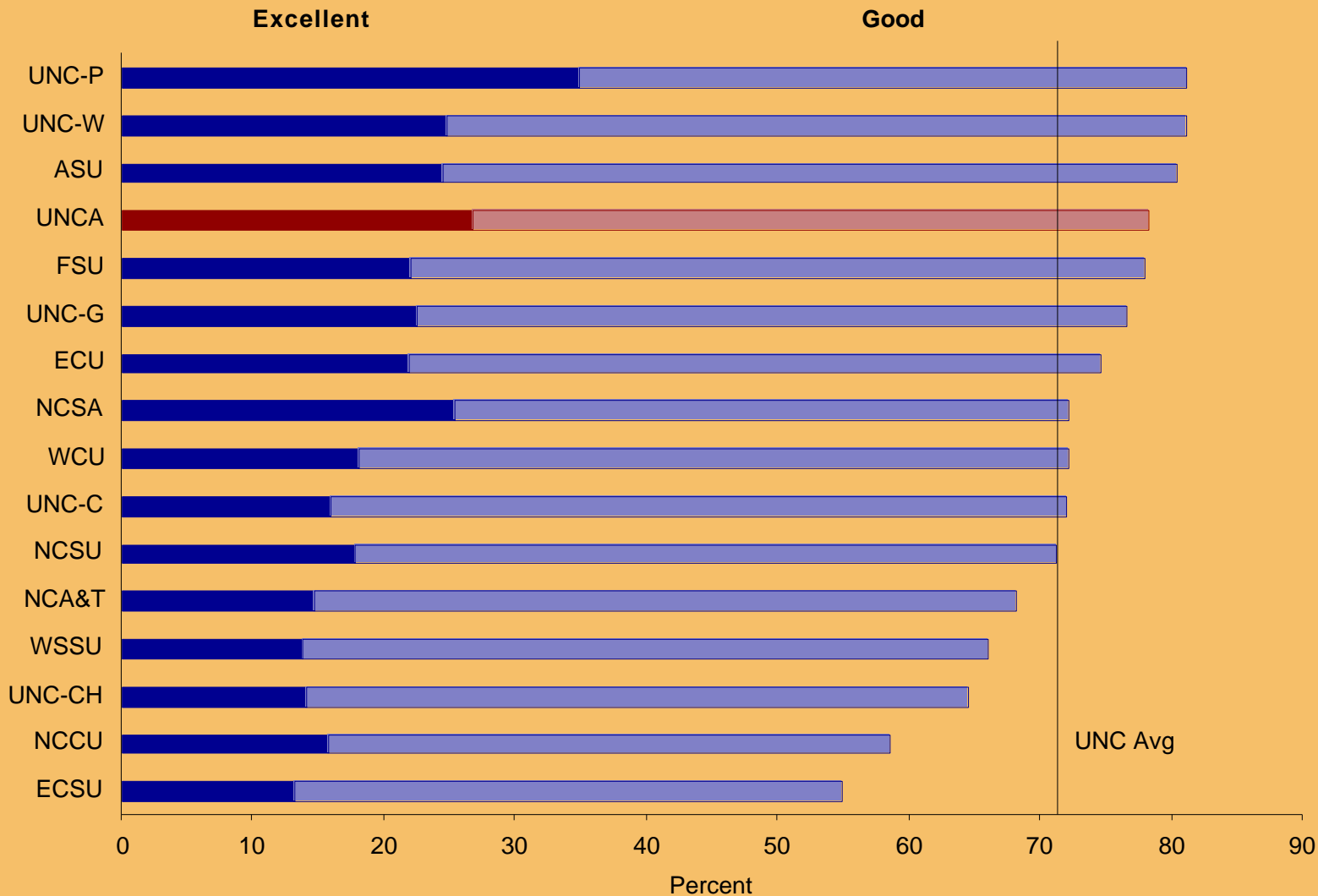
# Encourage You to Be An Actively Involved Learner?



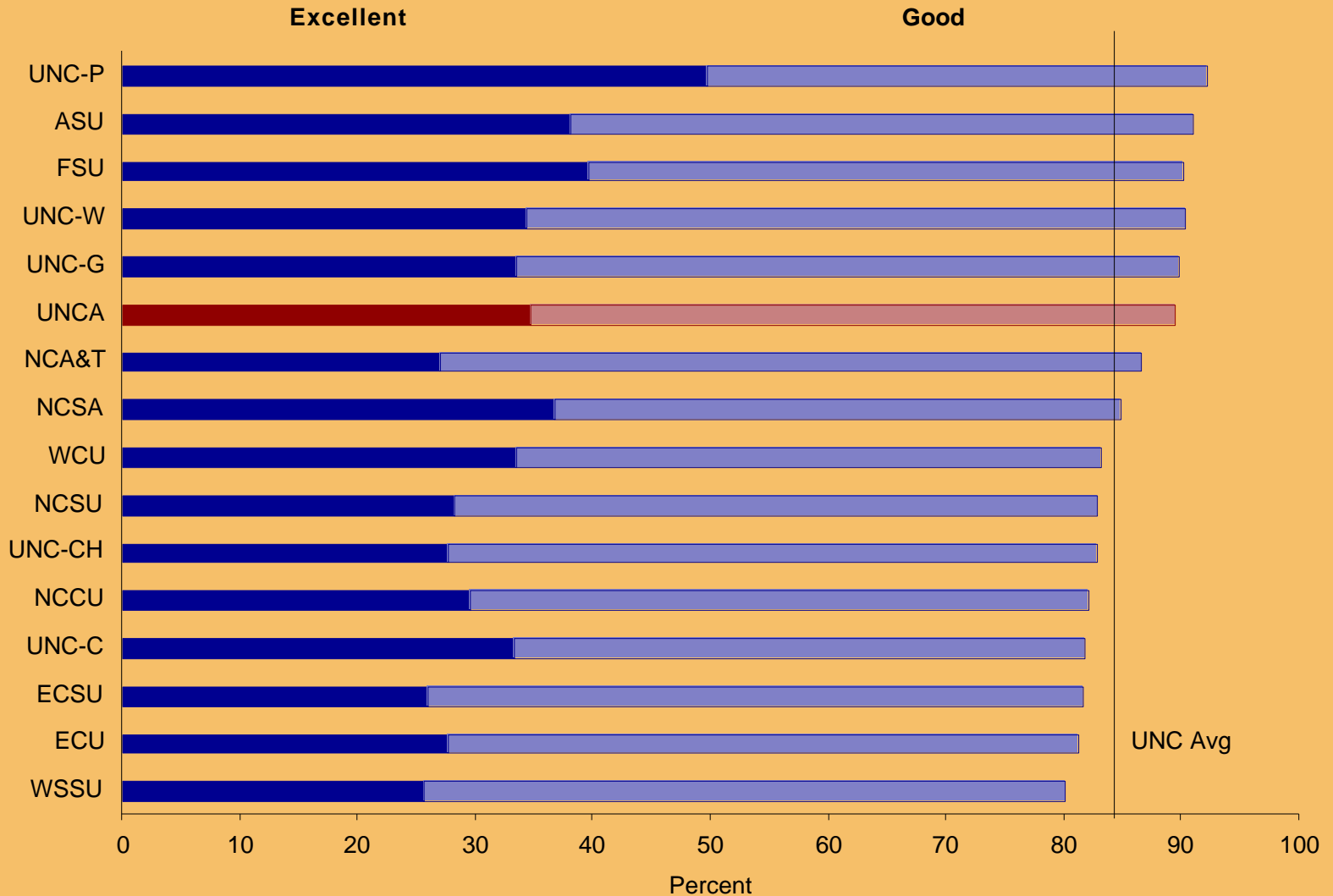
# Encourage Student-Faculty Interaction, In and Out of the Classroom?



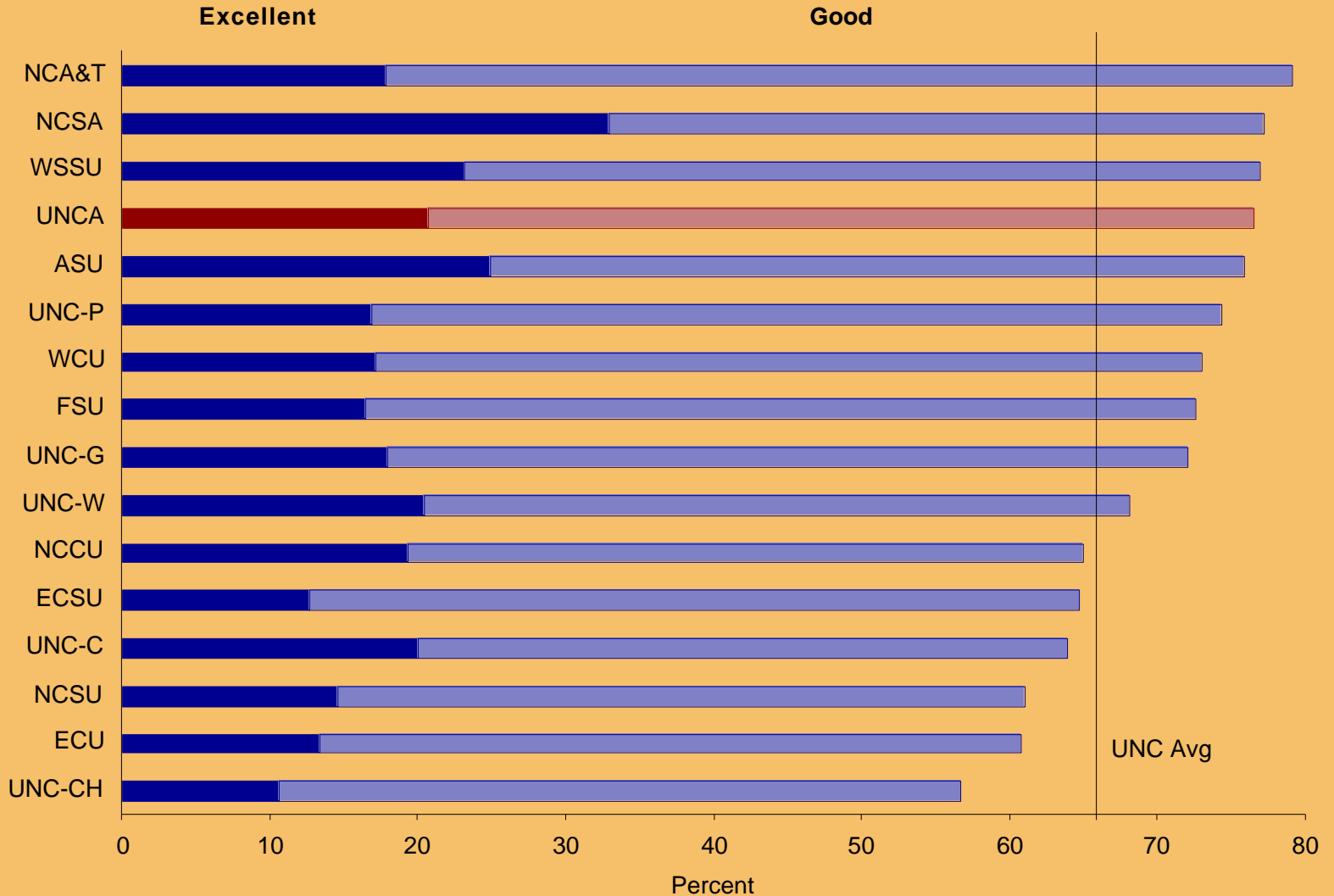
# Give You Frequent & Prompt Feedback?



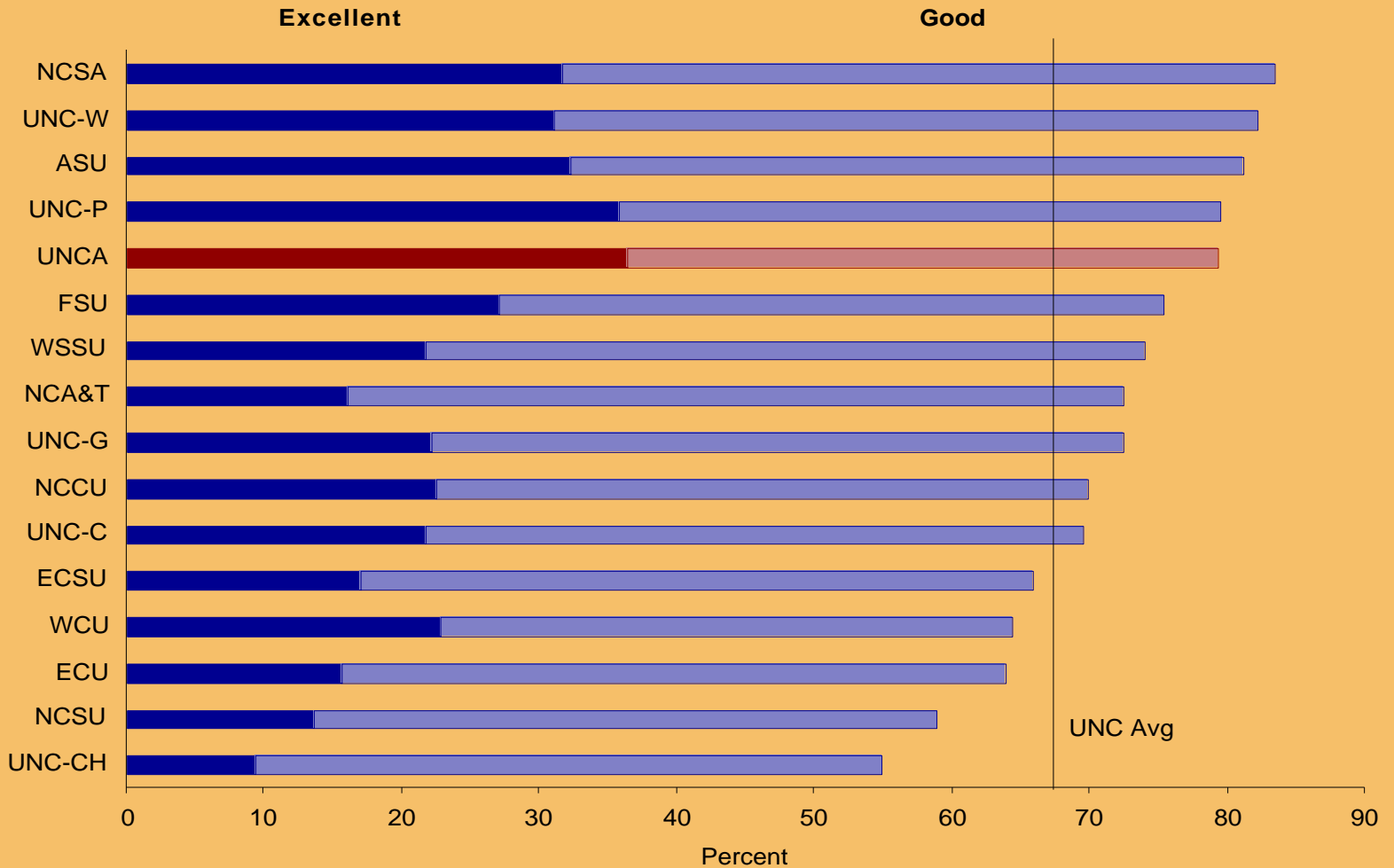
# Encourage You to Devote Sufficient Time & Energy to Your Coursework?



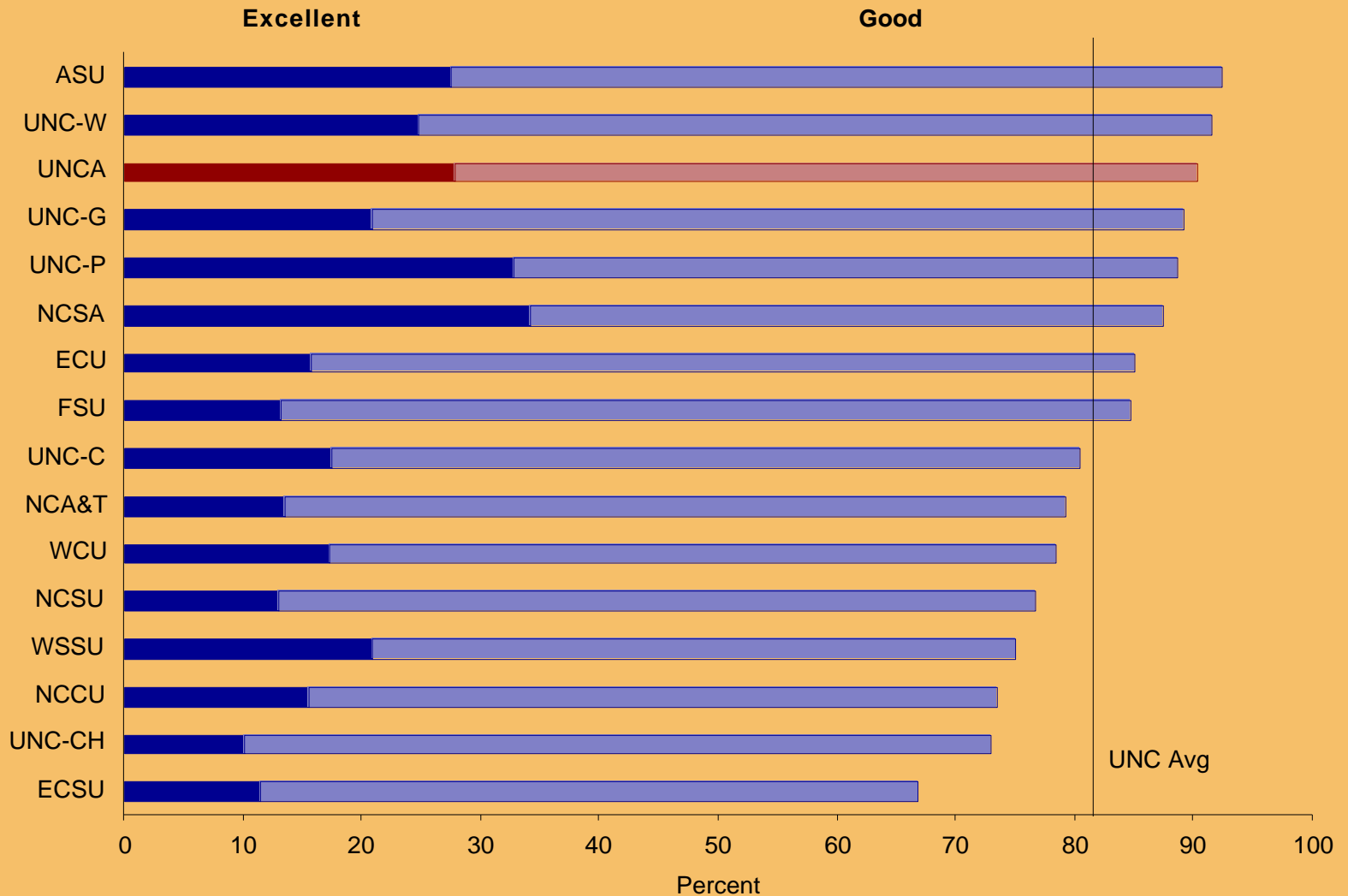
# Develop Opportunities for You To Learn Cooperatively With Fellow Students?



# Care About Your Academic Success and Welfare?



# In General, How Would You Evaluate Your Instructors on These Eight Measures?



# Faculty Contributions

## Two-Year Comparisons

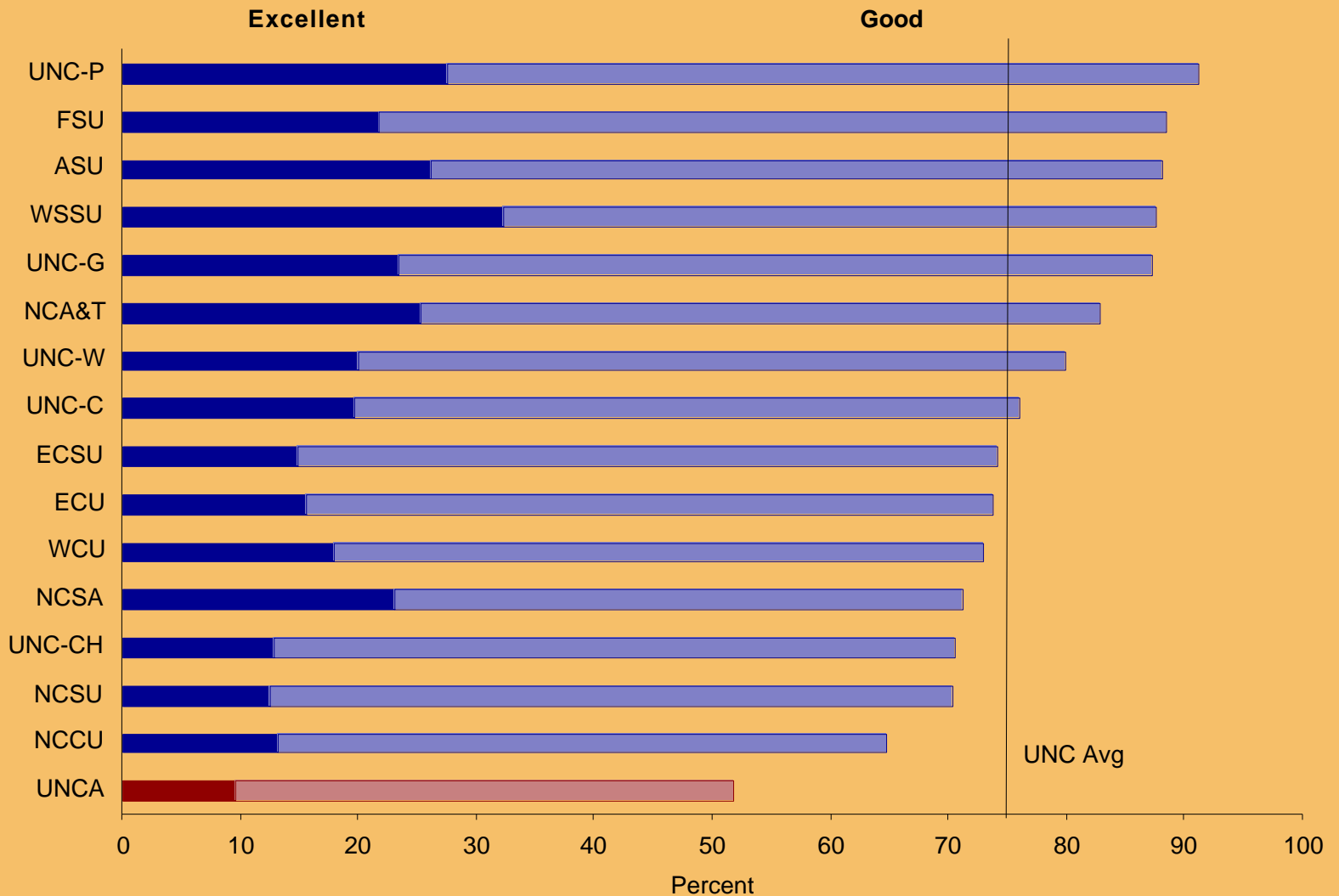
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Set high expectations for you to learn	1	3	94.6	93.1	-1.5
Respect diverse talents & ways of learning	7	7	73.9	76.0	2.1
Encourage you to be active learner	4	6	84.5	83.4	-1.1
Encourage student-faculty interaction	2	3	77.1	76.0	-1.1
Give frequent & prompt feedback	4	4	77.8	78.3	0.5
Encourage to devote sufficient time & energy..	6	6	88.1	89.4	1.3
Develop opportunities to learn cooperatively	11	4	67.7	76.5	8.8
Care about academic success & welfare	3	5	79.3	79.3	0.0
General evaluation of instructors	2	3	91.1	90.3	-0.8

# Help Outside the Classroom

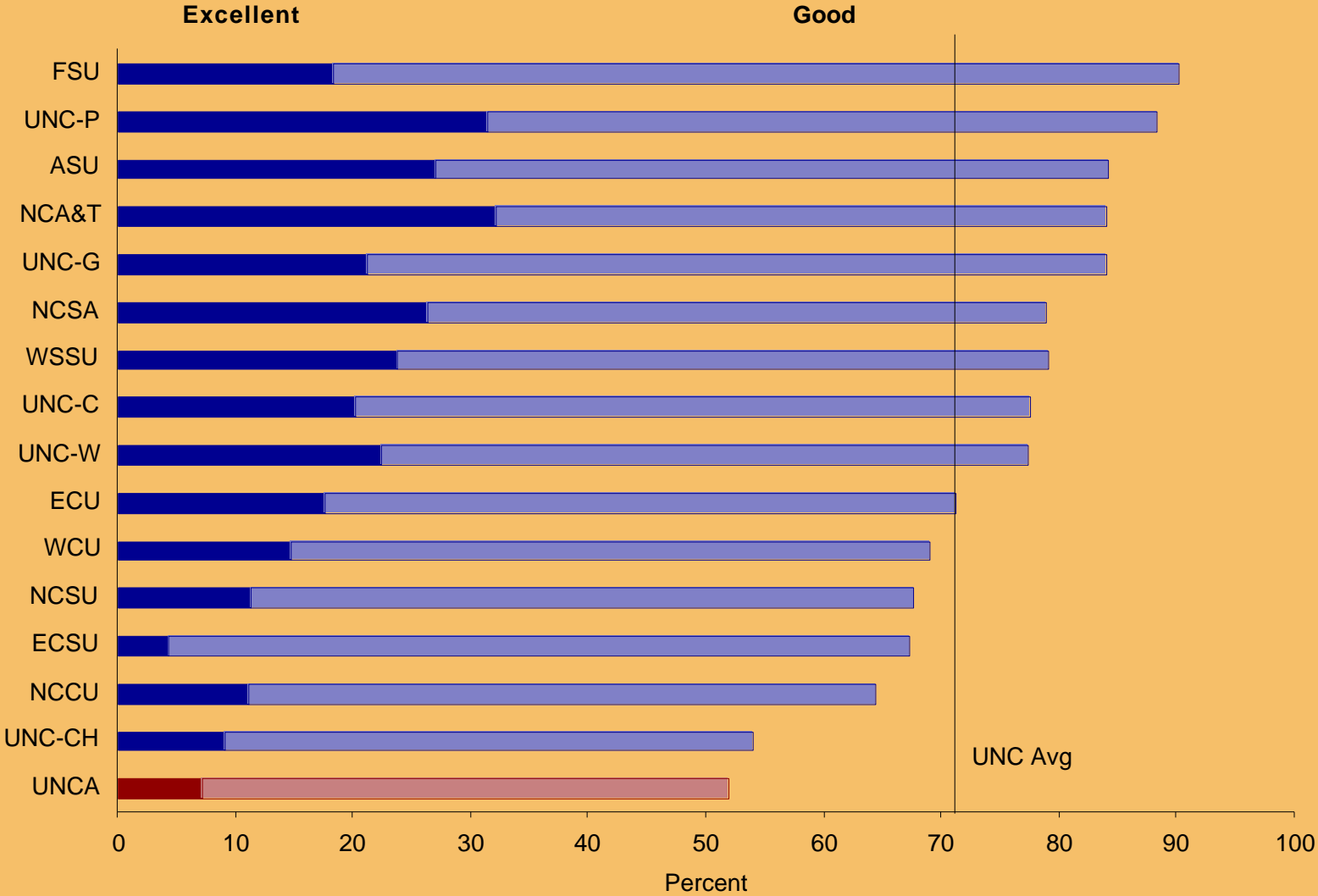
- **Orientation for New Students**
- **Academic Advising**
- **Academic Skill Labs/Tutoring, Library**
- **Technology**
- **Career-related Services**
- **Campus Bookstore**

