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# Undergraduate Survey 2006-09

## Increased Undergraduate Satisfaction with Library and Administrative Services

Prepared by the Office of Institutional Research

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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 summary index of satisfaction is calculated for each of nineteen general areas. Each satisfaction index is based on a set of questions related to that factor (see Appendix for specific questions included in each index). Responses were collected on a scale of 1 to 5, but have been converted here to a scale of 0 to 10, for easier interpretation.

This report summarizes these satisfaction indices for the 2009 Undergraduate Survey, and describes changes from 2006 to 2009.

### Key Findings

- Results from 2009 show relative student satisfaction with various aspects of the Loyola experience.
- The highest average index of satisfaction in 2009 was **Off-campus Life** (Chicago), just as in previous years (8.0; see Figure 1 and Table 1).
- Other high satisfaction indices of the Loyola experience were **Faculty** (7.3), **Library** (7.3), **Major** (7.1), and **Value of Education** (7.0).
- **Food Facilities/Plan** (5.0) was the lowest average satisfaction index (as in past years), followed by **Health/Well-being** (5.5), and **Housing** (5.7).
- Also on the low end of satisfaction were **Experiential Learning Opportunities** (5.9) and **Academic Advising** (6.1).
- There were some differences by class level, although relative rankings of the factors were fairly consistent across classes (see Table 1).

- Freshmen were more satisfied with **Housing** (6.2) than were sophomores (5.3) and juniors (5.4).
- Satisfaction with **Career Services**, **Transportation**, and **Safety** (of campus and surrounding area) decreased steadily from freshmen to seniors, as did satisfaction with **Learning Support** and **Academic Advising**.
- Seniors and juniors were more satisfied with **Food Facilities/Plan** than were freshmen.
- Otherwise, there were no satisfaction indices on which seniors were meaningfully higher than the other classes.
- Most satisfaction indices remained relatively stable between 2006 and 2009 (see Table 2).
- The largest changes were increased satisfaction with the **Library** (.92), and somewhat increased satisfaction with **Administrative Services** (.80).
- There were very slight positive changes in **Learning Support** (.51) and **Academic Advising** (.49).

