



Preparing people to lead extraordinary lives

Undergraduate Survey 2006-09

Increased Undergraduate Satisfaction with the Library and the Sullivan Center Hub

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 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.

Key Findings

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 Loyola¹

- 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.

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%).

Table 1										
Overall satisfaction with and view of Loyola										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2009	2006	2009	2006	2009	2006	2009	2006	2009
	%	%	%	%	%	%	%	%	%	%
Overall satisfaction with Loyola education (% high or very high)										
Major	81	78	76	76	83	77	82	78	81	79
Core curriculum	49	50	50	56	44	48	49	48	52	50
Academic experience at Loyola	69	70	66	71	70	67	69	69	71	73
Choosing Loyola education	69	70	67	73	68	67	69	67	70	72
Encouragement and motivation from faculty	60	61	58	60	59	57	59	59	61	64
Meeting/exceeding educational expectations	61	62	58	62	59	59	61	63	63	64
Best college education possible	60	62	61	65	61	60	61	61	59	63
Feeling proud to be a Loyolan	64	66	66	68	64	64	65	64	64	68
Being well-prepared for further education	69	69	69	71	69	67	67	67	70	70
Relates to career aspirations	67	66	66	68	68	65	67	66	66	66
Overall views of Loyola¹ (% agree or strongly agree)										
Would recommend LUC	---	87	---	89	---	87	---	87	---	87
LUC has good academic reputation in Chicago	---	93	---	94	---	93	---	93	---	94
LUC has good academic national reputation	---	79	---	81	---	75	---	77	---	79
Feel like member of LUC community	---	79	---	81	---	80	---	78	---	79
Jesuit education has great value	---	86	---	88	---	88	---	83	---	87

Source: Loyola Undergraduate Survey 2006-09

¹ Questions not asked until 2008.

Table 2										
Satisfaction with Academics and Faculty										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2009	2006	2009	2006	2009	2006	2009	2006	2009
	%	%	%	%	%	%	%	%	%	%
Satisfaction with major (% high or very high)										
Regular faculty	84	82	77	78	84	80	85	82	85	85
Part-time faculty	68	72	62	68	69	70	70	73	69	75
Availability of courses	45	52	50	61	42	51	42	48	46	51
Web-based resources	52	57	53	58	49	57	52	57	53	57
Academic advising	50	55	57	57	47	58	51	58	48	51
Independent study	48	49	52	50	45	53	45	49	49	47
Senior experience	53	56	53	58	54	60	54	58	53	53
Research projects	39	43	43	48	41	45	39	41	38	41
Quality of learning	72	70	70	67	71	67	74	71	73	72
Satisfaction with Core (% high or very high)										
Regular faculty	66	65	65	70	65	62	65	62	67	65
Part-time faculty	54	56	57	61	52	58	52	54	54	54
Availability of courses	50	52	44	60	45	53	55	49	52	48
Web-based resources	41	48	43	51	37	46	41	48	42	47
Quality of learning	58	59	61	65	55	58	56	56	59	57
Satisfaction with faculty (% high or very high)										
Overall quality of faculty	---	79	---	78	---	75	---	79	---	81
Availability of faculty	77	76	77	77	75	75	78	75	78	77
Faculty//student communication	73	72	72	74	72	72	72	70	74	73
Relationships with faculty	67	67	64	65	66	65	68	66	69	70

Source: Loyola Undergraduate Survey 2006-09

Table 3										
Satisfaction with Services and Resources										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2009	2006	2009	2006	2009	2006	2009	2006	2009
	%	%	%	%	%	%	%	%	%	%
Satisfaction services, resources, and opportunities (% high or very high)										
Library resources	64	75	72	78	65	74	63	74	59	74
Library services	65	76	71	78	66	74	63	76	62	76
Library study space	48	63	61	68	48	64	46	61	43	63
Office of Undergraduate Advising	44	51	55	60	46	52	43	54	39	45
Academic advising–Dean’s office	45	56	51	61	45	57	44	58	43	54
Academic support--general learning	46	54	55	61	48	53	45	56	41	50
Services for students with disabilities	59	64	62	68	60	61	62	67	55	62
Services in Writing Center	51	59	56	64	57	57	52	60	45	56
Resources in Career Center	---	56	---	64	---	58	---	57	---	51
Advising services in Career Center	48	55	56	64	54	58	49	57	43	50
Availability of internships, field experiences	46	48	51	59	49	49	47	46	43	46
Services in Experiential Learning Center	---	55	---	63	---	57	---	52	---	53
Availability of study abroad options	70	72	72	74	71	70	67	71	71	71
Satisfaction with effectiveness of offices (% high or very high)										
Bursar’s Office	45	58	53	62	47	58	41	55	43	58
Campus Card Office	61	70	67	73	60	73	59	69	60	69
Financial Aid Office	42	55	50	57	42	53	42	54	39	55
Campus Security	54	61	64	69	56	59	54	58	48	60
Wellness Center	47	49	49	51	48	47	48	48	46	49
Housing Office	39	46	45	55	43	42	37	44	35	46
Registrar’s Office	49	60	58	64	50	58	46	58	47	60
Experiential Learning Center	---	63	---	67	---	64	---	62	---	61
Student Life	52	57	58	66	54	56	53	56	48	55
Sullivan Center Hub	59	74	69	80	64	72	56	75	51	71
College Dean’s Office	53	63	54	63	56	61	53	65	52	64
Academic department office	67	69	68	69	67	67	68	68	66	71

