

**Office of Analysis, Assessment & Accreditation**

**2008 Graduating Student Survey**

**Joan Kleinke**

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## 2008 GRADUATING STUDENT SURVEY

### EXECUTIVE SUMMARY

Each year, the Office of Analysis, Assessment, and Accreditation conducts a survey of graduating baccalaureate students to determine attitudes and perceptions regarding their experiences at USU. The survey included questions on: advising, faculty, departmental experiences, general education, libraries/technology, campus climate, use and evaluation of other services and activities, overall USU experiences, and student demographics.

The survey was distributed as part of the graduation application packet. Students were asked to complete it as part of the requirements for graduation. The results reported here are based on responses by students who made application for graduation from May 2007 to May 2008. Only those students receiving bachelor's degrees were included in the data analysis. Usable surveys were obtained from 2,083 students. It should be noted that, because this survey will be somewhat different next year, students who had applied for graduation during this period but were graduating later than Spring 2008 were included in the data for this report so that their feedback would not be lost. The number of respondents indicating a graduation date of Summer or Fall of 2007 or Spring 2008 was 1,911. The response rate for these graduates was 67.2%. The other 172 respondents were graduating later.

Approximately 86% of the respondents were between the ages of 21 and 30. Fifty-one percent of the respondents were female, and 5.7% of the respondents were minority students. Among the important findings of the survey are the following (percentages for the following will not add up to 100% because neutral responses are not included):

#### Overall Perceptions of USU

- 89.4% of the respondents said they were satisfied with the education they received at USU; 2.8% were dissatisfied.
- 81.1% said if they had to make the decision again, they would still come to USU; 6.4% said they would not.
- 72.1% said that the tuition they paid at USU was a worthwhile investment; 9.6% indicated it was not a worthwhile investment.

#### General Education

- 45.5% said General Education was a useful part of their university experience; 22% indicated it was not useful.
- 27.1% of the respondents had difficulty scheduling general education courses; 49% did not have difficulty scheduling courses.
- 39.9% of the respondents said that general education courses were well-taught; 21.7% said courses were not well-taught.

#### Faculty/Department Experiences

- 81.4% of the respondents were satisfied with the quality of teaching in their department; 5% were dissatisfied.
- 86.7% were satisfied with their department; 3.7% were dissatisfied.
- 88% said faculty were usually available after class and during office hours; 2.3% indicated they were not available.

#### Libraries/Technology

- 74.3% said USU libraries had the books, journals, and materials they needed; 5.4% indicated materials were not available.
- 66.7% indicated the library staff was available and helpful; 6.3% said they were not.
- 76.6% said their teachers used classroom technology effectively; 5.9% disagreed.

### Campus Climate

- 94.5% of the respondents said they felt safe on the USU campus; 1.1% did not.
- 55.5% said USU provides enough activities for its students; 10.6% said there were not enough activities.
- 70.5% said faculty care about students; 6% said they did not care about students.

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## 2008 GRADUATING STUDENT SURVEY

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August 2008

### SURVEY OBJECTIVES

Utah State University's assessment program surveys three groups of students and former students on a regular basis – freshmen/sophomores, those applying for graduation, and alumni. The Graduating Student Survey allows evaluation of how student opinion may have changed during the undergraduate years. The freshman/sophomore survey captures the perspectives of students as they begin their university experience, and the alumni survey evaluates their opinions after they have had time to establish themselves in their career. The questions in the Graduating Student Survey and the Freshman/Sophomore Student Survey are basically the same to facilitate the best comparison.

This report focuses on the results of the 2008 Graduating Student Survey. The primary objectives were to assess the attitudes and opinions of graduating students with respect to:

- Advising
- Faculty/Department Experiences
- General Education/University Studies
- Libraries/Technology
- Campus Climate
- Use and Evaluation of Other Services and Activities
- Overall USU Experiences

### SURVEY ADMINISTRATION

**Development of the Survey Instrument** – This is the fourth iteration of this particular survey. Previous USU student surveys were reviewed to determine which questions garnered the most useful information. Discussions were held to determine the appropriate scope and content of the survey instrument. Questions were developed to expand the data base in order to get a clearer picture of students' experiences with different segments of the university. The survey instrument is included as Appendix A.

**Sample Selection and Survey Administration** – An attempt was made to survey all of the undergraduate, graduating population. Surveys were distributed as part of the graduation application packet. All students were instructed to fill out the survey and return it with their graduation application materials. Upon payment of the graduation fee, surveys were collected by the Cashier's Office.

**Data Analysis** – Surveys were scanned and only students receiving bachelor's degrees were included in the data analysis. A total of 2083 usable surveys were returned. Because this survey will be somewhat different next year, students who had applied for graduation during this period but were graduating later than Spring 2008 were included in the data for this report so that their feedback would not be lost. The number of respondents indicating a graduation date of Summer or Fall of 2007 or Spring 2008 was 1,911. The response rate for these graduates was 67.2%. The other 172 respondents were graduating later.

Tables in this report show cross-tabulations by college. The narrative, however, is based on the data from the "Total" columns, because variations by college were not usually apparent. Where isolated differences did stand out, they are mentioned.

## RESPONDENT CHARACTERISTICS (See Table 1)

In considering the college breakdowns shown below, it is important to note that 133 respondents or 6.5% indicated "Other". These respondents were in either Interdisciplinary Studies or International Studies. Some respondents did not list their college or department but their degree qualified them for this study. The numbers of respondents by college are as follows:

|                                    |     |
|------------------------------------|-----|
| Agriculture                        | 131 |
| Business                           | 341 |
| Education/Human Services           | 559 |
| Engineering                        | 214 |
| Humanities, Arts & Social Sciences | 451 |
| Natural Resources                  | 52  |
| Science                            | 155 |
| Other                              | 133 |
| No Response                        | 47  |

Eighty-six percent of the respondents were between the ages of 21 and 30. There were more women (51.4%) than men (48.6%). Eighty-two percent of the respondents in the College of Education were female. This is typical for that college. Only 10.3% of the College of Engineering respondents were female, which is also typical. Approximately 49% of the respondents were married. Twenty-three percent of the respondents had one or more children. Six percent of the respondents classified themselves as minorities.

Nineteen percent of the respondents came from Outside of Utah, but in the USA, while 19.8% came from Cache Valley and 59.9% came from Utah, but outside Cache Valley. Two percent of the respondents were international students. Thirty-seven percent reported they had lived in student housing one or more semesters while attending USU.

A plurality of respondents (28.5%) had been enrolled at USU for 7 or 8 semesters. About 85% of the respondents had taken the majority of their college classes on USU's Logan Campus. Thirty-eight percent of the respondents had interrupted their educations. The most frequent period of interruption reported was one or two years. The most important reason for interruption was church service.

After graduation, a majority of respondents (59.1%) planned to get a job. Thirty percent of the respondents were planning to go to graduate school.

**TABLE 1. RESPONDENT CHARACTERISTICS**

|   | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|---|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Gender</b>   |           |            |           |             |             |           |            |              |              |
| <b>Male</b>   | 40.5%     | 69.2%      | 18.5%     | 89.7%       | 42.6%       | 76.9%     | 70.3%      | 48.1%        | 48.6%        |
| <b>Female</b>   | 59.5%     | 30.8%      | 81.5%     | 10.3%       | 57.4%       | 23.1%     | 29.7%      | 51.9%        | 51.4%        |
| <b>International Students</b>   | 0.0%      | 5.9%       | 0.5%      | 3.3%        | 2.5%        | 0.0%      | 1.9%       | 1.5%         | 2.3%         |
| <b>Minority Students</b>  | 1.6%      | 6.2%       | 4.0%      | 4.9%        | 6.3%        | 4.1%      | 7.1%       | 13.3%        | 5.7%         |
| <b>Married</b>  | 53.4%     | 50.7%      | 52.5%     | 64.6%       | 38.0%       | 48.1%     | 47.1%      | 43.6%        | 49.2%        |
| <b>How many children do you have?</b>   |           |            |           |             |             |           |            |              |              |
| <b>Zero</b>   | 76.6%     | 80.8%      | 73.6%     | 64.3%       | 85.3%       | 78.8%     | 84.4%      | 71.8%        | 77.4%        |
| <b>1</b>  | 14.8%     | 10.3%      | 8.9%      | 17.8%       | 8.1%        | 7.7%      | 9.7%       | 9.9%         | 10.4%        |
| <b>2</b>  | 4.7%      | 5.6%       | 5.4%      | 10.8%       | 3.6%        | 7.7%      | 1.9%       | 7.6%         | 5.5%         |
| <b>3</b>  | 2.3%      | 1.5%       | 4.9%      | 5.2%        | 0.7%        | 3.8%      | 2.6%       | 6.9%         | 3.2%         |
| <b>4 or more</b>  | 1.6%      | 1.8%       | 7.2%      | 1.9%        | 2.3%        | 1.9%      | 1.3%       | 3.8%         | 3.5%         |
| <b>Age</b>  |           |            |           |             |             |           |            |              |              |
| <b>18-20 years old</b>  | 2.3%      | 5.9%       | 4.4%      | 0.5%        | 6.2%        | 0.0%      | 2.5%       | 2.3%         | 4.0%         |
| <b>21-25 years old</b>  | 69.2%     | 64.3%      | 65.2%     | 63.8%       | 72.1%       | 52.0%     | 68.9%      | 48.5%        | 65.5%        |
| <b>26-30 years old</b>  | 18.4%     | 21.3%      | 15.8%     | 30.4%       | 16.6%       | 34.6%     | 21.9%      | 31.5%        | 20.6%        |
| <b>31-40 years old</b>  | 6.2%      | 6.3%       | 7.6%      | 3.8%        | 2.8%        | 9.5%      | 5.7%       | 12.3%        | 5.8%         |
| <b>41-50 years old</b>  | 2.3%      | 2.1%       | 5.8%      | 1.0%        | 1.4%        | 3.8%      | 0.6%       | 4.7%         | 2.8%         |
| <b>51+ years old</b>  | 1.5%      | 0.3%       | 1.3%      | 0.5%        | 0.6%        | 0.0%      | 0.0%       | 0.8%         | 0.4%         |
| <b>Permanent address before first starting at USU.</b>                              |           |            |           |             |             |           |            |              |              |
| <b>Cache Valley</b>   | 9.2%      | 25.2%      | 18.9%     | 17.4%       | 20.0%       | 17.3%     | 24.5%      | 18.8%        | 19.8%        |
| <b>Utah, outside Cache Valley</b>   | 80.2%     | 57.8%      | 60.1%     | 60.1%       | 56.9%       | 61.5%     | 56.8%      | 57.9%        | 59.9%        |
| <b>Outside Utah, but in USA</b>   | 10.7%     | 12.0%      | 20.6%     | 19.7%       | 21.1%       | 21.2%     | 16.8%      | 23.3%        | 18.5%        |
| <b>Outside the USA</b>  | 0.0%      | 5.0%       | 0.4%      | 2.8%        | 2.0%        | 0.0%      | 1.9%       | 0.0%         | 1.8%         |
| <b>Where did you take the majority of your college classes?</b>                     |           |            |           |             |             |           |            |              |              |
| <b>USU's Logan Campus</b>   | 80.2%     | 80.4%      | 78.7%     | 92.5%       | 92.9%       | 86.3%     | 90.3%      | 76.5%        | 84.6%        |
| <b>Other USU locations (e.g. Moab)</b>  | 9.2%      | 12.9%      | 12.6%     | 2.3%        | 0.9%        | 0.0%      | 1.3%       | 11.4%        | 7.5%         |
| <b>Another Utah College/University</b>  | 6.1%      | 6.5%       | 6.1%      | 3.7%        | 3.6%        | 9.8%      | 7.1%       | 9.1%         | 5.7%         |
| <b>A College/University outside Utah</b>  | 4.6%      | 0.3%       | 2.5%      | 1.4%        | 2.7%        | 3.9%      | 1.3%       | 3.0%         | 2.2%         |
| <b>Semesters enrolled at USU.</b>   |           |            |           |             |             |           |            |              |              |
| <b>2 or less</b>  | 0.0%      | 1.8%       | 1.3%      | 0.0%        | 1.6%        | 2.0%      | 0.6%       | 1.5%         | 1.2%         |
| <b>3-4</b>  | 6.9%      | 9.4%       | 14.7%     | 5.2%        | 10.0%       | 16.0%     | 10.4%      | 6.2%         | 10.4%        |
| <b>5-6</b>  | 16.8%     | 15.6%      | 20.1%     | 15.6%       | 20.5%       | 20.0%     | 13.0%      | 16.2%        | 17.9%        |
| <b>7-8</b>  | 32.1%     | 28.5%      | 29.0%     | 27.8%       | 31.0%       | 24.0%     | 22.1%      | 23.8%        | 28.5%        |
| <b>9-10</b>   | 28.2%     | 21.8%      | 17.9%     | 33.0%       | 18.3%       | 18.0%     | 26.0%      | 20.8%        | 21.7%        |
| <b>11-12</b>  | 6.9%      | 10.6%      | 7.2%      | 9.0%        | 9.6%        | 12.0%     | 13.6%      | 14.6%        | 9.6%         |
| <b>More than 12</b>   | 9.2%      | 12.4%      | 9.8%      | 9.4%        | 8.9%        | 8.0%      | 14.3%      | 16.9%        | 10.7%        |
| <b>Semesters lived in USU housing while attending USU.</b>                          |           |            |           |             |             |           |            |              |              |
| <b>zero</b>   | 75.6%     | 68.3%      | 65.3%     | 57.1%       | 57.0%       | 75.0%     | 59.7%      | 64.4%        | 63.5%        |
| <b>1-2</b>  | 16.0%     | 20.1%      | 22.5%     | 22.6%       | 27.8%       | 7.7%      | 24.0%      | 20.5%        | 22.5%        |
| <b>3-4</b>  | 3.8%      | 8.3%       | 6.8%      | 9.0%        | 7.8%        | 7.7%      | 6.5%       | 7.6%         | 7.4%         |
| <b>5-6</b>  | 2.3%      | 1.5%       | 2.3%      | 6.1%        | 4.2%        | 5.8%      | 4.5%       | 5.3%         | 3.5%         |
| <b>7 or more</b>  | 2.3%      | 1.8%       | 3.1%      | 5.2%        | 3.1%        | 3.8%      | 5.2%       | 2.3%         | 3.2%         |
| <b>Other than summers, what was the longest interruption in your USU education?</b> |           |            |           |             |             |           |            |              |              |
| <b>No interruption</b>  | 63.1%     | 57.5%      | 65.6%     | 64.5%       | 64.1%       | 71.2%     | 57.4%      | 50.0%        | 62.2%        |
| <b>Less than year</b>   | 13.1%     | 10.0%      | 12.2%     | 4.7%        | 9.6%        | 5.8%      | 8.4%       | 12.9%        | 10.1%        |
| <b>1-2 years</b>  | 19.2%     | 26.5%      | 15.8%     | 28.0%       | 21.8%       | 17.3%     | 29.7%      | 25.8%        | 22.2%        |
| <b>3-4 years</b>  | 2.3%      | 3.2%       | 2.9%      | 1.9%        | 1.8%        | 5.8%      | 1.9%       | 6.8%         | 2.8%         |
| <b>5 or more years</b>  | 2.3%      | 2.7%       | 3.4%      | 0.9%        | 2.7%        | 0.0%      | 2.6%       | 4.5%         | 2.7%         |

|   | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>What was the most important reason for the longest interruption?</b> |       |       |       |       |       |       |       |       |       |
| Finances  | 4.7%  | 3.9%  | 4.0%  | 2.4%  | 4.1%  | 6.1%  | 5.2%  | 8.5%  | 4.3%  |
| Illness/stress  | 0.8%  | 1.2%  | 2.2%  | 1.4%  | 2.5%  | 0.0%  | 3.2%  | 5.4%  | 2.2%  |
| Job   | 4.7%  | 3.9%  | 2.7%  | 3.3%  | 2.5%  | 2.0%  | 2.6%  | 4.6%  | 3.2%  |
| Lack of interest in school  | 2.3%  | 0.9%  | 1.1%  | 0.0%  | 0.9%  | 2.0%  | 0.6%  | 5.4%  | 1.3%  |
| Marriage  | 1.6%  | 2.4%  | 1.8%  | 0.5%  | 2.0%  | 0.0%  | 0.6%  | 3.1%  | 1.8%  |
| Family responsibilities (childcare)                                     | 6.2%  | 2.1%  | 6.0%  | 1.4%  | 3.6%  | 2.0%  | 0.6%  | 2.3%  | 3.6%  |
| Church service  | 12.5% | 24.7% | 9.1%  | 23.0% | 15.5% | 8.2%  | 25.2% | 11.5% | 16.2% |
| Attended another university   | 3.1%  | 1.5%  | 3.5%  | 1.4%  | 2.0%  | 2.0%  | 0.0%  | 2.3%  | 2.2%  |
| Other   | 4.7%  | 3.3%  | 4.9%  | 2.4%  | 4.5%  | 6.1%  | 4.5%  | 7.7%  | 4.5%  |
| No interruption   | 59.4% | 56.0% | 64.5% | 64.1% | 62.4% | 71.4% | 57.4% | 49.2% | 60.9% |
| <b>After you graduate, what are your plans for the next year?</b>       |       |       |       |       |       |       |       |       |       |
| Get a job   | 62.6% | 60.7% | 59.5% | 63.5% | 56.1% | 67.3% | 45.5% | 65.9% | 59.1% |
| Go to graduate school   | 20.6% | 28.9% | 28.3% | 32.2% | 32.7% | 25.0% | 50.6% | 13.6% | 30.0% |
| Stay at home (raise a family)   | 4.6%  | 1.8%  | 7.7%  | 0.5%  | 3.3%  | 1.9%  | 0.6%  | 7.6%  | 4.1%  |
| Other   | 12.2% | 8.6%  | 4.5%  | 3.8%  | 7.8%  | 5.8%  | 3.2%  | 12.9% | 6.8%  |

NOTE: Percentages are based on the number of students responding to each question.

## **FINDINGS: SOURCES OF FINANCIAL AID (See Table 2)**

Students were asked to indicate the percent of their financial support for school (tuition, books, housing, food, etc.) that came from each of the following sources. The mean for each source follows:

- 19% Parents or other relative
- 4% Spouse
- 11% Personal Savings
- 15% Employment
- 19% Scholarship
- 15% Loans
- 15% Grants
- 2% Other

Forty-nine percent of respondent's total financial support came from public or donated funds in the form of scholarships, loans, or grants. Families (parents, relative, or spouse) were the most important single source (23%) of funds.

Seventy-two percent of the respondents worked half-time or more while taking courses at USU. Only 9% of the respondents did not work at all.

**TABLE 2. SOURCES OF FINANCIAL AID**

|                                  | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|----------------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Parents or other relative</b> | 17.4%     | 20.9%      | 16.7%     | 13.1%       | 25.1%       | 18.8%     | 14.1%      | 19.5%        | 19.0%        |
| <b>Spouse</b>                    | 5.3%      | 2.1%       | 5.3%      | 4.1%        | 2.8%        | 1.7%      | 2.6%       | 4.0%         | 3.7%         |
| <b>Personal Savings</b>          | 14.4%     | 14.3%      | 10.0%     | 8.8%        | 9.9%        | 21.1%     | 10.3%      | 11.1%        | 11.3%        |
| <b>Employment</b>                | 16.1%     | 16.2%      | 14.4%     | 20.9%       | 12.1%       | 16.1%     | 14.0%      | 12.6%        | 14.9%        |
| <b>Scholarship</b>               | 16.1%     | 19.9%      | 17.0%     | 18.5%       | 20.2%       | 10.4%     | 25.8%      | 15.6%        | 18.7%        |
| <b>Loans</b>                     | 14.1%     | 10.8%      | 16.8%     | 14.8%       | 14.6%       | 19.5%     | 15.7%      | 16.6%        | 14.8%        |
| <b>Grants</b>                    | 13.4%     | 11.7%      | 15.5%     | 19.2%       | 15.2%       | 16.5%     | 18.1%      | 14.2%        | 15.2%        |
| <b>Other</b>                     | 1.2%      | 2.5%       | 2.1%      | 0.7%        | 1.5%        | 1.8%      | 1.1%       | 5.5%         | 2.0%         |

NOTE: Figures reported as means.

**On average, how much do you work while taking courses at USU?**

|                           |       |       |       |       |       |       |       |       |       |
|---------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Not at all</b>         | 7.6%  | 6.8%  | 10.5% | 9.0%  | 9.3%  | 9.6%  | 8.4%  | 9.8%  | 9.0%  |
| <b>One-fourth time</b>    | 21.4% | 15.0% | 18.9% | 25.2% | 19.0% | 19.2% | 23.2% | 12.9% | 19.0% |
| <b>One-half time</b>      | 28.2% | 27.1% | 33.2% | 37.1% | 32.3% | 36.5% | 43.2% | 26.5% | 32.5% |
| <b>Three-fourths time</b> | 22.1% | 19.4% | 19.1% | 13.8% | 21.9% | 17.3% | 13.5% | 16.7% | 18.8% |
| <b>Full-time</b>          | 20.6% | 31.8% | 18.3% | 14.8% | 17.6% | 17.3% | 11.6% | 34.1% | 20.7% |

NOTE: Percentages are based on the number of students responding to each question.

### **FINDINGS: ADVISING (See Table 3)**

The survey included several questions about academic advising at USU. It should be noted that respondents could mark "Not Applicable" on items asking for ratings. Responses for respondents marking "Not Applicable" are not included in order to reflect ratings of only those who had some or all of these experiences at USU.

When students were asked about the most important sources of information used for their academic planning, 47.2% said their advisor was the most important source. Another 36.2% said the major requirement sheets were their most important source of information. Fifty-eight percent of the respondents met with their advisor once a semester during the past school year. Nearly 7% had never met with their advisor during the past school year. The most frequently mentioned reasons for not meeting with advisors were: Got the needed information elsewhere (23.6%), and Communicated with advisor by email or telephone (15.2%).

Seventy-four percent of the respondents agreed or strongly agreed that their advisor gave them good advice, while 10.1% disagreed or strongly disagreed; the remainder of the respondents were neutral. When asked if their advisors cared about them as an individual, 64.7% agreed or strongly agreed, and 12.4% disagreed or strongly disagreed. More respondents in the College of Agriculture strongly agreed that their advisor cared about them. Approximately 19% of the respondents said they had difficulty getting an appointment with an advisor. It should be noted that in the colleges of Agriculture and Science, more respondents strongly disagreed with this statement.

Seventy-four percent of the respondents agreed or strongly agreed that they were satisfied with their advisor, while 9.8% disagreed or strongly disagreed. More respondents in the College of Agriculture strongly agreed that they were satisfied with their advisor. When asked if "Overall I am satisfied with the advising system at USU, 62.6% agreed or strongly agreed, while 15.6% disagreed or strongly disagreed.

