



Preparing people to lead extraordinary lives

Undergraduate Survey, 2009

Service Experiences and Requests of Undergraduate Students at Loyola

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.

Open-ended questions were included, asking students about their best and worst experiences with services at Loyola, as well as services they thought were needed at the Lake Shore and Water Tower Campuses. This report summarizes common themes in those comments from the 2009 Undergraduate Survey.

Service experiences

Positive experiences

- Hub
- Career Services
- Academic advising
- Financial Aid
- Bursar
- Wellness Center
- International Studies Program/Study Abroad
- Maintenance staff responsiveness

Negative experiences

- Academic advising¹
 - Advisor availability – up to 3 month wait for appointment, overbooking
 - Frequently changed advisors
 - Wrong information
 - No information beyond what is available online
- Financial Aid and Bursar
 - Mistakes, often resulting in late fees and hold on registration
 - Delays in processing, often resulting in late fees

¹ It is often unclear whether students are referring to the Academic Advising Services or to advisors in their major department.

and hold on registration

- Lack of privacy when discussing financial matters with staff members; easily overheard
- Residence Life and Housing
 - Unresponsiveness
 - Mistakes in room assignment
- Wellness Center
 - Rudeness
 - Dismissive of serious problems
 - Misdiagnoses (e.g., students told they just have a cold, then see a private doctor and find out they have strep throat)
- Unhelpful Career Services
- Being sent back and forth between offices
- Different staff members in same office give different information
- Lost paperwork
- Slow/no response to emails and phone messages, long hold time on phone
- Slow processing of transfer credits
- Staff don't care about students
- Disrespectful and condescending staff members
- No apologies when mistakes are made
- Lack of attention to issues of transfer and commuter students

Services requested

Services requested for Lake Shore Campus

- Library
 - Extended hours, especially 24 hours during final exams
 - Entrance directly into Cudahy Library
 - More, quieter study space
- More academic advisors, better academic advising
- More access to tutoring and writing services
- Student center/union

- More parking
- Renovated fitness center
- Summer U-Pass
- More shuttles
- Extended 8-Ride hours
- Better safety off-campus
- More food options, including off-campus restaurants where Rambler Bucks can be used
- Another (better) grocery store on campus

Services requested for Water Tower Campus

- Wellness Center
- Gym (available to everyone)
- Parking
- Space for students to gather informally
- More space for student activities
- More study space
- Extended library hours, especially 24 hours during final exams
- More computers in Library
- More tutoring
- Advising services
- More student services (especially Bursar)
- Shuttle schedule posted in 25 E. Pearson lobby and online

- Summer U-Pass
- More lockers
- Access to tickets that are available at Lake Shore Campus
- Food
 - More and cheaper options
 - Food available during break

Conclusions

- When telling of their most positive service experiences, students very often mentioned the caring attitude of the staff.
- Quite a few students said they had experienced no really negative services, but some said that most of their experiences had been negative.
- Quite a few students said their overall experience with services had been positive.
- When commenting on their most positive experiences, students often mentioned specific staff members.
- Several offices received both very positive and very negative comments.
- Some of the most requested services at both campuses were extended library hours, space for student activities and informal gathering, and a summer U-Pass.