Source: Loyola Undergraduate Survey 2006-09

Table 4										
Satisfaction with University Services Overall										
	Total		Freshman		Sophomore		Junior		Senior	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
	%	%	%	%	%	%	%	%	%	%
Satisfaction with University services (%)										
Very easy to find correct office for problem	18	20	21	20	15	19	16	21	18	19
Felt University offices cared very much	20	23	28	30	20	23	20	21	17	21
Nver asked one office to intervene with another	58	60	69	71	63	65	56	57	49	54
Almost never spent time on hold	22	24	31	33	20	25	22	24	18	20
Average time on hold less than two minutes	44	47	53	56	45	47	45	47	39	43
Satisfied with processing time for paperwork	41	46	46	51	40	47	41	44	39	45
Satisfied with time to voicemail response	40	42	46	48	36	40	45	42	36	41
Satisfied with time to email response	52	54	56	56	49	51	53	53	50	57

Source: Loyola Undergraduate Survey 2006-09

Table 5										
Satisfaction with Campus and Off-Campus Life										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2009	2006	2009	2006	2009	2006	2009	2006	2009
	%	%	%	%	%	%	%	%	%	%
Satisfaction with campus life										
(% high or very high)										
Student Life activities and events	51	54	59	60	53	54	50	52	47	52
Housing	44	47	46	54	41	41	45	43	43	48
Athletic facilities	48	53	56	61	50	53	47	50	42	51
Fitness and recreation facilities	50	58	59	67	51	59	47	50	45	57
Dining facilities	29	33	29	28	28	31	28	36	29	36
Meal plan	30	37	26	32	32	35	32	41	29	38
Bus and shuttle	65	62	72	75	68	64	66	60	60	57
8-Ride	44	58	54	61	50	57	45	55	36	57
Health care and well-being facilities	43	42	44	48	45	41	43	39	43	42
Satisfaction with making friends	68	68	72	71	70	64	65	66	67	71
Campus appearance	77	72	78	78	78	72	77	69	76	71
Service offices and businesses	41	54	50	61	43	54	39	52	37	52
Satisfaction with off-campus life										
(% high or very high)										
Housing	77	77	65	66	76	70	80	78	78	80
Commuting to campus	68	70	63	72	66	64	69	70	71	73
CTA U-Pass	89	90	94	92	91	88	87	90	87	90
Safety of area surrounding campus	48	51	56	60	49	49	44	49	47	47
Social and cultural events of Chicago	85	85	83	84	84	83	86	84	86	87

Source: Loyola Undergraduate Survey 2006-09

Appendix Table 1				
Number of Respondents by Class				
	2006		2009	
	%	Count	%	Count
Freshman	20	725	20	785
Sophomore	19	706	21	811
Junior	23	840	24	955
Non-graduating senior	7	260	9	355
Graduating senior	30	1105	26	1017
Total	100	3837	100	3971

Source: Loyola Undergraduate Survey 2006-09

Appendix Table 2										
Selected Characteristics of Respondents										
	Total		Freshman		Sophomore		Junior		Senior	
	2006	2009	2006	2009	2006	2009	2006	2009	2006	2009
	%	%	%	%	%	%	%	%	%	%
Gender										
Women	69	68	70	71	69	73	72	66	67	64
Men	31	32	30	29	31	27	28	34	33	36
Minority										
Non-minority	78	72	79	76	79	73	77	71	78	69
Minority	22	28	21	24	21	27	23	29	22	31
Entry status										
Transfer student	24	22	3	2	16	14	30	32	34	30
New freshman	76	78	97	98	84	86	70	68	66	70
School										
A&S	69	62	72	68	69	63	69	61	66	60
Business	17	19	14	15	18	17	16	21	18	21
Education	4	4	3	4	4	5	4	3	3	4
Nursing	7	5	7	6	6	6	5	5	9	5
Other	4	9	3	7	4	9	5	9	4	10

Source: Loyola Undergraduate Survey 2006-09