When taken together, these questions on advising suggest that students are fairly satisfied with advising at USU, but the lack of overwhelming agreement as indicated by the neutral responses show that there is probably still room for improvement. Neutral responses ranged from 15.8% to 22.9%. Previous surveys had similar results.

TABLE 3. ADVISING

|   | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Most important source of information used for academic planning.</b>   |       |       |       |       |       |       |       |       |       |
| Advisor   | 59.5% | 50.1% | 59.0% | 33.2% | 32.7% | 39.2% | 41.3% | 60.2% | 47.2% |
| Catalog   | 5.3%  | 5.7%  | 3.4%  | 3.8%  | 8.0%  | 3.9%  | 9.0%  | 3.9%  | 5.5%  |
| Other students  | 3.1%  | 5.7%  | 4.9%  | 5.7%  | 6.4%  | 3.9%  | 2.6%  | 2.3%  | 5.0%  |
| Faculty, not advisor  | 5.3%  | 2.1%  | 2.0%  | 5.7%  | 2.9%  | 5.9%  | 2.6%  | 1.6%  | 2.9%  |
| Major requirement sheets  | 25.2% | 33.1% | 28.8% | 48.3% | 45.8% | 45.1% | 42.6% | 22.7% | 36.2% |
| CAPP (Curriculum Advising Program)  | 0.0%  | 0.0%  | 0.2%  | 0.5%  | 0.0%  | 0.0%  | 0.0%  | 1.6%  | 0.2%  |
| Other   | 1.5%  | 3.3%  | 1.8%  | 2.8%  | 4.2%  | 2.0%  | 1.9%  | 7.8%  | 3.1%  |
| <b>Met with advisor how often in the past school year.</b>  |       |       |       |       |       |       |       |       |       |
| Once a week   | 1.5%  | 0.6%  | 0.4%  | 0.0%  | 0.9%  | 1.9%  | 0.6%  | 0.0%  | 0.6%  |
| Once a month  | 26.0% | 11.3% | 15.7% | 8.5%  | 15.8% | 19.2% | 14.3% | 28.8% | 15.7% |
| Once a semester   | 60.3% | 68.7% | 60.8% | 51.4% | 54.3% | 40.4% | 54.5% | 53.8% | 58.2% |
| Once  | 6.9%  | 14.9% | 16.4% | 26.4% | 24.4% | 32.7% | 22.1% | 10.6% | 18.8% |
| Never   | 5.3%  | 4.5%  | 6.7%  | 13.7% | 4.5%  | 5.8%  | 8.4%  | 6.8%  | 6.6%  |
| <b>Reasons for not meeting with your advisor more often.</b>  |       |       |       |       |       |       |       |       |       |
| Did not know who my advisor was   | 4.8%  | 16.7% | 16.7% | 7.1%  | 35.7% | 2.4%  | 7.1%  | 9.5%  | 2.1%  |
| Got needed information elsewhere  | 2.9%  | 13.5% | 24.3% | 14.3% | 30.1% | 2.5%  | 8.3%  | 4.1%  | 23.6% |
| Advisor was not helpful   | 2.8%  | 13.5% | 19.9% | 18.4% | 27.7% | 7.1%  | 9.2%  | 1.4%  | 6.9%  |
| Communicated with advisor by email  | 9.5%  | 19.0% | 37.4% | 6.8%  | 11.9% | 3.4%  | 5.1%  | 6.8%  | 15.2% |
| Advisor was not available   | 20.3% | 0.0%  | 20.3% | 23.7% | 28.8% | 0.0%  | 3.4%  | 3.4%  | 3.0%  |
| NOTE: Only those who did not meet with their advisor or met only once answered this question. They could mark more than one item. |       |       |       |       |       |       |       |       |       |
| <b>My USU advisors gave me good advice.</b>   |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 50.0% | 31.9% | 41.4% | 20.0% | 28.6% | 26.9% | 40.8% | 43.0% | 35.0% |
| Agree   | 34.6% | 44.7% | 36.9% | 42.9% | 40.2% | 36.5% | 38.2% | 30.5% | 39.1% |
| Neutral   | 10.0% | 15.2% | 14.2% | 20.0% | 18.6% | 17.3% | 13.2% | 15.6% | 15.8% |
| Disagree  | 3.8%  | 4.9%  | 5.5%  | 11.4% | 6.5%  | 11.5% | 5.3%  | 7.8%  | 6.4%  |
| Strongly disagree   | 1.5%  | 3.3%  | 2.0%  | 5.7%  | 6.0%  | 7.7%  | 2.6%  | 3.1%  | 3.7%  |
| <b>My advisors cared about me as an individual.</b>   |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 52.3% | 24.4% | 36.7% | 17.4% | 25.6% | 25.0% | 49.3% | 33.1% | 31.7% |
| Agree   | 28.5% | 37.5% | 31.3% | 33.8% | 34.2% | 34.6% | 25.0% | 37.0% | 33.0% |
| Neutral   | 13.8% | 24.7% | 21.0% | 31.4% | 26.1% | 26.9% | 14.5% | 19.7% | 22.9% |
| Disagree  | 3.1%  | 8.2%  | 6.8%  | 10.6% | 7.4%  | 7.7%  | 5.9%  | 8.7%  | 7.4%  |
| Strongly disagree   | 2.3%  | 5.2%  | 4.2%  | 6.8%  | 6.7%  | 5.8%  | 5.3%  | 1.6%  | 5.0%  |
| <b>I often have difficulty getting an appointment with an advisor.</b>  |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 4.1%  | 6.7%  | 4.7%  | 6.3%  | 7.2%  | 5.8%  | 3.4%  | 3.3%  | 5.5%  |
| Agree   | 10.6% | 12.1% | 10.4% | 23.4% | 15.3% | 5.8%  | 6.1%  | 21.1% | 13.4% |
| Neutral   | 8.1%  | 16.3% | 16.0% | 22.0% | 18.2% | 28.8% | 16.9% | 22.0% | 17.5% |
| Disagree  | 24.4% | 30.4% | 29.1% | 28.8% | 29.9% | 30.8% | 16.9% | 22.0% | 27.8% |
| Strongly disagree   | 52.8% | 34.5% | 39.8% | 19.5% | 29.4% | 28.8% | 56.8% | 31.7% | 35.8% |
| <b>I am satisfied with my advisor.</b>  |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 55.0% | 33.5% | 41.2% | 20.9% | 29.1% | 26.9% | 44.1% | 44.2% | 36.1% |
| Agree   | 30.2% | 41.2% | 35.5% | 38.8% | 43.7% | 34.6% | 34.2% | 31.0% | 37.8% |
| Neutral   | 9.3%  | 15.9% | 13.7% | 27.7% | 15.6% | 23.1% | 12.5% | 20.9% | 16.3% |
| Disagree  | 4.7%  | 4.3%  | 6.2%  | 6.3%  | 6.0%  | 9.6%  | 4.6%  | 1.6%  | 5.4%  |
| Strongly disagree   | 0.8%  | 5.2%  | 3.3%  | 6.3%  | 5.6%  | 5.8%  | 4.6%  | 2.3%  | 4.4%  |
| <b>Overall, I am satisfied with the advising system at USU.</b>   |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 33.3% | 20.3% | 31.4% | 13.9% | 19.4% | 7.7%  | 28.6% | 24.8% | 23.9% |
| Agree   | 39.5% | 42.1% | 35.1% | 42.6% | 39.4% | 44.2% | 42.2% | 30.2% | 38.7% |
| Neutral   | 20.9% | 20.0% | 20.7% | 28.2% | 22.5% | 26.9% | 15.6% | 23.3% | 21.7% |
| Disagree  | 5.4%  | 11.5% | 7.7%  | 8.6%  | 10.2% | 13.5% | 8.2%  | 10.1% | 9.2%  |
| Strongly disagree   | 0.8%  | 6.1%  | 5.1%  | 6.7%  | 8.6%  | 7.7%  | 5.4%  | 11.6% | 6.4%  |

NOTE: Percentages are based on the number of students responding to each question.

## **FINDINGS: FACULTY/DEPARTMENT EXPERIENCES (See Table 4)**

Several questions in the survey were included to determine how students perceived their faculty and department interactions. Responses by students marking "Not Applicable" were removed. When responding to the statement "I am satisfied with the quality of teaching in my department", 81.4% agreed or strongly agreed. Five percent of the respondents disagree or strongly disagreed. When students were asked to rate how fairly they were treated by their department, 88.9% of the respondents agreed or strongly agreed they were treated fairly, and only 2.6% disagreed or strongly disagreed.

When rating the availability of faculty after class and during office hours, 88% of the respondents agreed or strongly agreed they were available while 2.3% disagreed or strongly disagreed. When asked if the requirements for their major were clear and reasonable, 81.9% agreed or strongly agreed, and 5.8% disagreed or strongly disagreed.

Approximately 70% of the respondents indicated there was at least one faculty member that they considered a friend. More respondents in the College of Agriculture strongly agreed with this statement. Nearly 12% of the respondents disagreed or strongly disagreed that they had a friendship with a faculty member. When responding to the statement, "Overall, I am satisfied with my department, 86.7% agreed or strongly agreed, while 3.7% disagreed or strongly disagreed.

Neutral responses on the above items ranged from 8.5% to 18%. However, the data suggest that the respondents were satisfied with their departmental and faculty experiences.

TABLE 4. FACULTY/DEPARTMENT EXPERIENCES

|  | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>I am satisfied with the quality of teaching in my department.</b>       |       |       |       |       |       |       |       |       |       |
| Strongly agree   | 43.8% | 16.1% | 40.8% | 17.9% | 39.6% | 17.3% | 25.2% | 22.0% | 31.2% |
| Agree  | 39.2% | 60.9% | 47.0% | 53.3% | 44.4% | 63.5% | 50.3% | 56.7% | 50.2% |
| Neutral  | 10.8% | 16.7% | 9.4%  | 20.3% | 11.8% | 11.5% | 15.9% | 18.9% | 13.6% |
| Disagree   | 3.8%  | 5.2%  | 1.8%  | 7.1%  | 2.7%  | 7.7%  | 7.3%  | 1.6%  | 3.8%  |
| Strongly disagree  | 2.3%  | 1.2%  | 0.9%  | 1.4%  | 1.4%  | 0.0%  | 1.3%  | 0.8%  | 1.2%  |
| <b>I was treated fairly by my department.</b>                              |       |       |       |       |       |       |       |       |       |
| Strongly agree   | 54.2% | 23.2% | 44.4% | 28.3% | 41.0% | 25.0% | 37.1% | 26.0% | 36.9% |
| Agree  | 38.2% | 65.4% | 47.3% | 56.1% | 48.1% | 65.4% | 48.3% | 58.3% | 52.0% |
| Neutral  | 4.6%  | 9.8%  | 6.5%  | 12.3% | 7.5%  | 9.6%  | 9.9%  | 13.4% | 8.5%  |
| Disagree   | 2.3%  | 1.2%  | 1.5%  | 2.8%  | 2.5%  | 0.0%  | 2.6%  | 1.6%  | 1.9%  |
| Strongly disagree  | 0.8%  | 0.3%  | 0.4%  | 0.5%  | 0.9%  | 0.0%  | 2.0%  | 0.8%  | 0.7%  |
| <b>Faculty were usually available after class and during office hours.</b> |       |       |       |       |       |       |       |       |       |
| Strongly agree   | 49.6% | 25.8% | 45.3% | 27.5% | 48.7% | 28.8% | 35.8% | 29.0% | 39.1% |
| Agree  | 36.6% | 59.3% | 45.9% | 59.2% | 42.8% | 65.4% | 47.7% | 46.8% | 48.9% |
| Neutral  | 10.7% | 12.1% | 8.2%  | 10.4% | 6.4%  | 5.8%  | 11.9% | 18.5% | 9.7%  |
| Disagree   | 1.5%  | 2.5%  | 0.6%  | 1.9%  | 1.4%  | 0.0%  | 3.3%  | 4.0%  | 1.7%  |
| Strongly disagree  | 1.5%  | 0.3%  | 0.0%  | 0.9%  | 0.7%  | 0.0%  | 1.3%  | 1.6%  | 0.6%  |
| <b>Requirements for my major were clear and reasonable.</b>                |       |       |       |       |       |       |       |       |       |
| Strongly agree   | 38.9% | 27.7% | 44.0% | 23.6% | 39.9% | 23.5% | 38.4% | 27.9% | 35.9% |
| Agree  | 42.7% | 52.4% | 41.8% | 56.6% | 41.5% | 56.9% | 43.7% | 46.5% | 46.0% |
| Neutral  | 14.5% | 12.5% | 9.3%  | 14.6% | 13.0% | 9.8%  | 11.3% | 19.4% | 12.4% |
| Disagree   | 3.8%  | 6.1%  | 4.2%  | 3.8%  | 3.0%  | 9.8%  | 4.6%  | 4.7%  | 4.4%  |
| Strongly disagree  | 0.0%  | 1.2%  | 0.7%  | 1.4%  | 2.7%  | 0.0%  | 2.0%  | 1.6%  | 1.4%  |
| <b>There is at least one faculty member that I consider a friend.</b>      |       |       |       |       |       |       |       |       |       |
| Strongly agree   | 55.8% | 24.7% | 38.7% | 31.4% | 46.3% | 44.2% | 39.1% | 20.8% | 37.5% |
| Agree  | 35.7% | 28.7% | 33.0% | 35.7% | 32.3% | 34.6% | 29.8% | 39.2% | 32.8% |
| Neutral  | 4.7%  | 26.5% | 18.5% | 19.0% | 13.5% | 9.6%  | 19.9% | 22.4% | 18.0% |
| Disagree   | 3.1%  | 13.6% | 7.5%  | 8.1%  | 5.5%  | 11.5% | 7.9%  | 10.4% | 8.2%  |
| Strongly disagree  | 0.8%  | 6.5%  | 2.2%  | 5.7%  | 2.3%  | 0.0%  | 3.3%  | 7.2%  | 3.5%  |
| <b>Overall, I am satisfied with my department.</b>                         |       |       |       |       |       |       |       |       |       |
| Strongly agree   | 50.8% | 21.7% | 45.9% | 22.6% | 45.6% | 32.7% | 38.7% | 29.9% | 37.8% |
| Agree  | 40.0% | 60.9% | 44.4% | 59.0% | 44.3% | 50.0% | 45.3% | 49.6% | 48.9% |
| Neutral  | 5.4%  | 13.1% | 7.3%  | 12.7% | 7.1%  | 11.5% | 10.0% | 16.5% | 9.6%  |
| Disagree   | 2.3%  | 3.4%  | 1.6%  | 4.2%  | 1.6%  | 5.8%  | 5.3%  | 3.1%  | 2.7%  |
| Strongly disagree  | 1.5%  | 0.9%  | 0.7%  | 1.4%  | 1.4%  | 0.0%  | 0.7%  | 0.8%  | 1.0%  |

NOTE: Percentages are based on the number of students responding to each question.

## **FINDINGS: GENERAL EDUCATION/UNIVERSITY STUDIES (See Table 5)**

General education courses are designed to enhance students' skills in communication, mathematics, and computer literacy; they are also designed to give them the needed background in the humanities and in the social, life, and physical sciences. With this in mind students were asked to respond to the statement, "General Education was a useful part of my university experience." Approximately 46% of the respondents agreed or strongly agreed, while 22% disagreed or strongly disagreed. Only 39.9% of the respondents agreed or strongly agreed that General Education courses were well taught, and 21.7% disagreed or strongly disagreed.

When asked if students had difficulty scheduling General Education courses, 27.1% agreed or strongly agreed, while 49% disagreed or strongly disagreed. Another statement asked if "General education requirements were confusing", 28.8% agreed or strongly agreed that they were, while 45.6% disagreed or strongly disagreed.

Students were asked to evaluate their writing and computer skills; 73.9% said they had good writing skills, and 82.6% said they had good computer skills. Approximately 77% of the respondents said they had the skills they needed in mathematics. It should be noted that fewer respondents in the College of Engineering felt they had good writing skills. More respondents in the Colleges of Science and Engineering thought they had good computer and mathematics skills. Neutral responses to the above questions on general education ranged from 15.1% to 38.4%

TABLE 5. GENERAL EDUCATION/UNIVERSITY STUDIES

|   | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>I had difficulty scheduling general education courses.</b>           |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 7.9%  | 5.9%  | 5.5%  | 4.4%  | 8.6%  | 6.0%  | 7.4%  | 8.5%  | 6.6%  |
| Agree   | 22.8% | 19.1% | 19.7% | 17.0% | 23.0% | 18.0% | 19.9% | 23.7% | 20.5% |
| Neutral   | 28.1% | 22.4% | 22.7% | 24.3% | 21.1% | 42.0% | 29.4% | 22.9% | 23.9% |
| Disagree  | 24.6% | 30.0% | 31.4% | 36.4% | 31.6% | 22.0% | 25.7% | 28.0% | 30.4% |
| Strongly disagree   | 16.7% | 22.4% | 20.8% | 18.0% | 15.7% | 12.0% | 17.6% | 16.9% | 18.6% |
| <b>General Education requirements were confusing.</b>                   |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 8.7%  | 9.2%  | 6.1%  | 3.4%  | 10.4% | 2.0%  | 6.5%  | 8.5%  | 7.5%  |
| Agree   | 26.1% | 20.1% | 19.9% | 18.0% | 24.8% | 18.0% | 21.7% | 20.5% | 21.3% |
| Neutral   | 28.7% | 25.7% | 25.2% | 24.9% | 22.8% | 40.0% | 29.0% | 23.1% | 25.5% |
| Disagree  | 26.1% | 29.7% | 30.7% | 37.1% | 28.0% | 34.0% | 28.3% | 27.4% | 30.0% |
| Strongly disagree   | 10.4% | 15.2% | 18.0% | 16.6% | 14.1% | 6.0%  | 14.5% | 20.5% | 15.6% |
| <b>General Education courses were well taught.</b>                      |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 1.8%  | 8.1%  | 7.4%  | 3.4%  | 5.9%  | 2.0%  | 5.1%  | 6.8%  | 6.0%  |
| Agree   | 34.5% | 35.5% | 33.8% | 38.0% | 33.5% | 28.0% | 32.4% | 28.8% | 33.9% |
| Neutral   | 31.9% | 34.5% | 38.2% | 42.0% | 36.5% | 50.0% | 39.7% | 49.2% | 38.4% |
| Disagree  | 23.0% | 13.0% | 16.1% | 11.7% | 15.8% | 16.0% | 14.0% | 11.0% | 15.0% |
| Strongly disagree   | 8.8%  | 8.8%  | 4.5%  | 4.9%  | 8.4%  | 4.0%  | 8.8%  | 4.2%  | 6.7%  |
| <b>I am a good writer.</b>  |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 20.2% | 15.8% | 20.9% | 10.8% | 30.3% | 21.2% | 26.8% | 15.2% | 21.1% |
| Agree   | 58.9% | 54.2% | 53.4% | 52.8% | 49.4% | 50.0% | 50.3% | 56.0% | 52.8% |
| Neutral   | 14.7% | 24.8% | 20.5% | 19.8% | 14.8% | 23.1% | 18.8% | 23.2% | 19.6% |
| Disagree  | 2.3%  | 3.4%  | 3.9%  | 10.8% | 4.2%  | 5.8%  | 2.7%  | 4.0%  | 4.5%  |
| Strongly disagree   | 3.9%  | 1.9%  | 1.3%  | 5.7%  | 1.4%  | 0.0%  | 1.3%  | 1.6%  | 2.0%  |
| <b>I have good computer skills.</b>                                     |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 20.0% | 28.4% | 18.8% | 41.2% | 25.9% | 23.1% | 49.3% | 22.7% | 27.1% |
| Agree   | 62.3% | 59.0% | 58.7% | 48.3% | 55.4% | 59.6% | 43.2% | 50.8% | 55.5% |
| Neutral   | 14.6% | 11.7% | 18.8% | 9.5%  | 16.4% | 15.4% | 7.4%  | 21.9% | 15.1% |
| Disagree  | 3.1%  | 0.9%  | 3.4%  | 0.9%  | 2.3%  | 1.9%  | 0.0%  | 3.1%  | 2.1%  |
| Strongly disagree   | 0.0%  | 0.0%  | 0.4%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 1.6%  | 0.2%  |
| <b>I have the skills that I need in mathematics.</b>                    |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 21.5% | 30.2% | 18.0% | 49.5% | 17.0% | 19.2% | 51.0% | 16.5% | 25.9% |
| Agree   | 54.6% | 59.3% | 56.0% | 42.0% | 44.8% | 48.1% | 44.3% | 48.0% | 50.8% |
| Neutral   | 17.7% | 8.3%  | 17.9% | 5.4%  | 26.8% | 25.0% | 2.7%  | 22.0% | 16.2% |
| Disagree  | 5.4%  | 1.9%  | 5.8%  | 2.4%  | 8.6%  | 3.8%  | 2.0%  | 7.1%  | 5.1%  |
| Strongly disagree   | 0.8%  | 0.3%  | 2.3%  | 0.5%  | 2.8%  | 3.8%  | 0.0%  | 6.3%  | 1.9%  |
| <b>General Education was a useful part of my university experience.</b> |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 4.2%  | 11.7% | 10.1% | 6.7%  | 9.2%  | 15.7% | 11.2% | 9.1%  | 9.6%  |
| Agree   | 33.6% | 38.4% | 40.0% | 30.5% | 34.2% | 29.4% | 39.9% | 28.1% | 35.9% |
| Neutral   | 35.3% | 31.7% | 31.8% | 33.8% | 32.8% | 33.3% | 25.9% | 39.7% | 32.5% |
| Disagree  | 14.3% | 9.2%  | 10.1% | 18.6% | 13.5% | 11.8% | 15.4% | 14.0% | 12.6% |
| Strongly disagree   | 12.6% | 8.9%  | 8.0%  | 10.5% | 10.4% | 9.8%  | 7.7%  | 9.1%  | 9.4%  |

NOTE: Percentages are based on the number of students responding to each question.

## **FINDINGS: LIBRARIES/TECHNOLOGY (See Table 6)**

The Libraries/Technology questions relate to students' experiences with library materials, staff, online courses, and classroom technology.

When asked if USU libraries had the books, journals, and materials needed, 74.3% of the respondents agreed or strongly agreed. A little over 5% disagreed or strongly disagreed. About 27% of the respondents indicated that they had difficulty locating materials in USU's libraries, while 40.3% did not have difficulty locating materials. Sixty-seven percent of the respondents agreed or strongly agreed that USU library staff was available and helpful, 6.3% disagreed or strongly disagreed.

When asked if USU should offer more online courses, a plurality of respondents (43.2%) agreed or strongly agreed, while 8.6% disagreed or strongly disagreed. Seventy-seven percent of the respondents said their teachers used technology effectively in the classroom, while 5.9% said they did not. Neutral responses to this section of questions ranged from 17.5% 48.3%.

