The Undergraduate Survey has been administered at Loyola every spring since 2006. It contains questions on satisfaction with various aspects of the Loyola experience, including academics, services, and resources.

A total of 3,971 undergraduates answered the survey in 2009, and 3,837 in 2006 (see Appendix Table 1). A higher proportion of seniors answered the survey than of the other classes. Respondents in 2009 were a little more likely to be minority students, compared to 2006 (see Appendix Table 2). Otherwise, there was little difference between respondents in 2006 and in 2009.

Most questions were on a five point scale, from 0 = lowest satisfaction to 4 = highest satisfaction. Percentages represent a satisfaction level of 3 or more (i.e., satisfied or very satisfied). All percentages exclude “Not applicable” responses.

This report summarizes the results from the 2009 Undergraduate Survey, and highlights changes from 2006 to 2009. Percentages are for 2009 unless otherwise stated.

### Overall satisfaction

- Students were most satisfied overall with their major (78% satisfied), and least satisfied with the Core (50% satisfied; see Table 1).
- Seventy percent were satisfied with their overall academic experience at Loyola and 70% said they were satisfied that they had chosen a Loyola education.
- Only two thirds said they were satisfied with the degree to which their Loyola education related to their career aspirations, and 69% were satisfied with how well they were prepared for further education.
- Only 61% said that they were satisfied with the encouragement and motivation that they had received from faculty.

### Overall views of Loyola

- In spite of the often low ratings of their overall satisfaction with some aspects of their Loyola education, 87% of undergraduates would recommend Loyola to others.
- Eighty six percent agreed that a Jesuit education has great value.
- A full 93% of students agreed that Loyola has a strong academic reputation locally, while 79% agreed that it has a strong academic reputation nationally.
- Four fifths of undergraduates agreed that they felt a part of the Loyola community.

### Academics and faculty

- More than four fifths of the students reported satisfaction with the faculty in their major, compared to only two thirds with faculty in the Core (see Table 2). Satisfaction with part-time faculty, both in the major and in the Core, was lower (72% and 56%, respectively).
- Students were not very satisfied with opportunities within their major, especially independent study (49% satisfied) and research projects (43% satisfied).
- Sophomores, juniors, and seniors reported lower levels of satisfaction with the availability of courses in their major and in the Core than did freshmen.
- About four fifths of students were satisfied with the overall quality of faculty.
- Three fourths were satisfied with the availability of faculty, and 72% with faculty-student communication.

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1 The answer scale for this block of questions was a four point scale from 0 = strongly disagree to 4 = strongly agree. Percentages represent an agreement level of 3 or 4 (i.e., agree or strongly agree).
• Only two thirds, however, were satisfied with their overall relationships with faculty.

**Services, resources, and opportunities**

• Most of the changes between 2006 and 2009 were in the areas of services and resources (see Table 3).

• Most notably, satisfaction with the library increased, including library resources, library services, and library study space. These changes resulted in the library receiving most of the highest ratings within the category of services and resources.

• Compared to other opportunities, students were most satisfied with the availability of study abroad options (72% in 2009). They were much less satisfied with the availability of internships and field experiences (48%) and services in the Experiential Learning Center (55%).

• Upperclassmen were less satisfied with the availability of internships and field experiences than were freshmen. A similar pattern held for services in the Experiential Learning Center.

• Students (especially seniors) were generally dissatisfied with the Undergraduate Advising, although the satisfaction level increased very slightly from 2006 (44%) to 2009 (51%). There was a greater increase in satisfaction with academic advising in the Dean’s Office from 2006 (45%) to 2009 (56%), although the rating continued to be low.

• Ratings of the Career Center were low (55% and 56% for advising services and resources, respectively). Seniors are less satisfied than other students with advising services in the Career Center.

• Seniors were also less satisfied than the others with general learning resources, and the total rating was only 54% (for all classes combined).

**Effectiveness of Offices**

• Although ratings were still fairly low in 2009, there were increases in student satisfaction with the effectiveness of several student service offices. These included the Bursar’s Office, the Campus Card Office, the Financial Aid Office, the Registrar’s Office, and the College Deans’ offices.

• Satisfaction with the effectiveness of the Hub jumped 15 percentage points, from 59% to 74%.

• Students continued to be dissatisfied with the effectiveness of the Wellness Center and the Housing Office (49% and 46%, respectively, in 2009).

**Satisfaction with University service**

• There were no meaningful changes in students’ ratings of University service overall (see Table 4).

• Only 20% of students said it was very easy to find the correct office for a problem.

• Only 23% felt that University offices cared very much about them.

• Another problem area was the frequency with which students spent time on hold when they called University offices.

• Satisfaction with the time it takes to receive a response to an email message was a little higher (54%) than with the time it takes to get a response to a voicemail (42%).