# **Orientation for New Students**

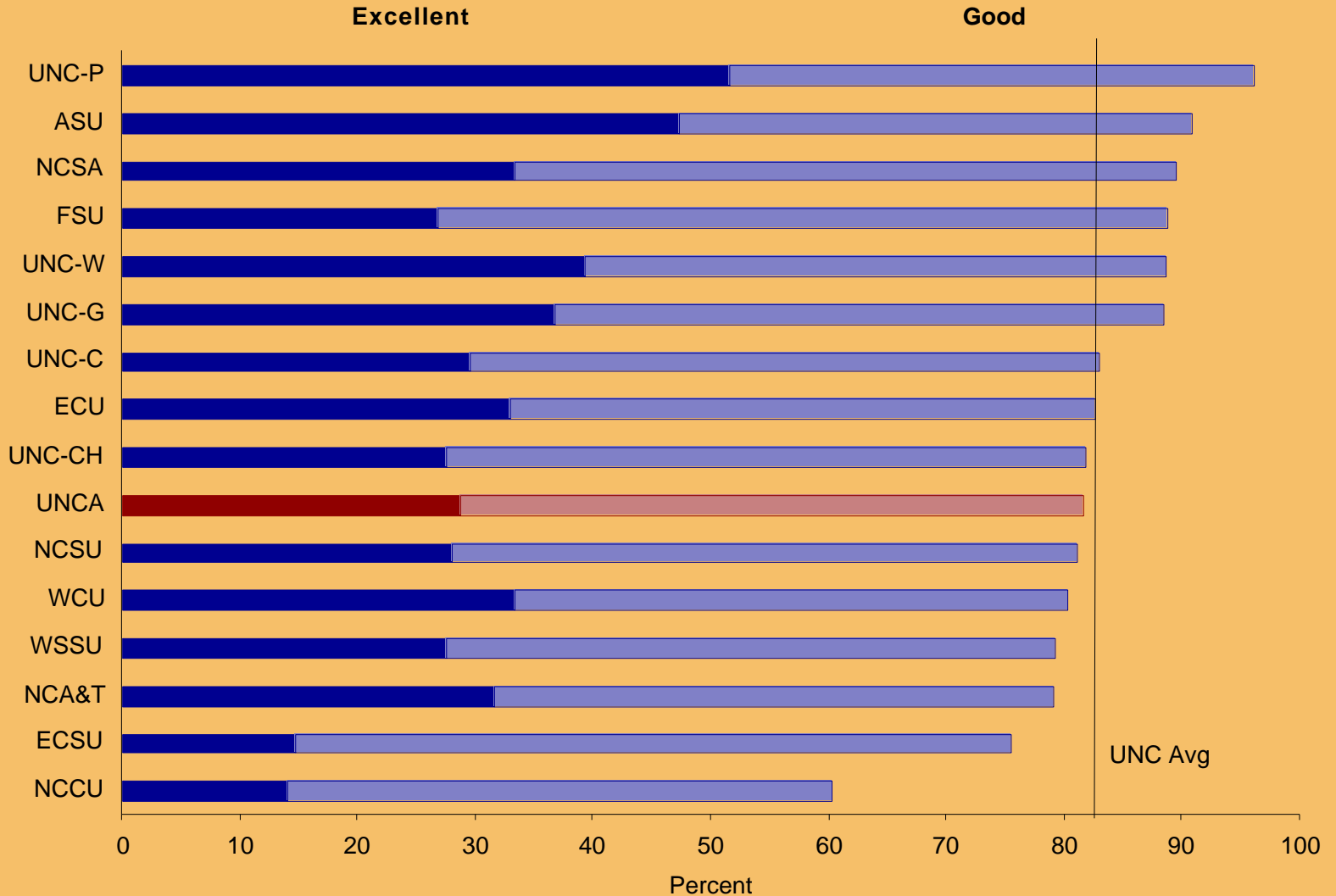
# Length of Session



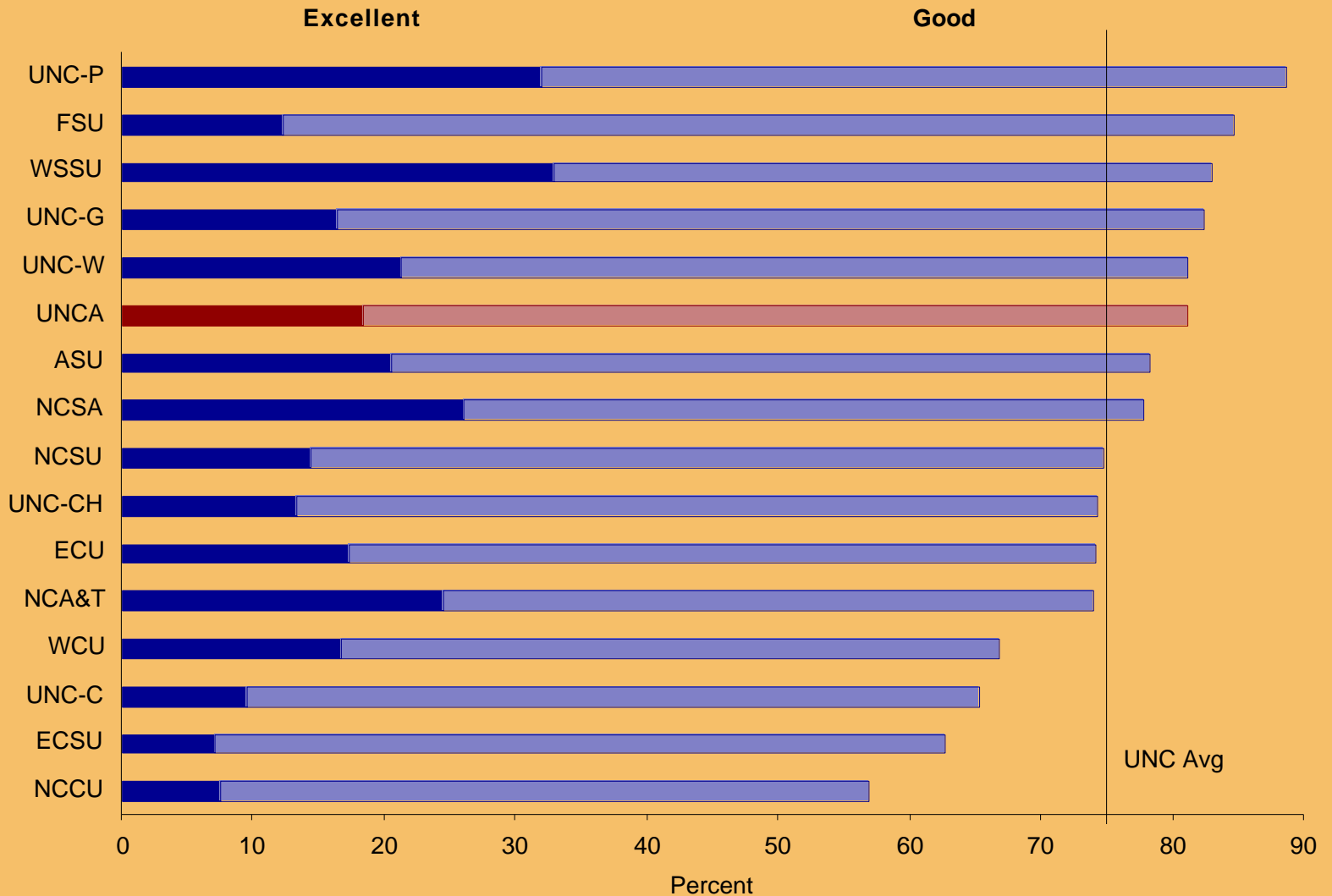
# Quality of Programs



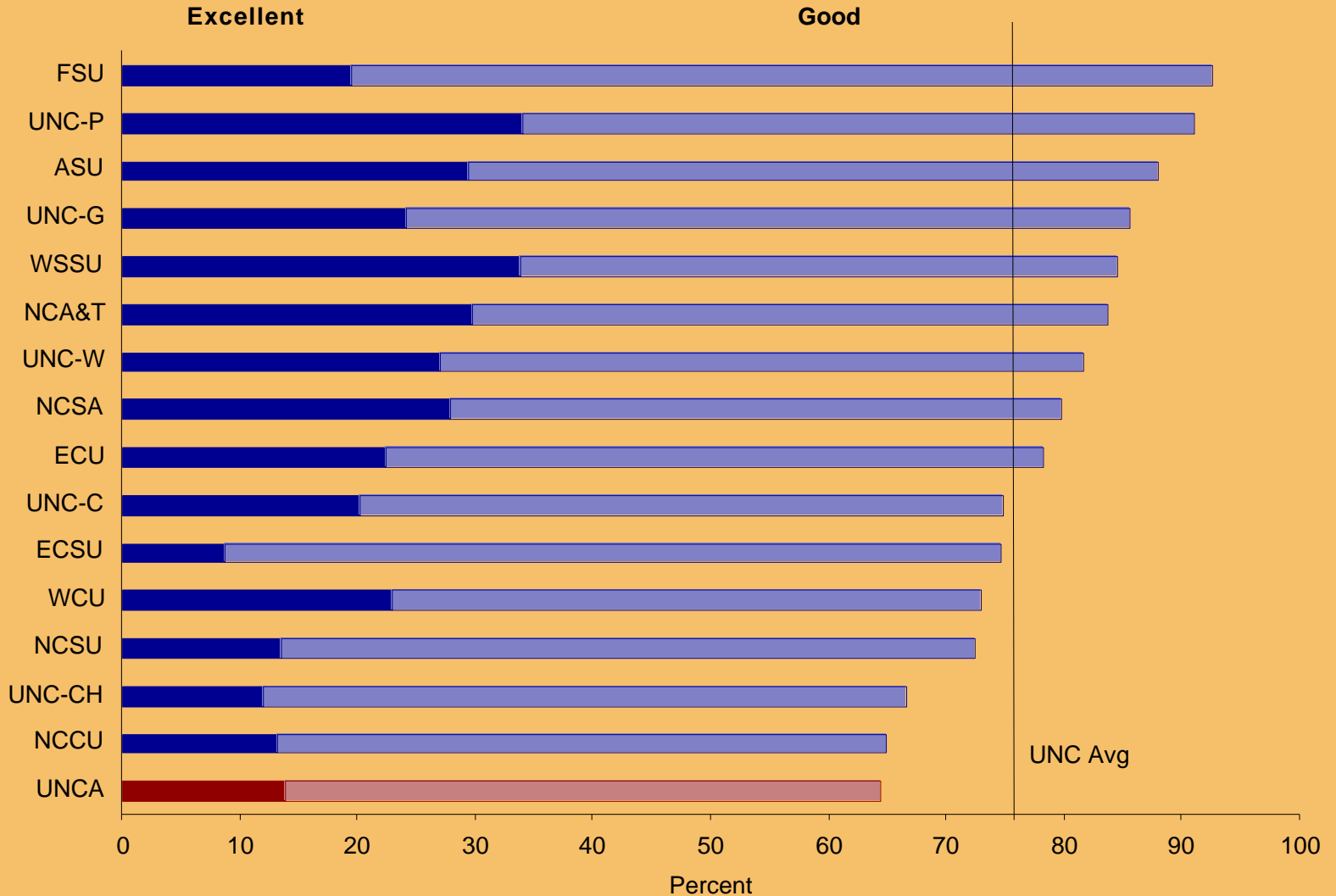
# Helpfulness of Staff



# Accommodations



# Overall Effectiveness of Orientation



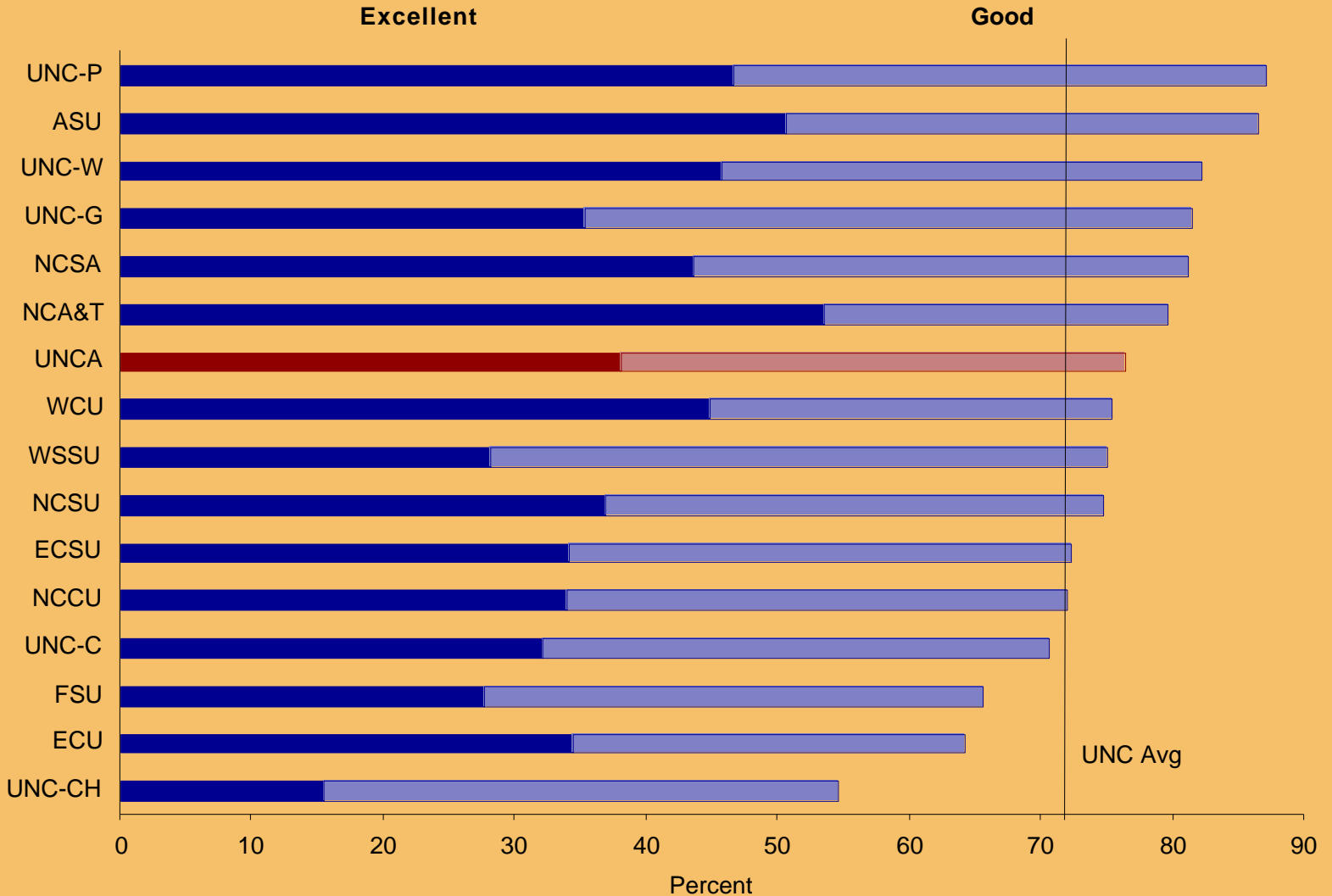
# Orientation

## Two-Year Comparisons

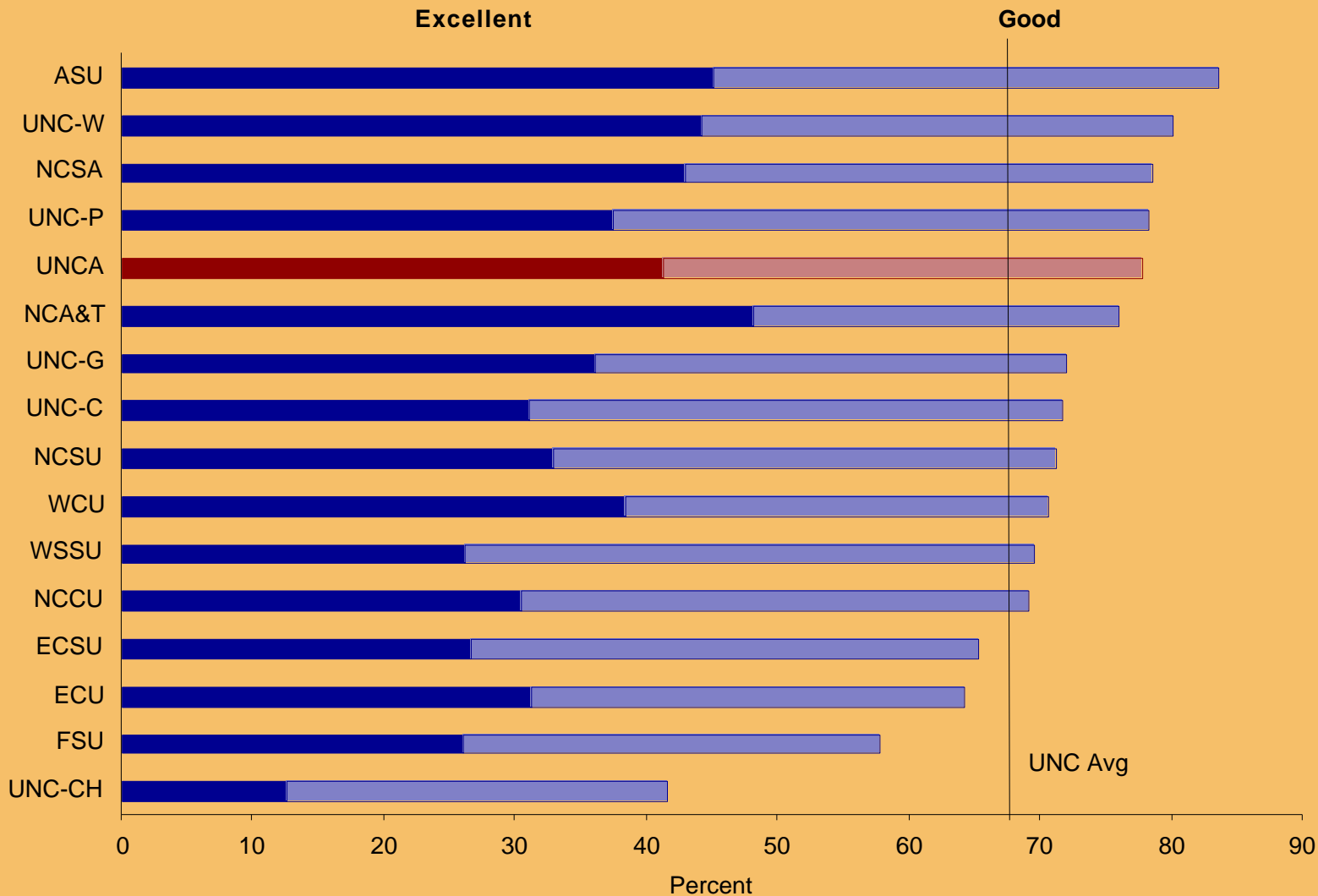
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Length of session	16	16	61.8	51.8	-10.0
Quality of programs	14	16	60.0	51.8	-8.2
Helpfulness of staff	4	10	86.4	81.5	-4.9
Accommodations	1	6	86.3	81.1	-5.2
Overall effectiveness of orientation	15	16	73.5	64.3	-9.2