TABLE 6. LIBRARIES/TECHNOLOGY

|   | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>USU libraries had the books, journals, materials I needed.</b> |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 14.8% | 25.1% | 27.6% | 18.1% | 25.9% | 21.6% | 21.4% | 32.5% | 24.7% |
| Agree   | 59.1% | 48.8% | 48.9% | 46.2% | 51.4% | 60.8% | 48.3% | 40.8% | 49.6% |
| Neutral   | 20.0% | 21.4% | 19.5% | 29.1% | 16.6% | 13.7% | 24.1% | 20.0% | 20.3% |
| Disagree  | 4.3%  | 4.3%  | 2.4%  | 5.5%  | 4.4%  | 3.9%  | 4.8%  | 4.2%  | 4.0%  |
| Strongly disagree   | 1.7%  | 0.3%  | 1.6%  | 1.1%  | 1.6%  | 0.0%  | 1.4%  | 2.5%  | 1.4%  |
| <b>It is difficult to locate materials in USU's libraries.</b>    |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 4.5%  | 7.5%  | 5.5%  | 4.3%  | 5.0%  | 0.0%  | 2.1%  | 9.3%  | 5.4%  |
| Agree   | 25.9% | 24.0% | 20.7% | 19.4% | 23.3% | 13.5% | 16.3% | 20.3% | 21.4% |
| Neutral   | 36.6% | 32.5% | 33.6% | 33.3% | 26.9% | 42.3% | 40.4% | 37.3% | 32.9% |
| Disagree  | 25.9% | 24.0% | 27.3% | 32.3% | 28.8% | 28.8% | 32.6% | 21.2% | 27.6% |
| Strongly disagree   | 7.1%  | 13.0% | 12.9% | 10.8% | 16.0% | 15.4% | 8.5%  | 11.9% | 12.7% |
| <b>USU library staff were available and helpful.</b>              |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 14.0% | 21.5% | 19.5% | 9.8%  | 21.1% | 9.6%  | 22.6% | 23.3% | 19.1% |
| Agree   | 50.0% | 44.7% | 49.8% | 52.5% | 47.0% | 61.5% | 39.4% | 41.7% | 47.6% |
| Neutral   | 34.2% | 25.6% | 24.7% | 35.0% | 24.7% | 26.9% | 30.7% | 24.2% | 27.0% |
| Disagree  | 1.8%  | 6.1%  | 5.4%  | 1.6%  | 5.9%  | 1.9%  | 3.6%  | 7.5%  | 4.9%  |
| Strongly disagree   | 0.0%  | 2.0%  | 0.6%  | 1.1%  | 1.2%  | 0.0%  | 3.6%  | 3.3%  | 1.4%  |
| <b>USU should offer more online courses.</b>                      |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 13.7% | 18.4% | 20.7% | 11.9% | 16.3% | 16.3% | 9.1%  | 28.9% | 17.6% |
| Agree   | 29.9% | 34.0% | 24.4% | 22.8% | 21.5% | 18.4% | 21.2% | 31.4% | 25.6% |
| Neutral   | 47.9% | 39.5% | 49.2% | 58.5% | 49.1% | 53.1% | 59.8% | 33.9% | 48.3% |
| Disagree  | 6.8%  | 5.8%  | 3.9%  | 5.2%  | 8.4%  | 6.1%  | 9.8%  | 4.1%  | 6.1%  |
| Strongly disagree   | 1.7%  | 2.3%  | 1.8%  | 1.6%  | 4.7%  | 6.1%  | 0.0%  | 1.7%  | 2.5%  |
| <b>My teachers used technology effectively in the classroom.</b>  |       |       |       |       |       |       |       |       |       |
| Strongly agree  | 15.1% | 18.3% | 24.1% | 21.3% | 21.1% | 3.8%  | 20.4% | 22.2% | 20.6% |
| Agree   | 61.9% | 57.8% | 57.6% | 57.3% | 51.4% | 71.2% | 50.3% | 52.4% | 56.0% |
| Neutral   | 16.7% | 17.1% | 13.4% | 17.1% | 21.4% | 17.3% | 22.4% | 18.3% | 17.5% |
| Disagree  | 6.3%  | 5.0%  | 4.0%  | 3.8%  | 4.7%  | 7.7%  | 6.1%  | 6.3%  | 4.9%  |
| Strongly disagree   | 0.0%  | 1.9%  | 0.9%  | 0.5%  | 1.4%  | 0.0%  | 0.7%  | 0.8%  | 1.0%  |

NOTE: Percentages are based on the number of students responding to each question.

## **FINDINGS: CAMPUS CLIMATE (See Table 7)**

These questions deal with student opinion regarding safety issues, tolerance of students and staff, diversity, and a sense of being cared about at Utah State University.

An overwhelming majority of respondents (94.5%) felt safe on the USU campus. Seventy-four percent of the respondents agreed or strongly agreed that professors at USU were tolerant of different points of view, while 6.6% disagreed or strongly disagreed. Fewer respondents (59%) felt that students' at USU were tolerant of different points of view, while 15.3% disagreed or strongly disagreed.

Fifty-six percent of the respondents felt that USU provided enough activities for its students, while 10.6% did not think there were enough activities. A majority of respondents (61.7%) agreed or strongly agreed that they got to know students from other countries and of other races, 16.9% disagreed or strongly disagreed.

A majority of respondents (70.5%) agreed or strongly agreed that faculty at USU care about students, while 6% disagreed or strongly disagreed. About 63% of the respondents felt staff at USU cared about students, while 8% disagreed or strongly disagreed.

Neutral responses on these questions ranged from 4.5% to 33.9%. Overall a majority of respondents saw USU as a safe, tolerant and caring place to be.

**TABLE 7. CAMPUS CLIMATE**

|  | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|--|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>I felt safe on the USU campus.</b>                                  |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 38.5%     | 54.9%      | 49.5%     | 52.2%       | 54.3%       | 38.5%     | 61.9%      | 52.9%        | 52.0%        |
| Agree  | 59.0%     | 40.2%      | 44.2%     | 45.4%       | 40.0%       | 51.9%     | 33.3%      | 36.1%        | 42.5%        |
| Neutral  | 2.6%      | 3.9%       | 5.3%      | 1.4%        | 3.9%        | 9.6%      | 4.8%       | 10.1%        | 4.5%         |
| Disagree   | 0.0%      | 1.0%       | 1.0%      | 0.5%        | 1.4%        | 0.0%      | 0.0%       | 0.8%         | 0.9%         |
| Strongly disagree  | 0.0%      | 0.0%       | 0.0%      | 0.5%        | 0.5%        | 0.0%      | 0.0%       | 0.0%         | 0.2%         |
| <b>Professors at USU are tolerant of different points of view.</b>     |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 17.6%     | 21.8%      | 23.4%     | 14.8%       | 23.3%       | 19.2%     | 25.7%      | 16.0%        | 21.4%        |
| Agree  | 60.0%     | 53.2%      | 53.3%     | 58.9%       | 48.8%       | 50.0%     | 50.7%      | 49.6%        | 52.8%        |
| Neutral  | 17.6%     | 19.9%      | 17.6%     | 17.2%       | 20.3%       | 23.1%     | 17.6%      | 25.6%        | 19.2%        |
| Disagree   | 4.0%      | 4.2%       | 4.7%      | 8.6%        | 6.5%        | 7.7%      | 6.1%       | 4.8%         | 5.6%         |
| Strongly disagree  | 0.8%      | 1.0%       | 0.9%      | 0.5%        | 1.2%        | 0.0%      | 0.0%       | 4.0%         | 1.0%         |
| <b>Students at USU are tolerant of different points of view.</b>       |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 11.3%     | 16.9%      | 15.4%     | 9.7%        | 13.0%       | 11.8%     | 14.2%      | 11.2%        | 13.8%        |
| Agree  | 51.6%     | 43.9%      | 47.3%     | 54.1%       | 40.4%       | 45.1%     | 41.2%      | 40.0%        | 45.2%        |
| Neutral  | 27.4%     | 27.4%      | 25.2%     | 19.8%       | 26.9%       | 21.6%     | 23.0%      | 32.8%        | 25.7%        |
| Disagree   | 8.9%      | 8.0%       | 9.4%      | 11.1%       | 11.8%       | 11.8%     | 14.2%      | 11.2%        | 10.4%        |
| Strongly disagree  | 0.8%      | 3.8%       | 2.7%      | 5.3%        | 7.9%        | 9.8%      | 7.4%       | 4.8%         | 4.9%         |
| <b>USU does not provide enough activities for its students.</b>        |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 2.5%      | 6.1%       | 3.1%      | 1.0%        | 2.9%        | 1.9%      | 2.1%       | 5.9%         | 3.3%         |
| Agree  | 5.9%      | 10.2%      | 4.9%      | 7.9%        | 9.2%        | 5.8%      | 6.2%       | 5.1%         | 7.3%         |
| Neutral  | 35.6%     | 31.9%      | 33.2%     | 38.9%       | 31.3%       | 38.5%     | 31.9%      | 41.5%        | 33.9%        |
| Disagree   | 38.1%     | 31.5%      | 35.0%     | 36.5%       | 35.7%       | 40.4%     | 42.4%      | 28.8%        | 35.3%        |
| Strongly disagree  | 17.8%     | 20.3%      | 23.8%     | 15.8%       | 21.0%       | 13.5%     | 17.4%      | 18.6%        | 20.2%        |
| <b>I got to know students from other countries and of other races.</b> |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 12.1%     | 21.7%      | 12.4%     | 25.0%       | 20.0%       | 7.7%      | 20.7%      | 17.8%        | 17.9%        |
| Agree  | 38.8%     | 45.7%      | 41.4%     | 52.9%       | 41.2%       | 53.8%     | 49.0%      | 35.6%        | 43.8%        |
| Neutral  | 28.4%     | 18.4%      | 24.3%     | 13.0%       | 20.9%       | 26.9%     | 18.6%      | 28.0%        | 21.4%        |
| Disagree   | 11.2%     | 8.2%       | 15.3%     | 6.2%        | 12.2%       | 7.7%      | 9.0%       | 8.5%         | 11.0%        |
| Strongly disagree  | 9.5%      | 5.9%       | 6.6%      | 2.9%        | 5.6%        | 3.8%      | 2.8%       | 10.2%        | 5.9%         |
| <b>Faculty at USU care about students.</b>                             |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 15.0%     | 14.5%      | 20.2%     | 10.4%       | 22.1%       | 15.4%     | 19.6%      | 14.2%        | 17.7%        |
| Agree  | 59.8%     | 53.0%      | 51.8%     | 52.6%       | 54.5%       | 44.2%     | 50.7%      | 50.4%        | 52.8%        |
| Neutral  | 23.6%     | 24.9%      | 23.6%     | 28.0%       | 18.6%       | 30.8%     | 20.3%      | 29.1%        | 23.5%        |
| Disagree   | 0.8%      | 4.7%       | 3.4%      | 7.6%        | 3.0%        | 9.6%      | 6.8%       | 5.5%         | 4.4%         |
| Strongly disagree  | 0.8%      | 2.8%       | 0.9%      | 1.4%        | 1.8%        | 0.0%      | 2.7%       | 0.8%         | 1.6%         |
| <b>Staff at USU care about students.</b>                               |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 17.5%     | 13.6%      | 15.7%     | 10.4%       | 15.2%       | 11.8%     | 12.2%      | 13.5%        | 14.3%        |
| Agree  | 46.8%     | 47.2%      | 51.6%     | 47.4%       | 47.3%       | 41.2%     | 49.7%      | 45.2%        | 48.3%        |
| Neutral  | 32.5%     | 27.8%      | 27.7%     | 32.2%       | 28.7%       | 37.3%     | 28.6%      | 32.5%        | 29.4%        |
| Disagree   | 2.4%      | 7.3%       | 3.4%      | 7.6%        | 5.8%        | 7.8%      | 8.8%       | 4.0%         | 5.5%         |
| Strongly disagree  | 0.8%      | 4.1%       | 1.5%      | 2.4%        | 3.0%        | 2.0%      | 0.7%       | 4.8%         | 2.5%         |

NOTE: Percentages are based on the number of students responding to each question.

## **FINDINGS: USE AND EVALUATION OF OTHER SERVICES & ACTIVITIES**

Making a listing of all services and activities provided to students is impossible. Those included in this survey are those that students would be most likely to have contact with, or services that are provided to particular segments of the USU population. The results presented in this section are divided into the following categories: Help with Classes, Technology, Placement Services, Academic Support Services, Psychological and Health Services, Non-Academic Support Services, Activities, and Community. Many of the services were not frequently utilized so both the use and of the services and evaluation of the services appear in the tables. In reporting the evaluation data, responses by those who did not use the service were omitted in order to reflect only the views of those respondents who had experience with the service. Satisfaction ratings mentioned in the narrative include those who responded satisfied or very satisfied.

### **Services: Help with Classes (See Table 8)**

Thirty-nine percent of the respondents used Supplemental Instruction five or more times, and an overwhelming majority (87%) were satisfied with this service. The Math/Stat Tutoring Center was used by 36.3% of the respondents, 83% of those that used it were satisfied. Over half of the respondents used the English Writing Lab and 81.8% were satisfied with the lab.

Forty-four percent of the respondents had a practicum or internship experience. An overwhelming majority of respondents (92.8%) were satisfied with their experience. Only 7.7% of the respondents used the Disability Resource Center and 79.6% of those who used this service were satisfied.

### **Services: Technology (See Table 9)**

Almost all of the respondents (93%) used the Computer Labs at some time or another, with a 97.1% satisfaction rating. The Computer Help Desk was used by 59.9% of the respondents, with satisfaction at 90%. Over half of the respondents (57.9%) had taken online courses with a satisfaction level of 87.4%. Twenty-five percent of the respondents had taken other Independent Study Courses, and of those who had taken them, 84.8% were satisfied or very satisfied.

Almost 97% of the respondents had used Online Registration, with a satisfaction rating of 90.5%. Nearly 99% of the respondents used the USU Homepage and 91.7% of those that used it were satisfied with it. Ninety-six percent of the respondents used Websites for courses, and 90.1% were satisfied.

### **Services: Placement Services (See Table 10)**

The Career Placement Office was used by only 18.8% of the respondents, with a satisfaction level of 80.1%. The Student Employment Office was used by 34.1% of the respondents who gave it a satisfaction rating of 85.1%.

### **Services: Academic Support Services (See Table 11)**

The Registration Office was used by 95.5% of the respondents, 78.9% were satisfied with this service. The Cashier's Office was used by 81.8% of the respondents with satisfaction levels of 86.6%. The Financial Aid Office was used by 74.6% of the respondents with satisfaction at 88.3%. The Bookstore was used by 98.1% of the respondents with satisfaction at 81.7%.

**TABLE 8. USE AND EVALUATION: HELP WITH CLASSES**

|                                   | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|-----------------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Supplemental Instruction</b>   |           |            |           |             |             |           |            |              |              |
| Didn't Use                        | 24.0%     | 26.9%      | 32.6%     | 26.4%       | 25.3%       | 27.5%     | 26.0%      | 35.4%        | 28.4%        |
| Used 1 Time                       | 12.4%     | 12.1%      | 11.0%     | 14.2%       | 10.0%       | 19.6%     | 13.3%      | 13.1%        | 11.9%        |
| Used 2-4 Times                    | 17.8%     | 20.4%      | 17.3%     | 28.8%       | 22.8%       | 7.8%      | 28.0%      | 16.9%        | 20.9%        |
| Used 5-9 Times                    | 21.7%     | 20.7%      | 15.7%     | 16.5%       | 20.8%       | 29.4%     | 14.7%      | 13.8%        | 18.3%        |
| Used 10+ Times                    | 24.0%     | 19.8%      | 23.4%     | 14.2%       | 21.0%       | 15.7%     | 18.0%      | 20.8%        | 20.5%        |
| Very Satisfied                    | 12.5%     | 20.6%      | 21.8%     | 7.2%        | 23.3%       | 16.7%     | 14.7%      | 18.7%        | 18.8%        |
| Satisfied                         | 74.0%     | 66.2%      | 68.2%     | 79.6%       | 60.7%       | 75.0%     | 68.8%      | 70.7%        | 68.2%        |
| Dissatisfied                      | 10.4%     | 11.4%      | 7.5%      | 11.2%       | 12.5%       | 8.3%      | 11.9%      | 8.0%         | 10.3%        |
| Very Dissatisfied                 | 3.1%      | 1.8%       | 2.5%      | 2.0%        | 3.5%        | 0.0%      | 4.6%       | 2.7%         | 2.7%         |
| <b>Math/Stat Tutoring Center</b>  |           |            |           |             |             |           |            |              |              |
| Didn't Use                        | 66.9%     | 57.4%      | 69.6%     | 57.3%       | 74.4%       | 45.1%     | 40.7%      | 59.2%        | 63.7%        |
| Used 1 Time                       | 10.0%     | 9.9%       | 8.8%      | 10.8%       | 9.2%        | 5.9%      | 13.3%      | 9.2%         | 9.7%         |
| Used 2-4 Times                    | 7.7%      | 12.7%      | 8.8%      | 11.7%       | 7.1%        | 5.9%      | 15.3%      | 10.8%        | 9.9%         |
| Used 5-9 Times                    | 3.8%      | 5.9%       | 4.6%      | 7.0%        | 3.7%        | 17.6%     | 9.3%       | 10.0%        | 5.9%         |
| Used 10+ Times                    | 11.5%     | 14.2%      | 8.1%      | 13.1%       | 5.7%        | 25.5%     | 21.3%      | 10.8%        | 11.0%        |
| Very Satisfied                    | 16.7%     | 29.4%      | 27.1%     | 16.0%       | 25.2%       | 22.2%     | 34.4%      | 19.6%        | 25.4%        |
| Satisfied                         | 66.7%     | 53.7%      | 57.6%     | 71.3%       | 56.1%       | 70.4%     | 45.6%      | 52.9%        | 57.6%        |
| Dissatisfied                      | 9.5%      | 13.2%      | 12.4%     | 7.4%        | 10.6%       | 7.4%      | 12.2%      | 13.7%        | 11.3%        |
| Very Dissatisfied                 | 7.1%      | 3.7%       | 2.9%      | 5.3%        | 8.1%        | 0.0%      | 7.8%       | 13.7%        | 5.7%         |
| <b>English Writing Lab</b>        |           |            |           |             |             |           |            |              |              |
| Didn't Use                        | 53.1%     | 48.3%      | 49.7%     | 46.7%       | 41.7%       | 60.8%     | 47.3%      | 40.3%        | 47.1%        |
| Used 1 Time                       | 13.1%     | 17.6%      | 18.8%     | 15.1%       | 20.9%       | 13.7%     | 17.3%      | 20.9%        | 18.2%        |
| Used 2-4 Times                    | 26.2%     | 26.0%      | 23.4%     | 31.1%       | 26.6%       | 7.8%      | 24.7%      | 27.9%        | 25.5%        |
| Used 5-9 Times                    | 5.4%      | 5.0%       | 5.5%      | 6.6%        | 7.6%        | 13.7%     | 8.7%       | 7.0%         | 6.5%         |
| Used 10+ Times                    | 2.3%      | 3.1%       | 2.6%      | 0.5%        | 3.2%        | 3.9%      | 2.0%       | 3.9%         | 2.6%         |
| Very Satisfied                    | 7.0%      | 17.9%      | 14.2%     | 12.4%       | 16.6%       | 15.8%     | 16.2%      | 14.3%        | 15.0%        |
| Satisfied                         | 77.2%     | 60.5%      | 69.0%     | 71.7%       | 63.1%       | 73.7%     | 68.8%      | 65.7%        | 66.8%        |
| Dissatisfied                      | 10.5%     | 12.3%      | 11.9%     | 11.5%       | 13.3%       | 10.5%     | 10.0%      | 17.1%        | 12.4%        |
| Very Dissatisfied                 | 5.3%      | 9.3%       | 4.9%      | 4.4%        | 7.1%        | 0.0%      | 5.0%       | 2.9%         | 5.8%         |
| <b>Practicum/Internship</b>       |           |            |           |             |             |           |            |              |              |
| Didn't Use                        | 44.5%     | 61.8%      | 39.4%     | 54.5%       | 61.5%       | 86.0%     | 82.4%      | 64.3%        | 56.0%        |
| Used 1 Time                       | 36.7%     | 25.7%      | 16.7%     | 37.9%       | 19.0%       | 12.0%     | 14.2%      | 20.6%        | 22.2%        |
| Used 2-4 Times                    | 11.7%     | 10.0%      | 22.8%     | 6.2%        | 9.3%        | 2.0%      | 2.7%       | 7.9%         | 12.2%        |
| Used 5-9 Times                    | 0.8%      | 1.3%       | 3.7%      | 0.5%        | 1.2%        | 0.0%      | 0.0%       | 4.8%         | 1.9%         |
| Used 10+ Times                    | 6.2%      | 1.3%       | 17.4%     | 0.9%        | 9.0%        | 0.0%      | 0.7%       | 2.4%         | 7.7%         |
| Very Satisfied                    | 34.8%     | 31.1%      | 50.5%     | 31.2%       | 51.2%       | 42.9%     | 32.3%      | 40.9%        | 43.1%        |
| Satisfied                         | 62.3%     | 61.4%      | 45.1%     | 60.2%       | 38.4%       | 57.1%     | 51.6%      | 45.5%        | 49.7%        |
| Dissatisfied                      | 2.9%      | 6.1%       | 3.1%      | 5.4%        | 6.7%        | 0.0%      | 6.5%       | 11.4%        | 5.0%         |
| Very Dissatisfied                 | 0.0%      | 1.5%       | 1.3%      | 3.2%        | 3.7%        | 0.0%      | 9.7%       | 2.3%         | 2.2%         |
| <b>Disability Resource Center</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                        | 95.4%     | 94.1%      | 91.8%     | 94.3%       | 92.1%       | 94.0%     | 91.3%      | 84.4%        | 92.3%        |
| Used 1 Time                       | 2.3%      | 2.8%       | 3.3%      | 2.8%        | 4.2%        | 0.0%      | 4.0%       | 7.8%         | 3.6%         |
| Used 2-4 Times                    | 0.8%      | 1.2%       | 2.8%      | 1.4%        | 1.4%        | 0.0%      | 2.7%       | 1.6%         | 1.8%         |
| Used 5-9 Times                    | 0.0%      | 0.0%       | 0.9%      | 0.0%        | 0.9%        | 2.0%      | 0.0%       | 0.8%         | 0.6%         |
| Used 10+ Times                    | 1.5%      | 1.9%       | 1.1%      | 1.4%        | 1.4%        | 4.0%      | 2.0%       | 5.5%         | 1.8%         |
| Very Satisfied                    | 37.5%     | 31.0%      | 32.7%     | 50.0%       | 46.0%       | 66.7%     | 44.4%      | 33.3%        | 38.8%        |
| Satisfied                         | 50.0%     | 48.3%      | 44.2%     | 35.7%       | 34.0%       | 33.3%     | 44.4%      | 37.0%        | 40.8%        |
| Dissatisfied                      | 12.5%     | 17.2%      | 17.3%     | 7.1%        | 14.0%       | 0.0%      | 5.6%       | 18.5%        | 14.4%        |
| Very Dissatisfied                 | 0.0%      | 3.4%       | 5.8%      | 7.1%        | 6.0%        | 0.0%      | 5.6%       | 11.1%        | 6.0%         |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