**Campus and off-campus life**

• Students are quite dissatisfied with many aspects of campus life, such as dining facilities and plan, healthcare and well-being facilities, and housing (see Table 5).

• There was an increase in satisfaction with on-campus service offices and businesses, from 41% to 54%.

• Only about two thirds of students overall were satisfied with making friends at Loyola.

• In general, satisfaction with off-campus life was substantially higher than with on-campus life.

• Students were most likely to be satisfied with the CTA U-Pass (90%) and social and cultural events in Chicago (85%).

• Satisfaction with safety in the area surrounding the campus, however, was quite low, at 51%.

**Conclusions**

• In most cases where there were differences between the classes, freshmen were more satisfied than upperclassmen, especially seniors. There are several ways to interpret this.

• Many of the items on which there were differences related to the kinds of services and opportunities that upperclassmen are
more likely to use, so these patterns may reflect that greater use.

• On some other items where there are class level differences, however, it is not the case that freshmen have had less contact with or need for services/resources. It may be that freshmen come in with relatively low expectations, and therefore are more easily satisfied.

• It may also be that satisfaction with those services may be increasing over time, but that students’ early impressions and levels of satisfaction remain stable, even with improvements over time in aspects of the Loyola experience.

• Although there are a number of exceptions (especially the Core curriculum), students tended to be more satisfied with their academic experience at Loyola than with their non-academic experience on campus.

• Many of the areas of greatest dissatisfaction, such as dining and meal plans, housing, and wellness facilities, are perennial areas of dissatisfaction among college students in general, not just Loyola students.

• Some investments that Loyola has made in recent years seem to have been paying off in terms of student satisfaction, such as the Library and the Sullivan Center Hub.

• Echoing findings from the National Survey of Student Engagement, Loyola seniors reported dissatisfaction with opportunities for active learning, such as field experiences and research projects.

• Although there was a little improvement for several administrative service offices from 2006-2009, problems persist. Students still reported long wait times, difficulty in getting answers to questions and problems, and a feeling that the offices don’t care about them.

• Because an important part of the college experience is belonging to a community, it is worth noting that one fifth of students do not feel like a part of the Loyola community, while a third are dissatisfied with making friends at Loyola.

• While students are satisfied with the overall quality of the Loyola faculty (79%), they are less satisfied with their relationships with faculty members (only 67%) and with the encouragement and motivation they received from faculty (61%).
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Source: Loyola Undergraduate Survey 2006-09

¹ Questions not asked until 2008.
### Table 2

#### Satisfaction with Academics and Faculty

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<td>Housing Office</td>
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<td>Registrar’s Office</td>
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<td>68</td>
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</table>

Source: Loyola Undergraduate Survey 2006-09
### Table 4
**Satisfaction with University Services Overall**

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<td><strong>Satisfaction with University services (%)</strong></td>
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</tr>
<tr>
<td>Very easy to find correct office for problem</td>
<td>18%</td>
<td>20%</td>
<td>21%</td>
<td>20%</td>
<td>15%</td>
<td>19%</td>
<td>16%</td>
<td>21%</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Felt University offices cared very much</td>
<td>20%</td>
<td>23%</td>
<td>28%</td>
<td>30%</td>
<td>20%</td>
<td>23%</td>
<td>20%</td>
<td>21%</td>
<td>17%</td>
<td>21%</td>
</tr>
<tr>
<td>Never asked one office to intervene with another</td>
<td>58%</td>
<td>60%</td>
<td>69%</td>
<td>71%</td>
<td>63%</td>
<td>65%</td>
<td>56%</td>
<td>57%</td>
<td>49%</td>
<td>54%</td>
</tr>
<tr>
<td>Almost never spent time on hold</td>
<td>22%</td>
<td>24%</td>
<td>31%</td>
<td>33%</td>
<td>20%</td>
<td>25%</td>
<td>22%</td>
<td>24%</td>
<td>18%</td>
<td>20%</td>
</tr>
<tr>
<td>Average time on hold less than two minutes</td>
<td>44%</td>
<td>47%</td>
<td>53%</td>
<td>56%</td>
<td>45%</td>
<td>47%</td>
<td>45%</td>
<td>47%</td>
<td>39%</td>
<td>43%</td>
</tr>
<tr>
<td>Satisfied with processing time for paperwork</td>
<td>41%</td>
<td>46%</td>
<td>46%</td>
<td>51%</td>
<td>40%</td>
<td>47%</td>
<td>41%</td>
<td>44%</td>
<td>39%</td>
<td>45%</td>
</tr>
<tr>
<td>Satisfied with time to voicemail response</td>
<td>40%</td>
<td>42%</td>
<td>46%</td>
<td>48%</td>
<td>36%</td>
<td>40%</td>
<td>45%</td>
<td>42%</td>
<td>36%</td>
<td>41%</td>
</tr>
<tr>
<td>Satisfied with time to email response</td>
<td>52%</td>
<td>54%</td>
<td>56%</td>
<td>56%</td>
<td>49%</td>
<td>51%</td>
<td>53%</td>
<td>53%</td>
<td>50%</td>
<td>57%</td>
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Source: Loyola Undergraduate Survey 2006-09
### Table 5
Satisfaction with Campus and Off-Campus Life