# **Academic Advising**

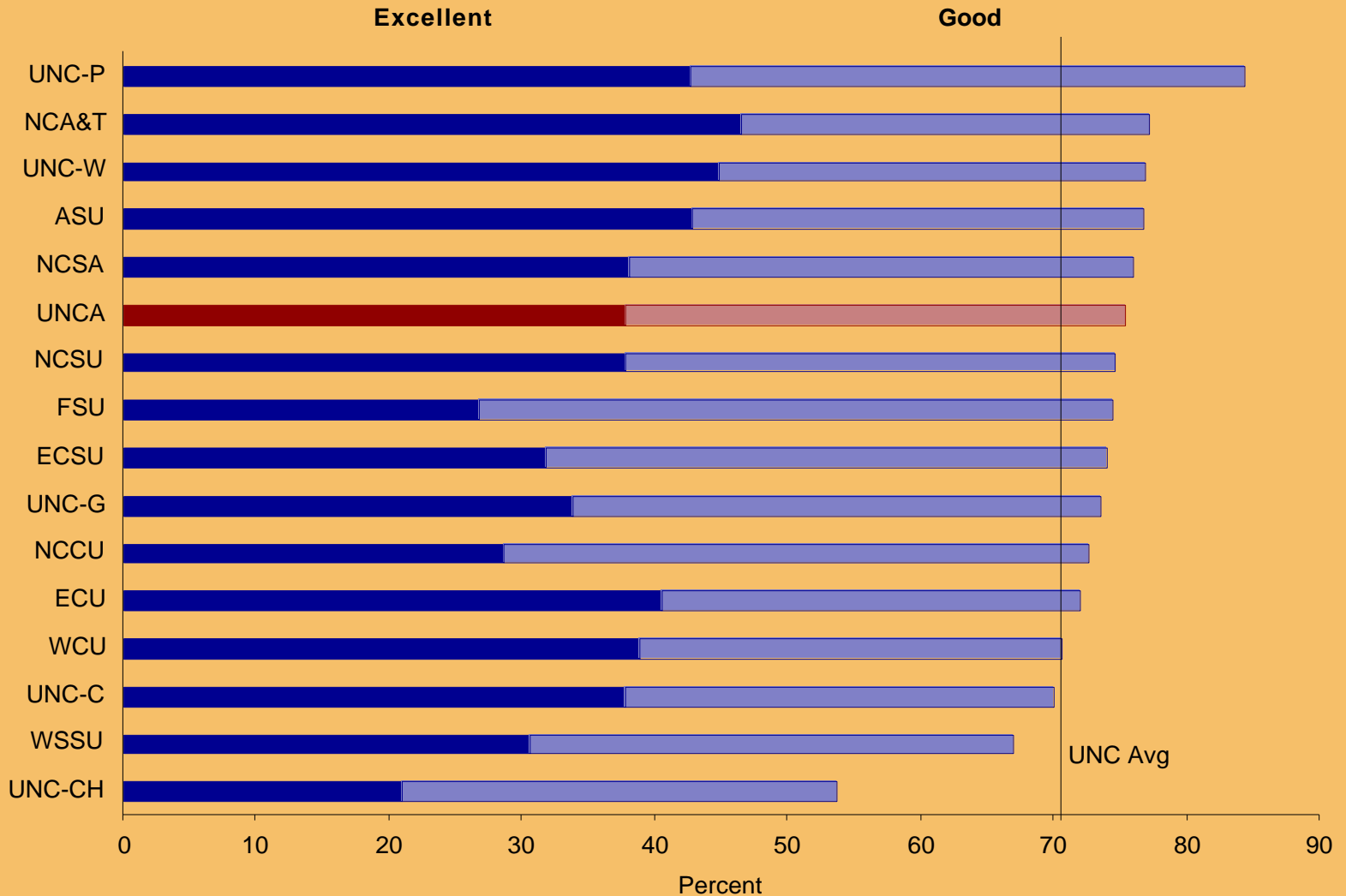
# Access to Advisor



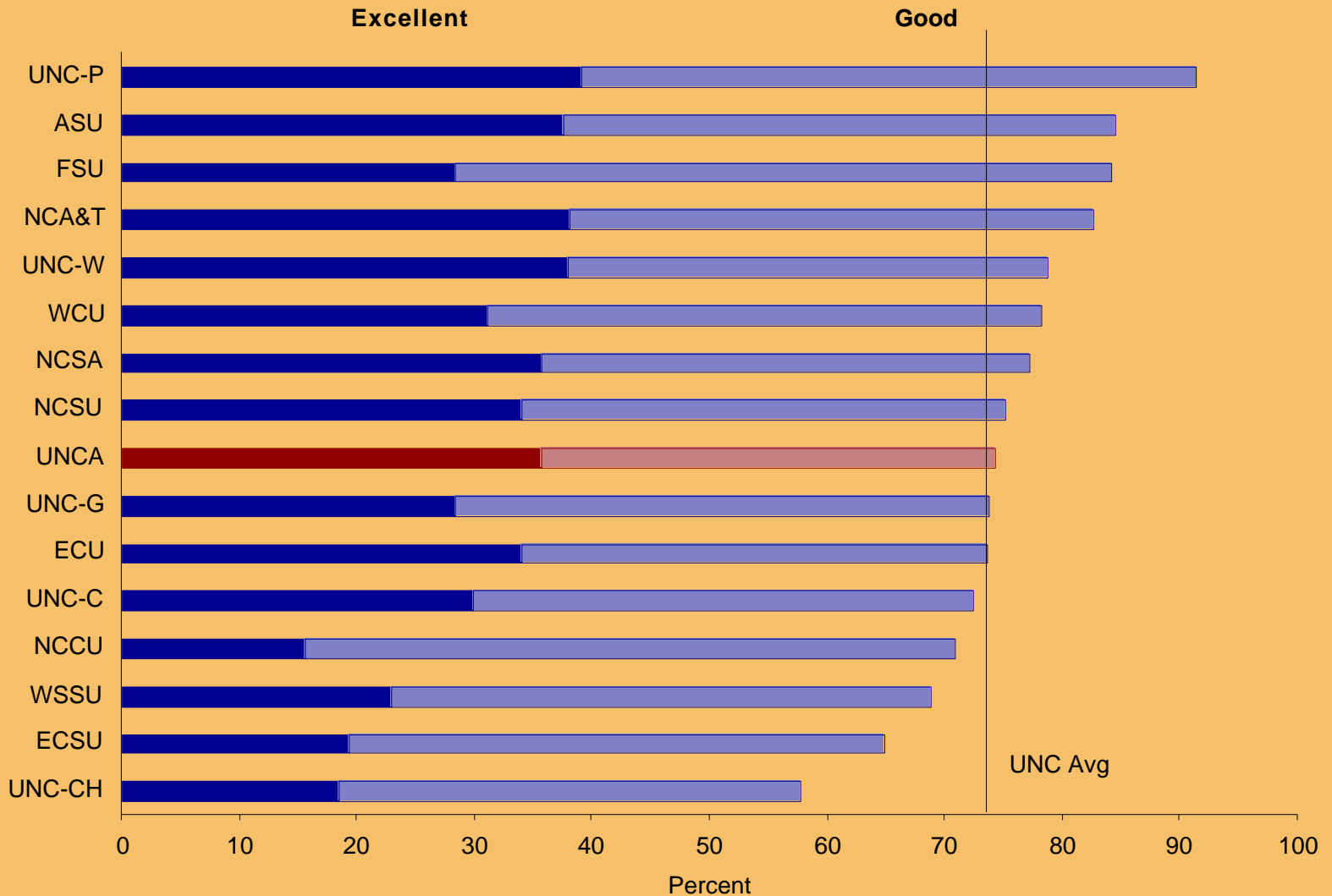
# Sufficient Time With Advisor



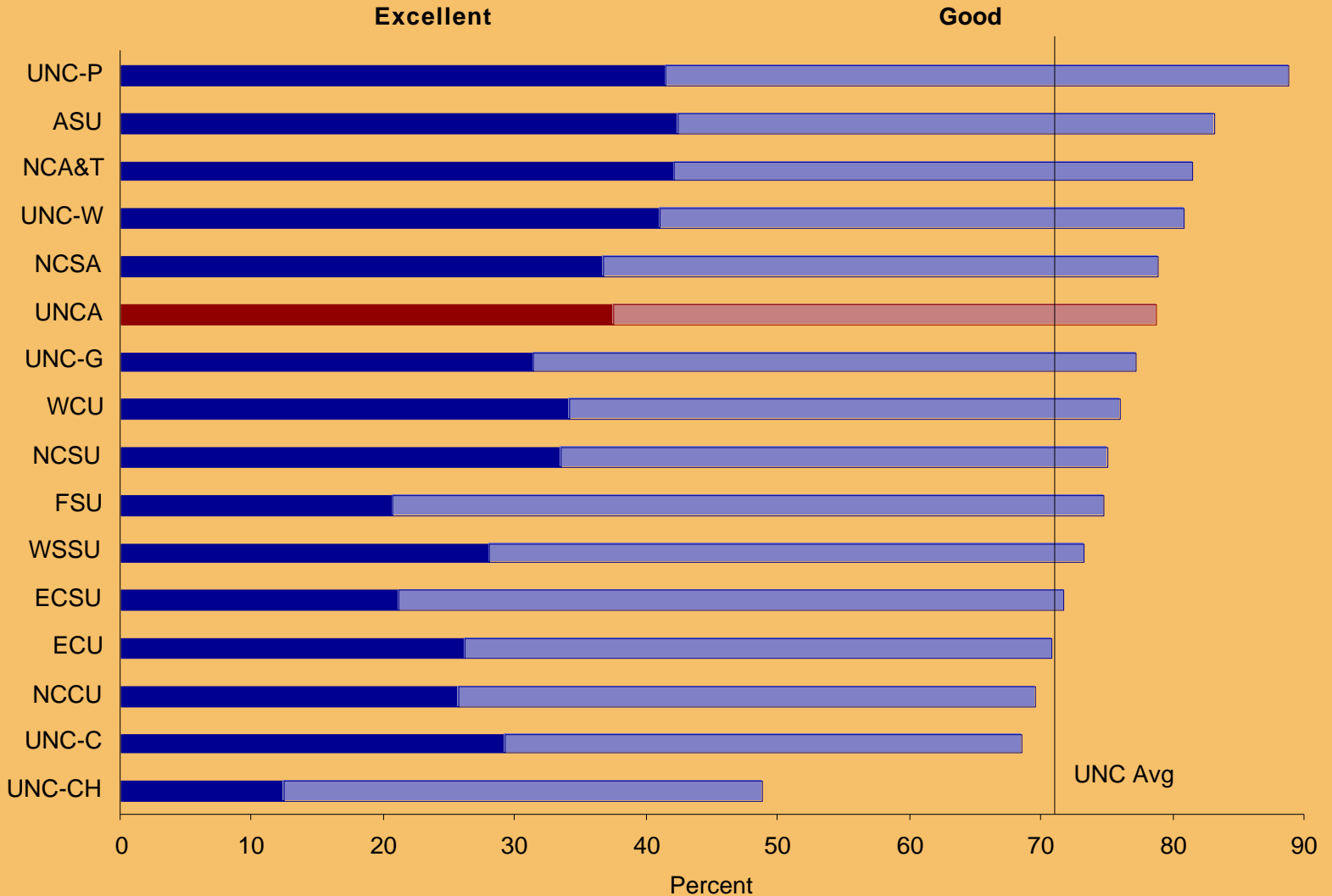
# Accurate Information About Degree Requirements/Course Sequencing



# Knowledge of Campus Policies and Procedures



# Academic Advising Services Overall

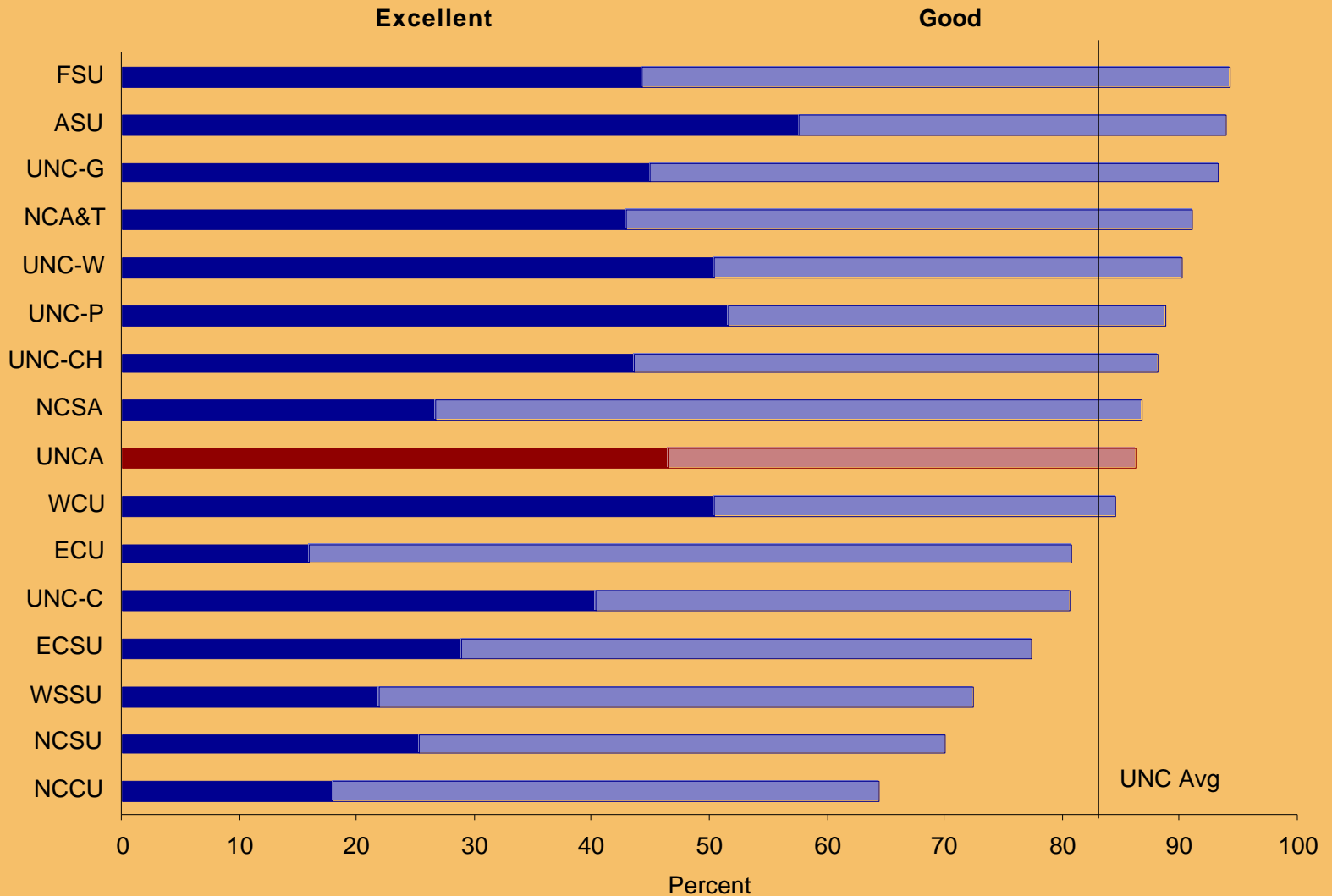


# Academic Advising Two-Year Comparisons

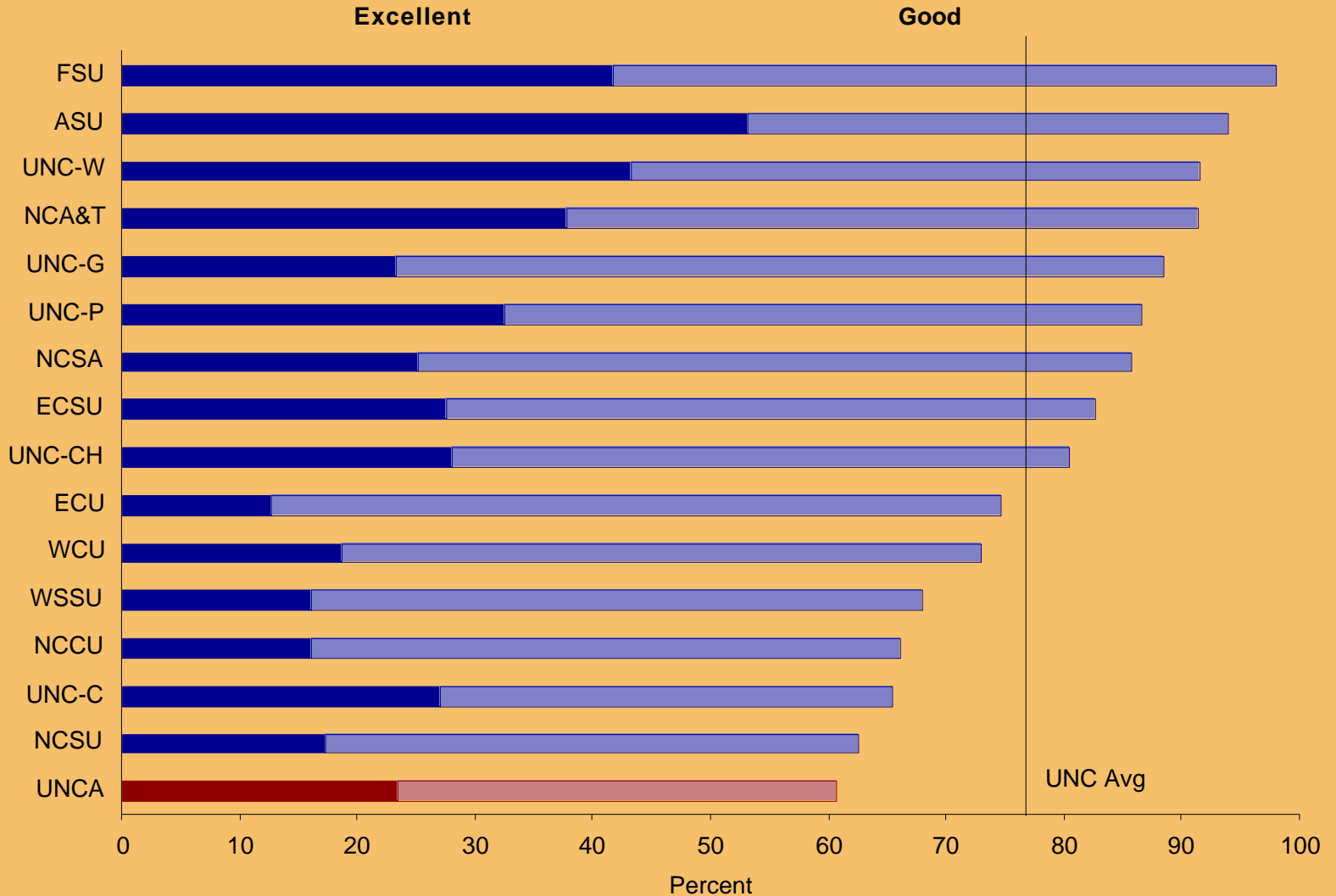
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Access to advisor	4	7	81.2	76.4	-4.8
Sufficient time with advisor	3	5	79.5	77.8	-1.7
Accurate info about degree requirements...	5	6	76.1	75.3	-0.8
Knowledge of campus policies and procedures	9	9	74.4	74.2	-0.2
Academic advising services overall	3	6	79.4	78.7	-0.7

# **Academic Skill Labs & Tutoring**

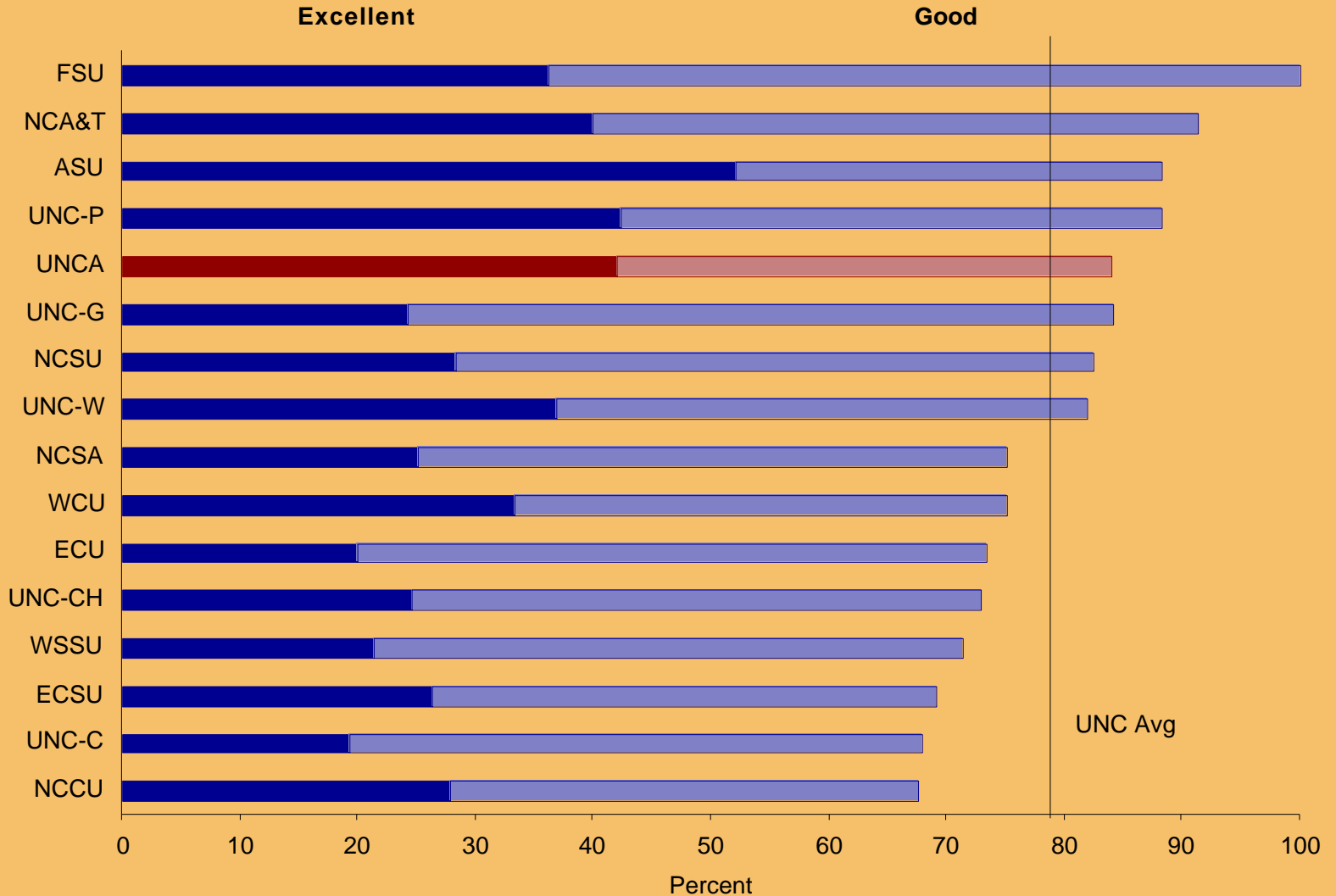
# Writing Labs/Tutoring



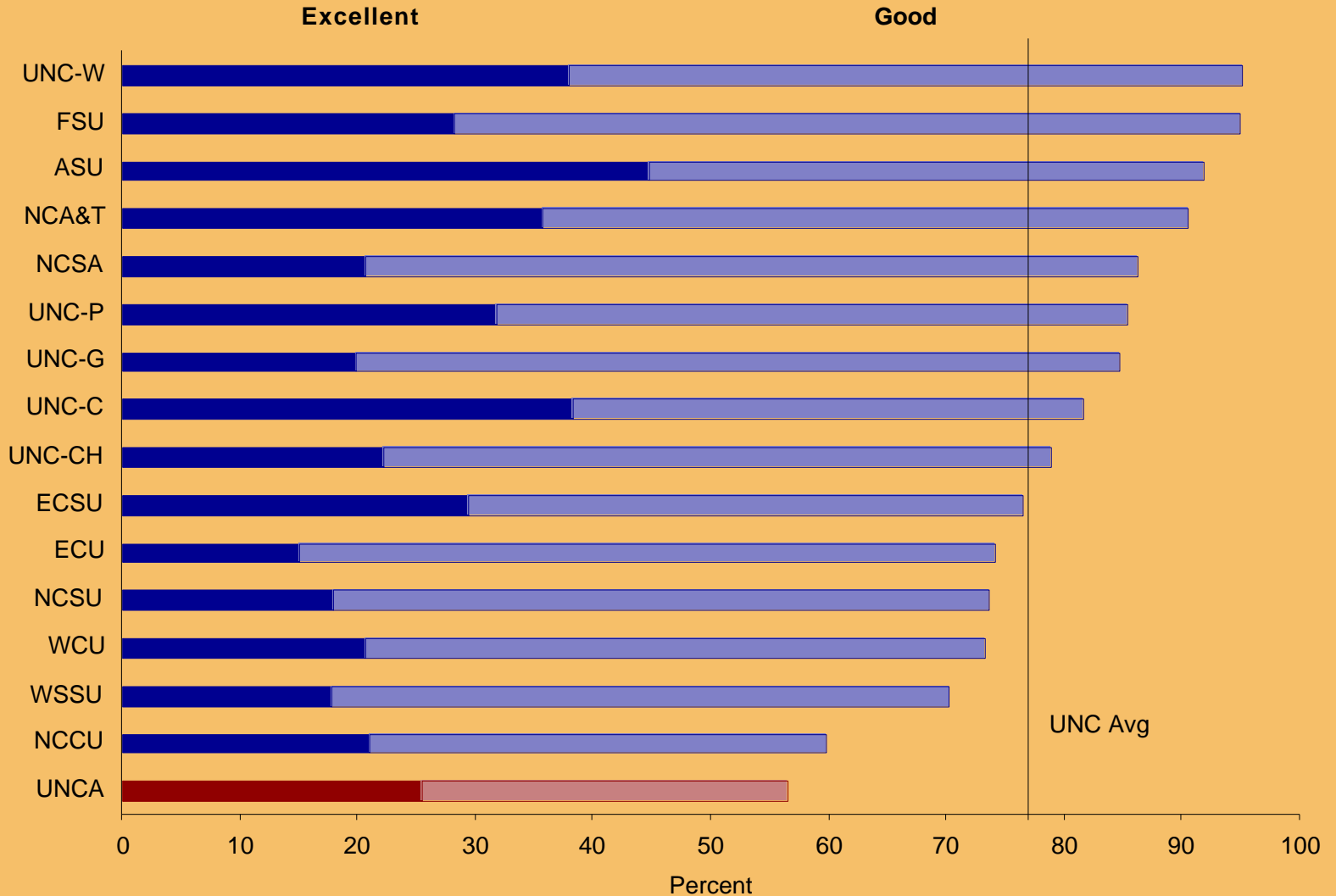
# Reading Labs/Tutoring



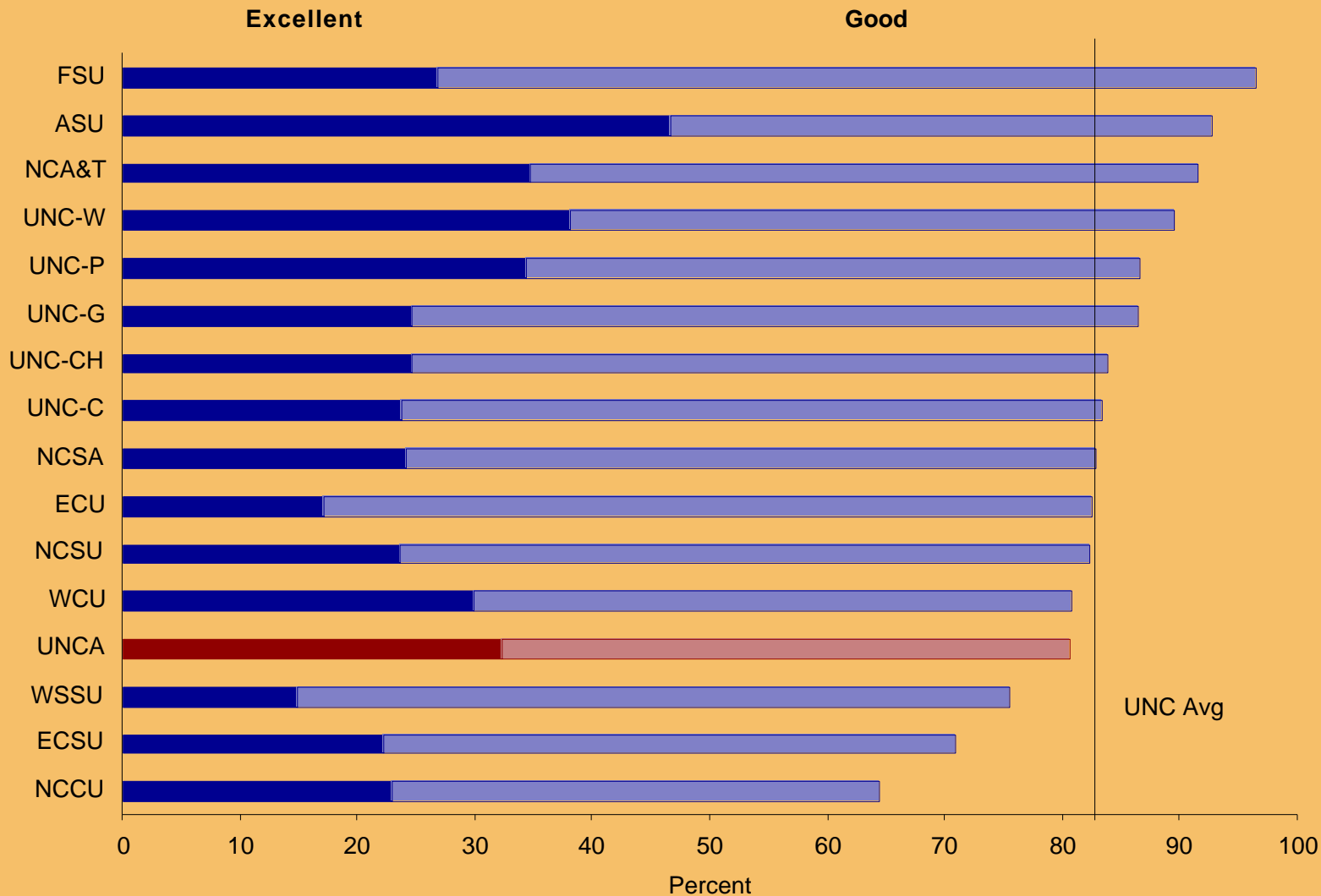
# Math Labs/Tutoring



# Study Skills



# Academic Skill Labs - Overall



# Academic Skill Labs/ Tutoring

## Two-Year Comparisons

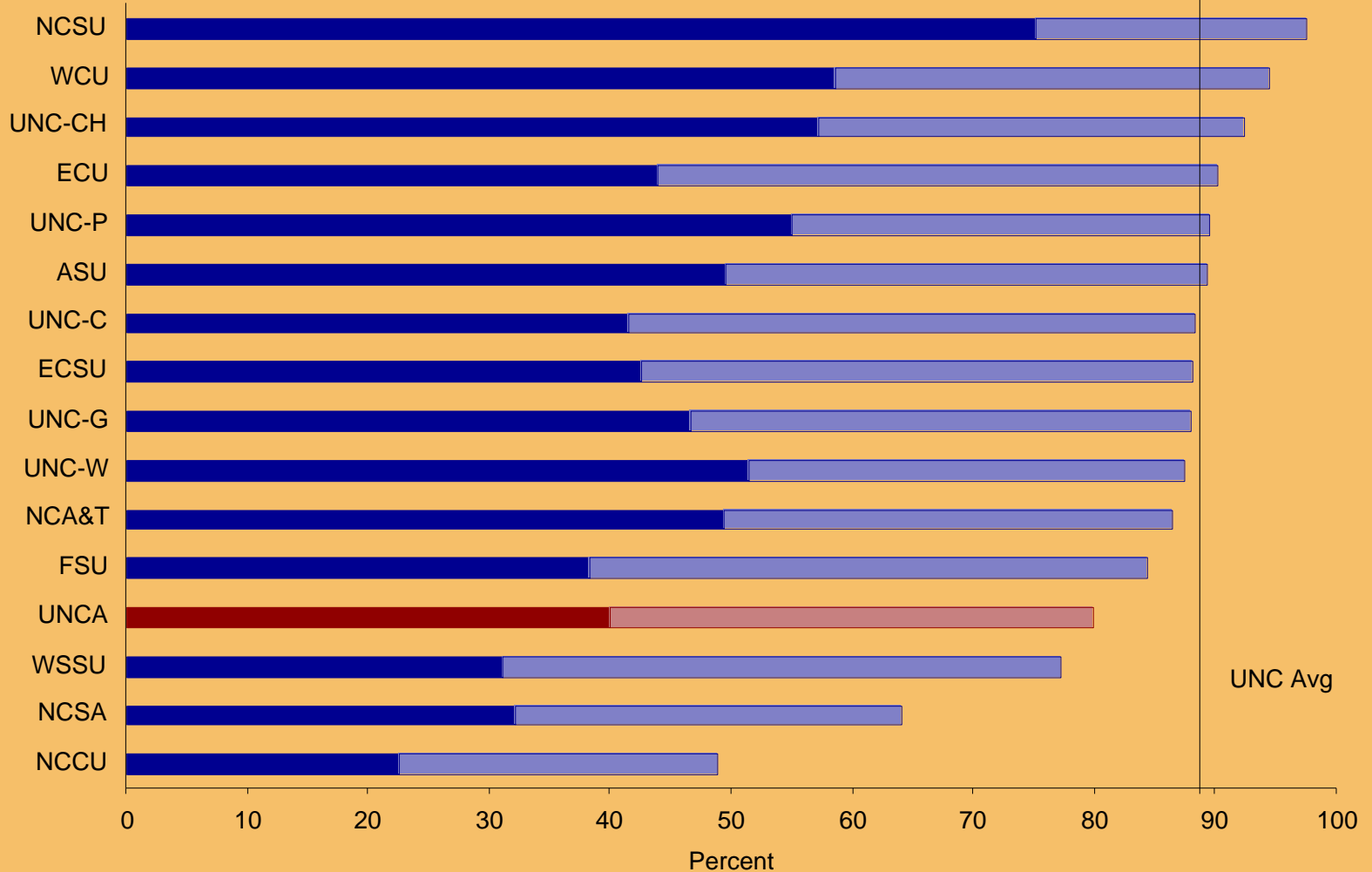
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Writing	4	9	93.8	86.1	-7.7
Reading	3	16	90.0	60.5	-29.5
Math	2	5	91.0	84.1	-6.9
Study	2	16	90.9	56.4	-34.5
Academic skill labs overall	3	13	86.4	80.5	-5.9