**TABLE 9. USE AND EVALUATION: TECHNOLOGY**

|  | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|--|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Computer Labs</b>                   |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                      | 10.2%     | 7.7%       | 9.6%      | 2.3%        | 1.4%        | 3.9%      | 1.3%       | 10.0%        | 6.0%         |
| <b>Used 1 Time</b>                     | 2.3%      | 1.9%       | 0.7%      | 0.0%        | 0.7%        | 2.0%      | 0.0%       | 2.3%         | 1.0%         |
| <b>Used 2-4 Times</b>                  | 3.1%      | 3.4%       | 3.3%      | 0.9%        | 5.3%        | 0.0%      | 3.3%       | 3.8%         | 3.4%         |
| <b>Used 5-9 Times</b>                  | 5.5%      | 4.9%       | 5.5%      | 1.9%        | 5.5%        | 2.0%      | 2.0%       | 3.8%         | 4.6%         |
| <b>Used 10+ Times</b>                  | 78.9%     | 82.1%      | 80.8%     | 94.8%       | 87.2%       | 92.2%     | 93.3%      | 80.0%        | 85.0%        |
| <b>Very Satisfied</b>                  | 46.8%     | 56.3%      | 56.8%     | 55.7%       | 55.4%       | 44.7%     | 54.1%      | 47.7%        | 54.5%        |
| <b>Satisfied</b>                       | 50.5%     | 41.2%      | 41.4%     | 41.4%       | 41.6%       | 55.3%     | 42.5%      | 44.1%        | 42.6%        |
| <b>Dissatisfied</b>                    | 1.8%      | 2.1%       | 1.9%      | 1.5%        | 2.3%        | 0.0%      | 3.4%       | 6.3%         | 2.3%         |
| <b>Very Dissatisfied</b>               | 0.9%      | 0.4%       | 0.0%      | 1.5%        | 0.8%        | 0.0%      | 0.0%       | 1.8%         | 0.6%         |
| <b>Computer Help Desk</b>              |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                      | 46.9%     | 43.4%      | 43.0%     | 39.0%       | 29.7%       | 35.3%     | 45.3%      | 45.7%        | 40.1%        |
| <b>Used 1 Time</b>                     | 18.8%     | 21.5%      | 22.3%     | 20.2%       | 23.0%       | 31.4%     | 16.7%      | 14.0%        | 21.1%        |
| <b>Used 2-4 Times</b>                  | 21.1%     | 23.7%      | 20.5%     | 26.8%       | 25.1%       | 15.7%     | 25.3%      | 17.8%        | 22.8%        |
| <b>Used 5-9 Times</b>                  | 4.7%      | 3.1%       | 6.3%      | 7.5%        | 9.9%        | 5.9%      | 5.3%       | 5.4%         | 6.4%         |
| <b>Used 10+ Times</b>                  | 8.6%      | 8.3%       | 7.9%      | 6.6%        | 12.2%       | 11.8%     | 7.3%       | 17.1%        | 9.5%         |
| <b>Very Satisfied</b>                  | 32.3%     | 28.7%      | 35.6%     | 27.6%       | 34.3%       | 28.1%     | 40.0%      | 32.8%        | 33.0%        |
| <b>Satisfied</b>                       | 61.5%     | 56.7%      | 57.2%     | 66.1%       | 54.6%       | 62.5%     | 47.5%      | 53.7%        | 57.0%        |
| <b>Dissatisfied</b>                    | 6.2%      | 10.1%      | 5.2%      | 5.5%        | 8.2%        | 9.4%      | 10.0%      | 10.4%        | 7.6%         |
| <b>Very Dissatisfied</b>               | 0.0%      | 4.5%       | 2.0%      | 0.8%        | 2.9%        | 0.0%      | 2.5%       | 3.0%         | 2.4%         |
| <b>Online Courses</b>                  |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                      | 33.6%     | 33.6%      | 32.3%     | 59.2%       | 49.1%       | 72.5%     | 59.6%      | 28.7%        | 42.1%        |
| <b>Used 1 Time</b>                     | 28.9%     | 19.0%      | 21.0%     | 17.8%       | 20.6%       | 21.6%     | 17.2%      | 18.6%        | 20.3%        |
| <b>Used 2-4 Times</b>                  | 25.0%     | 27.5%      | 24.7%     | 16.0%       | 19.2%       | 2.0%      | 13.2%      | 26.4%        | 21.7%        |
| <b>Used 5-9 Times</b>                  | 7.0%      | 10.1%      | 10.3%     | 4.2%        | 5.1%        | 2.0%      | 2.0%       | 12.4%        | 7.6%         |
| <b>Used 10+ Times</b>                  | 5.5%      | 9.8%       | 11.6%     | 2.8%        | 6.0%        | 2.0%      | 7.9%       | 14.0%        | 8.4%         |
| <b>Very Satisfied</b>                  | 19.8%     | 23.6%      | 25.2%     | 19.5%       | 29.0%       | 7.7%      | 18.0%      | 28.3%        | 24.4%        |
| <b>Satisfied</b>                       | 66.3%     | 66.3%      | 66.5%     | 59.8%       | 56.5%       | 84.6%     | 63.9%      | 53.3%        | 63.0%        |
| <b>Dissatisfied</b>                    | 10.5%     | 7.7%       | 6.4%      | 12.6%       | 12.1%       | 7.7%      | 14.8%      | 12.0%        | 9.4%         |
| <b>Very Dissatisfied</b>               | 3.5%      | 2.4%       | 1.9%      | 8.0%        | 2.4%        | 0.0%      | 3.3%       | 6.5%         | 3.1%         |
| <b>Other Independent Study Courses</b> |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                      | 76.7%     | 65.3%      | 76.7%     | 85.3%       | 80.0%       | 84.3%     | 78.7%      | 54.0%        | 75.4%        |
| <b>Used 1 Time</b>                     | 14.0%     | 18.0%      | 13.1%     | 10.0%       | 10.3%       | 9.8%      | 14.0%      | 18.5%        | 13.3%        |
| <b>Used 2-4 Times</b>                  | 3.1%      | 11.5%      | 6.1%      | 3.3%        | 6.5%        | 0.0%      | 5.3%       | 21.0%        | 7.3%         |
| <b>Used 5-9 Times</b>                  | 3.1%      | 2.8%       | 1.3%      | 0.5%        | 0.7%        | 2.0%      | 0.0%       | 2.4%         | 1.4%         |
| <b>Used 10+ Times</b>                  | 3.1%      | 2.5%       | 2.8%      | 0.9%        | 2.6%        | 3.9%      | 2.0%       | 4.0%         | 2.6%         |
| <b>Very Satisfied</b>                  | 25.8%     | 25.2%      | 22.4%     | 29.0%       | 28.6%       | 14.3%     | 12.9%      | 16.1%        | 23.4%        |
| <b>Satisfied</b>                       | 58.1%     | 57.7%      | 66.4%     | 61.3%       | 56.0%       | 71.4%     | 67.7%      | 62.5%        | 61.4%        |
| <b>Dissatisfied</b>                    | 12.9%     | 10.8%      | 9.7%      | 6.5%        | 9.9%        | 14.3%     | 19.4%      | 17.9%        | 11.6%        |
| <b>Very Dissatisfied</b>               | 3.2%      | 6.3%       | 1.5%      | 3.2%        | 5.5%        | 0.0%      | 0.0%       | 3.6%         | 3.7%         |
| <b>Online Registration</b>             |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                      | 1.6%      | 4.0%       | 4.0%      | 0.9%        | 1.6%        | 2.0%      | 0.7%       | 10.8%        | 3.1%         |
| <b>Used 1 Time</b>                     | 3.1%      | 3.1%       | 3.9%      | 1.4%        | 2.5%        | 0.0%      | 0.0%       | 3.8%         | 2.7%         |
| <b>Used 2-4 Times</b>                  | 15.5%     | 11.7%      | 16.9%     | 8.5%        | 10.6%       | 15.7%     | 10.0%      | 13.1%        | 12.9%        |
| <b>Used 5-9 Times</b>                  | 41.9%     | 38.8%      | 36.6%     | 34.7%       | 37.6%       | 47.1%     | 30.7%      | 23.1%        | 36.3%        |
| <b>Used 10+ Times</b>                  | 38.0%     | 42.5%      | 38.6%     | 54.5%       | 47.6%       | 35.3%     | 58.7%      | 49.2%        | 45.0%        |
| <b>Very Satisfied</b>                  | 30.3%     | 32.0%      | 36.8%     | 28.9%       | 38.6%       | 29.2%     | 38.8%      | 30.6%        | 34.7%        |
| <b>Satisfied</b>                       | 63.9%     | 55.7%      | 55.9%     | 59.3%       | 52.5%       | 56.2%     | 50.3%      | 58.3%        | 55.8%        |
| <b>Dissatisfied</b>                    | 5.7%      | 9.3%       | 6.2%      | 8.3%        | 7.1%        | 12.5%     | 9.5%       | 8.3%         | 7.7%         |
| <b>Very Dissatisfied</b>               | 0.0%      | 3.0%       | 1.2%      | 3.4%        | 1.8%        | 2.1%      | 1.4%       | 2.8%         | 1.9%         |

|                             | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|-----------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>USU Homepage</b>         |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>           | 0.0%      | 2.1%       | 1.3%      | 0.0%        | 0.9%        | 3.9%      | 0.0%       | 2.3%         | 1.2%         |
| <b>Used 1 Time</b>          | 3.1%      | 1.5%       | 0.2%      | 0.5%        | 0.2%        | 2.0%      | 0.0%       | 0.8%         | 0.7%         |
| <b>Used 2-4 Times</b>       | 4.6%      | 2.4%       | 2.6%      | 0.9%        | 1.6%        | 0.0%      | 2.7%       | 0.8%         | 2.1%         |
| <b>Used 5-9 Times</b>       | 3.8%      | 2.4%       | 3.8%      | 3.3%        | 3.2%        | 2.0%      | 4.7%       | 4.6%         | 3.5%         |
| <b>Used 10+ Times</b>       | 88.5%     | 91.4%      | 92.1%     | 95.3%       | 94.0%       | 92.2%     | 92.7%      | 91.5%        | 92.5%        |
| <br>                        |           |            |           |             |             |           |            |              |              |
| <b>Very Satisfied</b>       | 30.9%     | 36.5%      | 43.9%     | 25.4%       | 39.0%       | 30.4%     | 30.4%      | 31.6%        | 36.5%        |
| <b>Satisfied</b>            | 61.8%     | 54.7%      | 51.7%     | 64.4%       | 50.1%       | 60.9%     | 57.4%      | 61.5%        | 55.2%        |
| <b>Dissatisfied</b>         | 5.7%      | 7.8%       | 4.1%      | 7.8%        | 8.6%        | 8.7%      | 10.1%      | 5.1%         | 6.8%         |
| <b>Very Dissatisfied</b>    | 1.6%      | 1.0%       | 0.4%      | 2.4%        | 2.3%        | 0.0%      | 2.0%       | 1.7%         | 1.4%         |
| <br>                        |           |            |           |             |             |           |            |              |              |
| <b>Websites for courses</b> |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>           | 2.3%      | 3.7%       | 5.3%      | 1.9%        | 3.2%        | 3.9%      | 0.7%       | 9.2%         | 3.9%         |
| <b>Used 1 Time</b>          | 4.7%      | 2.5%       | 3.1%      | 1.4%        | 2.3%        | 0.0%      | 0.0%       | 3.1%         | 2.4%         |
| <b>Used 2-4 Times</b>       | 14.7%     | 8.3%       | 8.6%      | 5.6%        | 11.5%       | 0.0%      | 3.3%       | 13.1%        | 8.9%         |
| <b>Used 5-9 Times</b>       | 8.5%      | 8.6%       | 11.4%     | 8.5%        | 10.6%       | 13.7%     | 8.7%       | 10.0%        | 10.0%        |
| <b>Used 10+ Times</b>       | 69.8%     | 77.0%      | 71.6%     | 82.6%       | 72.3%       | 82.4%     | 87.3%      | 64.6%        | 74.7%        |
| <br>                        |           |            |           |             |             |           |            |              |              |
| <b>Very Satisfied</b>       | 24.0%     | 26.7%      | 29.3%     | 21.8%       | 27.7%       | 24.5%     | 30.6%      | 23.6%        | 26.9%        |
| <b>Satisfied</b>            | 67.8%     | 62.3%      | 63.7%     | 64.9%       | 61.9%       | 61.2%     | 59.2%      | 66.4%        | 63.2%        |
| <b>Dissatisfied</b>         | 6.6%      | 9.3%       | 6.4%      | 7.9%        | 8.1%        | 8.2%      | 8.8%       | 9.1%         | 7.8%         |
| <b>Very Dissatisfied</b>    | 1.7%      | 1.7%       | 0.6%      | 5.4%        | 2.3%        | 6.1%      | 1.4%       | 0.9%         | 2.0%         |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

**TABLE 10. USE AND EVALUATION: PLACEMENT SERVICES**

|                                  | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|----------------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Career Placement Office</b>   |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                | 87.7%     | 79.5%      | 87.2%     | 68.5%       | 82.3%       | 76.5%     | 76.5%      | 78.1%        | 81.2%        |
| <b>Used 1 Time</b>               | 10.0%     | 10.7%      | 8.9%      | 13.6%       | 11.4%       | 9.8%      | 8.7%       | 18.8%        | 11.0%        |
| <b>Used 2-4 Times</b>            | 2.3%      | 7.6%       | 3.3%      | 14.1%       | 5.1%        | 11.8%     | 14.8%      | 1.6%         | 6.5%         |
| <b>Used 5-9 Times</b>            | 0.0%      | 1.3%       | 0.6%      | 2.8%        | 0.7%        | 2.0%      | 0.0%       | 1.6%         | 1.0%         |
| <b>Used 10+ Times</b>            | 0.0%      | 0.9%       | 0.0%      | 0.9%        | 0.5%        | 0.0%      | 0.0%       | 0.0%         | 0.4%         |
| <b>Very Satisfied</b>            | 16.7%     | 18.2%      | 12.8%     | 14.9%       | 24.1%       | 27.3%     | 32.5%      | 20.7%        | 19.7%        |
| <b>Satisfied</b>                 | 50.0%     | 62.1%      | 66.7%     | 68.7%       | 54.0%       | 72.7%     | 55.0%      | 62.1%        | 61.4%        |
| <b>Dissatisfied</b>              | 33.3%     | 15.2%      | 15.4%     | 11.9%       | 17.2%       | 0.0%      | 12.5%      | 10.3%        | 14.9%        |
| <b>Very Dissatisfied</b>         | 0.0%      | 4.5%       | 5.1%      | 4.5%        | 4.6%        | 0.0%      | 0.0%       | 6.9%         | 4.0%         |
| <b>Student Employment Office</b> |           |            |           |             |             |           |            |              |              |
| <b>Didn't Use</b>                | 65.1%     | 73.0%      | 70.4%     | 56.6%       | 60.6%       | 54.9%     | 55.1%      | 79.7%        | 65.9%        |
| <b>Used 1 Time</b>               | 15.5%     | 13.4%      | 13.9%     | 23.6%       | 17.8%       | 15.7%     | 17.0%      | 9.4%         | 15.8%        |
| <b>Used 2-4 Times</b>            | 17.8%     | 10.9%      | 11.7%     | 17.0%       | 15.7%       | 17.6%     | 21.8%      | 7.0%         | 14.0%        |
| <b>Used 5-9 Times</b>            | 1.6%      | 1.6%       | 3.0%      | 1.4%        | 4.4%        | 5.9%      | 3.4%       | 2.3%         | 2.9%         |
| <b>Used 10+ Times</b>            | 0.0%      | 1.2%       | 1.1%      | 1.4%        | 1.4%        | 5.9%      | 2.7%       | 1.6%         | 1.4%         |
| <b>Very Satisfied</b>            | 13.3%     | 22.6%      | 16.5%     | 6.6%        | 21.0%       | 8.7%      | 15.9%      | 16.1%        | 16.6%        |
| <b>Satisfied</b>                 | 75.6%     | 65.6%      | 69.5%     | 82.4%       | 61.9%       | 82.6%     | 62.9%      | 61.3%        | 68.5%        |
| <b>Dissatisfied</b>              | 11.1%     | 10.8%      | 10.4%     | 9.9%        | 13.6%       | 8.7%      | 17.5%      | 19.4%        | 12.2%        |
| <b>Very Dissatisfied</b>         | 0.0%      | 1.1%       | 3.7%      | 1.1%        | 3.4%        | 0.0%      | 4.8%       | 3.2%         | 2.6%         |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

**TABLE 11. USE AND EVALUATION: ACADEMIC SUPPORT SERVICES**

|                             | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|-----------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Registration Office</b>  |           |            |           |             |             |           |            |              |              |
| Didn't Use                  | 7.0%      | 8.3%       | 5.4%      | 2.8%        | 0.7%        | 3.9%      | 1.3%       | 7.7%         | 4.5%         |
| Used 1 Time                 | 8.5%      | 8.3%       | 6.6%      | 4.2%        | 4.8%        | 7.8%      | 2.0%       | 3.1%         | 5.8%         |
| Used 2-4 Times              | 25.6%     | 31.8%      | 32.5%     | 29.1%       | 22.5%       | 29.4%     | 20.7%      | 20.0%        | 27.5%        |
| Used 5-9 Times              | 26.4%     | 23.8%      | 20.4%     | 30.0%       | 32.8%       | 25.5%     | 35.3%      | 26.9%        | 29.6%        |
| Used 10+ Times              | 32.6%     | 27.8%      | 25.1%     | 33.8%       | 39.2%       | 33.3%     | 40.7%      | 42.3%        | 32.6%        |
| Very Satisfied              | 15.9%     | 14.4%      | 16.3%     | 8.5%        | 16.2%       | 8.2%      | 12.3%      | 11.1%        | 14.2%        |
| Satisfied                   | 67.3%     | 55.1%      | 69.2%     | 67.8%       | 61.0%       | 71.4%     | 63.7%      | 71.8%        | 64.7%        |
| Dissatisfied                | 14.2%     | 19.6%      | 10.7%     | 18.1%       | 13.8%       | 18.4%     | 17.1%      | 10.3%        | 14.5%        |
| Very Dissatisfied           | 2.7%      | 10.9%      | 3.8%      | 5.5%        | 9.0%        | 2.0%      | 6.8%       | 6.8%         | 6.6%         |
| <b>Cashier's Office</b>     |           |            |           |             |             |           |            |              |              |
| Didn't Use                  | 18.1%     | 24.3%      | 19.3%     | 13.2%       | 16.8%       | 7.8%      | 13.5%      | 20.5%        | 18.2%        |
| Used 1 Time                 | 16.5%     | 15.3%      | 15.1%     | 13.7%       | 15.0%       | 17.6%     | 16.2%      | 10.2%        | 14.9%        |
| Used 2-4 Times              | 33.9%     | 29.3%      | 33.1%     | 31.1%       | 28.5%       | 31.4%     | 33.1%      | 24.4%        | 30.7%        |
| Used 5-9 Times              | 15.0%     | 16.5%      | 16.9%     | 19.3%       | 18.7%       | 23.5%     | 18.2%      | 15.7%        | 17.6%        |
| Used 10+ Times              | 16.5%     | 14.6%      | 15.6%     | 22.6%       | 21.0%       | 19.6%     | 18.9%      | 29.1%        | 18.7%        |
| Very Satisfied              | 18.2%     | 12.6%      | 18.3%     | 12.9%       | 13.0%       | 6.7%      | 16.5%      | 11.2%        | 14.7%        |
| Satisfied                   | 75.8%     | 68.5%      | 73.9%     | 72.5%       | 72.2%       | 80.0%     | 64.6%      | 71.4%        | 71.9%        |
| Dissatisfied                | 4.0%      | 13.4%      | 6.9%      | 11.8%       | 9.7%        | 8.9%      | 15.0%      | 14.3%        | 10.1%        |
| Very Dissatisfied           | 2.0%      | 5.5%       | 1.0%      | 2.8%        | 5.1%        | 4.4%      | 3.9%       | 3.1%         | 3.3%         |
| <b>Financial Aid Office</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                  | 27.7%     | 32.1%      | 24.4%     | 13.2%       | 26.5%       | 26.0%     | 20.7%      | 31.8%        | 25.4%        |
| Used 1 Time                 | 16.9%     | 19.9%      | 12.3%     | 13.2%       | 15.5%       | 22.0%     | 16.0%      | 15.5%        | 15.4%        |
| Used 2-4 Times              | 34.6%     | 34.6%      | 32.4%     | 37.3%       | 29.0%       | 22.0%     | 28.0%      | 24.0%        | 29.9%        |
| Used 5-9 Times              | 11.5%     | 12.5%      | 15.4%     | 18.4%       | 13.7%       | 14.0%     | 20.0%      | 10.1%        | 14.6%        |
| Used 10+ Times              | 9.2%      | 10.9%      | 15.4%     | 17.9%       | 15.3%       | 16.0%     | 15.3%      | 18.6%        | 14.7%        |
| Very Satisfied              | 22.2%     | 23.5%      | 28.8%     | 19.1%       | 26.4%       | 18.9%     | 30.8%      | 30.6%        | 25.9%        |
| Satisfied                   | 65.6%     | 65.9%      | 63.0%     | 69.7%       | 58.1%       | 67.6%     | 53.8%      | 56.5%        | 62.4%        |
| Dissatisfied                | 10.0%     | 7.8%       | 4.7%      | 8.4%        | 11.5%       | 8.1%      | 11.1%      | 10.6%        | 8.4%         |
| Very Dissatisfied           | 2.2%      | 2.8%       | 3.5%      | 2.8%        | 4.1%        | 5.4%      | 4.3%       | 2.4%         | 3.4%         |
| <b>Bookstore</b>            |           |            |           |             |             |           |            |              |              |
| Didn't Use                  | 3.9%      | 3.4%       | 2.4%      | 0.9%        | 0.0%        | 0.0%      | 0.0%       | 4.6%         | 1.9%         |
| Used 1 Time                 | 1.6%      | 4.9%       | 2.9%      | 1.9%        | 0.5%        | 2.0%      | 1.3%       | 4.6%         | 2.5%         |
| Used 2-4 Times              | 7.0%      | 10.1%      | 8.6%      | 9.9%        | 8.7%        | 11.8%     | 11.3%      | 10.0%        | 9.3%         |
| Used 5-9 Times              | 23.3%     | 17.5%      | 18.8%     | 18.9%       | 11.9%       | 23.5%     | 17.3%      | 12.3%        | 16.9%        |
| Used 10+ Times              | 64.3%     | 64.1%      | 67.3%     | 68.4%       | 78.9%       | 62.7%     | 70.0%      | 68.5%        | 69.4%        |
| Very Satisfied              | 16.1%     | 20.0%      | 27.5%     | 14.7%       | 20.0%       | 20.4%     | 16.9%      | 29.4%        | 21.6%        |
| Satisfied                   | 66.1%     | 59.3%      | 61.2%     | 57.8%       | 58.5%       | 61.2%     | 64.9%      | 53.8%        | 60.1%        |
| Dissatisfied                | 10.2%     | 12.0%      | 8.0%      | 17.2%       | 13.5%       | 16.3%     | 15.5%      | 10.9%        | 12.0%        |
| Very Dissatisfied           | 7.6%      | 8.7%       | 3.3%      | 10.3%       | 8.0%        | 2.0%      | 2.7%       | 5.9%         | 6.3%         |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

### **Services: Psychological and Health Services (See Table 12)**

The Counseling Center was used by 22.2% of the respondents, with a satisfaction rating of 78.6%. The Student Health Center was used by 50.1% of the respondents with satisfaction running 84.9%. Student Health Insurance was only used by 6.6% of the respondents with a satisfaction rating of 61.4%. The Student Wellness Center was used by 42.2% of the respondents with satisfaction at 87.1%.

