

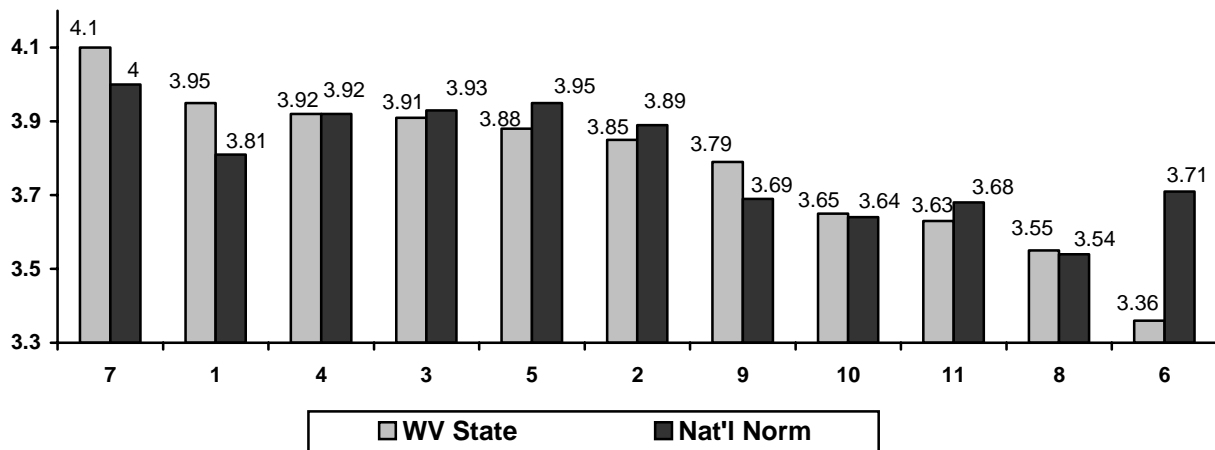
## SATISFACTION AVERAGES: College Environment

Satisfaction averages were computed using the following response options: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied. "Does not apply" and blank responses are omitted. The comparative averages (**national norm**), gathered between 2002 and 2005, are based on responses from over 32,500 students public institutions with enrollments of less than 5,000. Improvement or decline from the WV State 2002 SOS to these current results is also indicated (+/- '02).

**Note:** The tests of significance for each item (two-tailed t-tests) are based on the local frequency and item standard deviation, and assume that the samples were randomly selected.

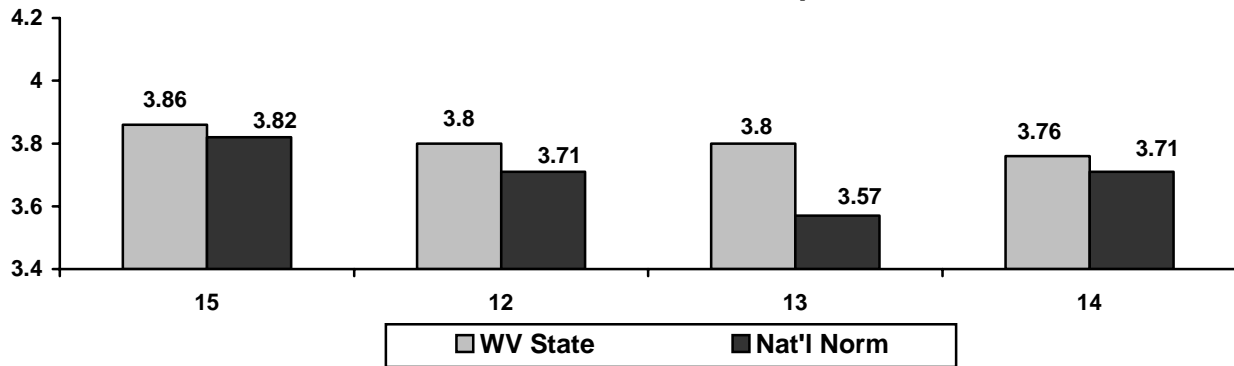
- \* difference statistically significant at the .05 level
- \*\* difference statistically significant at the .01 level
- \*\*\* difference statistically significant at the .001 level