**Library**

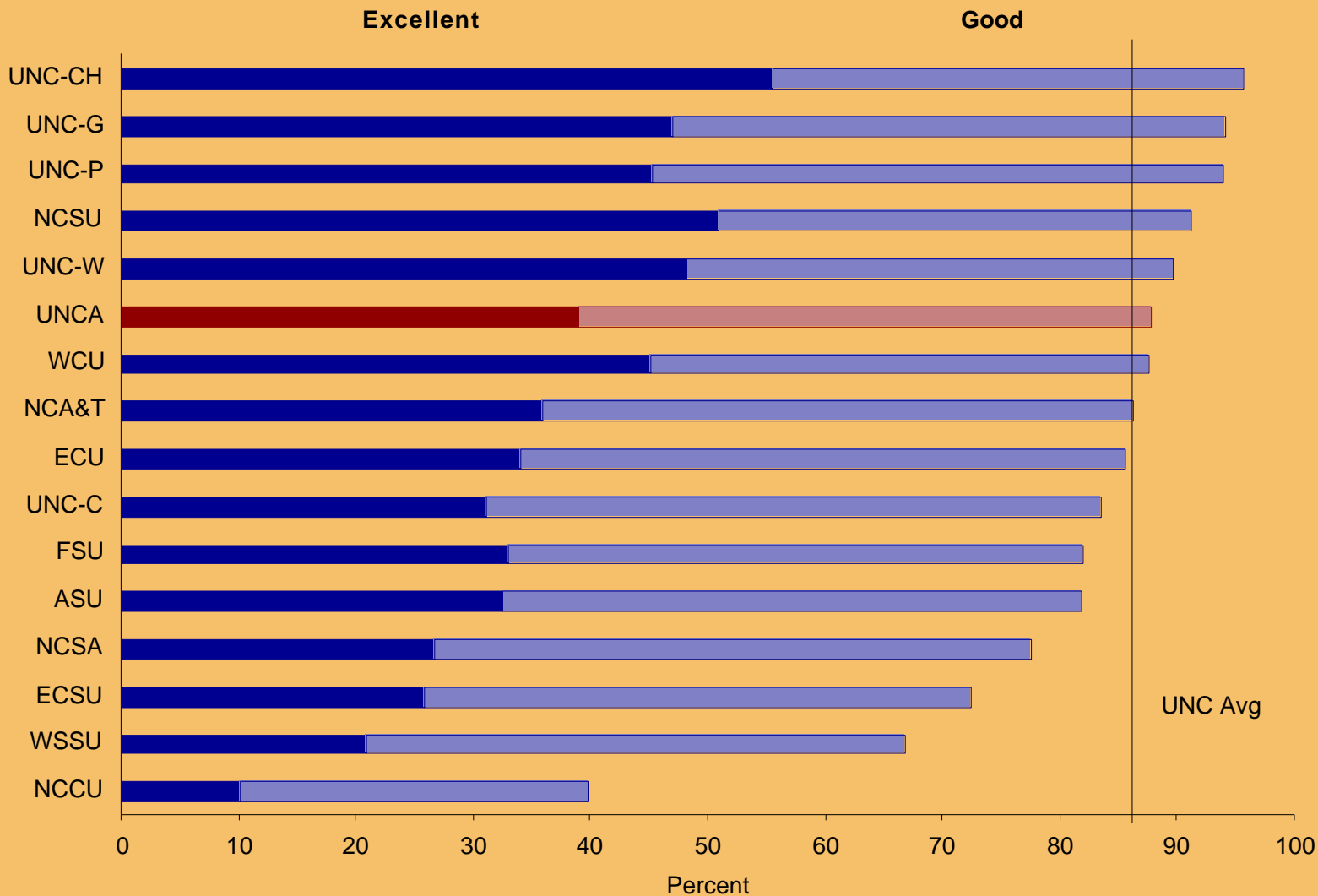
# Library - Hours of Operation

Excellent

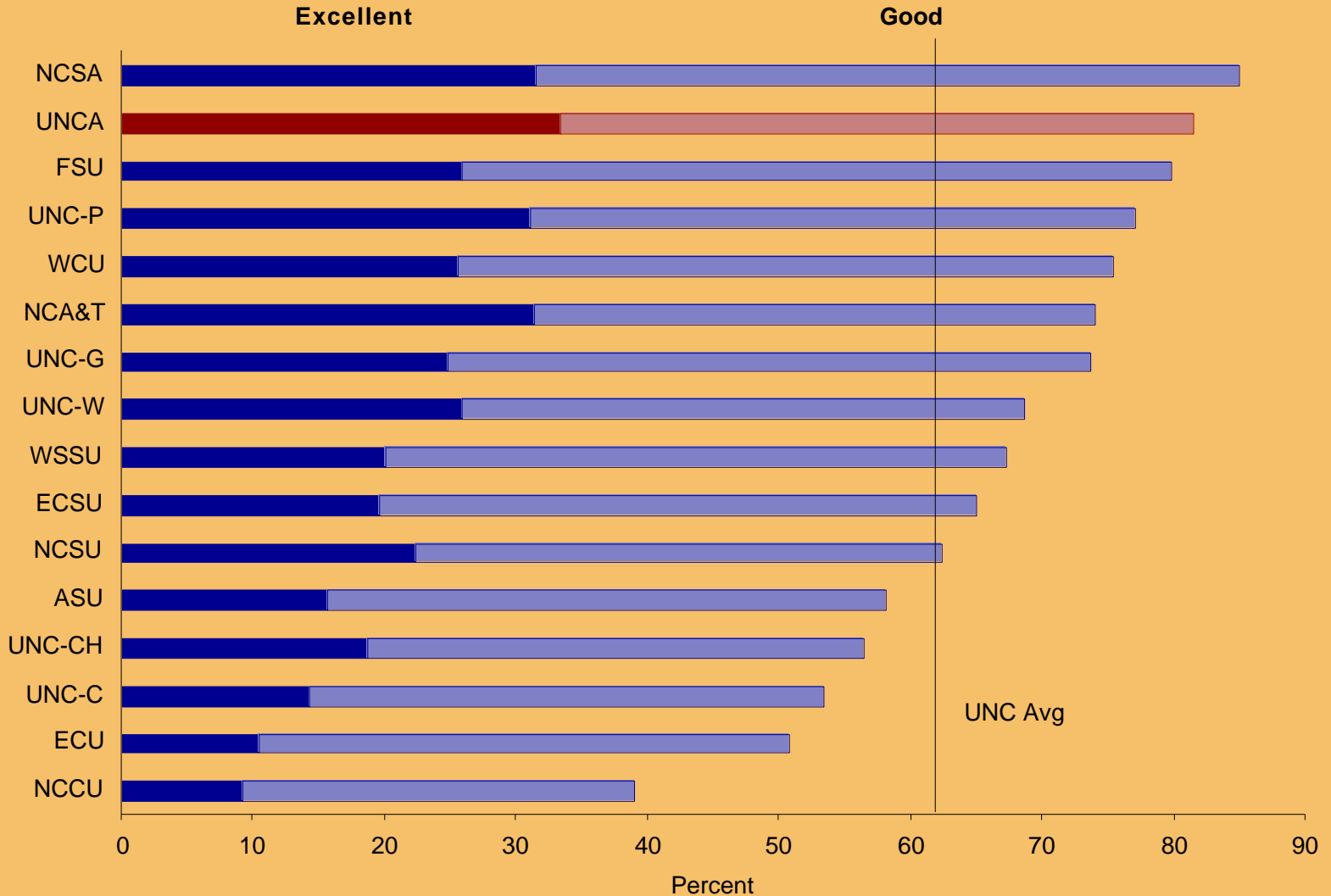
Good



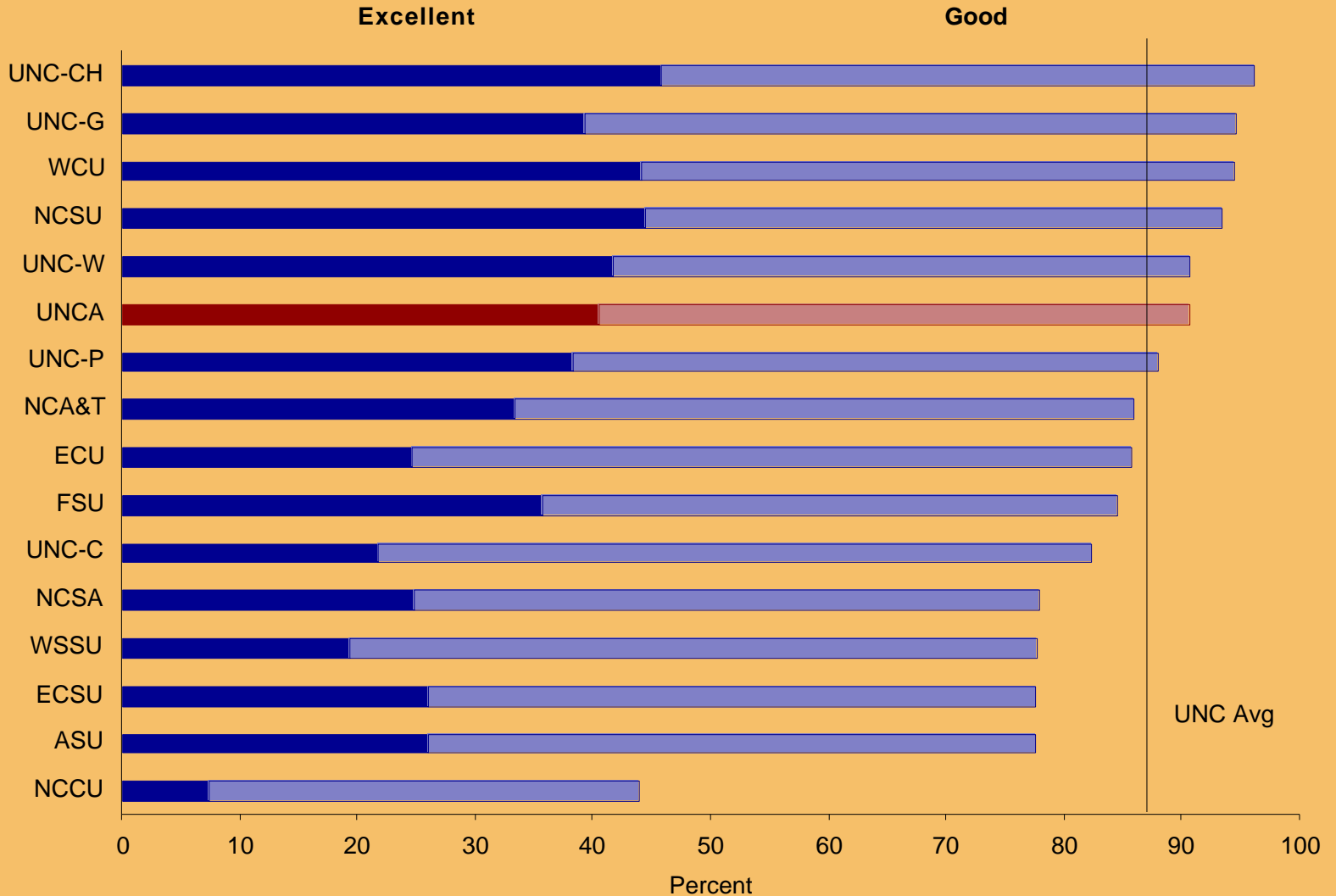
# Library - Access to Databases & Collections



# Training to Use Library



# Library Services Overall



# Library

## Two-Year Comparisons

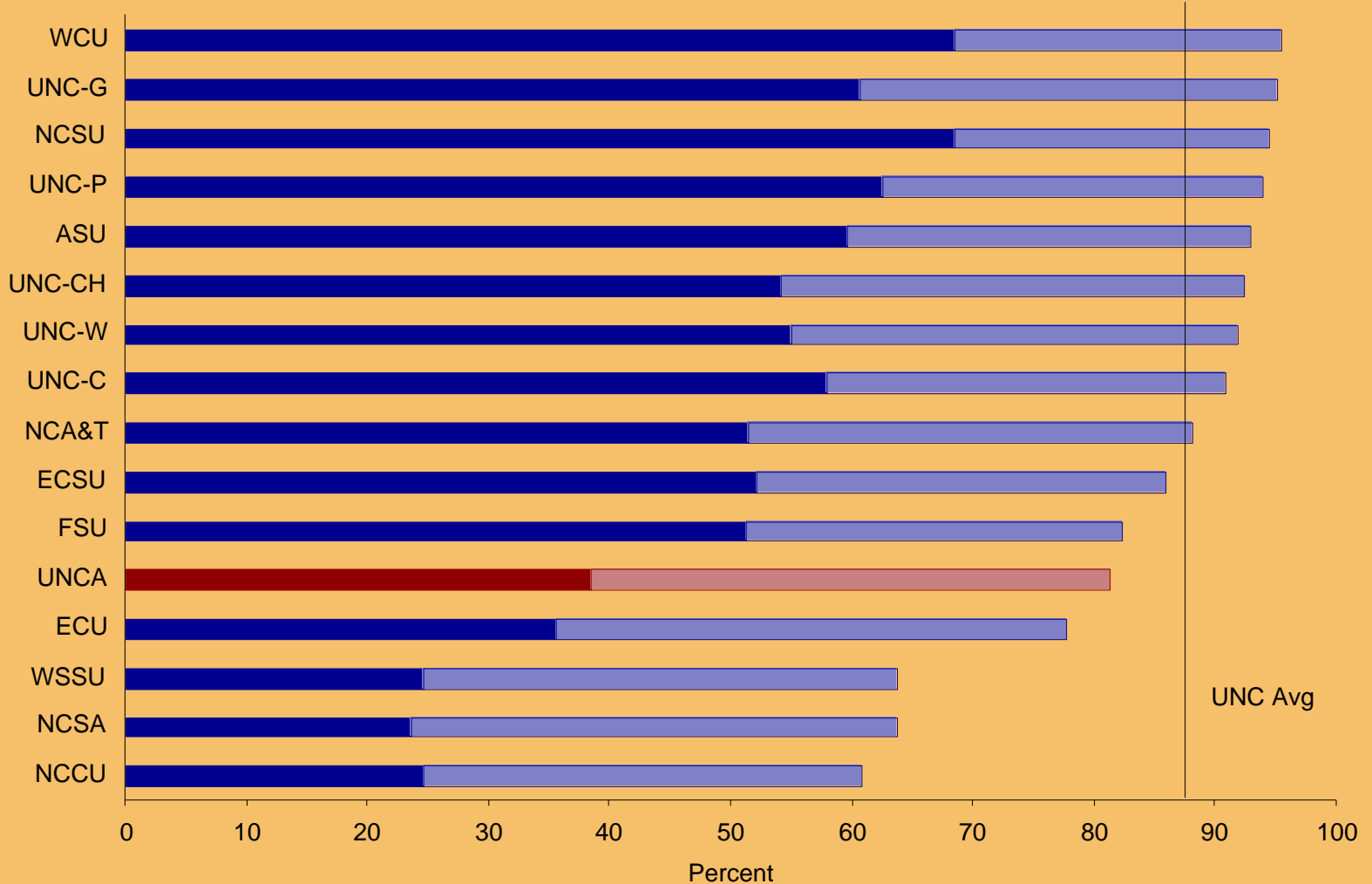
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Hours of operation	6	13	88.1	79.8	-8.3
Access to databases & collections	3	6	91.2	87.7	-3.5
Training to use library	2	2	85.6	81.4	-4.2
Library services overall	3	6	94.0	90.6	-3.4

**Technology**

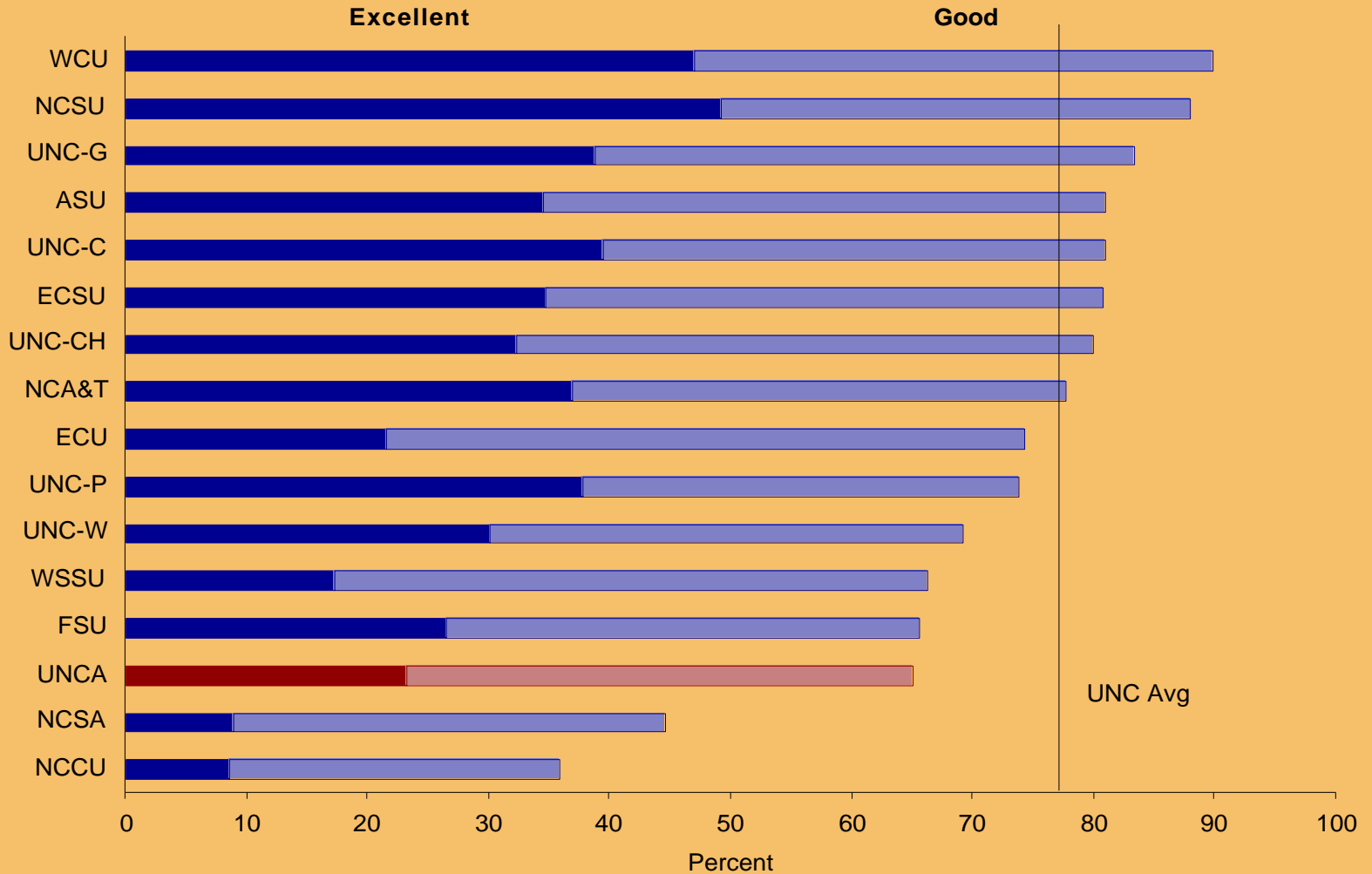
# Access to the Internet

Excellent

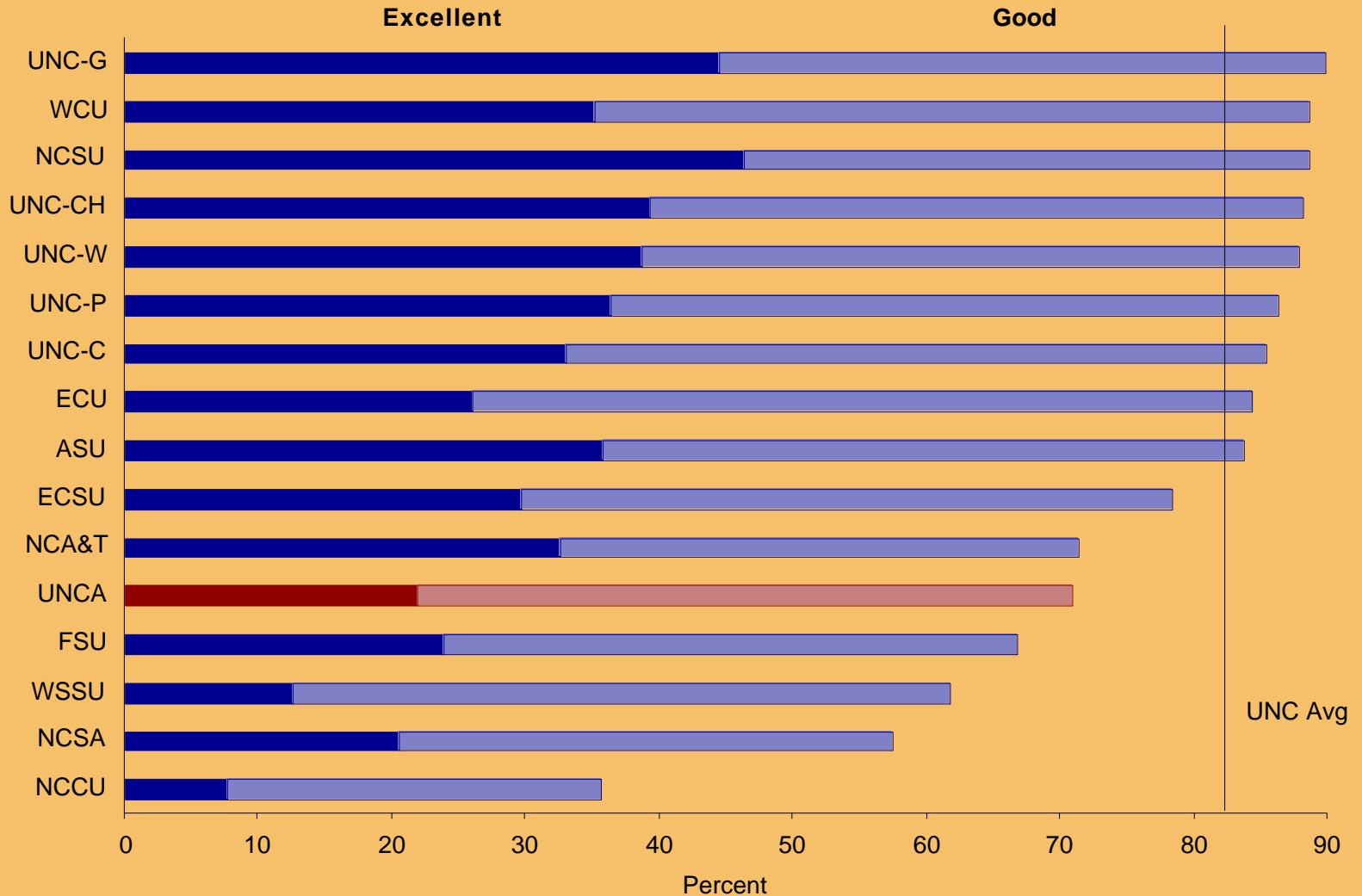
Good



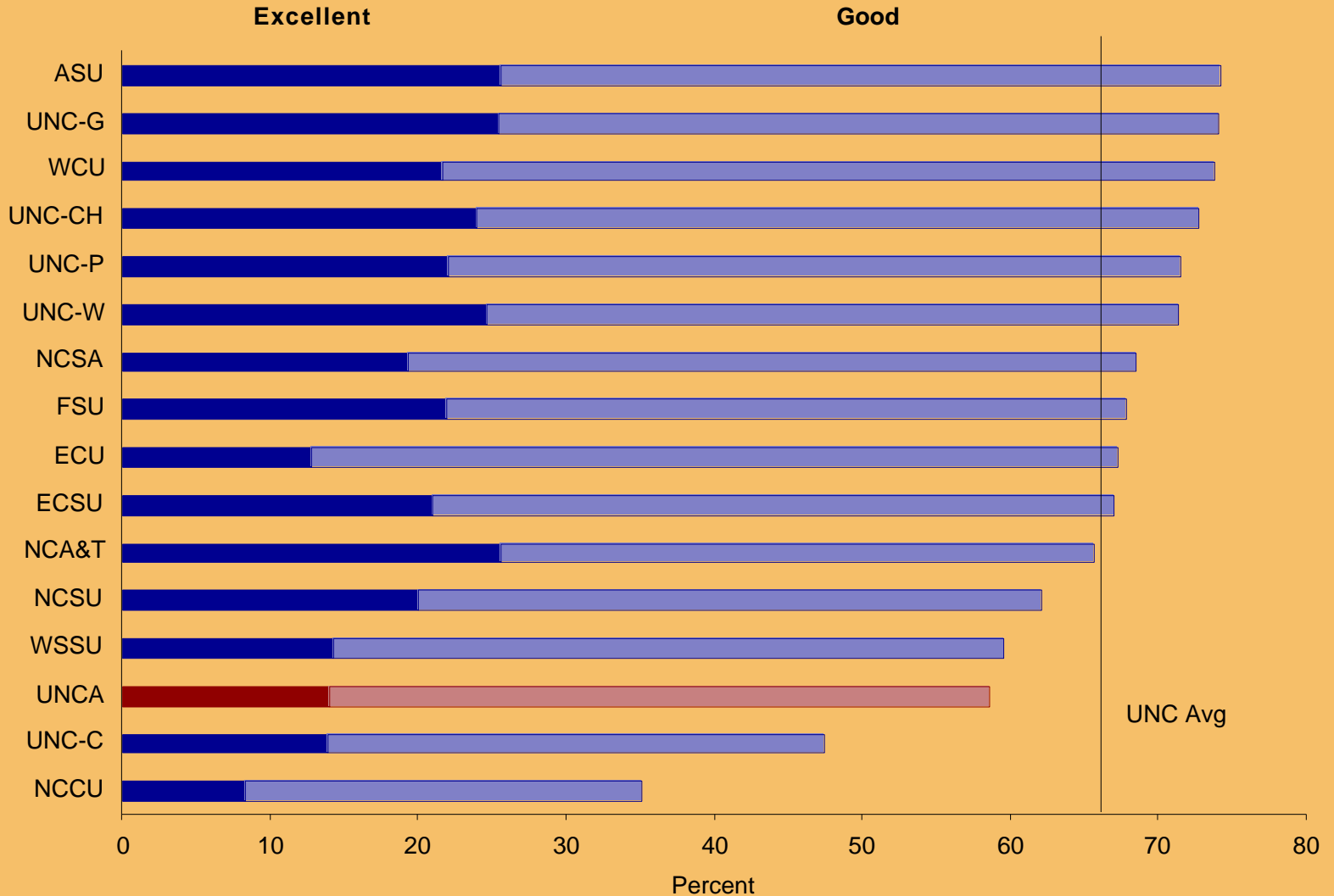
# Hours of Operation for Computer Center, Labs & Help Desks