### **Services: Non-Academic Support Services (See Table 13)**

The Parking Services Office was used by 68.8% of the respondents. Of those who used the service, 64.2% were satisfied or very satisfied. It should be noted that respondents were asked to rate the office and not parking per se. This was done because available parking is always limited and the service of the office is what was intended for evaluation. The Shuttle Bus was used by 77.7% of the respondents with a satisfaction level of 93.3%. Twenty-four percent of the respondents used the USU Police Department. Of those that used this service 80.2% were satisfied with their experience.

Food Services were evaluated by each of the four major eating areas. The Quad Side Café was used by 53.6% of the respondents with a satisfaction rating of 88.3%. The Aggie Marketplace was used by 44% of the respondents with satisfaction at 85.1%. The HUB was used by 76.5% of the respondents with a satisfaction rating of 87.2%. The Junction was used by 39.9% of the respondents with satisfaction at 76.7%.

The Statesman was read by 82% of the respondents. Eighty-six percent of the respondents who read the Statesman were satisfied or very satisfied with the newspaper.

### **Services: Activities (See Table 14)**

STAB Events were used by 43% of the respondents with an 89.5% satisfaction rating. The Arts and Lectures Series were utilized by 47.8% of the respondents with a satisfaction rating of 93.4%.

Football Games and Men's Basketball Games were attended by about 74% of the respondents. Other Varsity Athletic Events were attended by 44.9% of the respondents. Satisfaction ratings for these activities are not reported because it is not clear what they mean. A high rating may only mean the USU team won.

Club Sports were used by 35.4% of the respondents with a satisfaction rating of 92.8%. Intramurals were used by 31.1% of the respondents with satisfaction at 91.9%. HPER/Fieldhouse was used by 76.2% of the respondents with satisfaction running 92.6%. Outdoor Recreation equipment rental was used by 27.9% of the respondents with satisfaction at 95.5%.

### **Services: Community (See Table 15)**

Forty-three percent of the respondents participated in volunteer activities in the community. Of those who participated, 96.7% were satisfied with their experience. Fifty-nine percent of the respondents participated in "Non-USU" religion classes with a satisfaction level of 96.5%. Twenty-five percent of the respondents participated in visits to community member's homes. Ninety-seven percent of the respondents participating were very satisfied or satisfied with these visits.

**TABLE 12. USE AND EVALUATION: PSYCHOLOGICAL AND HEALTH SERVICES**

|                                 | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|---------------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Counseling Center</b>        |           |            |           |             |             |           |            |              |              |
| Didn't Use                      | 84.5%     | 76.6%      | 82.5%     | 81.0%       | 71.8%       | 82.4%     | 77.9%      | 67.2%        | 77.8%        |
| Used 1 Time                     | 7.8%      | 6.5%       | 6.8%      | 3.3%        | 9.3%        | 5.9%      | 8.7%       | 10.9%        | 7.4%         |
| Used 2-4 Times                  | 4.7%      | 6.9%       | 4.6%      | 9.0%        | 10.5%       | 7.8%      | 2.7%       | 13.3%        | 7.2%         |
| Used 5-9 Times                  | 0.0%      | 5.0%       | 2.4%      | 4.3%        | 5.8%        | 2.0%      | 3.4%       | 2.3%         | 3.7%         |
| Used 10+ Times                  | 3.1%      | 5.0%       | 3.7%      | 2.4%        | 2.6%        | 2.0%      | 7.4%       | 6.2%         | 3.9%         |
| Very Satisfied                  | 19.0%     | 28.2%      | 29.2%     | 23.4%       | 25.4%       | 22.2%     | 38.2%      | 35.7%        | 28.0%        |
| Satisfied                       | 57.1%     | 55.1%      | 51.0%     | 63.8%       | 48.4%       | 55.6%     | 35.3%      | 40.5%        | 50.6%        |
| Dissatisfied                    | 9.5%      | 11.5%      | 16.7%     | 10.6%       | 20.6%       | 11.1%     | 14.7%      | 16.7%        | 15.7%        |
| Very Dissatisfied               | 14.3%     | 5.1%       | 3.1%      | 2.1%        | 5.6%        | 11.1%     | 11.8%      | 7.1%         | 5.7%         |
| <b>Student Health Center</b>    |           |            |           |             |             |           |            |              |              |
| Didn't Use                      | 51.6%     | 55.5%      | 51.7%     | 48.6%       | 45.2%       | 58.8%     | 44.9%      | 46.8%        | 49.9%        |
| Used 1 Time                     | 19.5%     | 15.0%      | 12.0%     | 16.0%       | 13.1%       | 13.7%     | 15.0%      | 11.1%        | 13.9%        |
| Used 2-4 Times                  | 15.6%     | 16.5%      | 18.5%     | 20.8%       | 26.0%       | 17.6%     | 29.9%      | 22.2%        | 21.0%        |
| Used 5-9 Times                  | 6.2%      | 6.9%       | 9.3%      | 5.2%        | 6.9%        | 0.0%      | 2.7%       | 7.9%         | 6.9%         |
| Used 10+ Times                  | 7.0%      | 6.2%       | 8.5%      | 9.4%        | 8.8%        | 9.8%      | 7.5%       | 11.9%        | 8.4%         |
| Very Satisfied                  | 29.3%     | 34.3%      | 28.7%     | 21.7%       | 24.3%       | 33.3%     | 27.2%      | 25.8%        | 27.5%        |
| Satisfied                       | 53.4%     | 49.7%      | 60.3%     | 67.9%       | 55.9%       | 61.9%     | 51.9%      | 60.6%        | 57.4%        |
| Dissatisfied                    | 13.8%     | 11.9%      | 6.9%      | 7.5%        | 13.5%       | 4.8%      | 13.6%      | 10.6%        | 10.5%        |
| Very Dissatisfied               | 3.4%      | 4.2%       | 4.0%      | 2.8%        | 6.3%        | 0.0%      | 7.4%       | 3.0%         | 4.6%         |
| <b>Student Health Insurance</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                      | 94.5%     | 92.8%      | 94.8%     | 95.8%       | 90.9%       | 100.0%    | 89.8%      | 94.4%        | 93.4%        |
| Used 1 Time                     | 3.9%      | 3.1%       | 2.8%      | 2.8%        | 4.2%        | 0.0%      | 3.4%       | 2.4%         | 3.2%         |
| Used 2-4 Times                  | 0.8%      | 3.1%       | 1.7%      | 0.5%        | 2.3%        | 0.0%      | 2.0%       | 0.0%         | 1.7%         |
| Used 5-9 Times                  | 0.0%      | 0.3%       | 0.6%      | 0.0%        | 0.9%        | 0.0%      | 1.4%       | 0.0%         | 0.5%         |
| Used 10+ Times                  | 0.8%      | 0.6%       | 0.2%      | 0.9%        | 1.6%        | 0.0%      | 3.4%       | 3.2%         | 1.1%         |
| Very Satisfied                  | 15.4%     | 21.6%      | 20.5%     | 13.0%       | 20.4%       | 100.0%    | 13.6%      | 31.2%        | 20.0%        |
| Satisfied                       | 30.8%     | 45.9%      | 54.5%     | 21.7%       | 42.6%       | 0.0%      | 40.9%      | 32.2%        | 41.4%        |
| Dissatisfied                    | 7.7%      | 18.9%      | 9.1%      | 4.3%        | 14.8%       | 0.0%      | 13.6%      | 18.8%        | 12.9%        |
| Very Dissatisfied               | 46.2%     | 13.5%      | 15.9%     | 60.9%       | 22.2%       | 0.0%      | 31.8%      | 18.8%        | 25.7%        |
| <b>Student Wellness Center</b>  |           |            |           |             |             |           |            |              |              |
| Didn't Use                      | 57.5%     | 62.6%      | 58.1%     | 59.9%       | 51.9%       | 68.6%     | 56.5%      | 59.2%        | 57.8%        |
| Used 1 Time                     | 10.2%     | 11.0%      | 12.4%     | 12.3%       | 11.9%       | 9.8%      | 12.2%      | 8.0%         | 11.5%        |
| Used 2-4 Times                  | 19.7%     | 16.7%      | 15.0%     | 16.5%       | 21.4%       | 9.8%      | 21.8%      | 15.2%        | 17.5%        |
| Used 5-9 Times                  | 7.1%      | 4.7%       | 6.7%      | 2.8%        | 5.3%        | 2.0%      | 2.7%       | 4.8%         | 5.1%         |
| Used 10+ Times                  | 5.5%      | 5.0%       | 7.8%      | 8.5%        | 9.5%        | 9.8%      | 6.8%       | 12.8%        | 8.0%         |
| Very Satisfied                  | 33.3%     | 31.4%      | 28.3%     | 21.2%       | 28.7%       | 23.5%     | 33.8%      | 32.7%        | 29.1%        |
| Satisfied                       | 58.8%     | 51.7%      | 58.4%     | 68.2%       | 56.4%       | 76.5%     | 44.6%      | 53.8%        | 57.0%        |
| Dissatisfied                    | 5.9%      | 14.4%      | 11.0%     | 7.1%        | 10.8%       | 0.0%      | 16.9%      | 11.5%        | 11.0%        |
| Very Dissatisfied               | 2.0%      | 2.5%       | 2.3%      | 3.5%        | 4.1%        | 0.0%      | 4.6%       | 1.9%         | 3.0%         |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

**TABLE 13. USE AND EVALUATION: NON-ACADEMIC SUPPORT SERVICES**

|                                | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|--------------------------------|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Parking Services Office</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                     | 33.1%     | 30.9%      | 35.1%     | 21.0%       | 30.0%       | 28.6%     | 32.7%      | 34.6%        | 31.2%        |
| Used 1 Time                    | 18.1%     | 17.2%      | 14.1%     | 14.3%       | 15.6%       | 18.4%     | 12.2%      | 11.0%        | 15.0%        |
| Used 2-4 Times                 | 31.5%     | 30.0%      | 33.2%     | 41.9%       | 32.3%       | 38.8%     | 34.0%      | 29.1%        | 33.2%        |
| Used 5-9 Times                 | 7.9%      | 13.4%      | 10.6%     | 14.8%       | 11.6%       | 6.1%      | 13.6%      | 11.8%        | 11.7%        |
| Used 10+ Times                 | 9.4%      | 8.4%       | 7.1%      | 8.1%        | 10.6%       | 8.2%      | 7.5%       | 13.4%        | 8.8%         |
| Very Satisfied                 | 8.4%      | 8.5%       | 12.4%     | 9.4%        | 13.1%       | 8.3%      | 14.0%      | 8.2%         | 11.0%        |
| Satisfied                      | 56.6%     | 50.2%      | 57.1%     | 53.5%       | 47.4%       | 72.2%     | 52.0%      | 52.9%        | 53.2%        |
| Dissatisfied                   | 13.3%     | 24.9%      | 20.9%     | 15.1%       | 19.2%       | 8.3%      | 21.0%      | 25.9%        | 20.0%        |
| Very Dissatisfied              | 21.7%     | 16.4%      | 9.7%      | 22.0%       | 20.3%       | 11.1%     | 12.0%      | 12.9%        | 15.8%        |
| <b>Shuttle Bus</b>             |           |            |           |             |             |           |            |              |              |
| Didn't Use                     | 18.9%     | 29.9%      | 27.4%     | 19.5%       | 15.4%       | 18.4%     | 13.5%      | 24.8%        | 22.3%        |
| Used 1 Time                    | 3.1%      | 5.0%       | 3.5%      | 2.4%        | 4.0%        | 4.1%      | 6.1%       | 3.1%         | 3.9%         |
| Used 2-4 Times                 | 9.4%      | 5.3%       | 7.0%      | 9.5%        | 7.7%        | 6.1%      | 7.4%       | 3.9%         | 7.1%         |
| Used 5-9 Times                 | 5.5%      | 2.8%       | 4.3%      | 5.7%        | 8.2%        | 10.2%     | 6.1%       | 6.2%         | 5.5%         |
| Used 10+ Times                 | 63.0%     | 57.0%      | 57.9%     | 62.9%       | 64.7%       | 61.2%     | 66.9%      | 62.0%        | 61.1%        |
| Very Satisfied                 | 31.3%     | 33.8%      | 44.0%     | 28.1%       | 39.1%       | 37.5%     | 41.9%      | 40.6%        | 38.1%        |
| Satisfied                      | 57.6%     | 58.8%      | 52.3%     | 65.3%       | 50.7%       | 62.5%     | 50.8%      | 57.3%        | 55.2%        |
| Dissatisfied                   | 8.1%      | 6.9%       | 3.1%      | 5.4%        | 8.5%        | 0.0%      | 5.6%       | 1.0%         | 5.5%         |
| Very Dissatisfied              | 3.0%      | 0.5%       | 0.5%      | 1.2%        | 1.7%        | 0.0%      | 1.6%       | 1.0%         | 1.2%         |
| <b>USU Police</b>              |           |            |           |             |             |           |            |              |              |
| Didn't Use                     | 80.3%     | 84.4%      | 73.3%     | 79.5%       | 70.4%       | 77.6%     | 72.6%      | 73.2%        | 75.7%        |
| Used 1 Time                    | 11.8%     | 10.0%      | 17.4%     | 11.0%       | 17.1%       | 10.2%     | 19.2%      | 15.0%        | 14.8%        |
| Used 2-4 Times                 | 6.3%      | 5.0%       | 7.1%      | 7.1%        | 10.0%       | 8.2%      | 6.2%       | 8.7%         | 7.4%         |
| Used 5-9 Times                 | 0.8%      | 0.0%       | 1.3%      | 1.4%        | 0.5%        | 0.0%      | 0.7%       | 1.6%         | 0.8%         |
| Used 10+ Times                 | 0.8%      | 0.6%       | 0.9%      | 1.0%        | 2.1%        | 4.1%      | 1.4%       | 1.6%         | 1.3%         |
| Very Satisfied                 | 16.7%     | 19.0%      | 40.1%     | 25.0%       | 26.6%       | 40.0%     | 26.7%      | 33.3%        | 29.9%        |
| Satisfied                      | 63.3%     | 60.3%      | 45.9%     | 54.5%       | 47.5%       | 60.0%     | 64.4%      | 41.0%        | 51.3%        |
| Dissatisfied                   | 3.3%      | 7.9%       | 7.6%      | 2.3%        | 13.7%       | 0.0%      | 4.4%       | 15.4%        | 8.6%         |
| Very Dissatisfied              | 16.7%     | 12.7%      | 6.4%      | 18.2%       | 12.2%       | 0.0%      | 4.4%       | 10.3%        | 10.2%        |
| <b>Quad Side Café</b>          |           |            |           |             |             |           |            |              |              |
| Didn't Use                     | 55.9%     | 47.5%      | 54.9%     | 50.2%       | 31.8%       | 38.8%     | 72.2%      | 47.7%        | 46.4%        |
| Used 1 Time                    | 5.5%      | 7.2%       | 7.6%      | 3.8%        | 9.2%        | 10.2%     | 5.4%       | 4.7%         | 7.1%         |
| Used 2-4 Times                 | 18.1%     | 18.8%      | 16.5%     | 17.5%       | 19.4%       | 8.2%      | 23.1%      | 16.4%        | 18.0%        |
| Used 5-9 Times                 | 7.9%      | 7.5%       | 8.5%      | 10.4%       | 12.6%       | 10.2%     | 7.5%       | 9.4%         | 9.4%         |
| Used 10+ Times                 | 12.6%     | 19.1%      | 12.4%     | 18.0%       | 27.0%       | 32.7%     | 21.8%      | 21.9%        | 19.1%        |
| Very Satisfied                 | 17.9%     | 25.9%      | 27.6%     | 23.8%       | 28.6%       | 25.8%     | 28.7%      | 32.3%        | 27.0%        |
| Satisfied                      | 71.4%     | 59.3%      | 64.2%     | 61.0%       | 60.1%       | 64.5%     | 55.2%      | 58.5%        | 61.3%        |
| Dissatisfied                   | 8.9%      | 12.3%      | 6.2%      | 12.4%       | 8.0%        | 9.7%      | 14.9%      | 9.2%         | 9.5%         |
| Very Dissatisfied              | 1.8%      | 2.5%       | 2.1%      | 2.9%        | 3.3%        | 0.0%      | 1.1%       | 0.0%         | 2.2%         |
| <b>Aggie Marketplace</b>       |           |            |           |             |             |           |            |              |              |
| Didn't Use                     | 56.7%     | 58.5%      | 62.3%     | 57.1%       | 48.7%       | 61.2%     | 51.0%      | 49.2%        | 56.0%        |
| Used 1 Time                    | 8.7%      | 8.5%       | 10.8%     | 5.2%        | 12.1%       | 6.1%      | 7.5%       | 10.2%        | 9.5%         |
| Used 2-4 Times                 | 11.0%     | 16.0%      | 12.3%     | 15.7%       | 12.3%       | 8.2%      | 16.3%      | 11.7%        | 13.4%        |
| Used 5-9 Times                 | 7.1%      | 5.0%       | 4.8%      | 11.0%       | 8.0%        | 6.1%      | 11.6%      | 7.8%         | 7.1%         |
| Used 10+ Times                 | 16.5%     | 11.9%      | 9.9%      | 11.0%       | 18.9%       | 18.4%     | 13.6%      | 21.1%        | 14.0%        |
| Very Satisfied                 | 14.8%     | 23.8%      | 23.0%     | 26.9%       | 23.9%       | 31.6%     | 25.0%      | 28.4%        | 24.1%        |
| Satisfied                      | 66.7%     | 58.5%      | 64.2%     | 58.1%       | 58.5%       | 68.4%     | 65.3%      | 53.7%        | 61.0%        |
| Dissatisfied                   | 16.7%     | 10.8%      | 11.3%     | 8.6%        | 12.7%       | 0.0%      | 8.3%       | 14.9%        | 11.4%        |
| Very Dissatisfied              | 1.9%      | 6.9%       | 1.5%      | 6.5%        | 3.9%        | 0.0%      | 1.4%       | 3.0%         | 3.6%         |

|                   | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>HUB</b>        |       |       |       |       |       |       |       |       |       |
| Didn't Use        | 29.9% | 27.7% | 28.0% | 25.2% | 14.3% | 26.5% | 16.3% | 22.5% | 23.5% |
| Used 1 Time       | 6.3%  | 4.4%  | 5.0%  | 1.9%  | 3.8%  | 10.2% | 5.4%  | 3.9%  | 4.5%  |
| Used 2-4 Times    | 15.0% | 13.1% | 12.7% | 17.6% | 14.1% | 8.2%  | 19.7% | 16.3% | 14.4% |
| Used 5-9 Times    | 9.4%  | 12.5% | 16.6% | 13.3% | 15.7% | 8.2%  | 12.9% | 9.3%  | 13.9% |
| Used 10+ Times    | 39.4% | 42.4% | 37.6% | 41.9% | 52.1% | 46.9% | 45.6% | 48.1% | 43.7% |
| Very Satisfied    | 14.0% | 20.3% | 24.8% | 16.4% | 23.4% | 24.3% | 22.3% | 29.3% | 22.3% |
| Satisfied         | 75.6% | 67.1% | 65.3% | 69.1% | 62.9% | 70.3% | 59.5% | 54.5% | 64.9% |
| Dissatisfied      | 8.1%  | 9.5%  | 8.3%  | 12.5% | 11.7% | 5.4%  | 14.9% | 14.1% | 10.6% |
| Very Dissatisfied | 2.3%  | 3.2%  | 1.6%  | 2.0%  | 2.0%  | 0.0%  | 3.3%  | 2.0%  | 2.2%  |
| <b>Junction</b>   |       |       |       |       |       |       |       |       |       |
| Didn't Use        | 65.4% | 62.0% | 68.3% | 51.9% | 52.5% | 60.0% | 63.7% | 50.0% | 60.1% |
| Used 1 Time       | 9.4%  | 8.7%  | 6.7%  | 10.0% | 6.4%  | 4.0%  | 6.2%  | 10.2% | 7.6%  |
| Used 2-4 Times    | 6.3%  | 9.7%  | 7.1%  | 12.9% | 11.2% | 8.0%  | 6.2%  | 9.4%  | 9.1%  |
| Used 5-9 Times    | 5.5%  | 4.0%  | 3.4%  | 5.2%  | 5.0%  | 2.0%  | 2.7%  | 4.7%  | 4.2%  |
| Used 10+ Times    | 13.4% | 15.6% | 14.6% | 20.0% | 24.9% | 26.0% | 21.2% | 25.8% | 19.0% |
| Very Satisfied    | 2.4%  | 17.6% | 14.9% | 17.2% | 17.9% | 15.0% | 21.1% | 24.2% | 16.9% |
| Satisfied         | 81.0% | 60.5% | 60.1% | 60.6% | 55.6% | 80.0% | 52.6% | 54.8% | 59.8% |
| Dissatisfied      | 9.5%  | 14.3% | 17.9% | 19.2% | 16.8% | 5.0%  | 14.0% | 9.7%  | 15.5% |
| Very Dissatisfied | 7.1%  | 7.6%  | 7.1%  | 3.0%  | 9.7%  | 0.0%  | 12.3% | 11.3% | 7.9%  |
| <b>Statesman</b>  |       |       |       |       |       |       |       |       |       |
| Didn't Use        | 20.5% | 21.5% | 23.4% | 11.4% | 10.5% | 21.6% | 9.5%  | 28.1% | 18.0% |
| Used 1 Time       | 3.9%  | 2.8%  | 1.7%  | 1.0%  | 2.3%  | 2.0%  | 3.4%  | 5.5%  | 2.5%  |
| Used 2-4 Times    | 7.9%  | 6.6%  | 9.3%  | 5.2%  | 6.8%  | 11.8% | 3.4%  | 5.5%  | 7.1%  |
| Used 5-9 Times    | 4.7%  | 7.6%  | 5.8%  | 4.8%  | 8.9%  | 3.9%  | 4.1%  | 5.5%  | 6.4%  |
| Used 10+ Times    | 63.0% | 61.4% | 59.9% | 77.6% | 71.4% | 60.8% | 79.6% | 55.5% | 66.0% |
| Very Satisfied    | 29.6% | 29.0% | 31.0% | 18.5% | 27.2% | 10.3% | 21.5% | 25.8% | 26.6% |
| Satisfied         | 61.2% | 59.7% | 58.2% | 68.0% | 54.2% | 76.9% | 57.8% | 66.3% | 59.7% |
| Dissatisfied      | 6.1%  | 8.4%  | 7.8%  | 10.1% | 13.6% | 10.3% | 15.6% | 5.6%  | 10.0% |
| Very Dissatisfied | 3.1%  | 2.9%  | 3.0%  | 3.4%  | 5.0%  | 2.6%  | 5.2%  | 2.2%  | 3.6%  |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