### Satisfaction with ACADEMIC Aspects of WV State



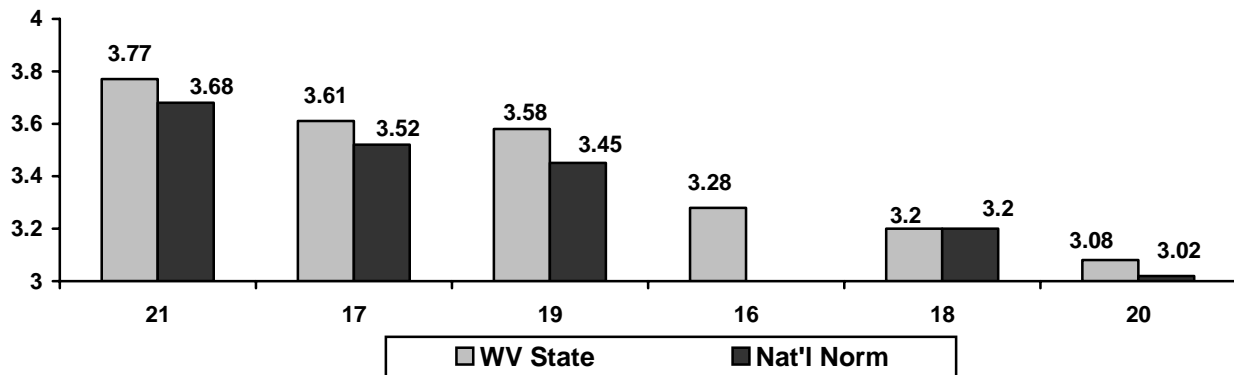
Item #		WV State	Nat'l Norm	+/- '02
7	Class size relative to the type of course	4.10	4.00*	+ .03
1	Testing/grading system	3.95	3.81***	+ .06
4	Out-of-class availability of your instructors	3.92	3.92	+ .04
3	Instruction in your major field	3.91	3.93	- .01
5	Attitude of the faculty toward students	3.88	3.95	+ .03
2	Course content in your major field	3.85	3.89	+ .06
9	Availability of your advisor	3.79	3.69	+ .04
10	Value of the information provided by your advisor	3.65	3.64	- .09
11	Preparation you are receiving for your future occupation	3.63	3.68	- .09
8	Flexibility to design your own program of study	3.55	3.54	- .02
6	Variety of courses offered at this college	3.36	3.71***	- .14

### Satisfaction with ADMISSIONS Aspects of WV State



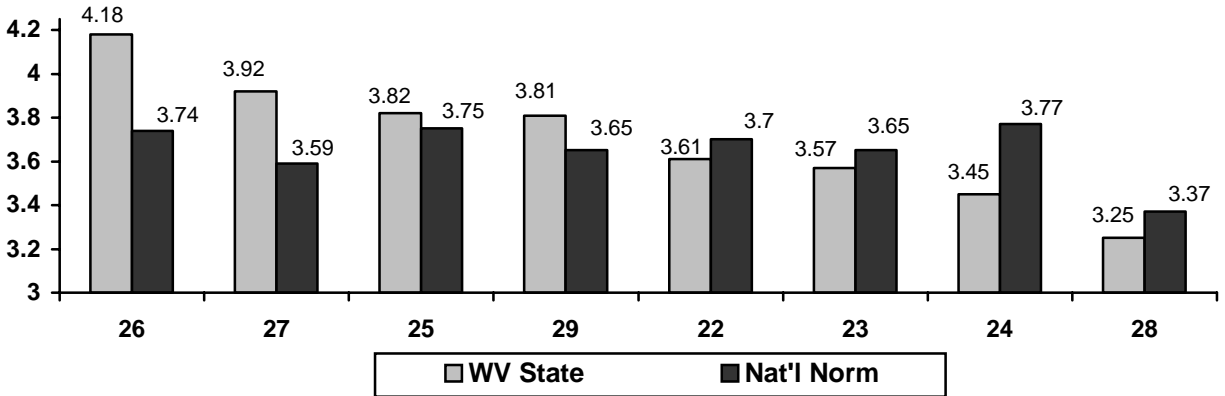
Item #		WV State	Nat'l Norm	+/- '02
15	College catalog/admissions publications	3.86	3.82	+ .41
12	General admissions procedures	3.80	3.71	+ .24
13	Availability of financial aid information prior to enrolling	3.80	3.57***	+ .35
14	Accuracy of college information received before enrolling	3.76	3.71	+ .18