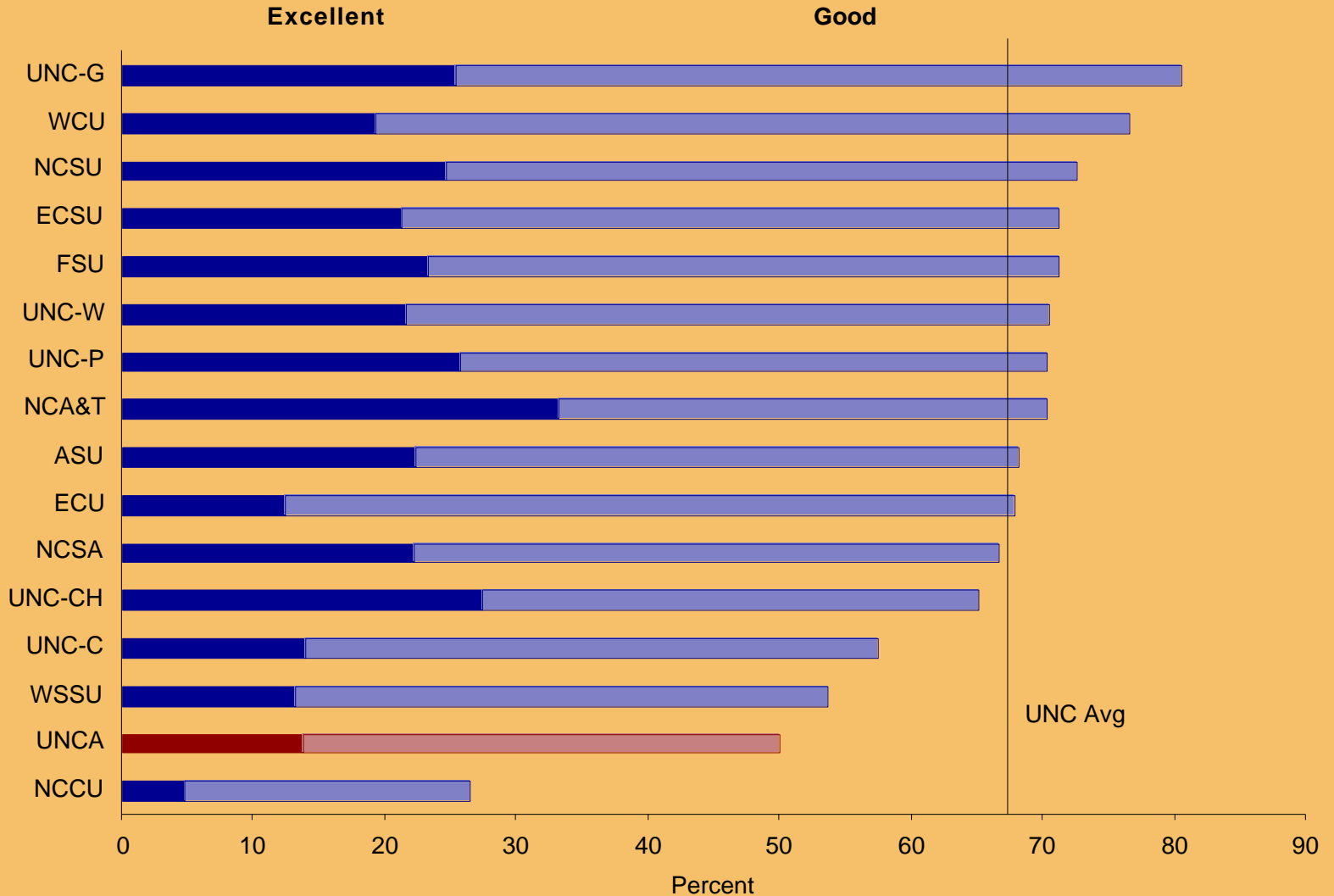
# Access to Up-to-Date Facilities



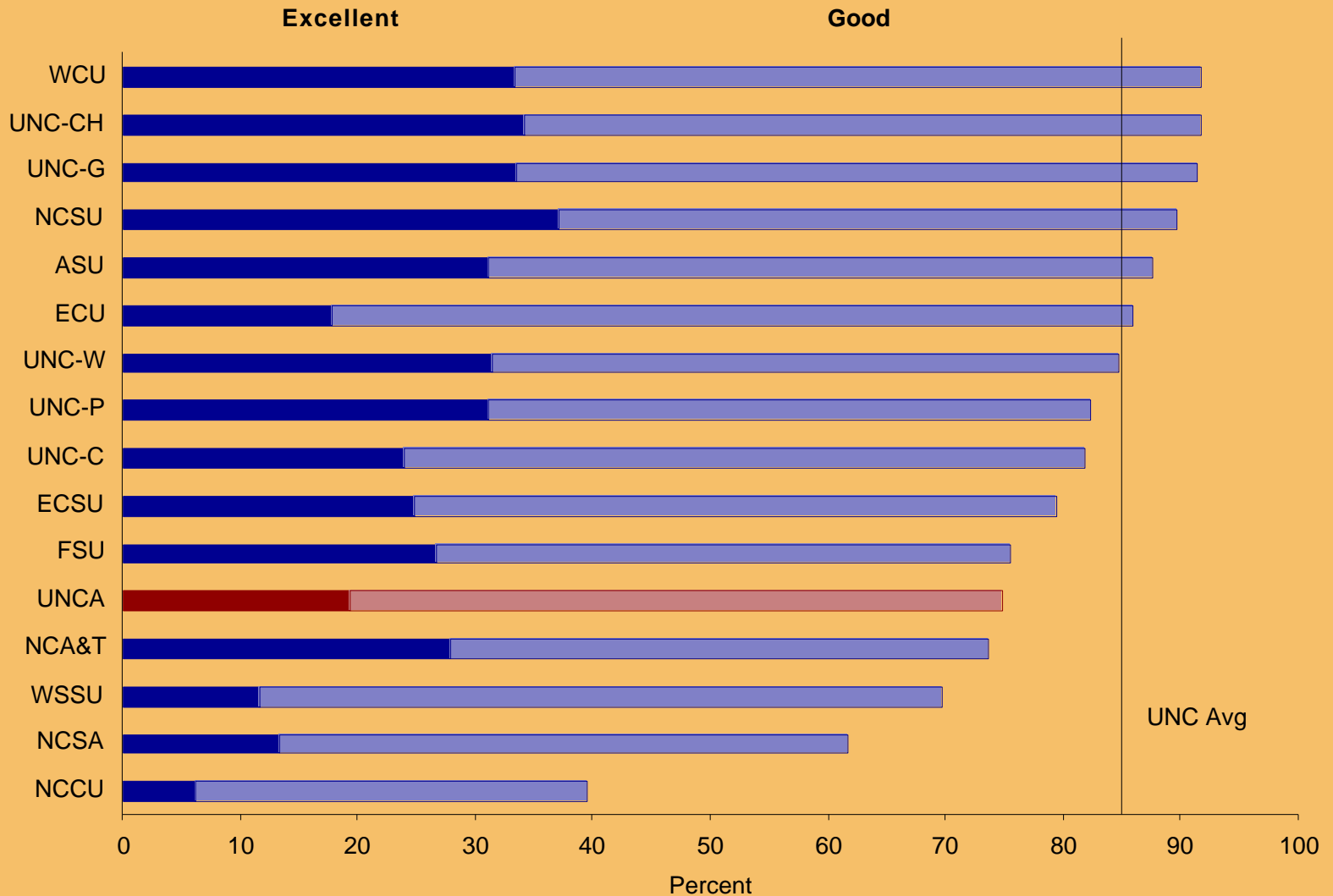
# Access to Trained Staff for Help



# Technology Training Classes



# Technology Services Overall



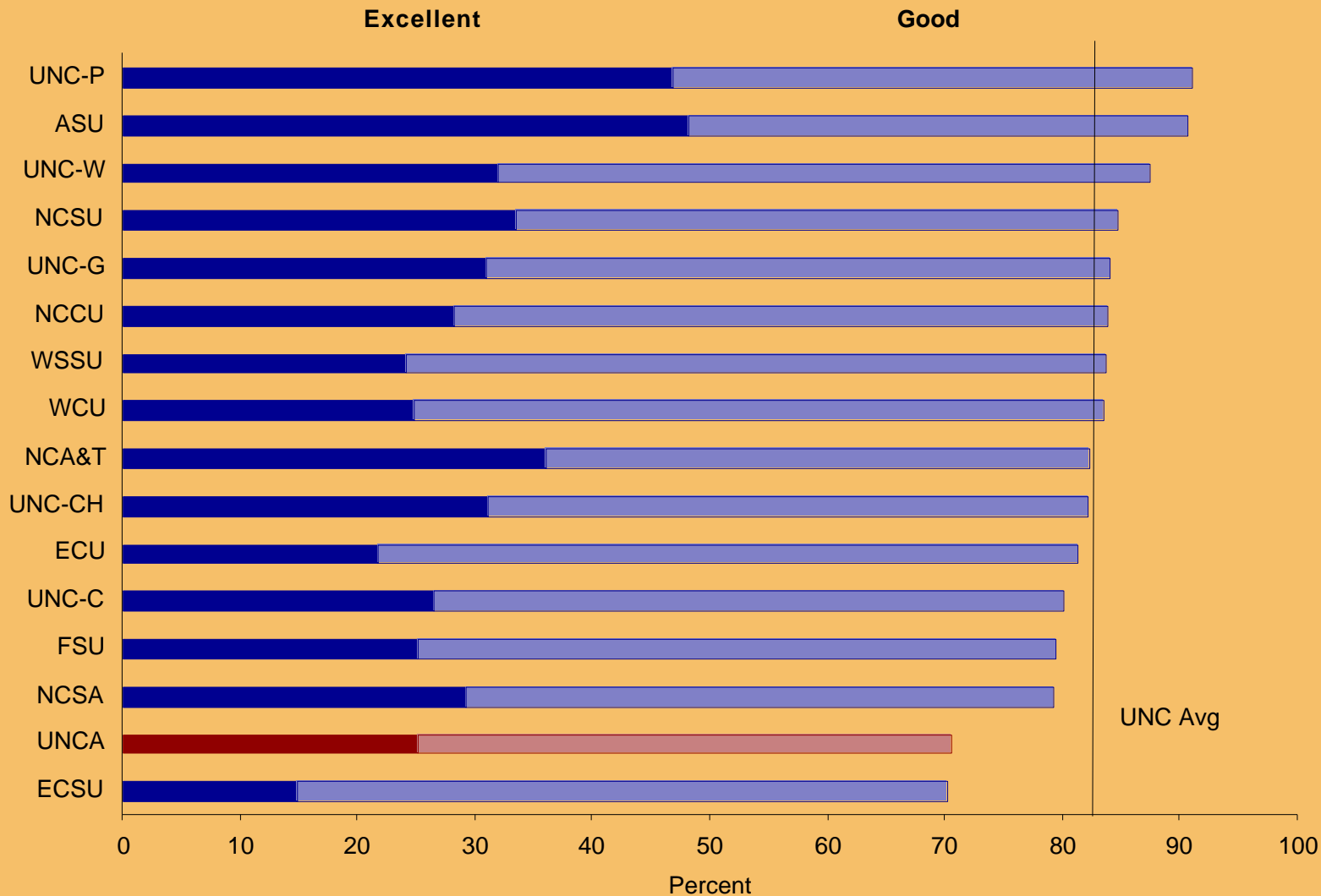
# Technology

## Two-Year Comparisons

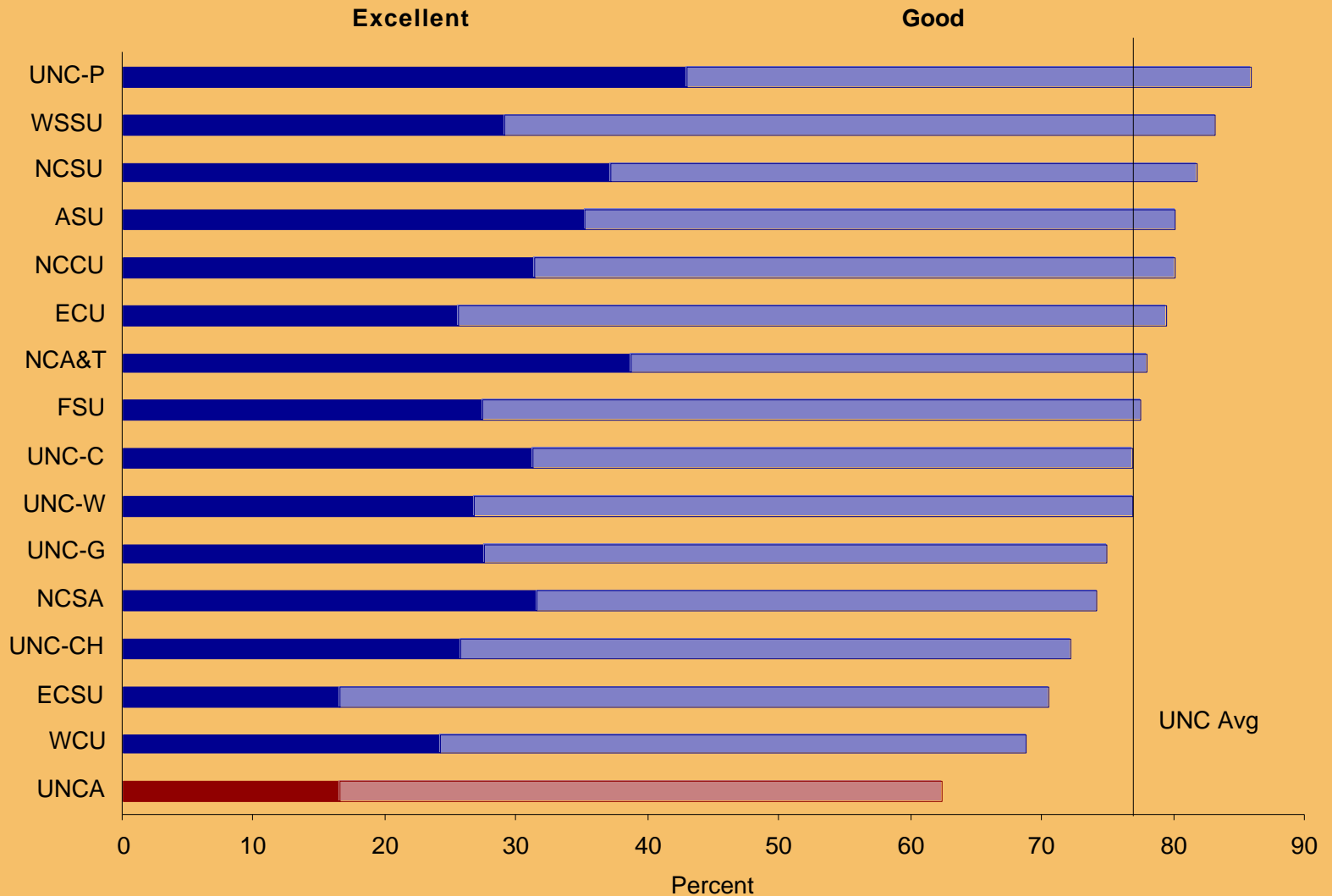
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Access to the Internet	6	12	88.8	81.3	-7.5
Hours of operation/computer ctr, labs, help...	6	14	78.5	65.0	-13.5
Access to up-to-date facilities	9	12	78.2	70.9	-7.3
Access to trained staff for help	9	14	64.0	58.5	-5.5
Technology training classes	3	15	72.7	50.0	-22.7
Technology services overall	8	12	81.6	74.8	-6.8

# Career-related Services

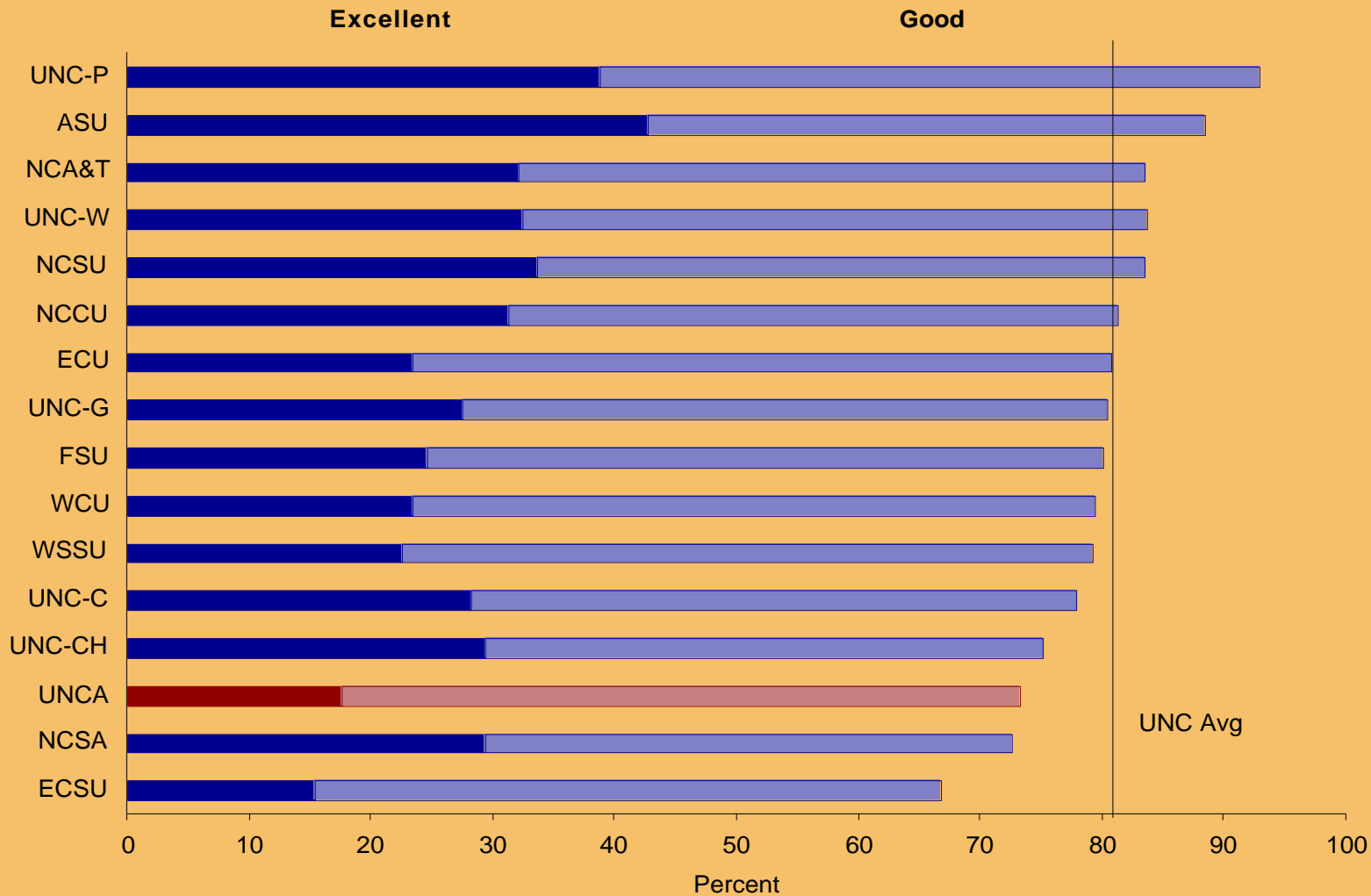
# Opportunity for Career Assistance



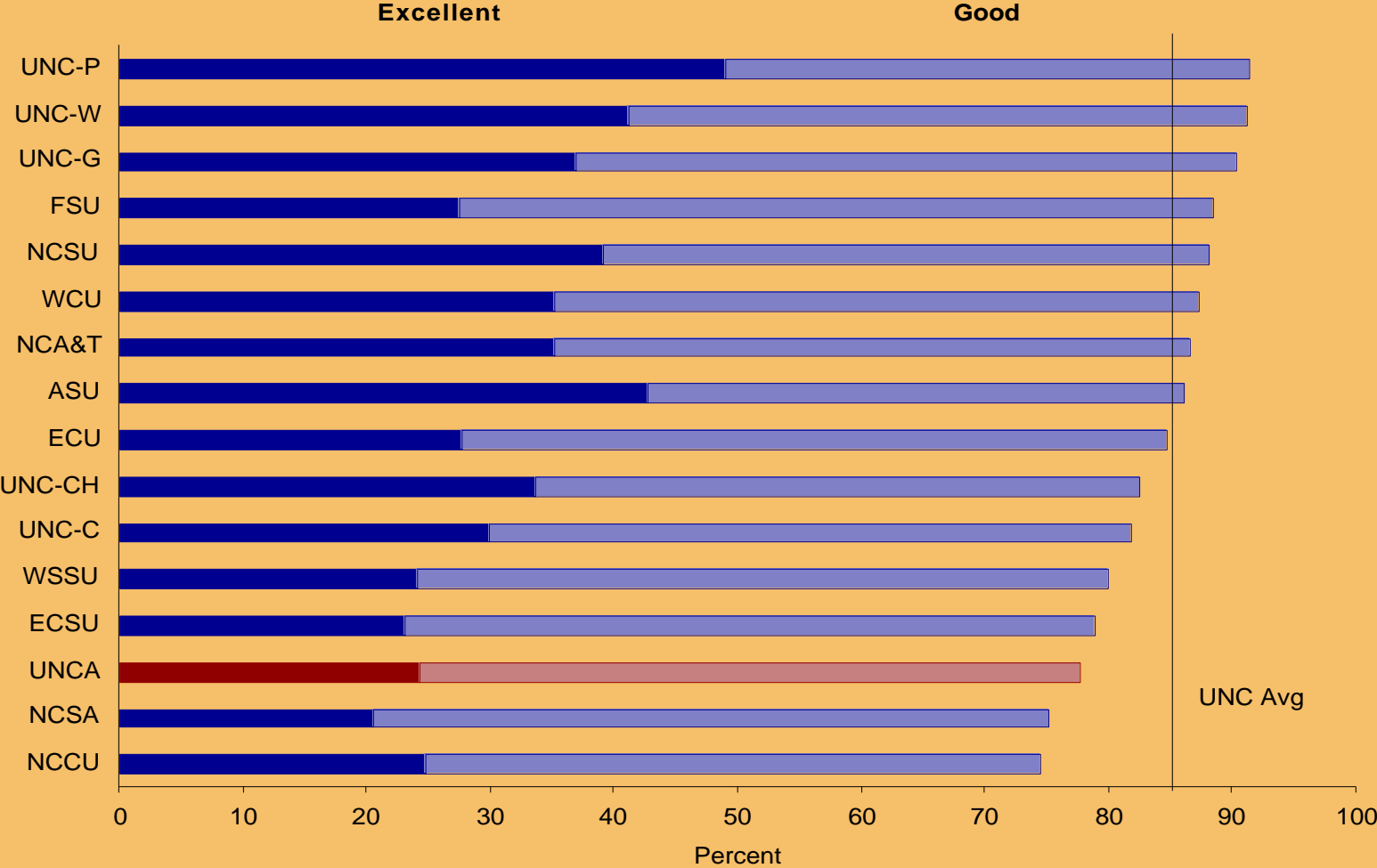
# Information on Internships, Co-ops, etc.