**TABLE 14. USE AND EVALUATION: ACTIVITIES**

|   | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|---|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>STAB Events</b>                              |           |            |           |             |             |           |            |              |              |
| Didn't Use                                      | 52.0%     | 58.3%      | 60.4%     | 59.3%       | 49.5%       | 65.3%     | 59.3%      | 59.1%        | 57.0%        |
| Used 1 Time                                     | 10.2%     | 6.1%       | 5.8%      | 5.7%        | 5.7%        | 6.1%      | 5.5%       | 5.5%         | 6.1%         |
| Used 2-4 Times                                  | 12.6%     | 13.5%      | 11.0%     | 12.0%       | 16.2%       | 12.2%     | 14.5%      | 10.2%        | 13.0%        |
| Used 5-9 Times                                  | 8.7%      | 7.7%       | 8.0%      | 9.6%        | 12.4%       | 10.2%     | 7.6%       | 8.7%         | 9.2%         |
| Used 10+ Times                                  | 16.5%     | 14.4%      | 14.9%     | 13.4%       | 16.2%       | 6.1%      | 13.1%      | 16.5%        | 14.8%        |
| Very Satisfied                                  | 23.0%     | 29.8%      | 34.4%     | 24.4%       | 27.4%       | 5.9%      | 23.8%      | 21.6%        | 27.9%        |
| Satisfied                                       | 63.9%     | 57.3%      | 59.4%     | 68.6%       | 59.0%       | 88.2%     | 65.1%      | 64.7%        | 61.6%        |
| Dissatisfied                                    | 11.5%     | 11.5%      | 6.1%      | 5.8%        | 10.4%       | 5.9%      | 7.9%       | 11.8%        | 8.9%         |
| Very Dissatisfied                               | 1.6%      | 1.5%       | 0.0%      | 1.2%        | 3.3%        | 0.0%      | 3.2%       | 2.0%         | 1.7%         |
| <b>Arts and Lectures Series</b>                 |           |            |           |             |             |           |            |              |              |
| Didn't Use                                      | 60.6%     | 55.2%      | 58.5%     | 62.7%       | 34.5%       | 62.0%     | 44.2%      | 56.3%        | 52.2%        |
| Used 1 Time                                     | 7.9%      | 9.5%       | 9.3%      | 10.5%       | 10.2%       | 6.0%      | 9.5%       | 8.7%         | 9.5%         |
| Used 2-4 Times                                  | 13.4%     | 17.1%      | 14.6%     | 13.4%       | 21.9%       | 20.0%     | 23.1%      | 15.9%        | 17.3%        |
| Used 5-9 Times                                  | 7.1%      | 8.9%       | 8.2%      | 7.2%        | 14.0%       | 2.0%      | 11.6%      | 7.1%         | 9.4%         |
| Used 10+ Times                                  | 11.0%     | 9.2%       | 9.3%      | 6.2%        | 19.3%       | 10.0%     | 11.6%      | 11.9%        | 11.6%        |
| Very Satisfied                                  | 17.3%     | 26.8%      | 30.5%     | 19.0%       | 38.5%       | 20.0%     | 41.0%      | 19.6%        | 30.6%        |
| Satisfied                                       | 76.9%     | 63.0%      | 65.9%     | 69.6%       | 55.5%       | 75.0%     | 51.8%      | 73.2%        | 62.8%        |
| Dissatisfied                                    | 3.8%      | 4.3%       | 3.6%      | 11.4%       | 5.3%        | 5.0%      | 6.0%       | 5.4%         | 5.2%         |
| Very Dissatisfied                               | 1.9%      | 5.8%       | 0.0%      | 0.0%        | 0.8%        | 0.0%      | 1.2%       | 1.8%         | 1.4%         |
| <b>Football Games (Fall Semester)</b>           |           |            |           |             |             |           |            |              |              |
| Didn't Use                                      | 32.5%     | 25.9%      | 29.7%     | 25.7%       | 22.7%       | 36.0%     | 27.9%      | 30.8%        | 27.4%        |
| Used 1 Time                                     | 13.5%     | 10.7%      | 8.6%      | 11.0%       | 13.3%       | 12.0%     | 15.0%      | 5.4%         | 10.9%        |
| Used 2-4 Times                                  | 19.0%     | 21.1%      | 20.9%     | 20.0%       | 19.4%       | 22.0%     | 16.3%      | 24.6%        | 20.3%        |
| Used 5-9 Times                                  | 12.7%     | 17.0%      | 16.3%     | 16.7%       | 19.4%       | 12.0%     | 21.8%      | 16.2%        | 17.2%        |
| Used 10+ Times                                  | 22.2%     | 25.2%      | 24.5%     | 26.7%       | 25.2%       | 18.0%     | 19.0%      | 23.1%        | 24.2%        |
| Very Satisfied                                  | 9.2%      | 13.1%      | 15.1%     | 16.0%       | 15.2%       | 9.4%      | 11.1%      | 16.1%        | 14.1%        |
| Satisfied                                       | 44.8%     | 35.8%      | 46.9%     | 36.5%       | 38.1%       | 37.5%     | 46.3%      | 35.6%        | 40.8%        |
| Dissatisfied                                    | 27.6%     | 24.9%      | 24.0%     | 23.1%       | 22.0%       | 18.8%     | 18.5%      | 26.4%        | 23.4%        |
| Very Dissatisfied                               | 18.4%     | 26.2%      | 14.0%     | 24.4%       | 24.8%       | 34.4%     | 24.1%      | 21.8%        | 21.7%        |
| <b>Men's Basketball Games (Spring Semester)</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                                      | 27.8%     | 24.3%      | 25.4%     | 24.6%       | 21.3%       | 34.0%     | 28.6%      | 32.6%        | 25.3%        |
| Used 1 Time                                     | 10.3%     | 7.9%       | 4.5%      | 4.7%        | 9.3%        | 16.0%     | 8.8%       | 7.0%         | 7.3%         |
| Used 2-4 Times                                  | 8.7%      | 11.7%      | 12.5%     | 11.8%       | 12.1%       | 16.0%     | 10.2%      | 10.1%        | 11.7%        |
| Used 5-9 Times                                  | 10.3%     | 8.5%       | 10.8%     | 11.4%       | 12.4%       | 6.0%      | 11.6%      | 11.6%        | 10.8%        |
| Used 10+ Times                                  | 42.9%     | 47.6%      | 46.7%     | 47.4%       | 44.9%       | 28.0%     | 40.8%      | 38.8%        | 44.8%        |
| Very Satisfied                                  | 53.8%     | 58.8%      | 62.5%     | 61.8%       | 55.2%       | 39.4%     | 65.1%      | 51.2%        | 58.6%        |
| Satisfied                                       | 37.4%     | 36.5%      | 35.9%     | 34.4%       | 38.3%       | 51.5%     | 28.3%      | 39.5%        | 36.5%        |
| Dissatisfied                                    | 6.6%      | 3.0%       | 1.0%      | 0.0%        | 4.0%        | 6.1%      | 1.9%       | 8.1%         | 2.9%         |
| Very Dissatisfied                               | 2.2%      | 1.7%       | 0.5%      | 3.8%        | 2.5%        | 3.0%      | 4.7%       | 1.2%         | 2.1%         |
| <b>Other Varsity Athletic Events</b>            |           |            |           |             |             |           |            |              |              |
| Didn't Use                                      | 55.9%     | 59.0%      | 52.3%     | 57.6%       | 49.2%       | 68.0%     | 64.6%      | 56.6%        | 55.1%        |
| Used 1 Time                                     | 10.2%     | 7.3%       | 8.1%      | 9.0%        | 12.5%       | 8.0%      | 10.2%      | 10.1%        | 9.5%         |
| Used 2-4 Times                                  | 11.8%     | 14.0%      | 15.8%     | 14.3%       | 18.0%       | 18.0%     | 12.2%      | 10.9%        | 15.0%        |
| Used 5-9 Times                                  | 8.7%      | 9.5%       | 7.5%      | 11.0%       | 6.9%        | 0.0%      | 5.4%       | 8.5%         | 7.9%         |
| Used 10+ Times                                  | 13.4%     | 10.2%      | 16.4%     | 8.1%        | 13.5%       | 6.0%      | 7.5%       | 14.0%        | 12.5%        |
| Very Satisfied                                  | 34.5%     | 40.0%      | 43.5%     | 32.2%       | 30.2%       | 20.0%     | 32.7%      | 33.3%        | 36.2%        |
| Satisfied                                       | 62.1%     | 55.4%      | 54.5%     | 62.2%       | 62.0%       | 66.7%     | 61.5%      | 49.1%        | 58.0%        |
| Dissatisfied                                    | 1.7%      | 3.8%       | 2.0%      | 3.3%        | 6.3%        | 6.7%      | 5.8%       | 17.5%        | 4.8%         |
| Very Dissatisfied                               | 1.7%      | 0.8%       | 0.0%      | 2.2%        | 1.5%        | 6.7%      | 0.0%       | 0.0%         | 0.9%         |

|  | AG    | BUS   | ED    | ENGR  | HASS  | NR    | SCI   | OTHER | TOTAL |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Club Sports</b>                               |       |       |       |       |       |       |       |       |       |
| Didn't Use                                       | 64.6% | 65.0% | 67.2% | 60.3% | 60.3% | 67.3% | 73.5% | 63.3% | 64.6% |
| Used 1 Time                                      | 6.3%  | 8.9%  | 5.8%  | 6.7%  | 7.1%  | 4.1%  | 4.8%  | 3.1%  | 6.4%  |
| Used 2-4 Times                                   | 8.7%  | 11.1% | 10.5% | 15.8% | 11.6% | 10.2% | 8.2%  | 11.7% | 11.2% |
| Used 5-9 Times                                   | 7.9%  | 2.9%  | 3.8%  | 6.2%  | 6.1%  | 8.2%  | 5.4%  | 7.0%  | 5.1%  |
| Used 10+ Times                                   | 12.6% | 12.1% | 12.8% | 11.0% | 14.9% | 10.2% | 8.2%  | 14.8% | 12.6% |
| Very Satisfied                                   | 46.5% | 31.6% | 51.5% | 40.0% | 41.0% | 31.2% | 46.2% | 40.4% | 42.3% |
| Satisfied  | 48.8% | 55.6% | 45.0% | 54.1% | 52.0% | 50.0% | 41.0% | 55.3% | 50.5% |
| Dissatisfied                                     | 4.7%  | 11.1% | 3.5%  | 4.7%  | 4.6%  | 18.8% | 10.3% | 4.3%  | 6.1%  |
| Very Dissatisfied                                | 0.0%  | 1.7%  | 0.0%  | 1.2%  | 2.3%  | 0.0%  | 2.6%  | 0.0%  | 1.2%  |
| <b>Intramurals</b>                               |       |       |       |       |       |       |       |       |       |
| Didn't Use                                       | 74.6% | 62.5% | 69.8% | 65.2% | 68.3% | 82.0% | 76.7% | 69.0% | 68.9% |
| Used 1 Time                                      | 5.6%  | 8.9%  | 7.7%  | 7.1%  | 6.6%  | 8.0%  | 5.5%  | 5.4%  | 7.1%  |
| Used 2-4 Times                                   | 7.1%  | 10.2% | 7.7%  | 15.2% | 9.7%  | 6.0%  | 8.9%  | 12.4% | 9.7%  |
| Used 5-9 Times                                   | 2.4%  | 3.8%  | 3.0%  | 1.9%  | 4.7%  | 0.0%  | 2.7%  | 3.9%  | 3.3%  |
| Used 10+ Times                                   | 10.3% | 14.6% | 11.8% | 10.5% | 10.6% | 4.0%  | 6.2%  | 9.3%  | 11.0% |
| Very Satisfied                                   | 33.3% | 43.5% | 46.0% | 27.8% | 39.3% | 11.1% | 26.5% | 30.0% | 38.5% |
| Satisfied  | 58.3% | 49.2% | 46.6% | 68.1% | 50.7% | 55.6% | 64.7% | 62.5% | 53.4% |
| Dissatisfied                                     | 5.6%  | 4.0%  | 6.8%  | 2.8%  | 8.6%  | 22.2% | 2.9%  | 2.5%  | 5.8%  |
| Very Dissatisfied                                | 2.8%  | 3.2%  | 0.6%  | 1.4%  | 1.4%  | 11.1% | 5.9%  | 5.0%  | 2.3%  |
| <b>HPER/Fieldhouse</b>                           |       |       |       |       |       |       |       |       |       |
| Didn't Use                                       | 26.2% | 28.2% | 27.6% | 19.0% | 16.8% | 26.0% | 20.4% | 29.2% | 23.8% |
| Used 1 Time                                      | 4.0%  | 2.8%  | 2.4%  | 2.9%  | 2.3%  | 2.0%  | 8.2%  | 3.1%  | 3.1%  |
| Used 2-4 Times                                   | 4.8%  | 7.9%  | 9.1%  | 6.2%  | 7.9%  | 12.0% | 5.4%  | 8.5%  | 7.8%  |
| Used 5-9 Times                                   | 4.8%  | 8.9%  | 6.0%  | 6.7%  | 8.2%  | 6.0%  | 7.5%  | 7.7%  | 7.2%  |
| Used 10+ Times                                   | 60.3% | 52.2% | 54.9% | 65.2% | 64.8% | 54.0% | 58.5% | 51.5% | 58.1% |
| Very Satisfied                                   | 29.3% | 33.5% | 45.5% | 34.7% | 35.6% | 27.0% | 40.0% | 32.6% | 37.3% |
| Satisfied  | 68.5% | 56.6% | 48.7% | 59.3% | 54.7% | 70.3% | 53.9% | 57.3% | 55.3% |
| Dissatisfied                                     | 1.1%  | 8.6%  | 5.3%  | 6.0%  | 7.4%  | 0.0%  | 2.6%  | 10.1% | 6.0%  |
| Very Dissatisfied                                | 1.1%  | 1.4%  | 0.5%  | 0.0%  | 2.4%  | 2.7%  | 3.5%  | 0.0%  | 1.3%  |
| <b>Outdoor Recreation<br/>(Equipment Rental)</b> |       |       |       |       |       |       |       |       |       |
| Didn't Use                                       | 70.6% | 77.5% | 77.1% | 68.6% | 66.5% | 66.0% | 68.5% | 69.8% | 72.1% |
| Used 1 Time                                      | 8.7%  | 6.6%  | 9.6%  | 11.0% | 11.8% | 4.0%  | 11.6% | 9.3%  | 9.7%  |
| Used 2-4 Times                                   | 15.9% | 9.5%  | 7.1%  | 12.9% | 12.5% | 8.0%  | 11.0% | 11.6% | 10.5% |
| Used 5-9 Times                                   | 0.8%  | 1.6%  | 2.4%  | 2.4%  | 3.1%  | 8.0%  | 2.1%  | 2.3%  | 2.4%  |
| Used 10+ Times                                   | 4.0%  | 4.7%  | 3.8%  | 5.2%  | 6.1%  | 14.0% | 6.8%  | 7.0%  | 5.3%  |
| Very Satisfied                                   | 42.9% | 41.3% | 46.8% | 41.9% | 45.0% | 52.9% | 43.5% | 32.5% | 43.6% |
| Satisfied  | 51.4% | 52.0% | 51.6% | 53.2% | 50.0% | 47.1% | 50.0% | 62.5% | 51.9% |
| Dissatisfied                                     | 5.7%  | 5.3%  | 0.0%  | 1.6%  | 3.6%  | 0.0%  | 4.3%  | 2.5%  | 2.8%  |
| Very Dissatisfied                                | 0.0%  | 1.3%  | 1.6%  | 3.2%  | 1.4%  | 0.0%  | 2.2%  | 2.5%  | 1.7%  |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

**TABLE 15. USE AND EVALUATION: COMMUNITY**

|  | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|--|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>Volunteer Activities in Community</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                               | 62.7%     | 61.7%      | 54.5%     | 64.9%       | 52.4%       | 52.0%     | 51.4%      | 61.4%        | 57.0%        |
| Used 1 Time                              | 6.3%      | 7.3%       | 9.4%      | 6.7%        | 9.8%        | 6.0%      | 10.3%      | 7.9%         | 8.5%         |
| Used 2-4 Times                           | 13.5%     | 15.2%      | 17.1%     | 15.4%       | 17.4%       | 14.0%     | 15.8%      | 13.4%        | 16.0%        |
| Used 5-9 Times                           | 5.6%      | 7.3%       | 7.0%      | 5.8%        | 5.7%        | 12.0%     | 6.2%       | 4.7%         | 6.4%         |
| Used 10+ Times                           | 11.9%     | 8.5%       | 12.0%     | 7.2%        | 14.8%       | 16.0%     | 16.4%      | 12.6%        | 12.0%        |
| <b>Very Satisfied</b>                    | 28.3%     | 35.5%      | 43.2%     | 36.1%       | 45.7%       | 39.1%     | 50.0%      | 42.9%        | 41.6%        |
| <b>Satisfied</b>                         | 69.6%     | 62.8%      | 54.4%     | 58.3%       | 49.7%       | 60.9%     | 45.7%      | 53.1%        | 55.1%        |
| <b>Dissatisfied</b>                      | 2.2%      | 1.7%       | 2.5%      | 5.6%        | 3.6%        | 0.0%      | 4.3%       | 4.1%         | 3.1%         |
| <b>Very Dissatisfied</b>                 | 0.0%      | 0.0%       | 0.0%      | 0.0%        | 1.0%        | 0.0%      | 0.0%       | 0.0%         | 0.2%         |
| <b>"Non-USU" Religion Classes</b>        |           |            |           |             |             |           |            |              |              |
| Didn't Use                               | 41.3%     | 41.0%      | 40.8%     | 38.9%       | 38.4%       | 60.0%     | 31.5%      | 53.1%        | 40.7%        |
| Used 1 Time                              | 4.8%      | 6.0%       | 4.9%      | 3.8%        | 4.4%        | 2.0%      | 4.1%       | 3.1%         | 4.6%         |
| Used 2-4 Times                           | 14.3%     | 9.5%       | 9.4%      | 10.1%       | 9.1%        | 8.0%      | 13.0%      | 14.8%        | 10.3%        |
| Used 5-9 Times                           | 10.3%     | 6.6%       | 7.3%      | 9.6%        | 5.2%        | 2.0%      | 6.2%       | 7.0%         | 6.9%         |
| Used 10+ Times                           | 29.4%     | 36.9%      | 37.6%     | 37.5%       | 42.9%       | 28.0%     | 45.2%      | 21.9%        | 37.4%        |
| <b>Very Satisfied</b>                    | 70.3%     | 65.2%      | 75.1%     | 74.6%       | 63.3%       | 61.1%     | 70.3%      | 60.3%        | 69.0%        |
| <b>Satisfied</b>                         | 27.0%     | 30.9%      | 23.7%     | 19.8%       | 31.6%       | 38.9%     | 25.7%      | 34.9%        | 27.5%        |
| <b>Dissatisfied</b>                      | 2.7%      | 3.3%       | 1.3%      | 3.2%        | 3.5%        | 0.0%      | 3.0%       | 3.2%         | 2.6%         |
| <b>Very Dissatisfied</b>                 | 0.0%      | 0.6%       | 0.0%      | 2.4%        | 1.6%        | 0.0%      | 1.0%       | 1.6%         | 0.9%         |
| <b>Visit in Community Member's Homes</b> |           |            |           |             |             |           |            |              |              |
| Didn't Use                               | 78.6%     | 74.3%      | 78.5%     | 79.2%       | 72.1%       | 70.0%     | 67.8%      | 79.0%        | 75.5%        |
| Used 1 Time                              | 2.4%      | 4.4%       | 2.8%      | 1.4%        | 4.8%        | 6.0%      | 4.1%       | 4.8%         | 3.6%         |
| Used 2-4 Times                           | 4.0%      | 4.8%       | 7.2%      | 4.8%        | 8.3%        | 0.0%      | 6.8%       | 4.8%         | 6.2%         |
| Used 5-9 Times                           | 4.8%      | 4.8%       | 2.4%      | 5.3%        | 3.1%        | 6.0%      | 4.8%       | 3.2%         | 3.8%         |
| Used 10+ Times                           | 10.3%     | 11.7%      | 9.0%      | 9.2%        | 11.7%       | 18.0%     | 16.4%      | 8.1%         | 10.9%        |
| <b>Very Satisfied</b>                    | 56.7%     | 61.2%      | 54.5%     | 55.3%       | 51.2%       | 57.1%     | 72.3%      | 36.7%        | 55.7%        |
| <b>Satisfied</b>                         | 40.0%     | 37.5%      | 44.6%     | 44.7%       | 41.5%       | 42.9%     | 21.3%      | 60.0%        | 41.0%        |
| <b>Dissatisfied</b>                      | 0.0%      | 1.2%       | 0.0%      | 0.0%        | 6.5%        | 0.0%      | 6.4%       | 3.3%         | 2.7%         |
| <b>Very Dissatisfied</b>                 | 3.3%      | 0.0%       | 0.9%      | 0.0%        | 0.8%        | 0.0%      | 0.0%       | 0.0%         | 0.6%         |

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

## **FINDINGS: OVERALL USU EXPERIENCES (See Table 16)**

These survey questions were included to determine the general perceptions students had of USU. When students were asked if they were satisfied with the education they received at USU, 89.4% agreed or strongly agreed that they were satisfied. Only 2.8% said they were dissatisfied or very dissatisfied; the remaining respondents marked neutral.

In evaluating whether tuition was a worthwhile investment for USU students, 72.1% of the respondents agreed or strongly agreed that it was. Ten percent of the respondents disagreed or strongly disagreed with this statement. These ratings could be influenced by recent tuition increases experienced by students at Utah State University.