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Freshman</th>
<th>Sophomore</th>
<th>Junior</th>
<th>Senior</th>
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<tbody>
<tr>
<td>% High or very high</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Satisfaction with campus life</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Student Life activities and events</td>
<td>51 54</td>
<td>59 60</td>
<td>53 54</td>
<td>50 52</td>
<td>47 52</td>
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<tr>
<td>Housing</td>
<td>44 47</td>
<td>46 54</td>
<td>41 41</td>
<td>45 43</td>
<td>43 48</td>
</tr>
<tr>
<td>Athletic facilities</td>
<td>48 53</td>
<td>56 61</td>
<td>50 53</td>
<td>47 50</td>
<td>42 51</td>
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<td>Fitness and recreation facilities</td>
<td>50 58</td>
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<td>51 59</td>
<td>47 50</td>
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<td>Dining facilities</td>
<td>29 33</td>
<td>29 28</td>
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<td>28 36</td>
<td>29 36</td>
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<tr>
<td>Meal plan</td>
<td>30 37</td>
<td>26 32</td>
<td>32 35</td>
<td>32 41</td>
<td>29 38</td>
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<tr>
<td>Bus and shuttle</td>
<td>65 62</td>
<td>72 75</td>
<td>68 64</td>
<td>66 60</td>
<td>60 57</td>
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<td>8-Ride</td>
<td>44 58</td>
<td>54 61</td>
<td>50 57</td>
<td>45 55</td>
<td>36 57</td>
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<td>Health care and well-being facilities</td>
<td>43 42</td>
<td>44 48</td>
<td>45 41</td>
<td>43 39</td>
<td>43 42</td>
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<tr>
<td>Satisfaction with making friends</td>
<td>68 68</td>
<td>72 71</td>
<td>70 64</td>
<td>65 66</td>
<td>67 71</td>
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<tr>
<td>Campus appearance</td>
<td>77 72</td>
<td>78 78</td>
<td>78 72</td>
<td>77 69</td>
<td>76 71</td>
</tr>
<tr>
<td>Service offices and businesses</td>
<td>41 54</td>
<td>50 61</td>
<td>43 54</td>
<td>39 52</td>
<td>37 52</td>
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<tr>
<td><strong>Satisfaction with off-campus life</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Housing</td>
<td>77 77</td>
<td>65 66</td>
<td>76 70</td>
<td>80 78</td>
<td>78 80</td>
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<tr>
<td>Commuting to campus</td>
<td>68 70</td>
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<td>66 64</td>
<td>69 70</td>
<td>71 73</td>
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<td>CTA U-Pass</td>
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<td>94 92</td>
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<td>Safety of area surrounding campus</td>
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<td>56 60</td>
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<td>Social and cultural events of Chicago</td>
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<td>84 83</td>
<td>86 84</td>
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Source: Loyola Undergraduate Survey 2006-09
### Appendix Table 1

**Number of Respondents by Class**

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<th>Class</th>
<th>2006 %</th>
<th>2006 Count</th>
<th>2009 %</th>
<th>2009 Count</th>
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<td>Freshman</td>
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<td>725</td>
<td>20</td>
<td>785</td>
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<tr>
<td>Sophomore</td>
<td>19</td>
<td>706</td>
<td>21</td>
<td>811</td>
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<tr>
<td>Junior</td>
<td>23</td>
<td>840</td>
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<td>955</td>
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<tr>
<td>Non-graduating senior</td>
<td>7</td>
<td>260</td>
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<td>Graduating senior</td>
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<td>1105</td>
<td>26</td>
<td>1017</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
<td><strong>3837</strong></td>
<td><strong>100</strong></td>
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Source: Loyola Undergraduate Survey 2006-09

### Appendix Table 2

**Selected Characteristics of Respondents**

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<tbody>
<tr>
<td>Gender</td>
<td>%</td>
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</tr>
<tr>
<td>Women</td>
<td>69</td>
<td>70</td>
<td>69</td>
<td>73</td>
<td>67</td>
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<tr>
<td>Men</td>
<td>31</td>
<td>30</td>
<td>31</td>
<td>27</td>
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<tr>
<td>Minority</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
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<td>Non-minority</td>
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<td>Entry status</td>
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<td>School</td>
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Source: Loyola Undergraduate Survey 2006-09