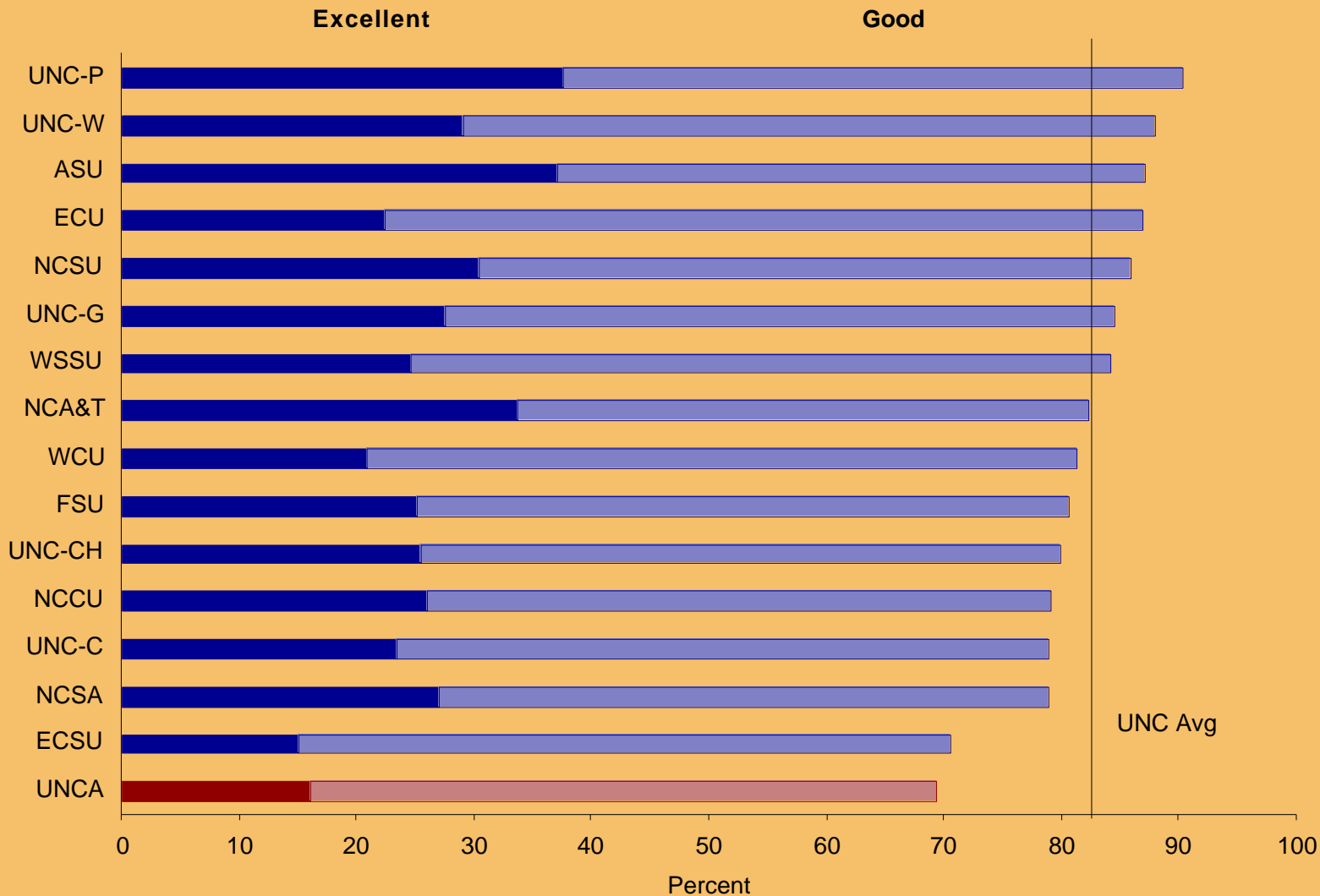
# Resources Available to Explore Career Options



# Info Available Through Computers, Internet, & Other Technology



# Career-related Services Overall



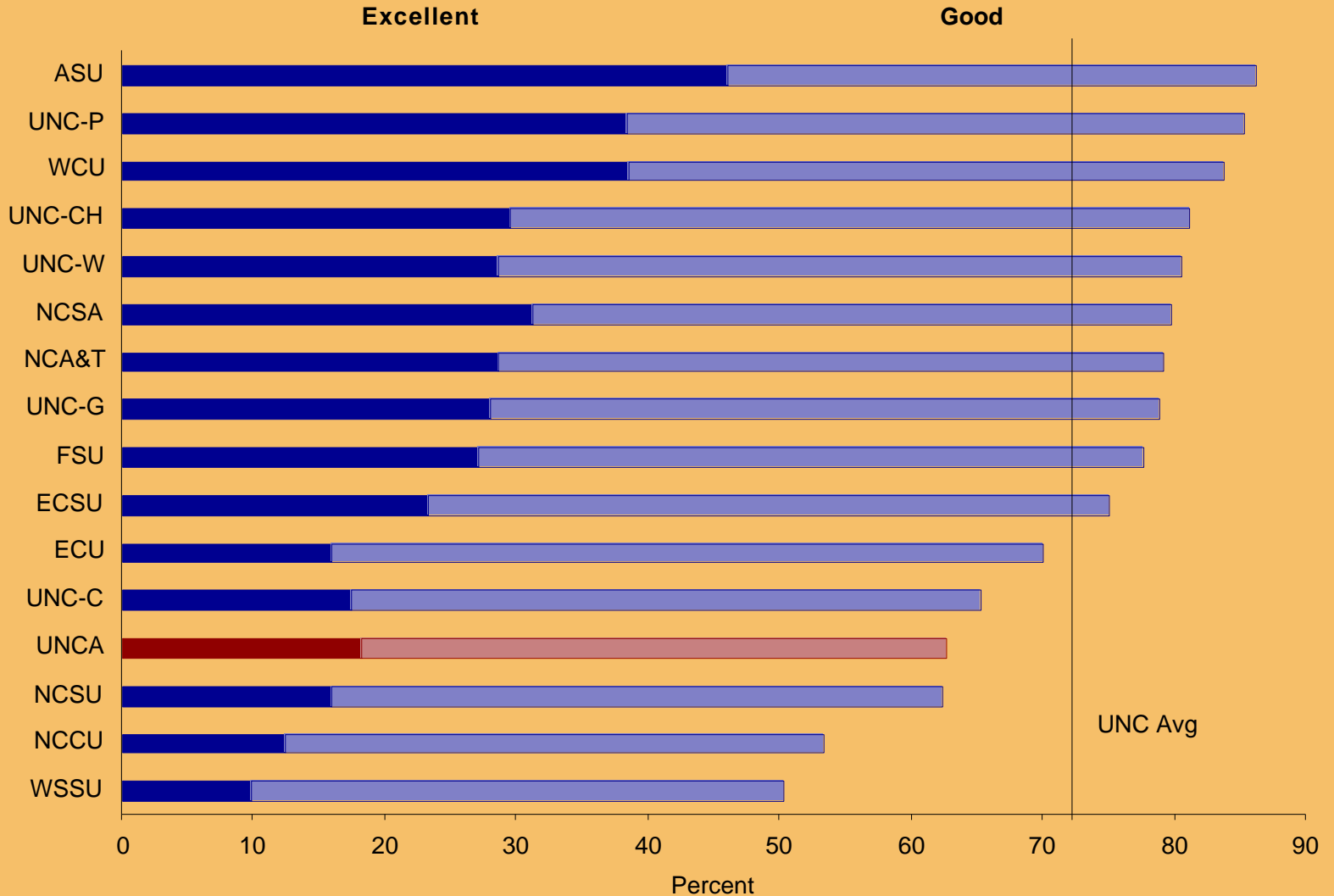
# Career-Related Services

## Two-Year Comparisons

Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Info available through software technology	2	14	80.0	77.6	-2.4
<b>Career-related services overall</b>	<b>12</b>	<b>16</b>	<b>76.6</b>	<b>69.4</b>	<b>-7.2</b>

# Bookstore

# Timely Availability of Textbooks, Computer Supplies, & Other Course Materials Provided by the Campus Bookstore



# Bookstore

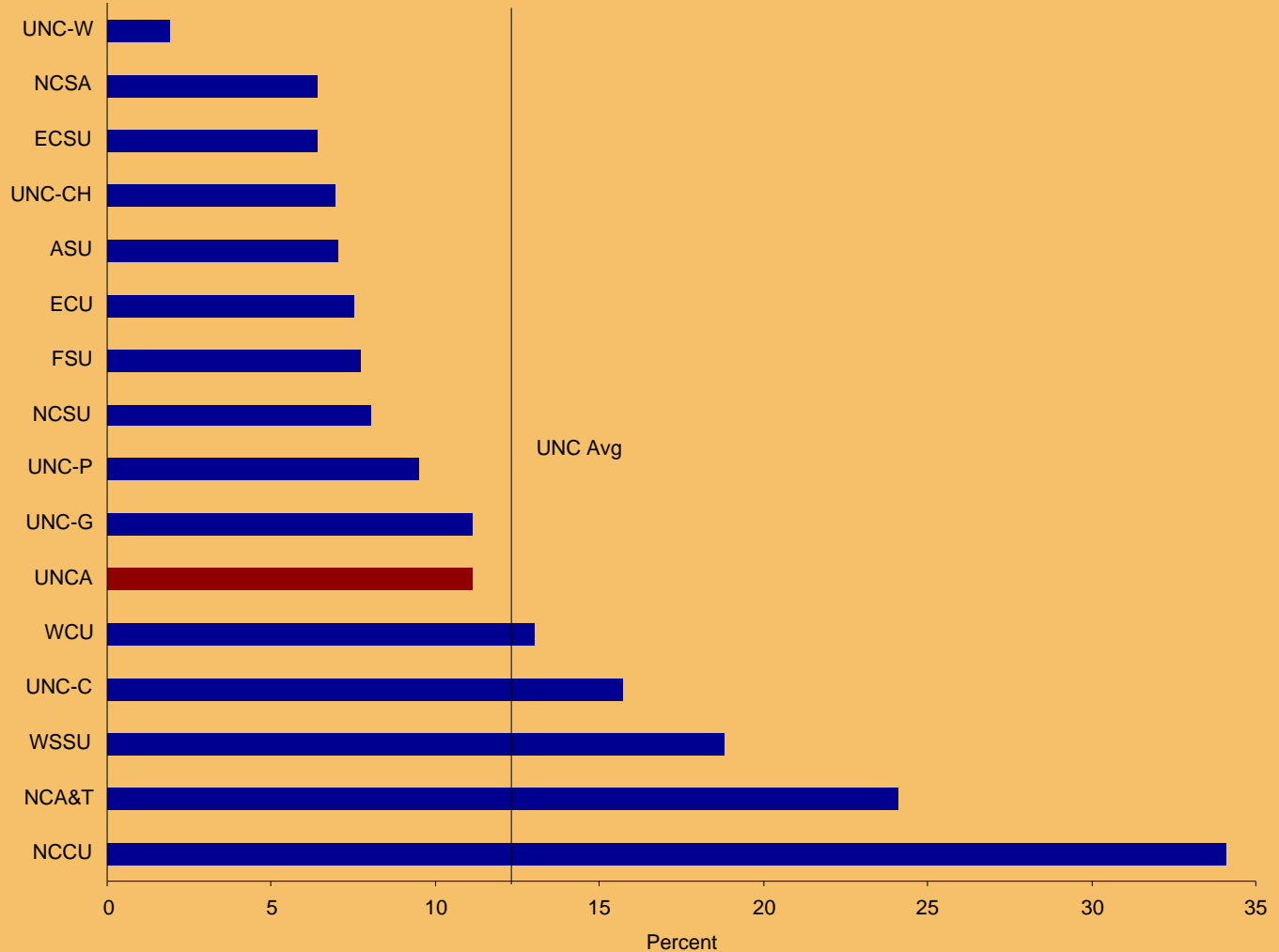
## Two-Year Comparisons

Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Timely availability of textbooks, computer supplies, etc.	5	13	81.7	62.7	-19.0

# **Campus Safety, Class Size, and Spoken English of Instructors**

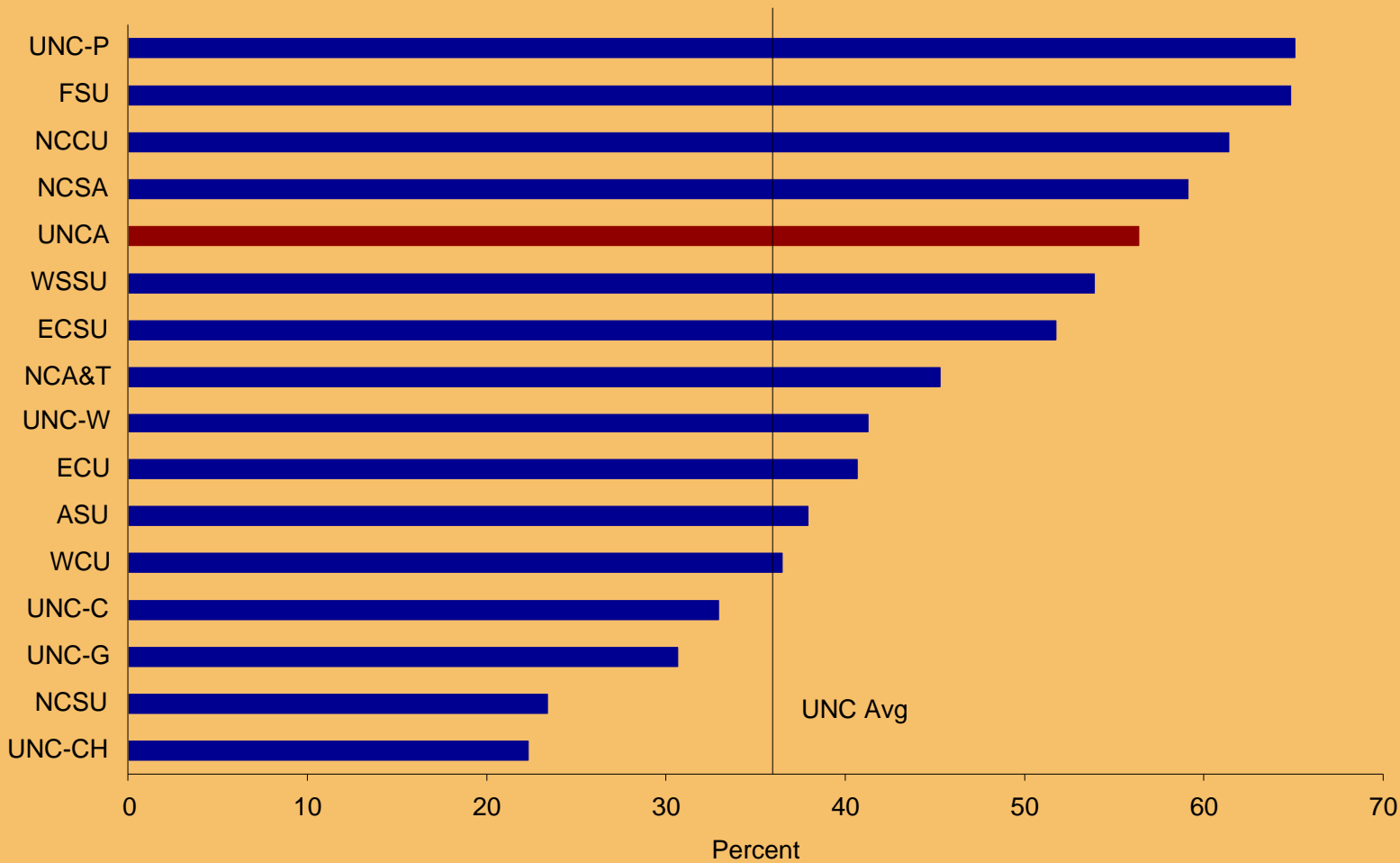
# Do You Feel That This Campus Has Taken Sufficient Steps to Ensure Your Physical Safety?

(Percent Responding “No”)



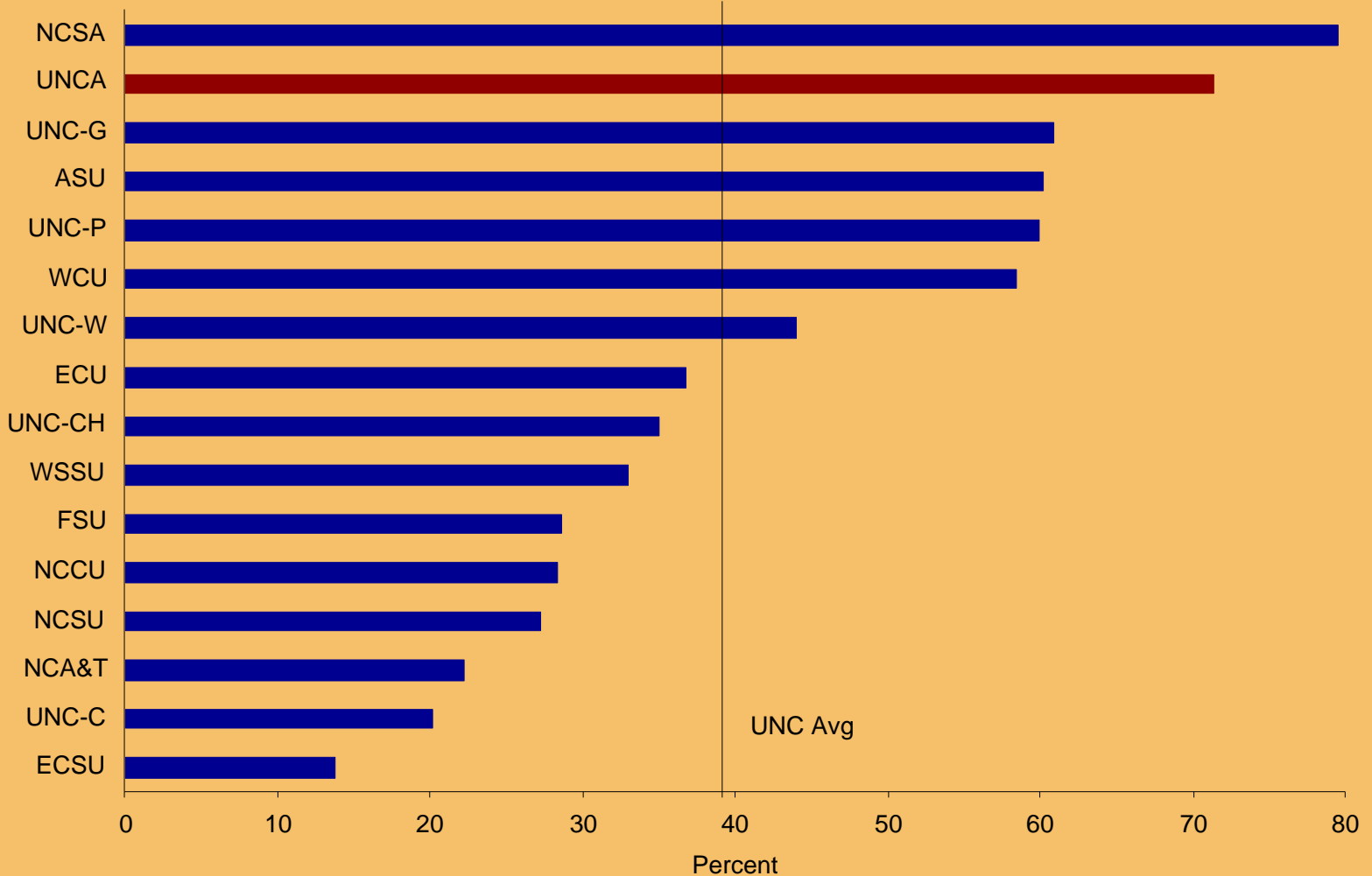
# How Many of Your Classes Have Been Too Large to Learn Effectively

## Percent Responding "None"



# In How Many Classes Have You Had Difficulty Understanding the Spoken English of the Instructor?

(Percent Responding "None")



# Campus Safety, Class Size, and Spoken English

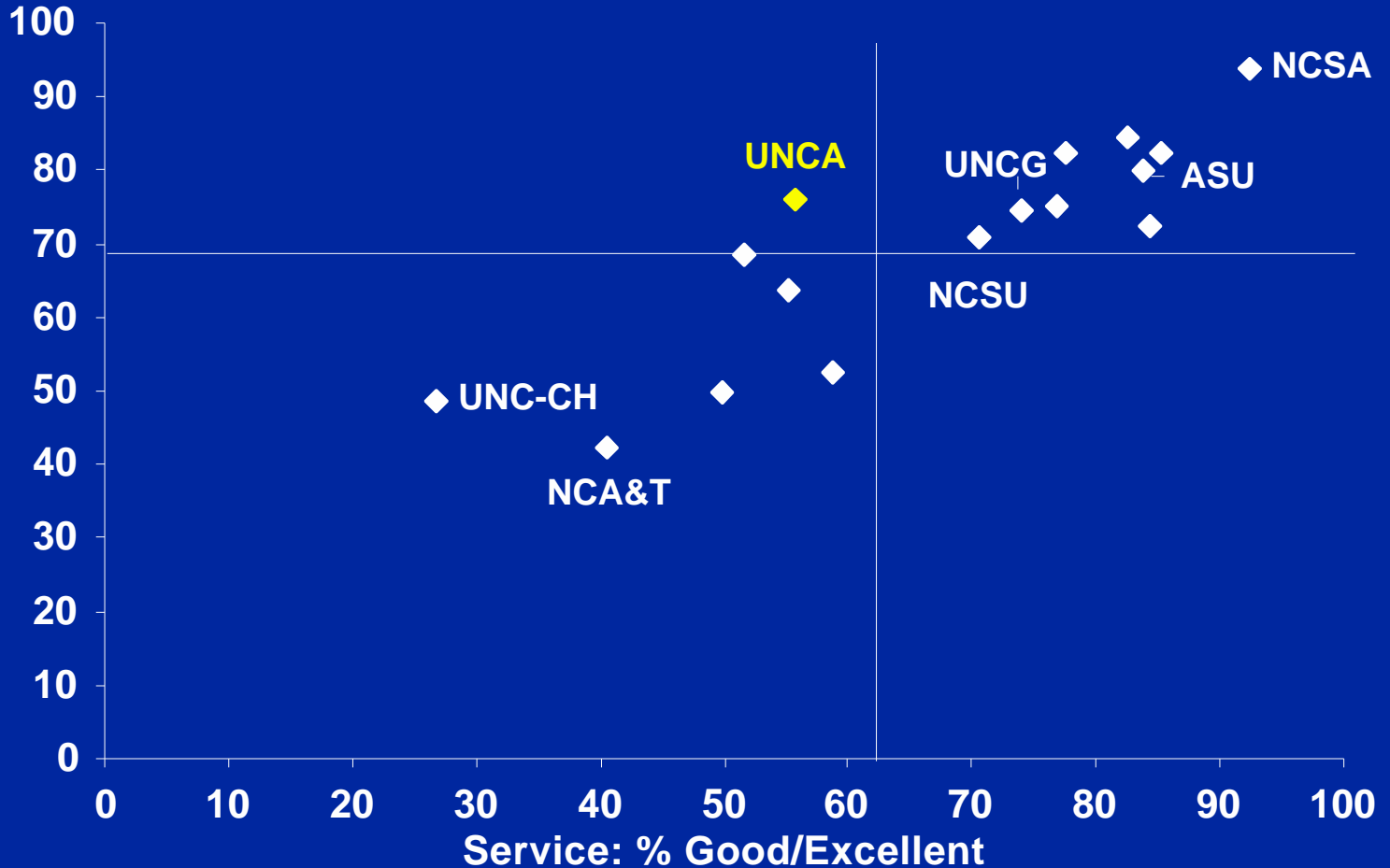
## Two-Year Comparisons

Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Campus safety	13	11	18.7	11.1	-7.6
Class size not too large	3	5	63.5	56.3	-7.2
Understanding spoken English of instructors	2	2	73.3	71.3	-2.0