Eighty-one percent of the respondents said that if they had to make the decision again they would still come to USU. Six percent said they would not come again.

The students were asked what they would tell a graduating high school student about Utah State University. Four responses were available: (1) It's great, come here to school, (2) Mostly positive things, (3) Mostly negative things, and (4) It's not great, don't come here to school. Only 3.1% selected (3) or (4), while 96.9% said USU was great, or at least said mostly positive things about the university.

Responses to these questions imply general satisfaction with students' experiences at USU. It should be noted that those surveyed were the students who remained at the university and does not account for the views of students who did not return to USU. Previous research, however, suggest that non-returning students tend to leave for personal, financial, or family reasons, not dissatisfaction with the university.

**TABLE 16. OVERALL USU EXPERIENCES**

|  | <b>AG</b> | <b>BUS</b> | <b>ED</b> | <b>ENGR</b> | <b>HASS</b> | <b>NR</b> | <b>SCI</b> | <b>OTHER</b> | <b>TOTAL</b> |
|--|-----------|------------|-----------|-------------|-------------|-----------|------------|--------------|--------------|
| <b>I am satisfied with the education I received at USU.</b>                              |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 32.8%     | 30.7%      | 46.4%     | 30.7%       | 39.7%       | 25.0%     | 30.7%      | 31.8%        | 37.1%        |
| Agree  | 59.5%     | 56.7%      | 47.3%     | 55.2%       | 49.3%       | 53.8%     | 58.7%      | 51.9%        | 52.3%        |
| Neutral  | 6.1%      | 8.3%       | 4.2%      | 10.4%       | 8.3%        | 17.3%     | 8.0%       | 14.7%        | 7.9%         |
| Disagree   | 1.5%      | 3.1%       | 1.6%      | 2.8%        | 1.4%        | 3.8%      | 1.3%       | 0.8%         | 1.9%         |
| Strongly disagree  | 0.0%      | 1.2%       | 0.4%      | 0.9%        | 1.4%        | 0.0%      | 1.3%       | 0.8%         | 0.9%         |
| <b>The tuition I paid at USU was a worthwhile investment.</b>                            |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 16.2%     | 24.1%      | 25.4%     | 26.0%       | 27.6%       | 23.1%     | 24.3%      | 29.9%        | 25.3%        |
| Agree  | 50.0%     | 46.6%      | 46.4%     | 49.5%       | 45.2%       | 48.1%     | 53.5%      | 38.6%        | 46.8%        |
| Neutral  | 20.8%     | 15.9%      | 20.4%     | 17.3%       | 19.0%       | 21.2%     | 13.2%      | 18.1%        | 18.4%        |
| Disagree   | 10.8%     | 10.3%      | 5.5%      | 4.3%        | 4.4%        | 5.8%      | 6.9%       | 11.0%        | 6.8%         |
| Strongly disagree  | 2.3%      | 3.1%       | 2.2%      | 2.9%        | 3.7%        | 1.9%      | 2.1%       | 2.4%         | 2.8%         |
| <b>If I had to make the decision again, I would still come to USU.</b>                   |           |            |           |             |             |           |            |              |              |
| Strongly agree   | 35.9%     | 35.7%      | 47.5%     | 35.4%       | 40.2%       | 23.1%     | 41.3%      | 36.4%        | 40.1%        |
| Agree  | 51.1%     | 43.1%      | 39.9%     | 43.4%       | 37.6%       | 46.2%     | 39.3%      | 38.0%        | 41.0%        |
| Neutral  | 10.7%     | 12.6%      | 8.6%      | 13.2%       | 14.8%       | 17.3%     | 14.0%      | 17.1%        | 12.4%        |
| Disagree   | 2.3%      | 4.9%       | 2.4%      | 6.1%        | 4.6%        | 9.6%      | 3.3%       | 3.9%         | 4.0%         |
| Strongly disagree  | 0.0%      | 3.7%       | 1.6%      | 1.9%        | 2.8%        | 3.8%      | 2.0%       | 4.7%         | 2.4%         |
| <b>What would you tell a graduating high school student about Utah State University?</b> |           |            |           |             |             |           |            |              |              |
| It's great, come here to school  | 54.8%     | 52.6%      | 61.7%     | 47.1%       | 47.6%       | 47.9%     | 48.0%      | 46.5%        | 52.7%        |
| Mostly positive things   | 45.2%     | 44.3%      | 36.1%     | 48.1%       | 48.6%       | 45.8%     | 50.0%      | 48.8%        | 44.2%        |
| Mostly negative things   | 0.0%      | 2.2%       | 1.7%      | 2.9%        | 2.4%        | 6.2%      | 1.4%       | 3.9%         | 2.2%         |
| It's not great, don't come here  | 0.0%      | 0.9%       | 0.6%      | 1.9%        | 1.4%        | 0.0%      | 0.7%       | 0.8%         | 0.9%         |

NOTE: Percentages are based on the number of students responding to each question.

## **STUDENT COMMENTS**

Appendix B provides respondent comments relating to the section on Evaluation of Other Services. At the end of this section students were asked if they had any comments on the services listed. Comments are arranged by the following topics:

- Activities
- Advising
- Athletics
- Bookstore
- Career Services
- Cashier's Office
- Classes
- Club Sports
- Computers/Technology
- Disability Resource Center
- Distance Education
- Facilities
- Faculty
- Financial Aid Office
- Food Services
- Library
- Online Courses
- Parking
- Registration Office
- Services
- Shuttle Bus
- Staff/Customer Relations
- Statesman
- Student Health Insurance
- Student Health/Wellness Center
- Tuition/Fees
- Tutoring
- USU Police
- Utah State University in general
- This Survey

The majority of comments centered on the topics of Advising, Athletics, Parking, Registration Office, Tuition/Fees, and Utah State University in general. Advising comments ranged from statements about the helpfulness of advisors to "advisor doesn't know enough". Athletics got more negative reviews than positive reviews. Most of the negative reviews focused on the football program. Parking comments included statements about not enough parking, student parking spots being pre-empted by sporting events, and the exorbitant price for parking. The Registration Office was criticized for being "unfriendly", "impossible to deal with", "not organized", and "rude". Many of the Tuition/Fees comments talked about how expensive college is, how there are too many fees for services that many students don't use, and respondents wanting to be able to use VISA cards to pay their tuition and fees. Comments on Utah State University in general ranged from it is wonderful here, to statements saying there was too much bureaucracy, and feelings that USU was too parochial. All comments appear in Appendix B.

## **ADDITIONAL INFORMATION**

This report appears on USU's Facts and Figures website at <http://aaa.usu.edu/FactsFigures/surveys.asp>.

**APPENDIX A**  
**GRADUATING STUDENT SURVEY**







36010

12. On average, how much did you work while taking courses at USU?
- Not at all       Three-fourths time  
 One-fourth time       Full-time  
 One-half time
13. How many semesters did you live in USU housing while attending USU?
- zero     1-2     3-4     5-6     7 or more
14. Other than summers, what was the longest interruption in your USU education?
- No interruption     1-2 years       5 or more years  
 Less than year     3-4 years
15. What was the most important reason for the longest interruption?
- Finances                       Family Responsibilities (e.g., childcare)  
 Illness/stress               Church service  
 Job                               Attended another university  
 Lack of interest in school     Other  
 Marriage                       No interruption
16. What degree are you receiving?
- Certificate  
 Associate  
 Bachelors
17. After you graduate, what are your plans for the next year?
- Get a job  
 Go to graduate school  
 Stay at home (e.g., raise a family)  
 Other

**SOURCES OF FINANCIAL AID**

18. During the time you were at USU, about what percent of your financial support for school (tuition, books, housing, food, etc.) came from each of the following sources? (Carefully write in the percent for each source. The total should add to 100%.)

|       |   |   |                           |
|-------|---|---|---------------------------|
|       |   |   | Parents or other relative |
|       |   |   | Spouse                    |
|       |   |   | Personal savings          |
|       |   |   | Employment                |
|       |   |   | Scholarship               |
|       |   |   | Loans                     |
|       |   |   | Grants                    |
|       |   |   | Other                     |
| <hr/> |   |   |                           |
| 1     | 0 | 0 | %                         |

**ADVISING**

19. What was the most important source of information you used to plan your academic program?
- Advisor                       Faculty, but not an advisor                       Other  
 Catalog                       Major requirements sheets  
 Other students               CAPP (Curriculum Advising Program Planning)



20. During the past school year, how often did you meet with your advisor?

- Once a week     Once
- Once a month     Never
- Once a semester

21. If you answered "Once" or "Never", why didn't you meet more often? (Mark all that apply.)

- Did not know who my advisor was.     Got the needed information from other sources.
- Advisor was not helpful.     Communicated with my advisor by email or telephone.
- Advisor was not available.

**QUALITY OF YOUR USU EXPERIENCE:**



**As you reflect back over your time at USU, to what extent do you agree or disagree with each of the following statements?**

**Advising**

- My USU advisors gave me good advice.
- My advisers cared about me as an individual.
- I often had difficulty getting an appointment with an advisor.
- I am satisfied with my advisor.
- Overall, I am satisfied with the advising system at USU.

**Major Department**

- I am satisfied with the quality of teaching in my department.
- I was treated fairly by my department.
- Faculty were usually available after class or during office hours.
- Requirements for my major were clear and reasonable.
- There is at least one faculty member that I consider a friend.
- Overall, I am satisfied with my department.

**General Education/University Studies**

- I had difficulty scheduling general education courses.
- General education requirements were confusing.
- General education courses were well-taught.
- I am a good writer.
- I have good computer skills.
- I have the skills that I need in mathematics.
- General education was a useful part of my university experience.

**Libraries/Technology**

- USU libraries had the books, journals, and materials I needed.
- It is difficult to locate materials in USU's libraries.
- USU library staff were available and helpful.
- USU should offer more online courses.
- My teachers used technology effectively in the classroom

**Campus Climate**

- I felt safe on the USU campus.
- Professors at USU are tolerant of different points of view.
- Students at USU are tolerant of different points of view.
- USU does not provide enough activities for its students.
- I got to know students from other countries or of other races.
- Faculty at USU care about students.
- Staff at USU care about students.

**USU Overall**

- I am satisfied with the education I received at USU.
- The tuition I paid at USU was a worthwhile investment.
- If I had to make the decision again, I would still come to USU.



### EVALUATION OF OTHER SERVICES AND ACTIVITIES:

During your time at USU, how often did you use or participate in each of the following and how satisfied were you with each? (Fill in one circle on each side for each topic.)

How often did you use this service...

...Evaluation of Service

How often did you use this service...

...Evaluation of Service

| 0                     | 1 Time                | 2-4 Times             | 5-9 Times             | 10 + Times            | Very Dissatisfied     | Dissatisfied          | Satisfied             | Very Satisfied        | Didn't Use            |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
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**APPENDIX B**  
**STUDENT COMMENTS ON SERVICES AND ACTIVITIES**



**ACTIVITIES**

VOLUNTEER ACTIVITIES WERE DONE IN MY LOCAL COMMUNITY. RELIGION CLASSES WERE DONE IN MY LOCAL COMMUNITY.

MORE ACTIVITIES FOR MARRIED COUPLES/MORE ADVERTISEMENT FOR IT.

STUDENT ACTIVITIES NEED TO "LIGHTEN UP!" FIRE (NAME)! SHE THINKS SHE OWNS THE SCHOOL.

MORE AVAILABILITY OF VOLUNTEER ACTIVITIES WOULD BE GOOD.

NOT MANY GOOD CAMPUS ACTIVITIES.

I WISH THEY CONTINUED STAB AEROBICS!

THE REASON I PUT "DISSATISFIED" ON STAB ACTIVITIES IS BECAUSE THEY PLAY LIKE A 12-YEAR OLDS BIRTHDAY PARTY. BUT ITS HARD TO EXPECT ADULT THINGS IN UTAH. MOSTLY POSITIVE BUT DEPENDS ON THEIR RELIGION.

MANY OF THESE ARE FOR A TRADITIONAL COLLEGE STUDENT, NOT SOMEONE WHO HAS DECIDED AFTER 21 YEARS FROM HIGH SCHOOL IT IS TIME TO GET A COLLEGE DIPLOMA.

GIVE THE GREEKS MORE CREDIT, SPECIFICALLY SIGMA CHI AS WE DO A LOT THE SCHOOL AND THE COMMUNITY AND WE MAKE THE SCHOOL LOOK WELL REPRESENTED--COMMUNITY SERVICE.

THE HOWL & MARDI GRAS WERE ALWAYS FAVORITES.

I DON'T UNDERSTAND/THINK IT'S RETARDED THAT THE FIELDHOUSE RENTS TOWELS NOW, THAT'S DUMB. I DON'T PAY ENOUGH ALREADY?

I THOUGHT IT WAS VERY CHEAP OF THE UNIVERSITY TO DISCONTINUE PROVIDING THE BLUE TOWELS AT THE GYM.

INTRAMURALS SHOULD HAVE CAPACITY FOR ANYONE WHO WOULD LIKE TO PLAY.

HAVE MORE ADVERTISING FOR STAB EVENTS .

THE THEATRE FOR USU IS QUTE EMBARASSING.

GIVE CLUB SPORTS MORE MONEY!

ARTS AND LECTURES (AS AWELL AS MANY OTHER ACTIVITIES) NEED MUCH MORE PUBLICITY. MANY EVENTS I LEARNED ABOUT THE WEEK OF, TOO LATE TO ARRANGE TIME OFF WORK TO GO.

**ADVISING**

THE ADVISOR I HAVE NOW WAS GREAT! THE BEFORE ADVISORS DIDN'T KNOW NOTHING, GAVE BAD INFO.

THE REASON FOR DISSATISFIED ON THE COUNSELING CENTER IS THAT THE COUNSELOR I NEEDED HELP FROM DISCOURAGED ME FROM FINISHING MY MAJOR BECAUSE SHE COULDN'T FIGURE OUT HOW I COULD TAKE 2 CLASSES THAT HAD NOT BEEN OFFERED AT EPHRAIM BEFORE.

DAREN BLACK IS AN AWESOME ADVISOR.

THE BIOLOGY MAJOR ADVISORS WERE NOT EFFECTIVE ADVISORS AND I WOULD NOT RECOMMEND ANYONE VISITING THEM.

ADVISING WAS USELESS.

REGISTRAR'S FINANCIAL AID, AND ADVISORS OFFICES DO NOT KNOW ENOUGH ABOUT WHAT EACH OTHER DOES OR THEIR POLICIES STUDENTS HAVE TO RUN AROUND IN CIRCLES.

MY ADVISOR DOESN'T KNOW ENOUGH ABOUT MY EMPHASIS (GRAPHIC DESIGN)IT'S ABSOLUTELY RIDICULOUS.

FIRE ADVISOR (Name) AND DO THE UNIVERSITY A FAVOR. SHE IS TOO NEGATIVE.

|   |
|---|
| BIOLOGY ADVISING IS LACKING. WE NEED ADVISORS THERE THAT CARE. EVERY TIME I WENT TO THEM THEY DISCRIMINATED MY GOALS BECAUSE I AM LDS.  |
| I STRUGGLED GOING TO SPEAK WITH AN ADVISOR, BUT AFTER I DID I REALIZED IT WOULD HAVE BEEN SO MUCH MORE HELPFUL TO HAVE WORKED WITH HER FROM THE BEGINNING. HINDSIGHT REALLY IS 20/20  |
| MY ADVISOR MELANIE WAS AWESOME! NANCY COLOMB THE HEAD OF MY PROGRAM WAS A GREAT TEACHER AND TRULY CARED FOR THE STUDENTS.   |
| ENGINEERING ADVISING WAS BAD WHEN I STARTED BUT IT IS GOOD NOW.   |
| ADVISORS: (NAME) SUCKS! CARED ABOUT ME: NOT AT ALL!   |
| ADVISOR WAS WONDERFUL! DAVE WALLACE - VERY HELPFUL!   |
| ADVISING WASN'T GREAT. THEY NEED TO KNOW MORE ABOUT RELEVANT COLLEGES (I.E. I FOUND OUT ABOUT A MATH/EE DUAL MAJOR PROGRAM 2 WEEKS AGO THAT I WOULD HAVE PURSUED HAD I KNOWN ABOUT IT.)   |
| NR ADVISING WAS STELLAR, BIOLOGY MUCH BETTER THAN IT WAS 5 YEARS AGO.   |
| STAFF AT USU DID NOT CARE AT ALL ABOUT STUDENTS. I DID NOT HAVE A GOOD EXPERIENCE WITH ONE STAFF MEMBER THAT HELPED ME OUT UNTIL I MET WITH MY ADVISOR MEGAN KALFS. I WAS GOING TO TRANSFER BEFORE SHE STARTED WORKING WITH ME. |
| ACEDMIC COUNCLER SHOULD HELP LAY OUT A PLAN FOR GRADUATON EARLIER.  |
| ADVERTISE MORE FOR ADVISING/CAREER SERVICES.  |
| I DIDN'T FEEL AS THOUGH MY COUNSELOR REALLY CARED IF THEY HELPED ME TO REACH MY GOALS & THEY WERE THERE FOR THEIR REQUIRED TIME.  |
| MY ADVISOR FOR PSYCHOLOGY (Name) WAS A MEAN AND DIFFICULT PERSON.   |
| SYLVIA R. WAS A GREAT ADVISOR! I ENJOYED ALL OF MYINSTRUCTORS IN TOOLE!   |
| I NEVER HAD AN ADVISOR TO HELP ME BEGINING AT SOAR WHEN HE NEVER CAME TO HELP ME. I LEFT CRYING I NEVER WANTED TO COME BACK.  |
| DAWN BLACK ROCKS MY WORLD! SHE MADE UP FOR ALL THE HOOPS I HAD TO JUMP THROUGH.   |
| THE MUSIC DEPARTMENT DID NOT HELP AT ALL WITH ADVISING!   |
| MY ADVISORS IN THE LPSC DEPT WERE AMAZING!! I NOW HAVE A LIFE PLAN FOR MY FUTURE BECAUSE OF THEM & THE HELP THEY GAVE.  |
| MY ADVISORS IN THE BUSINESS DEPARTMENT WERE SO NICE AND THEY WENT OUT OF THEIR WAY TO HELP. WHEN I WAS IN ENGINEERING, MY ADVISOR WAS MEAN, DIFFICULT TO MEET WITH, AND SOMETIMES DISRESPECTFUL.                                |
| DR. (Name) IS A TECHNOPHOBE, BUT FANTASTIC. MY ADVISOR EXPERIENCE WAS ACCEPTABLE UNTIL MS. (Name) REPLACED MS. (Name). THEN IT WAS FANTASTIC!   |
|   |
| <b>ATHLETICS</b>  |
|   |
| I WISH THERE WOULD HAVE BEEN MORE USU FOOTBALL AND BASKETBALL AND VOLLEYBALL GAMES ON TV.   |
| A CHANGE IN THE FOOTBALL PROGRAM.   |
| FOOTBALL GAME PRICES FOR SPOUSE IS REDICULOUS. (\$15)   |
| FOOTBALL TEAM STINKS.   |
| WE SHOULD FUND THE HOCKEY TEAM INSTEAD OF THE FOOTBALL TEAM.  |

EVEN IF THE FOOTBALL TEAM WAS GOOD IT WOULD STILL BE A WASTE OF MY MONEY. I RESENT THAT FOOTBALL GETS SO MUCH MONEY FROM THE SCHOOL BUT CONTRIBUTES NOTHING GOOD. PUT TUITION AND TAX MONEY TO BETTER USE.

I WAS ONLY VERY SATISFIED WITH FOOTBALL GAMES CAUSE THAT'S WHERE I MET MY BEAUTIFUL WIFE.

FOOTBALL COACHING NEEDS TO CHANGE BEFORE PROGRAM IS DROPPED TO DIVISION AA...PLEASE.

THE SALARY OF THE FOOTBALL AND BASKETBALL COACHES NEEDS TO BE CUT TO \$100,000.00

GET A NEW FOOTBALL COACH.

DIDN'T LIKE THE SPORTSMANSHIP OF THE FANS AT THE AGGIE BASKETBALL GAMES.

THE FOOTBALL PROGRAM IS TERRIBLE.

I'M NOT SURE WHY I AM FORCED TO PAY FOR THE ATHLETIC PROGRAM WHEN I DON'T GO TO GAMES AT ALL. I DON'T MIND HAVING AN ATHLETIC PROGRAM.

FOOTBALL IS A WASTE OF MONEY.

FOOTBALL TEAM IS NOT GOOD.

DIDN'T LIKE THE SPORTSMANSHIP OF THE FANS AT THE AGGIE BASKETBALL GAMES.

UNIVERSITY ATHLETICS IS AN ABOMINATION. THE FOOTBALL TEAM SHOULD BE ABOLISHED AND THOSE MILLIONS OF DOLLARS SHOULD GO TO MORE USEFUL CAUSES.

I'M NOT A FAN OF SPORTS, BUT I WISH I HAD SUPPORTED THEM MORE.

BETTER FOOTBALL.

FOOTBALL NEEDS IMPROVEMENT.

PLEASE MAKE THE FOOTBALL TEAM BETTER!

IF THE FOOTBALL TEAM RECRUITED MORE LOCAL PLAYERS, THEY MIGHT PLAY WITH SOME SPIRIT.

BETTER SPORTSMANSHIP AND RESPECT AT GAMES FROM THE STUDENT SECTION (I.E. ESPECIALLY BASKETBALL).

THE FOOTBALL PROGRAM IS A COMPLETE WASTE OF TIME AND MONEY. FOOTBALL PLAYERS POORLY REPRESENT THE SCHOOL IN THE COMMUNITY. THE PROGRAM SHOULD BE ELIMINATED (THAT'S WHAT WOULD HAPPEN TO A TEACHER WITH THE FOOTBALL PROGRAM'S PERFORMANCE).

BASKETBALL FANS ARE ANNOYING. I'M A BIG FAN BUT HATED GOING TO GAMES BECAUSE OF OUR FANS.

BASKETBALL GAMES ARE A GREAT ATMOSPHERE, BUT THE FANS GET RUDER EACH YEAR.

THE AMOUNT OF MONEY PUT INTO SPORTS NEEDS TO BE LESS.

FIRE THE FOOTBALL COACH. 330 THOUSAND DOLLARS A YEAR TO LOSE?

FOOTBALL GAMES, I DONT KNOW WHAT TO WRITE THEY ARE GOOD THEY JUST NEED TO WORK MORE AS A TEAM.

SUPPORT THE HOCKEY TEAM MORE.

THE FOOTBALL STADIUM DOESN'T NEED TO BE RE-DONE EVERY YEAR. THEY DONT WIN ANYWAY!

GO MEN'S BASKETBALL!!

SUPPORT HOCKEY. MAKE IT NOT A CLUB SPORT.

I THINK THAT OUR FANS ARE GETTING OUT OF OCNTROL AT BB GAMES BEING VERY DISREPECTFUL.