### Satisfaction with RULES & REGULATIONS at WV State



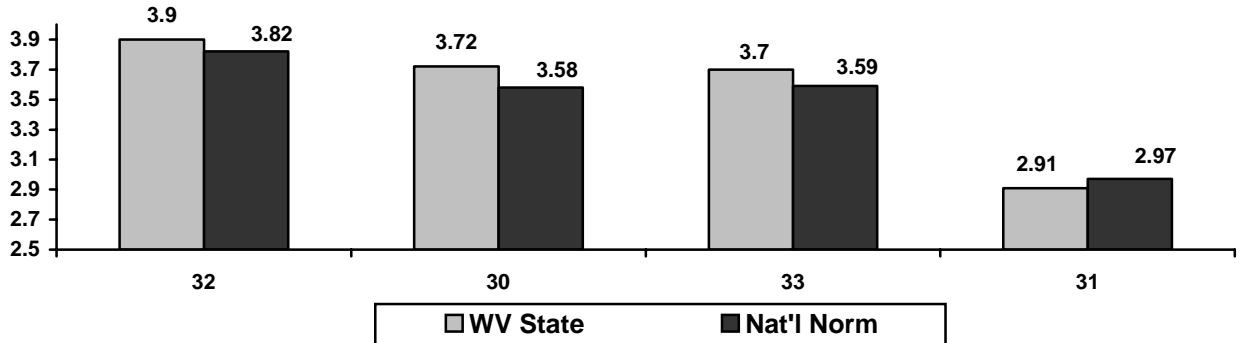
Item #		WV State	Nat'l Norm	+/- '02
21	Personal security/safety at this campus	3.77	3.68	+ .20
17	Rules governing student conduct at this college	3.61	3.52	+ .09
19	Academic probation and suspension policies	3.58	3.45*	+ .07
16	Student voice in college policies	3.28	2.26	+ .11
18	Residence hall rules and regulations	3.20	3.20	+ .09
20	Purposes for which student activity fees are used	3.08	3.02	- .07

### Satisfaction with FACILITIES at WV State



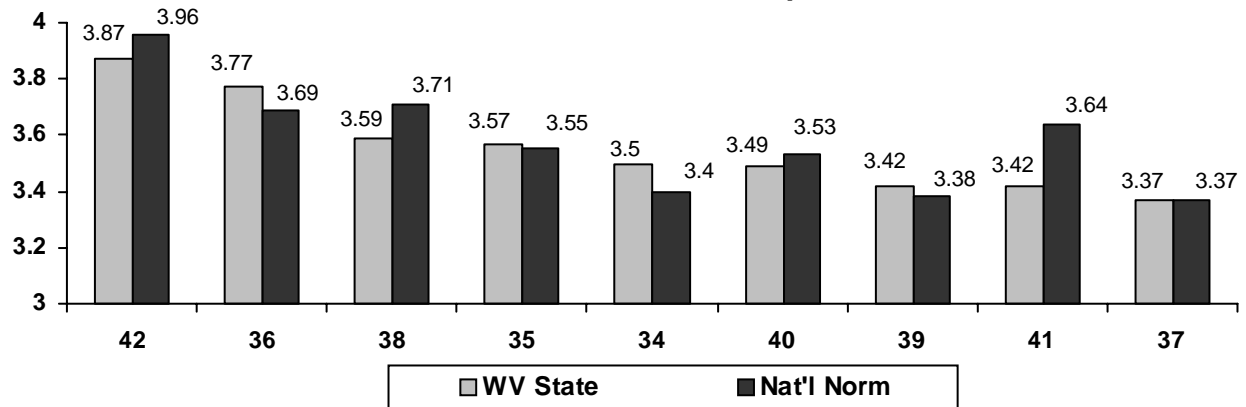
Item #		WV State	Nat'l Norm	+/- '02
26	Student union	4.18	3.74***	+ .82
27	Campus bookstore	3.92	3.59***	+ .61
25	Study areas	3.82	3.75	+ .25
29	General condition of buildings and grounds	3.81	3.65**	+ .27
22	Classroom facilities	3.61	3.70*	- .06
23	Laboratory facilities	3.57	3.65	- .04
24	Athletic facilities	3.45	3.77***	+ .15
28	Availability of student housing	3.25	3.37*	+ .08