**Section D:**  
**Other Offices That Serve You**

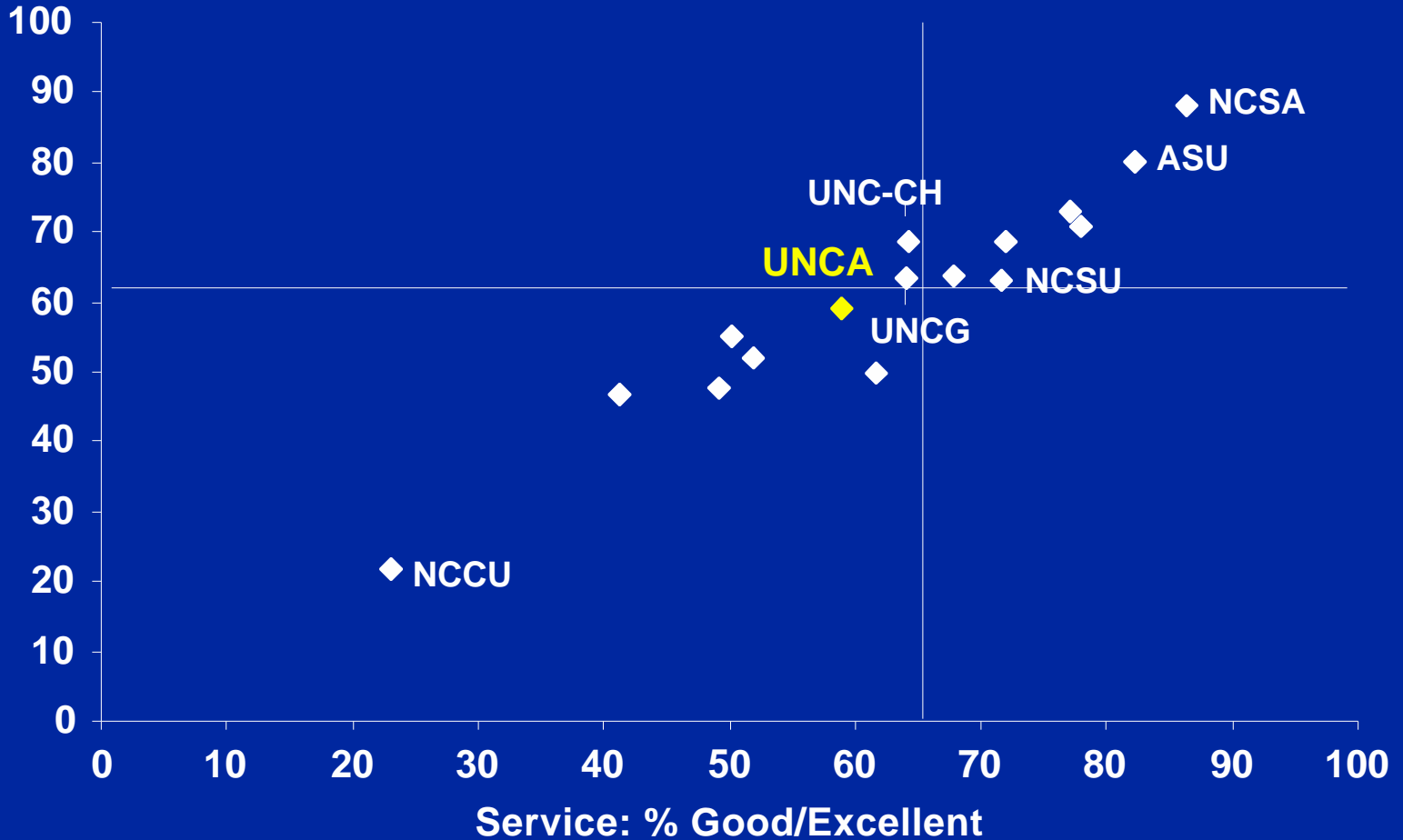
# Registration Process

Staff: % Good/Excel



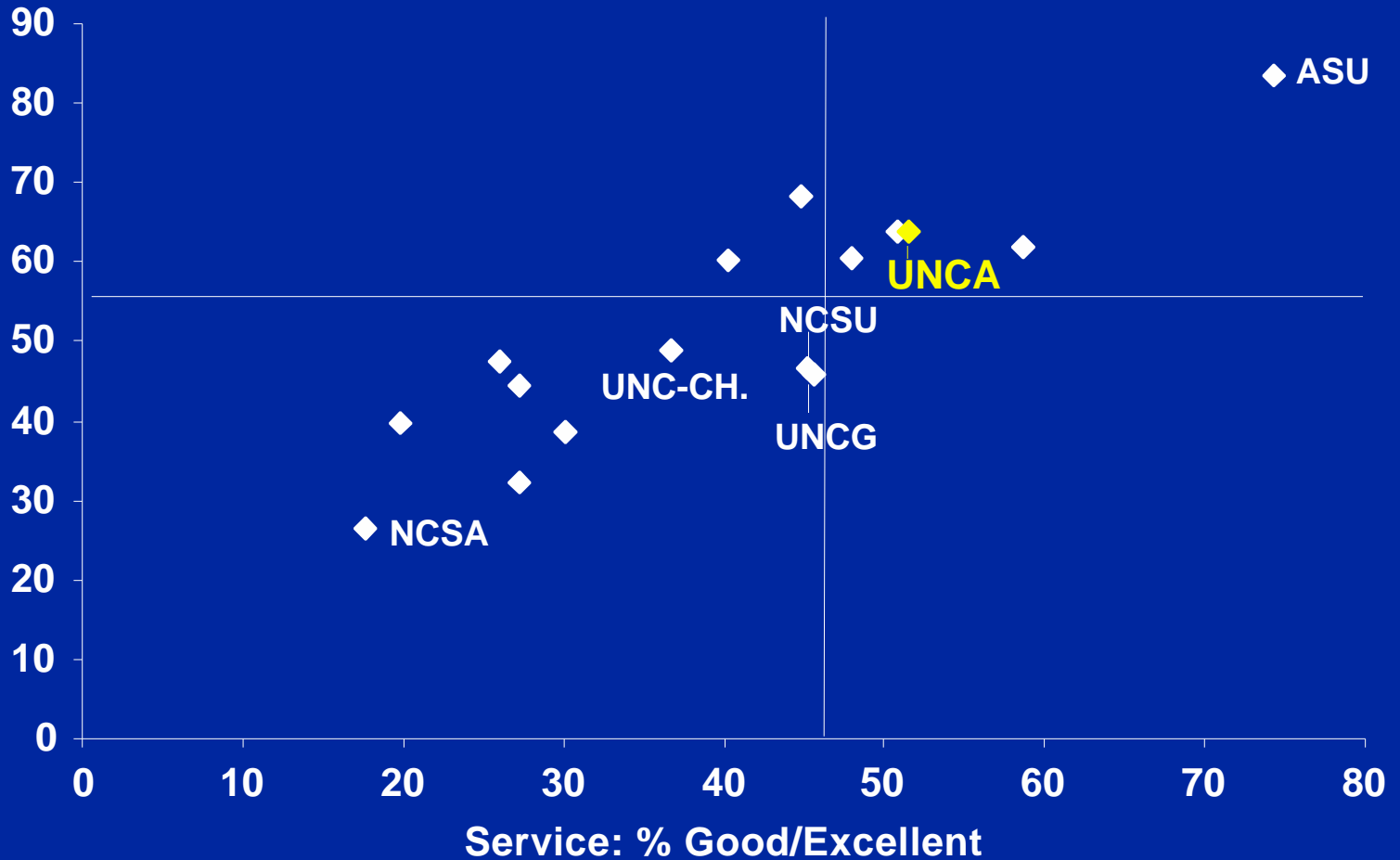
# Financial Aid Services

Staff: % Good/Excel



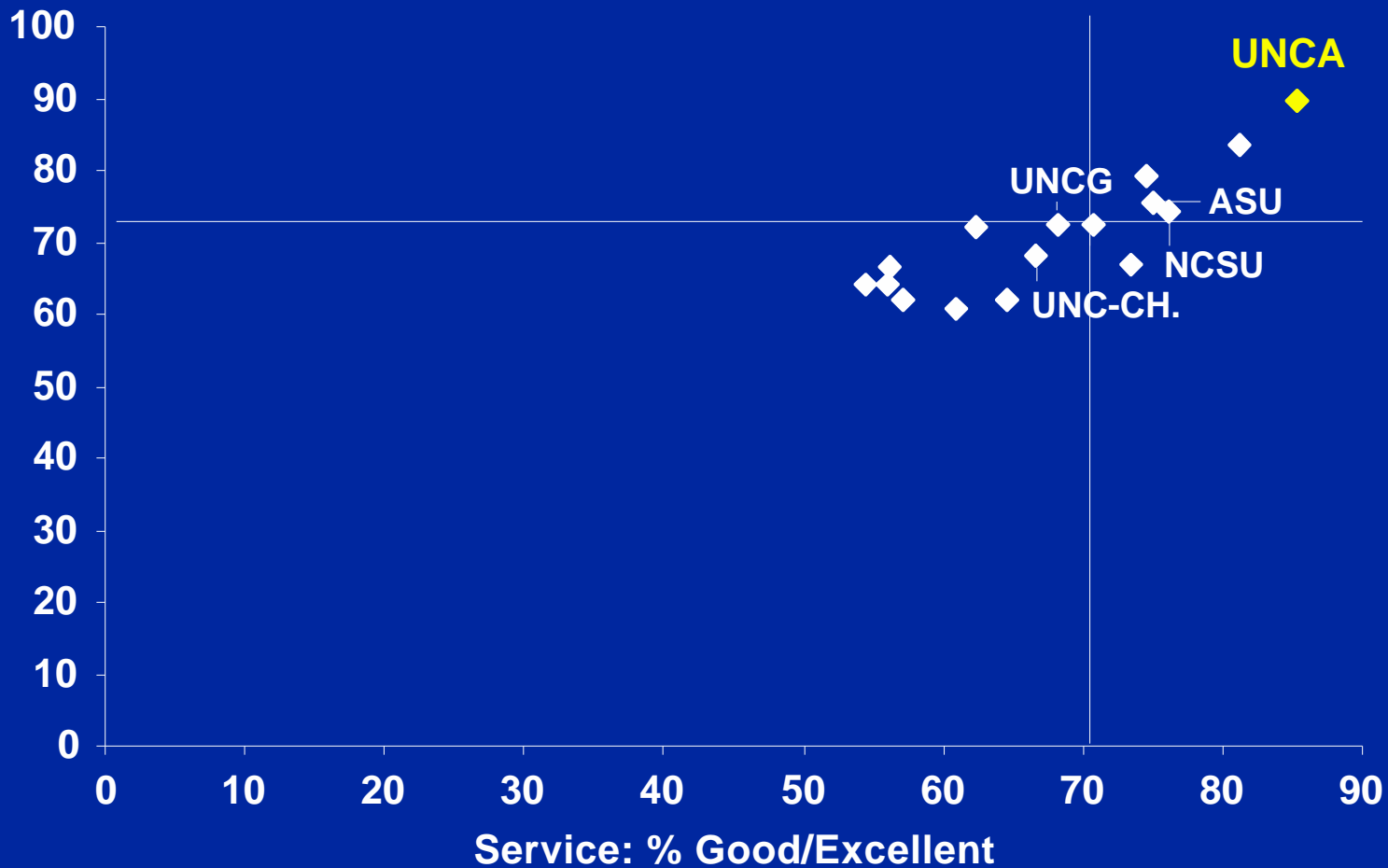
# Campus Food Services

Staff: % Good/Excel



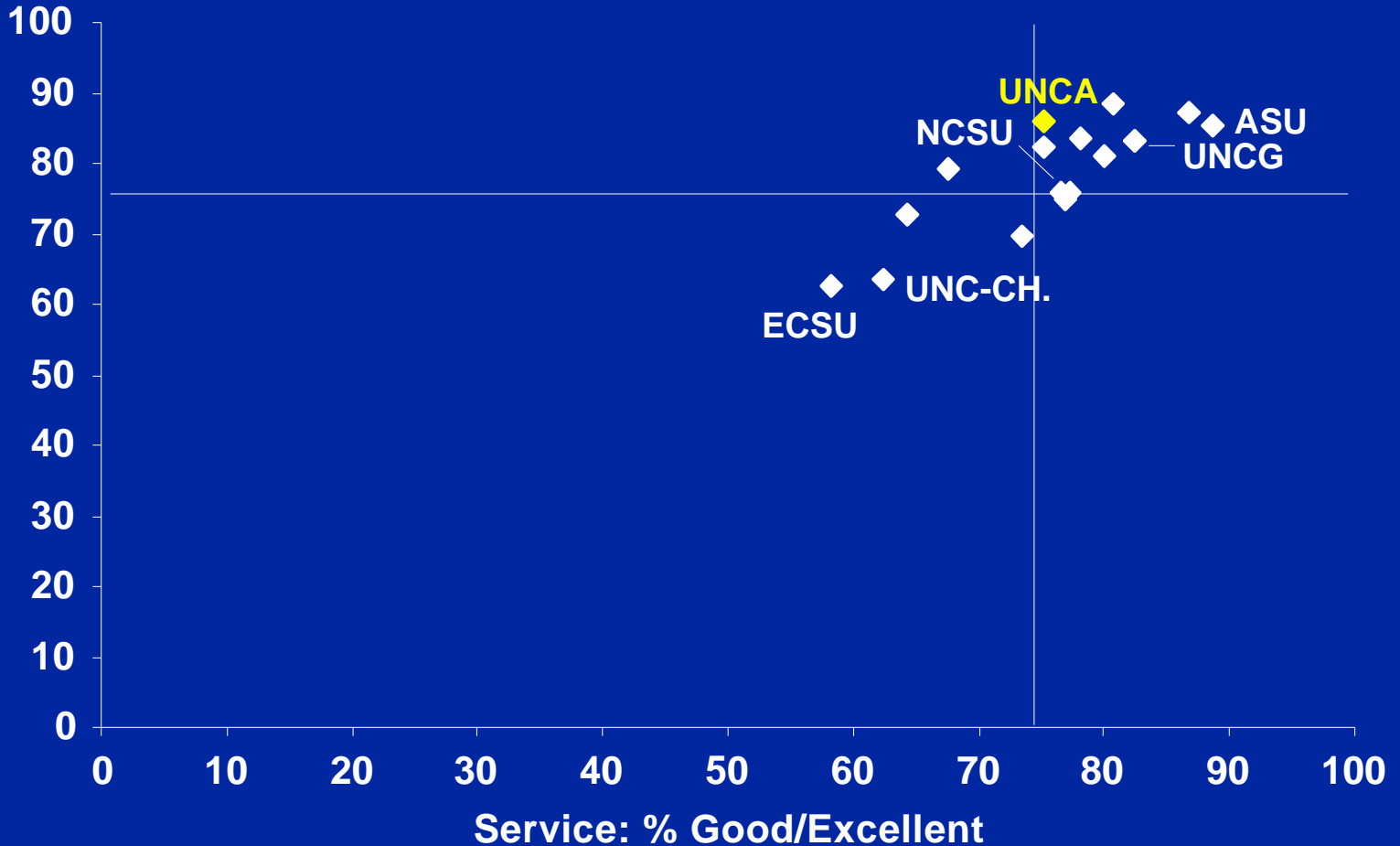
# Campus Health Services

Staff: % Good/Excel



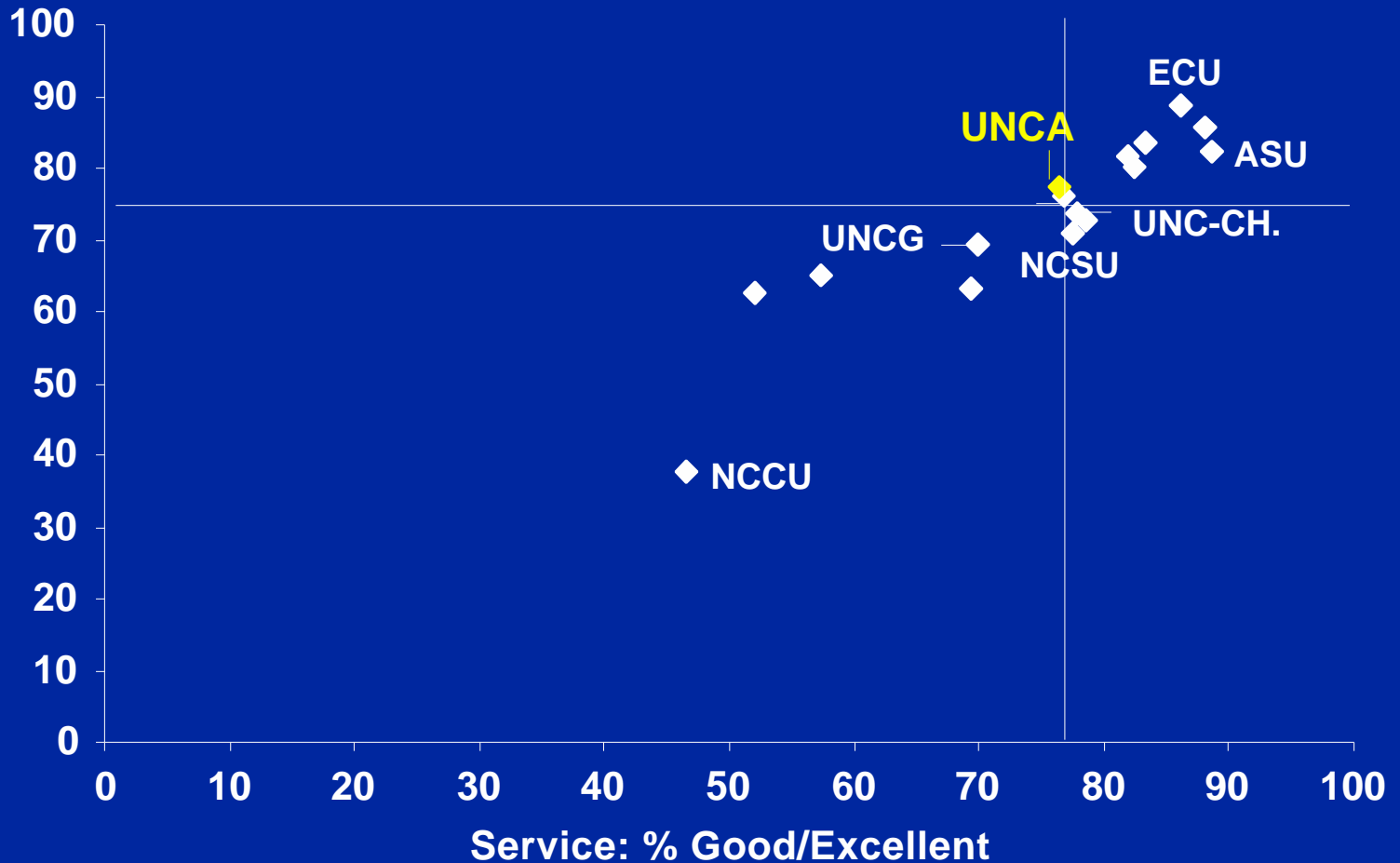
# Campus Counseling Services

Staff: % Good/Excel



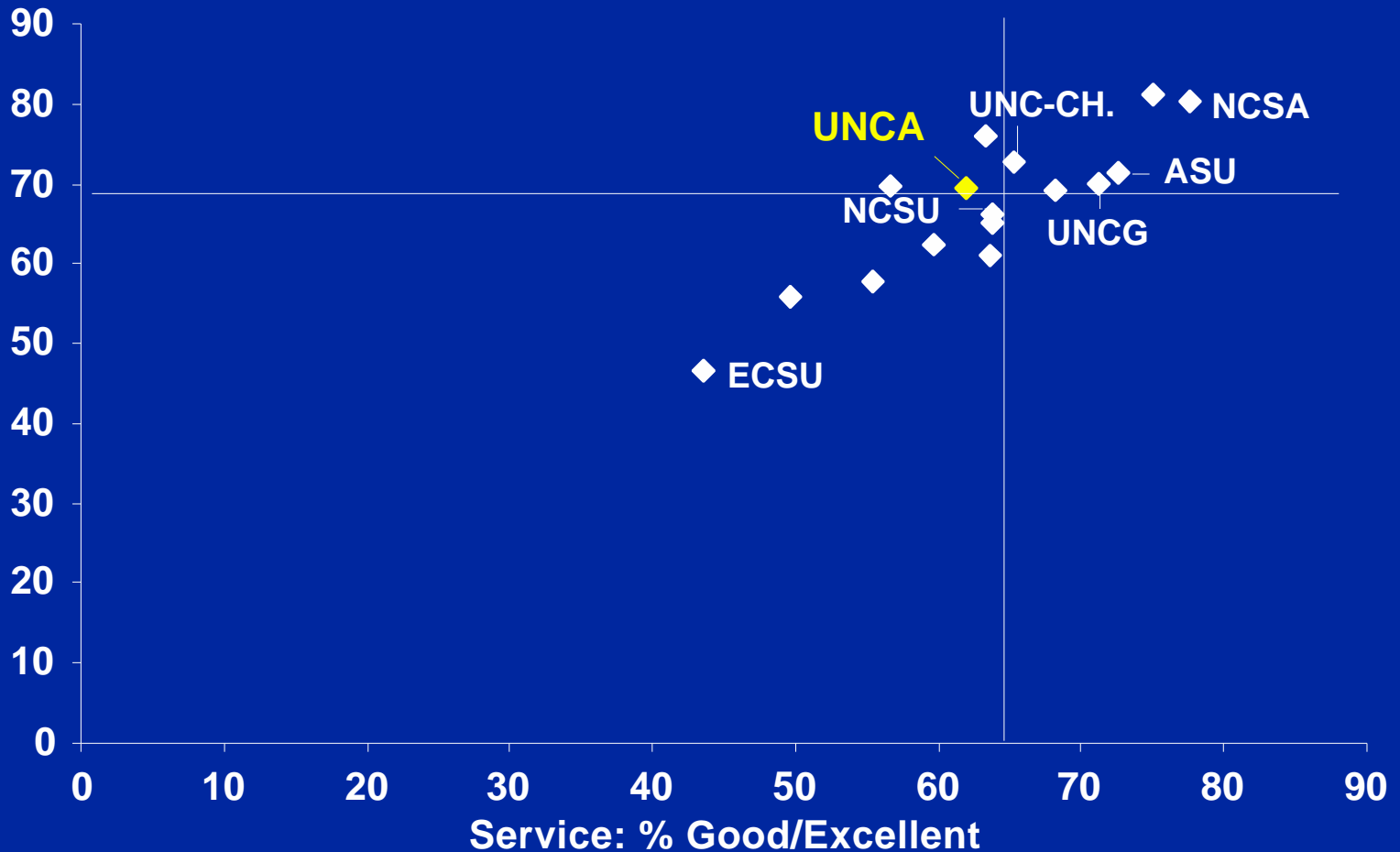
# Business Serv/Cashier/Student Accts

Staff: % Good/Excel

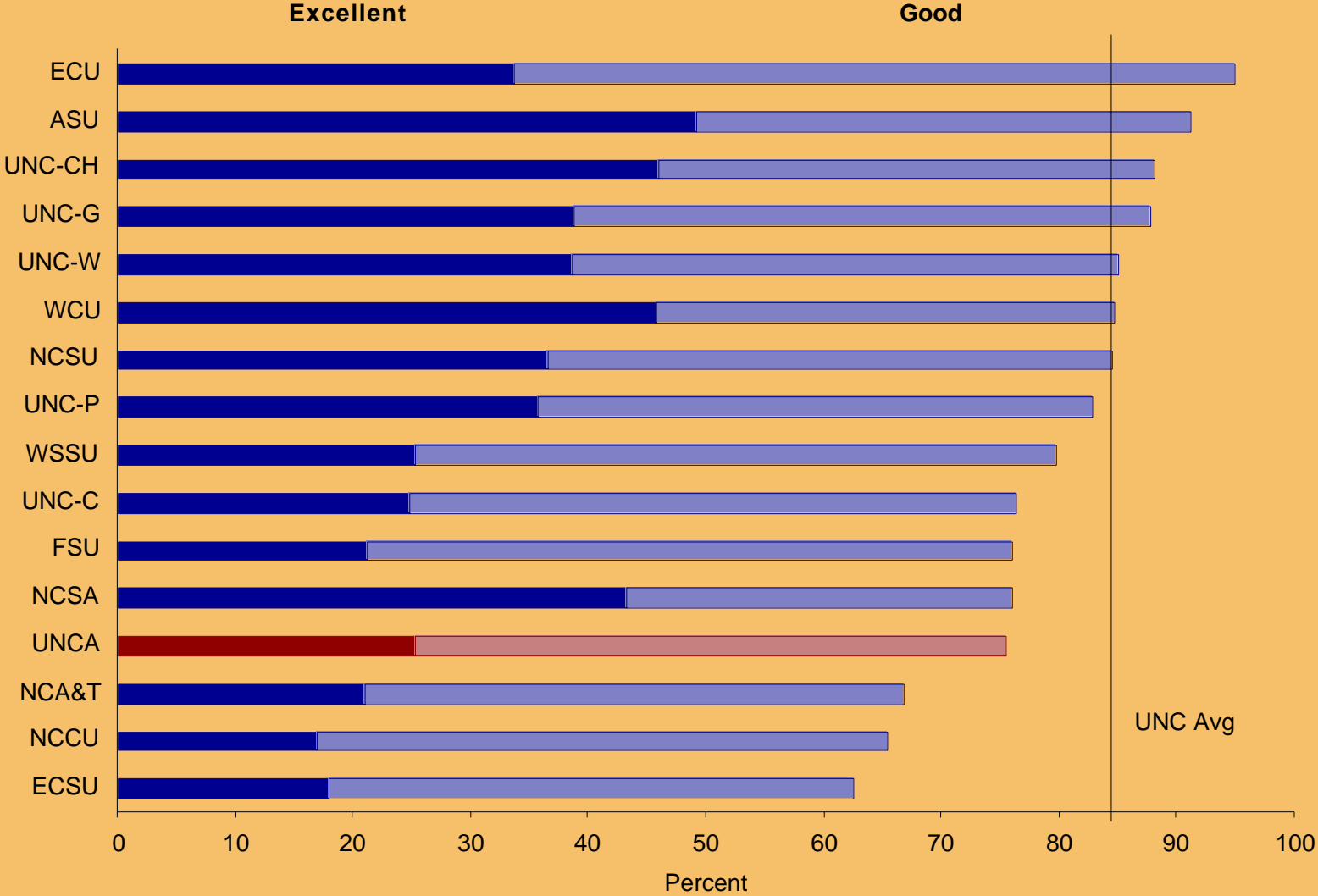


# Campus Residence Life Programs

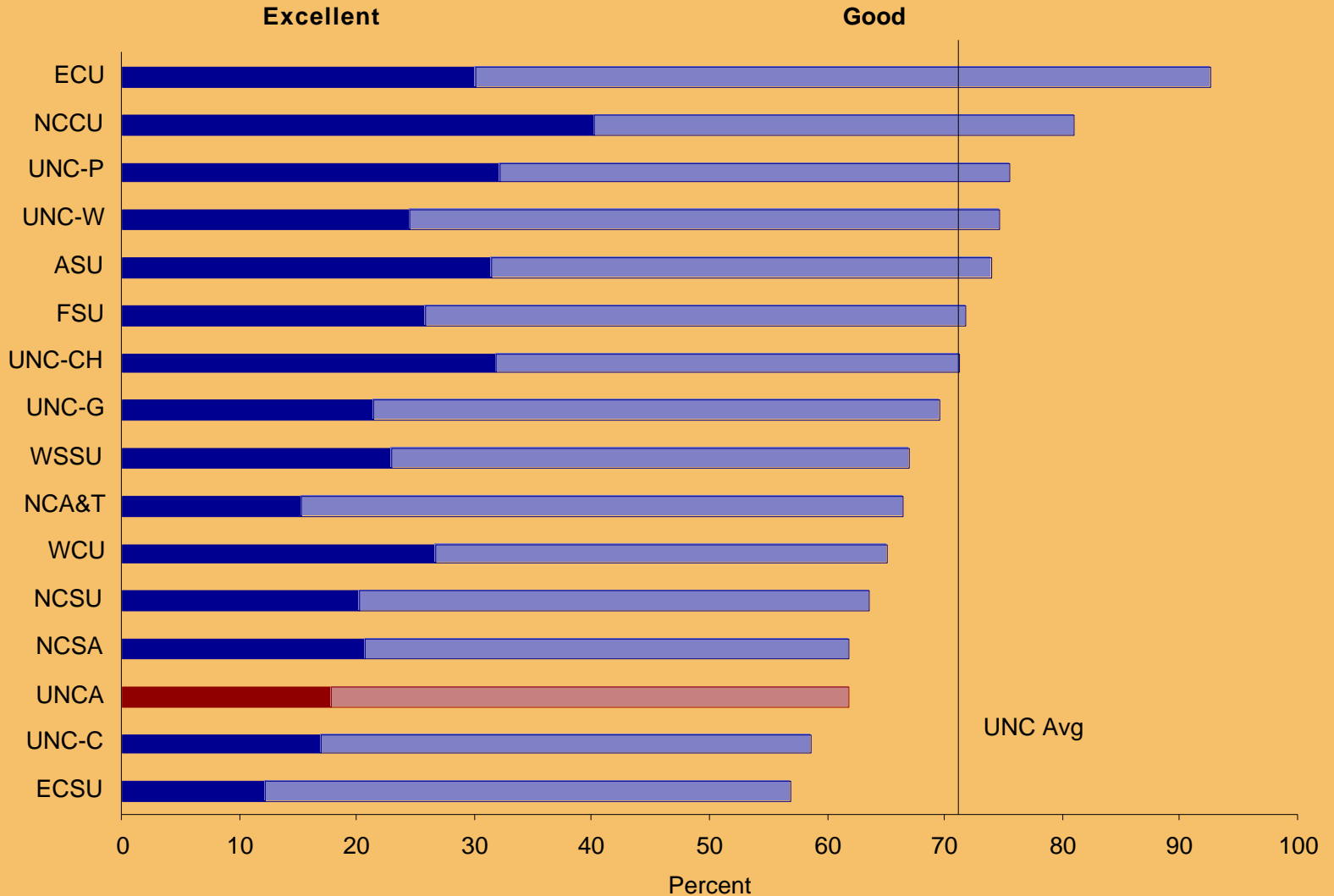
Staff: % Good/Excel



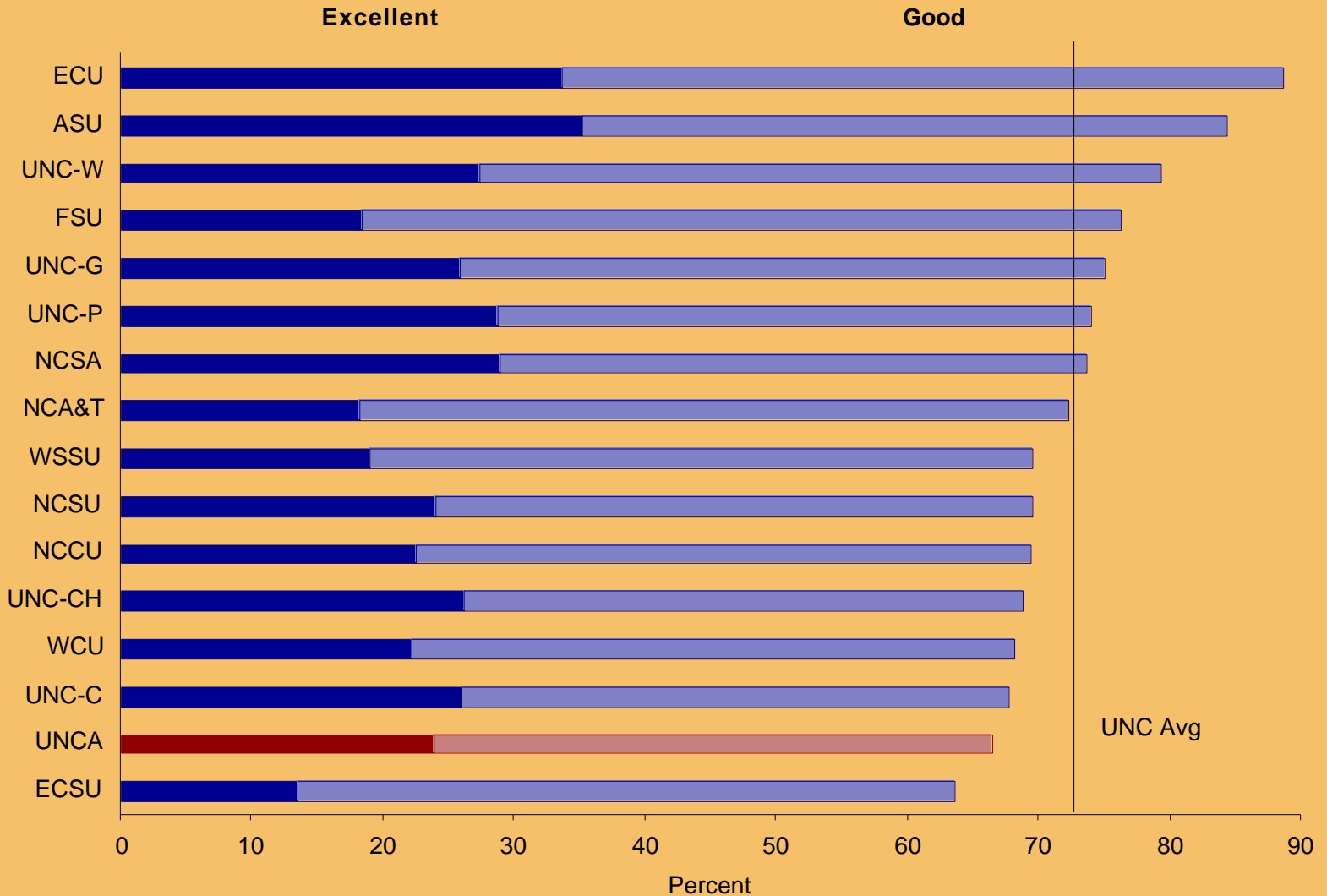
# Opportunities to Participate in Campus Recreational and Other Extra-Curricular Activities