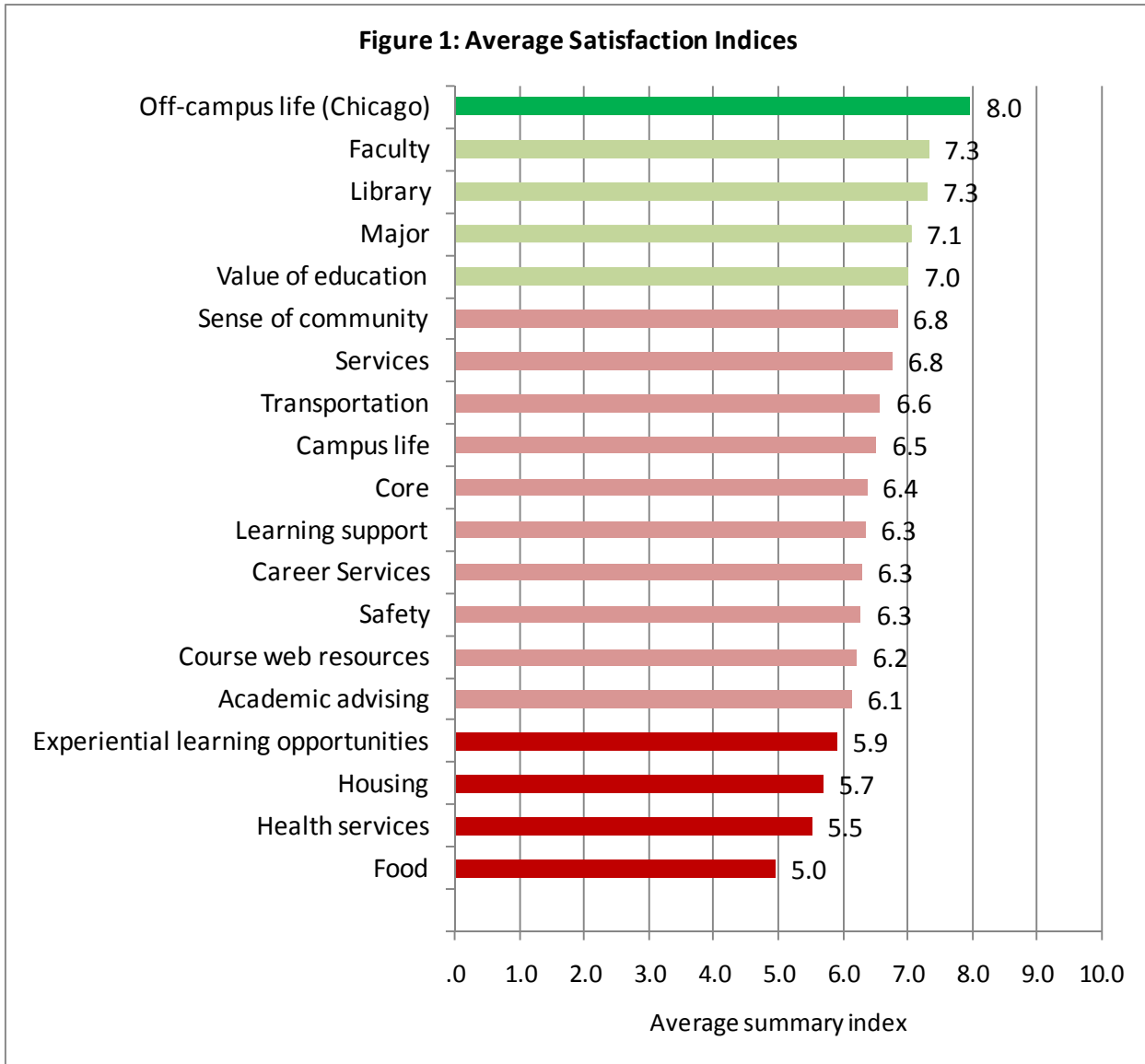
### Conclusions

- A few changes in satisfaction, although sometimes quite small, suggest that Loyola's investment in student services and resources may be bearing fruit.
- The most meaningful changes were increases in satisfaction with the **Library** and, to some degree, with **Administrative Services**.
- While student satisfaction with **Academic Advising** is low compared to other factors, there has been a very slight rise. Likewise, there has been a very slight increase in satisfaction with **Learning Support**.

- The fact that satisfaction on a number of factors decreases over a student's undergraduate career may be because many upperclassmen retain negative first impressions from having entered when certain services/resources were weaker, or it may be

because upperclassmen have rising expectations of some services/resources, especially Career Services.

- The **overall trend** in student satisfaction is towards stability or small improvements.



Source: Loyola Undergraduate Survey 2009

Note: See appendix for specific questions included in each index.

<b>Table 1</b>					
<b>Average Satisfaction Indices by Class Level: 2009</b>					
<b>Index (average)</b>	Total	Class level			
		Freshman	Sophomore	Junior	Senior
Off-campus life (Chicago)	8.0	8.3	7.9	7.9	8.0
Faculty	7.3	7.3	7.2	7.2	7.5
Library	7.3	7.5	7.3	7.2	7.3
Major	7.1	7.0	7.0	7.0	7.2
Value of education	7.0	7.0	7.0	6.9	7.1
Sense of community	6.8	7.1	6.8	6.7	6.8
Services	6.8	6.9	6.7	6.7	6.7
Transportation	6.6	7.1	6.6	6.4	6.4
Campus life	6.5	6.8	6.5	6.3	6.5
Core	6.4	6.6	6.4	6.3	6.3
Learning support	6.3	6.7	6.4	6.3	6.2
Career Services	6.3	6.9	6.6	6.3	6.0
Safety	6.3	6.7	6.2	6.2	6.1
Course web resources	6.2	6.3	6.1	6.2	6.2
Academic advising	6.1	6.4	6.2	6.2	5.9
Experiential learning opportunities	5.9	6.2	6.0	5.8	5.8
Housing	5.7	6.2	5.3	5.4	5.8
Health services	5.5	5.7	5.5	5.4	5.5
Food	5.0	4.5	4.9	5.1	5.2
N	5,343	1,365	1,484	1,122	1,372