### Satisfaction with REGISTRATION Aspects of WV State



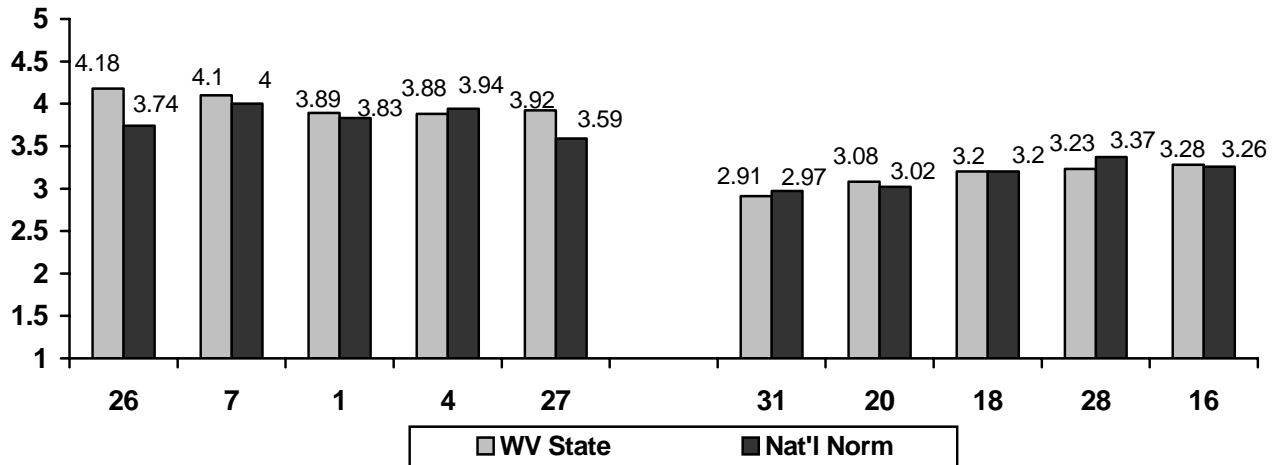
Item #		WV State	Nat'l Norm	+/- '02
32	Academic calendar for this college	3.90	3.82	+ .26
30	General registration procedures	3.72	3.58**	+ .34
33	Billing and fee payment procedures	3.70	3.59*	+ .23
31	Availability of courses you want at the times you want them	2.91	2.97	- .03

### Satisfaction with GENERAL Aspects of WV State



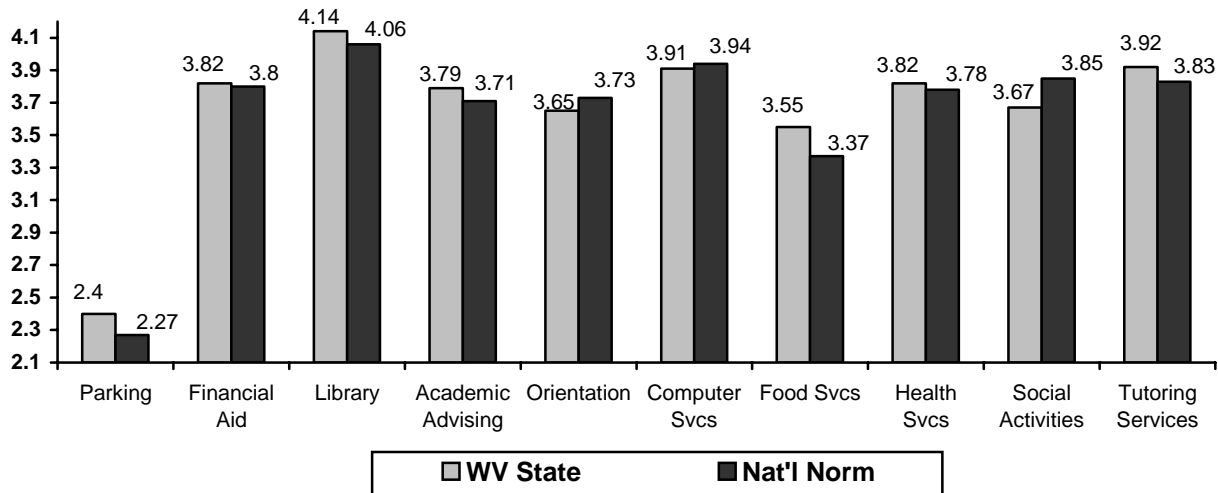
Item #		WV State	Nat'l Norm	+/- '02
42	This college in general	3.87	3.96	+ .17
36	Racial harmony at this college	3.77	3.69	+ .16
38	Opportunities for personal involvement in activities	3.59	3.71*	+ .11
35	Attitude of college non-teaching staff toward students	3.57	3.55	+ .26
34	Concern for you as an individual	3.50	3.40	+ .09
40	Religious activities and programs	3.49	3.53	+ .17
39	Student government	3.42	3.38	+ .14
41	Campus media (student newspaper, campus radio, etc)	3.42	3.64***	+ .14
37	Opportunities for student employment	3.37	3.37	- .03