# Opportunities to Participate in Community Service Projects



# Opportunities to Develop Leadership Skills



# Other Offices That Serve You

## Two-Year Comparisons

Dimension		UNC Rank		% Favorable		Pct
		1997	1998	1997	1998	Chg
Registration process	Serv	6	11	75.0	55.6	-19.4
	Staff	3	6	84.1	76.1	-8
Financial aid services	Serv	9	11	61.7	58.8	-2.9
	Staff	10	10	58.8	59.4	0.6
Campus food services	Serv	8	3	40.5	51.4	10.9
	Staff	6	3	58.6	64.0	5.4
Campus health services	Serv	1	1	87.3	85.3	-2
	Staff	1	1	88.7	89.7	1
Campus counseling services	Serv	4	11	79.1	75.0	-4.1
	Staff	4	3	80.0	86.2	6.2
Business serv, cashier, student accounts	Serv	3	11	83.2	76.4	-6.8
	Staff	1	7	82.9	77.6	-5.3
Residence life programs	Serv	2	11	74.3	61.9	-12.4
	Staff	4	8	70.2	69.7	-0.5

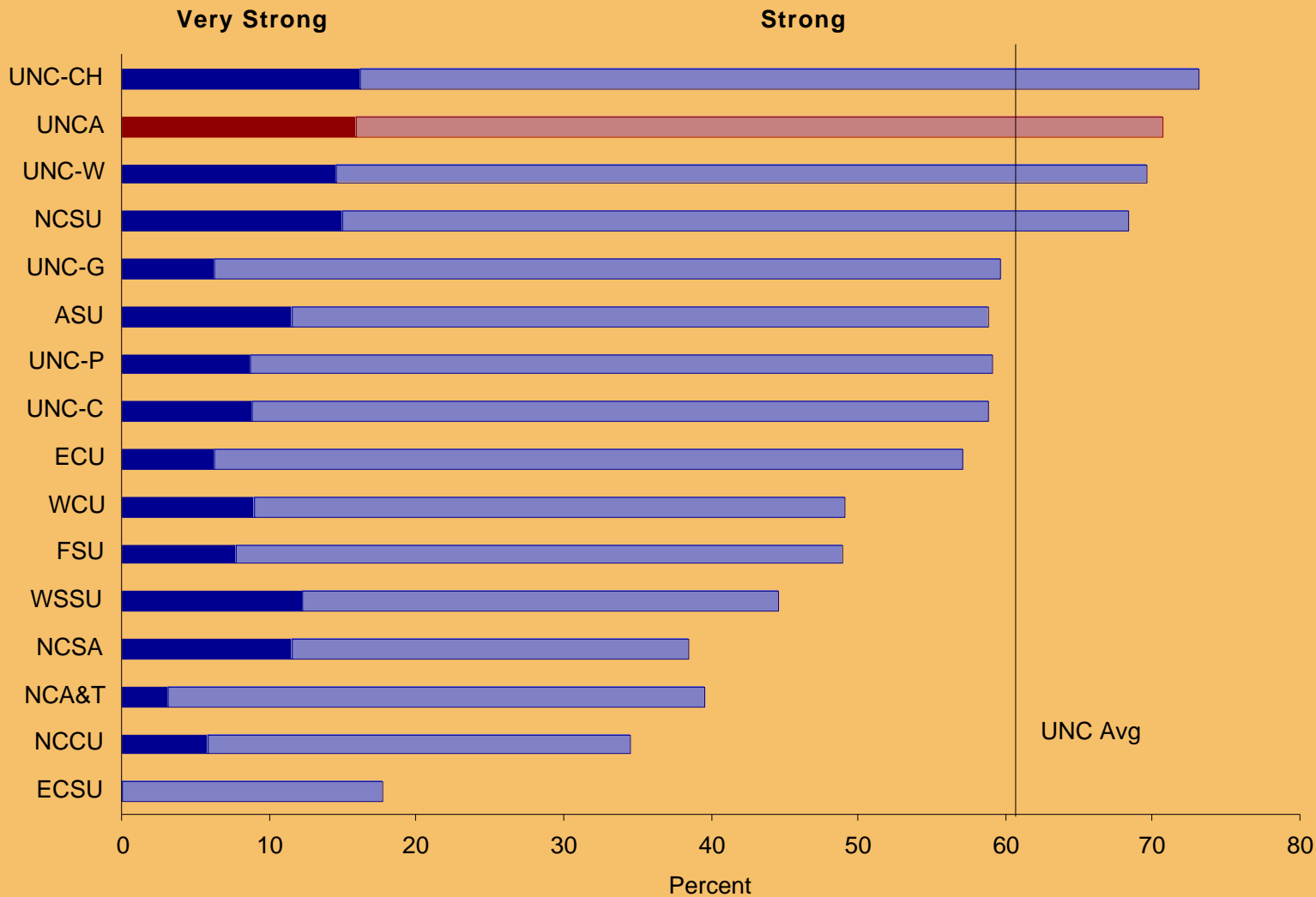
# Other Offices That Serve You

## Two-Year Comparisons

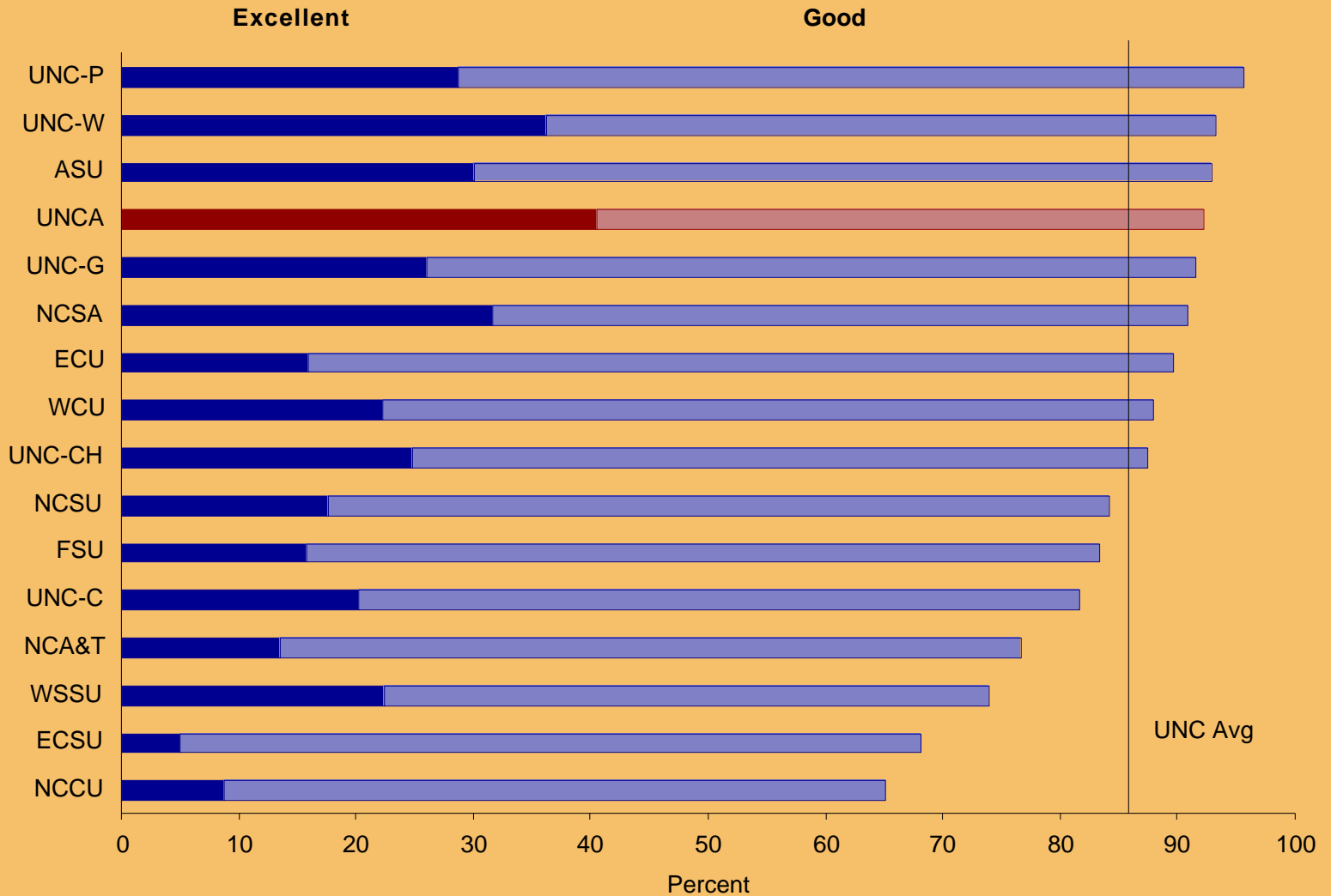
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Opportunities - recreational & other activities	7	13	81.7	75.5	-6.2
Opportunities - community service projects	7	14	66.4	61.7	-4.7
Opportunities to develop leadership skills	5	15	75.2	66.4	-8.8

**Section E:**  
**Overall Conclusions**

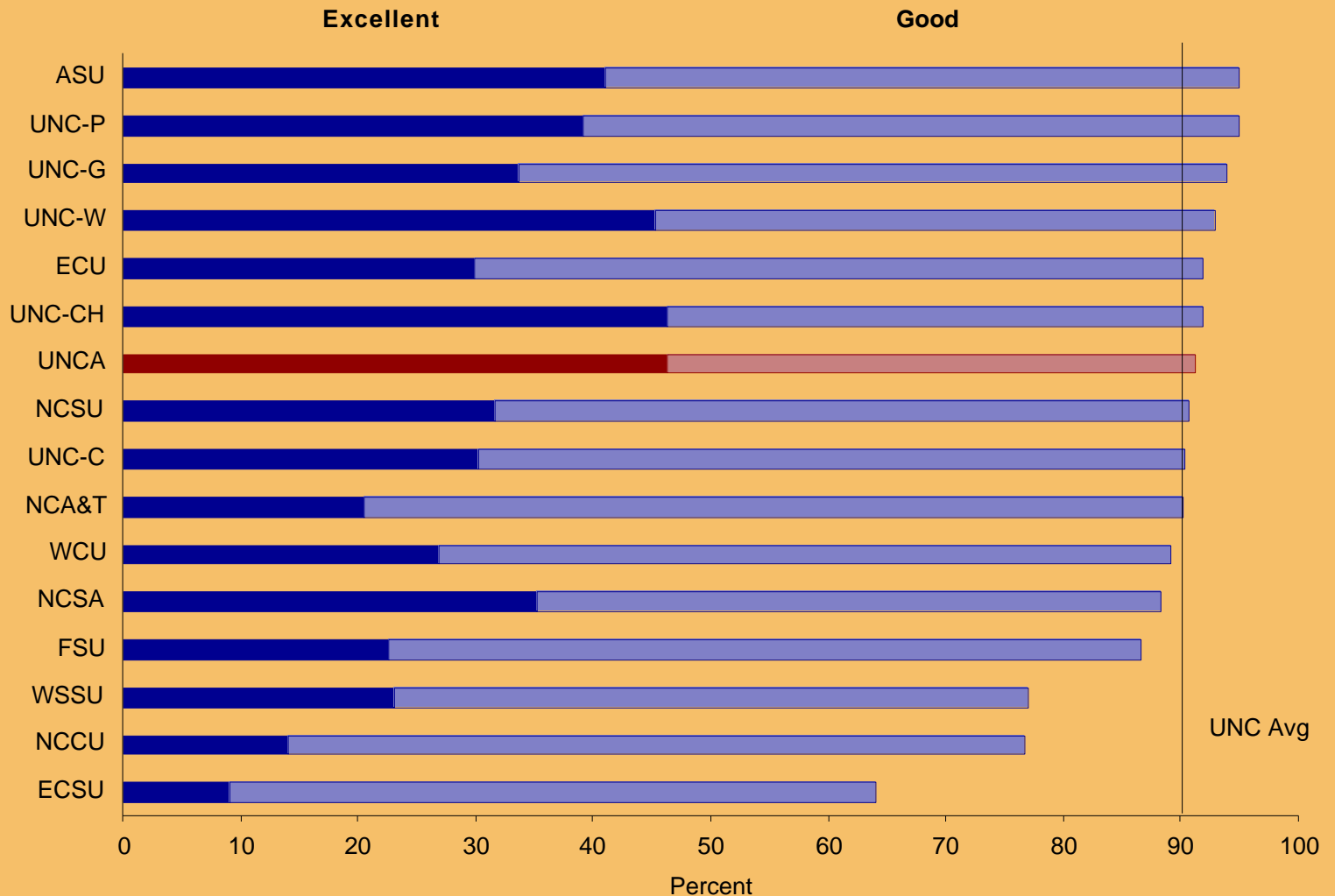
# How Would You Characterize the Intellectual Environment on This Campus?



# How Would You Evaluate the Overall Quality of Instruction?

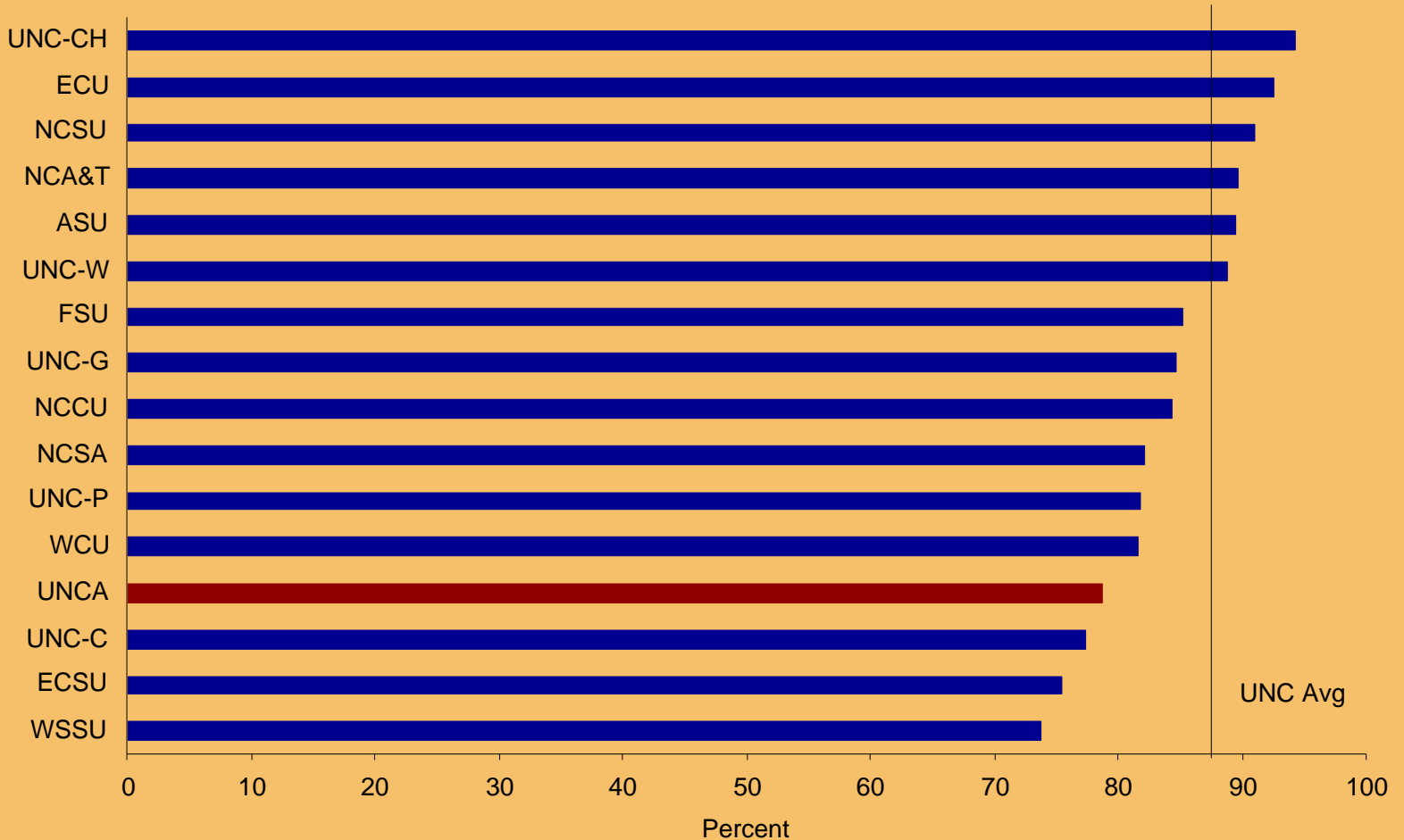


# How Would You Evaluate the Overall Education That You Are Receiving at This Institution?



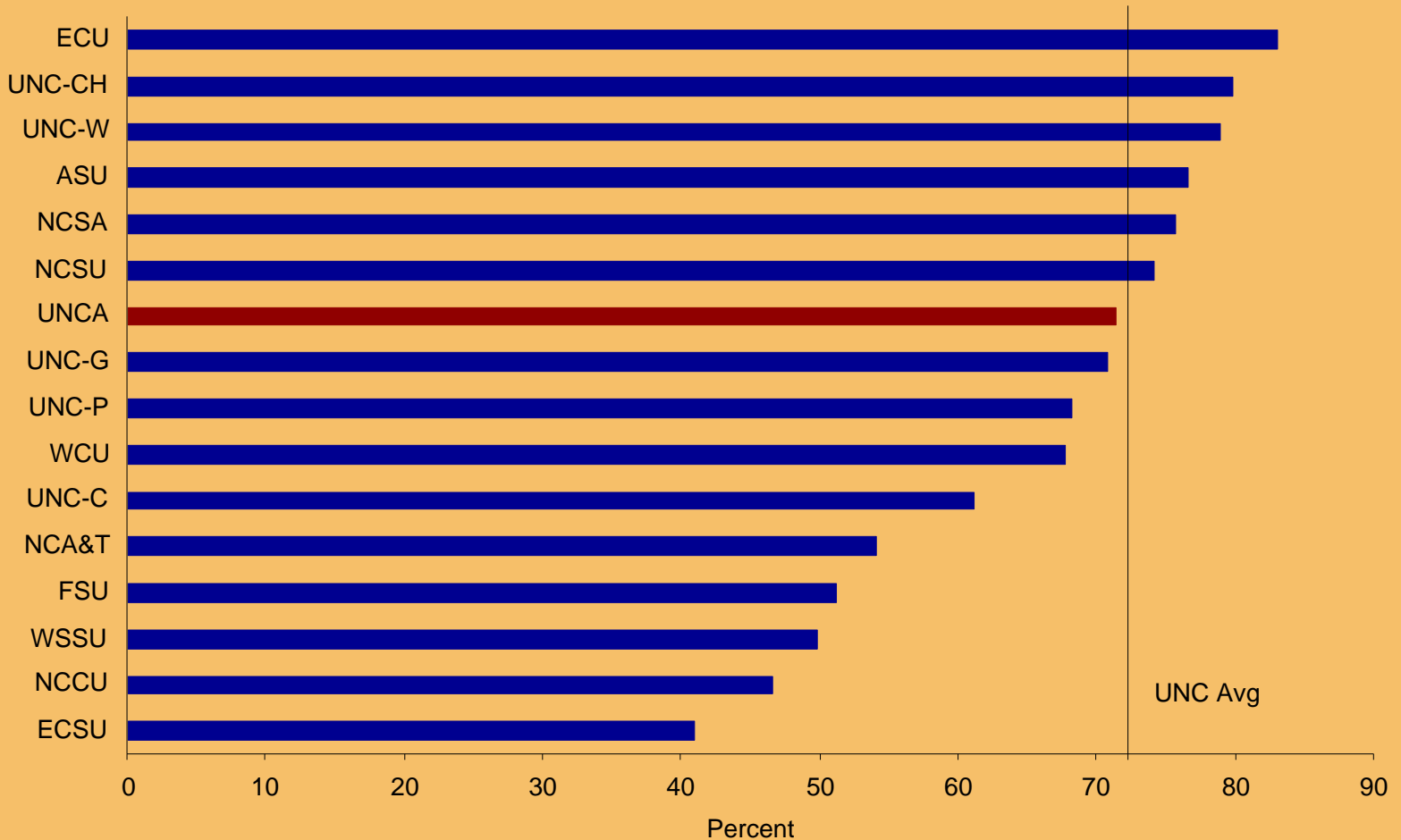
# Do You Plan to Complete Your Degree Program at This Institution?

Percent Yes



# If You Could Start Over Again, Would You Still Choose to Attend This Institution?

Percent Yes



# Overall Conclusions

## Two-Year Comparisons

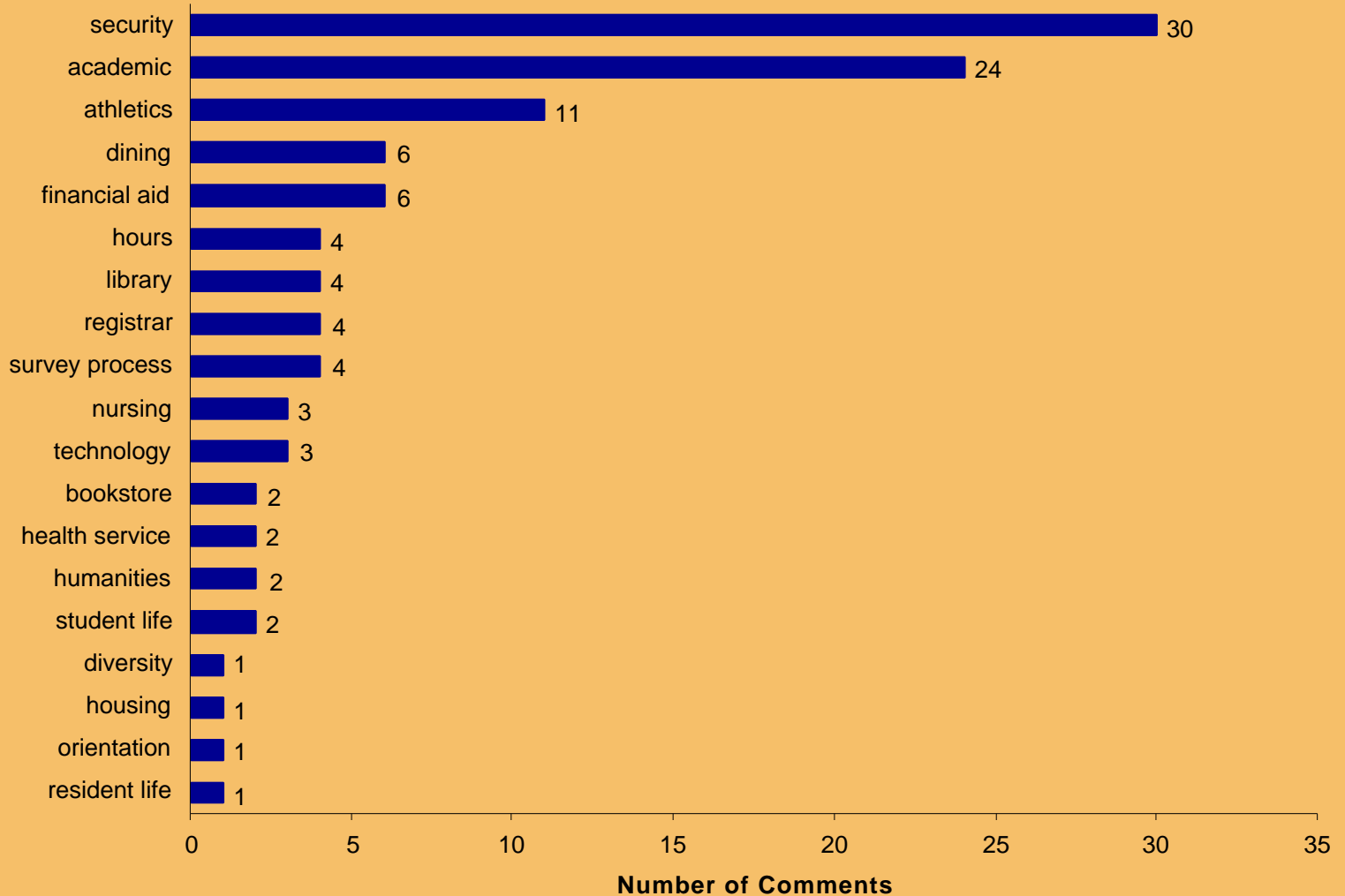
Dimension	UNC Rank		% Favorable		Pct Chg
	97	98	97	98	
Intellectual environment	1	2	82.7	71.6	-11.1
Overall quality of instruction	1	4	96.1	92.1	-4.0
Overall education	2	7	93.6	91.2	-2.4
Plans to complete degree program at UNCA	14	13	81.8	78.7	-3.1
If you could start over, would you still choose UNCA?	9	7	69.0	71.3	2.3

# Section F:

## Additional Comments

- 89 students (41%) wrote comments
- Comments were categorized into 19 common themes

# Comment Frequency by Area



# Office of Institutional Research