Source: Loyola Undergraduate Survey 2009

<b>Table 2</b>					
<b>Change in Average Satisfaction Indices by Class Level: 2006 to 2009</b>					
	Year				Change from 2006-09
	2006	2007	2008	2009	
Library	6.4	6.7	7.4	7.3	0.92
Services (original)	5.9	6.4	6.6	6.7	0.80
Services	---	---	6.6	6.8	---
Learning support	5.8	6.1	6.4	6.3	0.51
Academic advising	5.6	5.9	6.0	6.1	0.49
Campus life	6.1	6.4	6.6	6.5	0.40
Food	4.6	4.7	5.0	5.0	0.38
Course web resources	5.8	6.2	6.4	6.2	0.38
Safety	6.0	6.4	5.7	6.3	0.32
Housing	5.4	5.3	5.5	5.7	0.27
Experiential learning opportunities	5.7	6.0	6.1	5.9	0.23
Transportation	6.4	5.9	6.0	6.6	0.19
Major	6.9	7.0	7.1	7.1	0.15
Core	6.3	6.4	6.5	6.4	0.10
Value of education	6.9	7.0	7.0	7.0	0.08
Faculty (original)	7.2	7.3	7.3	7.3	0.04
Faculty	---	---	7.4	7.3	---
Off-campus life (Chicago)	8.0	7.8	7.9	8.0	-0.03
Health services	5.6	5.4	5.4	5.5	-0.07
Career Services	---	---	6.3	6.3	---
Sense of community	---	---	6.7	6.8	---
N	3,837	4,175	3,398	3,971	

Source: Loyola Undergraduate Survey 2006-09

Note: Faculty and Services indices were revised to include questions that were added to the survey in 2008.

## Appendix

### Questions included in satisfaction indices

- **Value of education:** Academic experience at Loyola; Choosing Loyola education; Meeting/exceeding educational expectations; Best college education possible; Being well-prepared for further education; Relates to career aspirations
- **Faculty:** Regular faculty in major; Availability of faculty; Communication between faculty and students; Relationships with faculty; Encouragement and motivation from faculty; Overall faculty quality\*
- **Core:** Regular faculty; Part-time faculty; Availability of courses; Clarity of learning outcomes; Quality of learning; Overall Core curriculum
- **Major:** Part-time faculty; Availability of courses; Quality of learning; Major overall
- **Academic advising:** Office of Undergraduate Advising; Academic advising in Dean's office; Academic advising in major
- **Library:** Library resources; Library study space; Library services
- **Web resources:** Web-based resources in major; Web-based resources in Core
- **Experiential learning opportunities:** Availability of independent study; Availability of Senior experience; Availability of research projects with faculty; Availability of internships and clinical/field experiences
- **Learning support:** Services for students with disabilities; Services in Writing Center; Academic support - general learning
- **Career Services:** Resources in Career Center; Advising in Career Center
- **Student service offices:** Bursar's Office; Campus Card Office; Financial Aid Office; Registrar's Office; Student Life; Sullivan Center Hub; College Dean's Office\*; Academic department office\*; Services in Experiential Learning Center\*;
- **Campus life:** Student Life activities and events; Athletic facilities; Fitness and recreation facilities; Satisfaction with making friends; Service offices and businesses
- **Food facilities and plan:** Dining facilities; Meal plan
- **Campus housing:** Housing Office; Housing
- **Health and well-being:** Wellness Center; Health care and well-being facilities
- **Campus transportation:** Bus and shuttle; 8-Ride
- **Safety:** Campus Security; Safety of area surrounding campus
- **Off-campus life (Chicago):** Campus appearance; Housing; Commuting to campus; CTA U-Pass; Social and cultural events of Chicago
- **Sense of community:** Felt University offices cared; Satisfaction with making friends; Feel like member of Loyola community

\* Included starting in 2008.