## TOP 5 STRENGTHS & WEAKNESSES: College Environment



Item #		WV State	Nat'l Norm	+/- '02
<b>Top 5 Items for WV State</b>				
26	Student Union	4.18	3.74***	+ .82
7	Class size relative to the type of course	4.10	4.00*	+ .03
1	Testing/grading system	3.95	3.81***	+ .06
4	Out-of-class availability of your instructors	3.92	3.89	+ .04
27	Campus Bookstore	3.92	3.59***	+ .61
<b>Bottom 5 Items for WV State</b>				
31	Availability of courses at the times you can take them	2.91	2.97	- .03
20	Purposes for which student activity fees are used	3.08	3.02	- .07
18	Residence hall rules and regulations	3.20	3.20	- .09
28	Availability of student housing	3.23	3.37*	+ .06
16	Student voice in college policies	3.28	3.26	+ .11

## SATISFACTION AVERAGES: College Services



### Top 10 Most Frequently Utilized Services (opinion & usage info. solicited)

% Used	+/- '02	Service	WV State	Nat'l	+/- '02
74.9%	+4.9%	Parking	2.40	2.27	+ .15
74.2%	+21.2%	Financial Aid	3.82	3.80	+ .26
74.0%	+3.8%	Library	4.14	4.06	+ .19
68.8%	+7.3%	Academic Advising	3.79	3.71	+ .07
54.1%	-.5%	Orientation	3.65	3.73	+ .09
50.6%	+.6%	Computer Services	3.91	3.94	+ .04
35.6%	+4.8%	Food Services	3.55	3.37	+ .78
26.8%	+1.8%	Health Services	3.82	3.78	+ .02
22.4%	-.3%	Social Activities	3.67	3.85	- .03
21.1%	+5.6%	Tutoring Services	3.92	3.83	+ .31
16.2%	-.5%	Cultural Programs	3.68	3.93	- .18
13.5%	+.6%	Career Planning Services	3.55	3.69	- .10
12.8%	+3.8%	Personal Counseling Services	3.59	3.80	- .41
12.0%	+1.5%	Honors Programs <i>(assuming Honorary St. Orgs)</i>	4.12	3.93	+ .01
11.8%	+.5%	Residence Hall Services & Programs	2.98	3.42	+ .30
11.8%	+2.9%	Credit-by-Examination Program (CLEP, DANTES)	4.23	3.96	+ .07
11.1%	-.2%	Student Employment Services	3.74	3.80	- .14
8.5%	-.7%	Recreational & Intramural Programs	3.91	4.09	+ .57
5.4%	-1.4%	Job Placement Services	3.33	3.40	- .06
4.4%	-.9%	College Mass Transit Services <i>(assuming KRT)</i>	3.88	3.58	+ .25
3.9%	-.3%	Student Health Insurance Program	3.77	3.34	+ .20
2.9%	-1.1%	Day Care Services	3.88	3.72	- .06
2.5%	-2.8%	Veteran's Services	3.86	4.03	0

<b>DIFFERENCES BETWEEN WV STATE 2002 AND 2005 RESULTS: Progress &amp; Decline</b>
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	2002	2005	Diff
<b>Top 5 Improved WV State <i>Services</i></b>			
Food Services	2.77	3.55	+ .78
Recreational & Intramural Programs	3.34	3.91	+ .57
Tutoring Services	3.61	3.92	+ .31
Residence Hall Services & Programs	2.68	2.98	+ .30
Financial Aid	3.56	3.82	+ .26
<b>Top 5 Improved <i>Environmental Aspects</i></b>			
Student Union	3.36	4.18	+ .72
Campus Bookstore	3.31	3.92	+ .61
College catalog/admissions publications	3.45	3.86	+ .41
Availability of Financial Aid information prior to enrolling	3.45	3.80	+ .35
General registration procedures	3.38	3.72	+ .34

	2002	2005	Diff
<b><i>Only Declined WV State Services</i></b>			
Personal Counseling Services	4.00	3.59	- .41
Cultural Programs	3.86	3.68	- .18
Student Employment Services	3.88	3.74	- .14
Career Planning Services	3.65	3.55	- .10
Job Placement Services	3.39	3.33	- .06
Day Care Services	3.94	3.88	- .06
<b>Top 5 Declined <i>Environmental Aspects</i></b>			
Variety of courses offered	3.50	3.36	- .14
Value of the information provided by your advisor	3.74	3.65	- .09
Preparation you are receiving for your future occupation	3.72	3.63	- .09
Purposes for which student activity fees are used	3.15	3.08	- .07
Classroom facilities	3.67	3.61	- .06