THE PROBLEM WITH THE FOOTBALL TEAM IS FUNDAMENTALS IF WE CAN'T TAC

WE NEED A BETTER FOOTBALL TEAM AND COACH!

WISH THE FOOTBALL TEAM WERE BETTER.

HOCKEY IS AWESOME.

STOP WASTING MONEY ON THE FOOTBALL TEAM!!! GIVE IT TO THE STUDENTS! (BETTER CLASSROOMS, RESOURCES, ETC.)

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| HAVE MORE ADVERTISING FOR ATHLETIC EVENTS.  |
| INVEST LESS IN LOSING TEAMS (\$200/STUDENT FOR A FOOTBALL TRAINING FACILITY? WHAT?)   |
| THE USU SPORTS/ATHLETIC DEPARTMENTS WERE GREAT AND FUN TO ATTEND. I AM GLAD THAT I TOOK POINT IN ATTENDING SPORTS.  |
| I THINK WASTING MONEY ON FOOTBALL AND BASKETBALL SHOULDN'T BE DONE.   |
| <b>BOOKSTORE</b>  |
| BOOKSTORE MANAGES THE LINES SO EFFICIENTLY @ BEGINNING OF SEMESTER! EVEN THOUGH THEY ARE EXPENSIVE @ LEAST ITS QUICK AND EASY!  |
| BOOK STORE IS WAY OVERPRICED. GET RID OF IT. LET STUDENTS ORDER ONLINE.   |
| BOOKSTORE STAFF ARE HELPFUL, BUT I WAS ACCUSED AND STOPPED BY POLICE FOR AN OFFENSE I DIDN'T COMMIT. I DEMANDED A CONFIRMATION BY THE ACCUSEE AND THEY 100% VERIFIED IT WAS ME. I HAVEN'T SHOPPED THERE SINCE. I REFUSE TO SELL BOOKS BACK TO THE BOOKSTORE BECAUSE THEY DON'T PAY FAIR PRICES. |
| BOOKSTORE: OVERPRICED! BOO!   |
| BOOKSTORE ON-CAMPUS HAS GREAT CUSTOMER SERVICES.  |
| THIS WOULD BE DIFFERENT HAD I ACTUALLY BEEN ON CAMPUS. BUT I STILL PROBABLY WOULDN'T LIKE THE BOOKSTORE.  |
| BOOKSTORE PRICES ARE SKY-HIGH FOR EVERYTHING.   |
| BOOKS ARE TOO EXPENSIVE FOR PRICE YOU'RE BUYING THEM BACK.  |
| BOOKSTORE IS A HUGE RIPOFF, AND A JOKE. I'M GLAD I GOT THROUGH THE SEMESTER WITHOUT MY BOOKS, BECAUSE THE BOOKSTORE DECIDED NOT TO GET ENOUGH. THAT WAS PRETTY LAME OF THEM, I THINK.   |
| BOOKSTORE NEEDS WORK. 3/4 OF THE TIME THE BOOKSTORE IS OUT OF THE BOOKS I NEED.   |
| THE BOOKSTORE SHOULD OFFER COMPUTERS AT A MORE COMPETITIVE PRICE, YOU CAN GET A BETTER COMPUTER FOR CHEAPER OFF CAMPUS.   |
| THE BOOKSTORE IS INTENTIONALLY OVERPRICED AND ITS EMPLOYEES ARE POORLY TRAINED AND CUSTOMER SERVICE SUCKS THERE.  |
| BOOKSTORE PRICES ARE TOO HIGH AND THEY BUY BACK VERY LOW--MAKES YOU FEEL LIKE CATTLE.   |
| BOOKS IN BOOKSTORE ARE OVERPRICED.  |
| A BOOK I NEEDED FOR A SPANISH CLASS NEVER ARRIVED, EVEN AFTER SPECIAL ORDER.  |
| BOOKSTORE DOES WELL IN PRICING SCHOOL SUPPLIES BUT THERE IS NO DOUBT THAT THEY EXPLOIT STUDENTS' NEEDS FOR TEXTBOOKS. PRICES ARE REDICULOUS. EDUCATE STUDENTS ABOUT ONLINE BOOK EXCHANGE.   |
| BOOKSTORE IS A RIP OFF.   |
| THE BOOKSTORE IS OVERPRICED.  |
| BOOKSTORE ONLINE AND ALUMNI ASSOCIATION WEBSITE NEED TO COMBINE FORCES. NEED MORE OUTREACH FOR BOOKSTORE SERVICES @ EXTENSION/DIST.ED. SITES  |
| <b>CAREER SERVICES</b>  |
| INSTEAD OF DISSATISFIED ABOUT THE CAREER PLACEMENT CENTER, I'M MORE NEUTRAL.  |

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| THE CAREER SERVICE CENTER IS AMAZING!  |
| ADVERTISE MORE FOR ADVISING/CAREER SERVICES.   |
| THE SCHOOL NEEDS TO DO A BETTER JOB GETTING COMPANIES, ESPECIALLY IN BUSINESS TO RECRUIT AT USU.   |
| SOME ITEMS I'M NOT SURE IF I USED OR NOT, MOSTLY IN THE CAREER PLACEMENT AND STUDENT EMPLOYMENT. I'VE USED THE JOB WEBSITE AND BOARD, AND I'VE MET WITH MY ADVISOR MORE THAN ONCE.   |
| <b>CASHIER'S OFFICE</b>  |
| THE REGISTRATION AND CASHIERS OFFICES ARE ALWAYS HARD TO DEAL WITH, BECAUSE OF ALL THE "RED TAPE" AND STUPID RULES TO GET THINGS DONE.   |
| REGISTRARS OFFICE & CASHIERS OFFICE I WAS BLAMED FOR ISSUES (DROPPING CLASSES, ETC) I WASN'T EVEN AWARE OF.  |
| <b>CLASSES</b>   |
| I LOVED MY PROGRAM BUT NOT MY GEN ED COURSES.  |
| GENERALS ARE USELESS.  |
| DIDN'T LIKE JCOM 2010, (faculty name) DOESN'T RESPECT STUDENTS.  |
| YES, I DON'T LIKE GRAD STUDENTS WHO TAUGHT SOCIOLOGY AND MATH CLASSES BECAUSE THEY ARE SO CLOSED MINDED. THEY DO A POOR JOB AND THEY REFUSED TO LISTEN TO ANY ADVISES OR COMMENTS.   |
| I UNDERSTAND THE NEED FOR GENERAL REQUIREMENTS BUT THE DEPTH CLASSES SEEM UNFAIR SINCE THEY ARE UPPER DIVISION CLASSES IN A FIELD TOTALLY DIFFERENT FROM OUR MAJOR. IT IS HARD TO GET A GOOD GRADE WITHOUT BUILDING UP TO THESE CLASSES. |
| MEDIA LAW IS HARD, BUT I AM SURE YOU KNOW THAT.  |
| CIL TESTS ARE A COMPLETE WASTE OF TIME AND RESOURCES. NOT TO MENTION AN EXTREME ANNOYANCE.   |
| PRACTICUM/INTERNSHIP IS 10+ BECAUSE I WENT EVERYDAY SO 10+ DAYS.   |
| THE ENGINEERING DEPT. NEED MORE PROFESSORS LIKE CARL WOOD AND NEED TO GET MORE PROGRAMS LIKE AUTOMOTIVE ENG. AND GEARBOX DESIGN.   |
| IN HORTICULTURE MORE EMPHASIS ON LANDSCAPE DESIGN.   |
| MOST PROFESSORS AREN'T UTILIZING ONLINE TOOLS.   |
| THE ENGINEERING DEPT. NEEDS MORE PROFESSORS LIKE CARL WOOD AND NEED TO GET MORE PROGRAMS LIKE AUTOMOTIVE ENG. AND GEARBOX DESIGN   |
| GENERALS: BIOLOGY BLOWS!   |
| I COULDN'T PASS MY MATH BECAUSE THEY DID NOT TEACH ME HOW TOO!   |
| COMM DISORDERS AND DEAF ED. IS A TERRIFIC PROGRAM. THANKS FOR THE OPPORTUNITY FOR A 2ND B.S. - I WISH YOU HAD A MASTER'S IN SLP ONLINE.  |
| LABS THAT FIT REALISTICALLY AT THEIR ALLOTTED TIME FRAME (I.E. ECE LABS).  |
| STOP CHEATING!!!   |
| LET THE PEOPLE WITH EXPERIENCE TEACH CLASSES REGARDLESS OF WHETHER OR NOT THEY HAVE A PHD.   |
| THE COMPUTER LITERACY TEST WAS UNNECESSARY.  |
| ENGL 2010 STUDENTS SHOULDN'T BE FORCED TO VISIT THE WRITING CENTER UNLESS THEY REALLY NEED HELP.   |

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| CAMPUS.  |
| I GUESS ITS NOT USU'S FAULT THAT INTN'L STUDIES IS A USELESS MAJOR.  |
| MANY OF THE DEPTH CLASSES ARE WAY BEYOND 'GENERAL EDUCATION'.  |
| CUT SOME GENERALS.   |
| CIL EXAM IS INSULTING TO A COMPUTER SCIENCE MAJOR  |
| OFFER MORE 4000 AND ABOVE CLASSES SO STUDENTS CAN EARN THEIR BACHELOR'S IN FINANCE, ECON, OR MARKETING COMPLETELY ON-LINE.   |
| WHEN MY PROGRAM WAS CUT THE QUALITY OF THE EDUCATION & CLASSES WENT DOWN.  |
| INTERNSHIPS ARE HARD TO COME BY AND SHOULD BE MORE EASILY RECIEVED.  |
| THE LPSC DEPT IS JUST AMAZING! I LOVE THE TIME I HAD THERE!  |
| TOO MUCH OF MY TIME WAS IN CLASSES LEARNING THINGS I WON'T USE IN MY CAREER AFTER COLLEGE. MORE SPECIFIC CLASSES TO MAJOR, LESS ON GENERALS.   |
| THERE NEEDS TO BE MORE "IN-DEPTH" ED. CHOICES SINCE WE ARE REQUIRED TO TAKE THEM. I FELT LIMITED ON AVAILABILITY AND WHAT I WANTED.  |
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| <b>CLUB SPORTS</b>   |
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| CLUB SPORTS NEED MORE FUNDING.   |
| CLUB SPORTS NEED MORE RECOGNITION AND A LOT MORE SUPPORT FROM THE UNIVERSITY.  |
|  |
| DON'T LET CLUB SPORTS USE FIELDHOUSE. IF SO STUDENT FEES SHOULD BE LOWER. INTRAMURAL STAFF UNDERQUALIFIED.   |
| CLUB SPORTS NEED MORE FINANCIAL SUPPORT.   |
| (NAME) IN CLUB SPORTS IS NOT FAIR TO EVERY CLUB SPORTS TEAM. HE MAKES EVERYTHING UNNECESSARILY HARD FOR MENS RUGBY.  |
| CLUB SPORTS NEEDS MORE SUPPORT, PARTICIPATION, FUNDING, AND INVOLVEMENT FROM LEADERS.  |
| (Name) WHO IS IN CHARGE OF THE CLUB SPORTS WAS VERY UNFAIR AND TWO FACED. THEY NEED A CHANGE IN HIS POSITION.  |
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| <b>COMPUTERS/TECHNOLOGY</b>  |
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| COMPUTER LABS VARY- SOME DEPARTMENTS SEEM LESS USEFULL, WHILE OTHERS LIKE THE IT AND ENGINEERING LABS REALLY HELP OUT.   |
| COMPUTER LABS - NEED MORE HOURS 24/7 AVAILABLE.  |
|  |
| THE COMPUTER HELP DESK PEOPLE SOMETIMES WERE UNAWARE OF HOW TO HELP OR SOLVE PROBLEMS AND QUESTIONS.   |
| BLACKBOARD IS SLOW, NEEDS TO BE SIMPLIFIED.  |
| WEBCT WAS CONFUSING AND RARELY WORKED AND BLACKBOARD IS WORSE. COURSES SHOULD NOT BE POSTED ON BLACKBOARD UNLESS DONE BY THE PROFESSORS; IT WAS DIFFICULT TO KNOW IF POSTED INFORMATION WAS ON BLACKBOARD OR SOME OTHER WEBSITE OR SOMETIMES HALF ON EACH. |
| BLACKBOARD IS SLOW AND NEEDS TO BE SIMPLIFIED (TOO MANY NEEDLESS OPTIONS/SERVICES).  |
| COMPUTER LABS ON-CAMPUS HAVE GREAT CUSTOMER SERVICES.  |

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| BLACKBOARD SYSTEM WAS VERY UNRELIABLE AND IF GIVEN A CHOICE AGAIN, I WOULD NOT USE THIS SYSTEM.   |
| COMPUTER LABS WERE GREAT!!!   |
| MY EMAIL NEVER WORKED.  |
| BLACKBOARD VISTA ISN'T VERY USER FRIENDLY.  |
| NEED TO BE SURE THAT WE HAVE A COMPUTER SYSTEM THAT DOESN'T CRASH.  |
| IT'S HARD TO FIND USEFUL THINGS FROM THE USU HOMEPAGE (FOR EXAMPLE, TO LOG ON TO BANNER THERE ARE 3-4 LINKS TO GO THROUGH.  |
| GREAT COMPUTER LABS.  |
| I FEEL THE USU HOMEPAGE IS SOMEWHAT CONFUSING TO NAVIGATE.  |
| WE NEED BETTER REGULATION OF KEEPING COMPUTER LABS QUIET, INCLUDING THE HELP DESK.  |
| THERE SHOULD BE MORE SCANNERS & COLOR PRINTING AVAILABLE ON CAMPUS.   |
| IF YOU KNOW YOUR A# AND FORGOT YOUR CARD THEN BE MORE LENIENT ON LAB USE.   |
| UPDATE THE USU HOMEPAGE THE SAME PICTURES OF THE SAME PEOPLE FOR MY ENTIRE COLLEGE CAREER GET OLD!  |
| MAKE QUICKER LINKS TO AGGIEMAIL OR BANNER, MAKE SURE THAT A STUDENT IS NOT CHARGED TWICE FOR THE SAME CLASS. IT TOOK WEEKS TO SORT IT OUT AND MORE TIME.  |
| COMPUTER LABS ON 4TH FLOOR OF OLD MAIN ARE DIRTY, CLEAN THEM.   |
| THE USU HOMEPAGE IS POORLY ORGANIZED. I ALWAYS JUST WENT TO A-Z INDEX EVERY TIME TO FIND STUFF.   |
| PUT A DIRECT LINK TO WEBMAIL FROM USU HOMEPAGE.   |
|   |
| <b>DISABILITY RESOURCE CENTER</b>   |
|   |
| DRC MORE ACCOMODATING.  |
| NEED TO IMPROVE THE NOTETAKING SERVICES!  |
|   |
| <b>DISTANCE EDUCATION</b>   |
|   |
| MORE TUTORING SERVICES FOR DISTANCE EDUCATION STUDENTS.   |
| I USED THE EXTENSION OFFICE IN OGDEN. MY EXPERIENCE WAS VERY POSITIVE THEY MADE MY USU EXPERIENCE FANTASTIC. KUDOS TO DR TERRY TIEBLER AND DR JAY HICKEN.   |
| I AM AN EXTENSION STUDENT AND MANY OF THE LISTED ITEMS DO NOT APPLY. I ALSO AM A DUAL SPED/ELED MAJOR. I FEEL AS THOUGH I RECEIVED A MUCH BETTER EDUCATION THROUGH THE ELED DEPARTMENT.   |
| THE PRICE EXTENSION CLASSES WERE NOT SCHEDULED IN ADVANCE--SEEMED UNORGANIZED--LAST MINUTE DIDN'T FEEL LIKE WE HAD AN ADVOCATE WITH POWER TO MAKE CHANGES. VERY LIMITED COURSES--VERY LITTLE CHOICE--VERY LIMITED RESOURCES AVAILABLE TO US STUDENTS. |
| SALT LAKE CENTER BUSINESS ADVISORS WERE THE LARGEST CONTRIBUTOR TO MY COMPLETION OF MY DEGREE.  |
| A LOT OF THESE SERVICES/ACTIVITIES DID NOT APPLY DUE TO THAT I WAS NOT IN LOGAN I AM IN SALT LAKE   |
| DEVELOP BETTER COURSES FOR OFF-CAMPUS STUDENTS.   |
| I WAS AN OFF CAMPUS STUDENT - SALT LAKE CAMPUS IS GREAT!  |
| I WAS A LONG DISTANT ED STUDENT - SO I DIDN'T USE MUCH OF THE ON CAMPUS STUFF.  |
| A LOT OF THESE SERVICES/ACTIVITES DID NO APPLY DUE TO THAT I WAS NOT IN LOGAN I AM IN SALT LAKE.  |
| MOST IS NOT APPLICABLE FOR DISTANCE EDUCATION.  |

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| I ATTENDED THE DISTANCE ED SITE SO ALL OF THIS STUFF IS NOT APPLICABLE.  |
| I DON'T UNDERSTAND WHY DISTANCE COURSES COST MORE.   |
| WENT TO DISTANCE SITE SO DIDN'T USE A LOT OF THESE THINGS .  |
| I MAINLY WENT TO AN EXTENSION SITE (120/130 CREDITS WERE EXTENTION BASED).   |
| MOST OF THEM DON'T APPLY TO ME BECAUSE I AM A DISTANT-EDUCATION STUDENT.   |
| I DIDN'T ATTEND SCHOOL ON CAMPUS, SO MY INFORMATION ABOUT REGISTRATION, FINANCIAL AID, AND CASHIERS OFFICE REFERS TO MY EXTENSION SITE. I USED PHONE CORRESPONDENCE WITH USU BOOKSTORE. (VOLUNTEERING REFERS TO MY LOCAL COMMUNITY). |
| I DIDN'T USE MANY OF THE SERVICES BECAUSE I TOOK ALL CLASSES AT AN EXTENSION SITE.   |
| BEING DISTANCE EDUCATION MUCH OF THE ABOVE DOES NOT RELATE TO ME. LIBRARY ACCESS FOR DISTANCE EDUCATION STUDENTS NEED TO BE IMPROVED TREMEDOUSLY.  |
| THE EXTENSION COURSES WERE NOT RUN VERY WELL. IT MADE IT DIFFICULT TO FINISH QUICKLY.  |
| I LIVE IN BLANDING THE FOUR CORNERS AREA. I AM GRATEFULT O BE ABLE TO OBTAIN A DEGREE SO FAR AWAY FROM LOGAN.  |
| I WENT TO SCHOOL IN THE UINTAH BASIN, SO I NEVER HAD A CHANCE TO USE THE FACILITIES. IF I WENT TO LOGAN CAMPUS, I DEFINITELY WOULD HAVE.   |
| DIDN'T DO OR USE MOST OF THESE BECAUSE I ATTENDED USU THROUGH ONLINE OR THE USU EXTENSION IN RICHFIELD, UTAH SHUTTLE BUS WAS FROM VERNAL TO ROOSEVELT--VERY HELPFULL.  |
| I TOOK ALL OF MY CLASSES EITHER THROUGH AN EXTENSION CENTER OR ONLINE.   |
| 100% OF ALL MY CLASSES WERE TAKEN AT AN EXTENSION OFFICE. THIS EXTENSION SERVICE MADE IT POSSIBLE FOR ME TO GET MY BS DEGREE.  |
| BOOKSTORE ONLINE AND ALUMNI ASSOCIATION WEBSITE NEED TO COMBINE FORCES. NEED MORE OUTREACH FOR BOOKSTORE SERVICES @ EXTENSION/DIST.ED. SITES   |
| <b>FACILITIES</b>  |
| THE FINE ARTS CENTER NEEDS UPDATING AND RENOVATIONS.   |
| GOOD WORKOUT FACILITIES.   |
| THE FIELDHOUSE EXERCISE AREA IS TOO CROWDED.   |
| THERE SHOULD BE A PLACE IN THE GYM TO DO STRETCHES AND ABS OTHER THAN THE BLUE MAT.  |
| WE NEED A BETTER INDOOR TRACK!!!!  |
| NEED CLEAR OUT SNOW OFF ENTRANCE STEPS.  |
| I LOVED THE FIELDHOUSE/HPER.   |
| <b>FACULTY</b>   |
| OVERALL THE PROFESSORS WERE VERY EASY TO WORK WITH.  |
| MOST OF THE FACULTY CARED MORE ABOUT HEARING THEMSELVES TALK AND DOING RESEARCH PROJECTS THAN QUALITY TEACHING. NOT IMPRESSIVE.  |
| TOO MANY TEACHERS CONCERNED WITH DOING THEIR RESEARCH, LESS ABOUT STUDENTS.  |

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| FACULTY: THEY (IN GENERAL) ONLY CARE ABOUT RESEARCH!   |
| WITH FEW EXCEPTIONS THE PROFESSORS SEEMED MORE INTERESTED IN RESEARCH THAN IN TEACHING.  |
| THE MECH. ENGINEERING FACULTY PUT TOO MUCH ENERGY INTO RESEARCH & NOT ENOUGH INTO TEACHING & (Name) IS VERY RUDE & NOT A GOOD ADVISOR.   |
| TEACHERS NEED TO GRADE/FOCUS ON EDUCATION NOT REGURGITATION.   |
| I DO HAVE A COUPLE OF COMPLAINTS--MY ADVISOR FOR PSYCHOLOGY (Name) WAS A MEAN AND DIFFICULT PERSON. ALSO MY LAST TWO YEARS OF SCHOOL WERE TAUGHT BY STUDENTS NOT TEACHERS AND WITH THE HIGH COST OF EDUCATION, I FEEL THAT I NEEDED TO BE TAUGHT BY AN ACTUAL PROFESSOR. |
| THE TEACHERS ARE ACCEPTIONAL!  |
| THE PIANO DEPARTMENT FACULTY ARE NOT UNDERSTANDING AND HELPFUL FOR MANY STUDENTS ESPECIALLY PEOPLE LIKE ME WHO NEED TO WORK TO AFFORD THINGS.  |
| PROFESSORS NEED MORE PRACTICAL EXPERIENCE. CAREER PROFESSORS KNOW THEORY BUT SUFFER IN TERMS OF REAL WORLD EXPERIENCE.   |
| SOME TEACHERS WERE GREAT - SOME CARED AND SOME DIDN'T.   |
| PROFESSORS OFTEN DON'T CARE ABOUT HOW WELL THEY TEACH! BUT THIS PROBLEM IS NOT LIMITED TO USU.   |
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| <b>FIELDHOUSE/HPER</b>   |
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| THE FIELDHOUSE EXERCISE AREA IS TOO CROWDED.   |
| THERE SHOULD BE A PLACE IN THE GYM TO DO STRETCHES AND ABS OTHER THAN THE BLUE MAT.  |
| WE NEED A BETTER INDOOR TRACK!!!!  |
| THE SWIMMING POOL AT THE HPER IS ALWAYS OVER-CROWDED WITH PEOPLE WHO ARE *NOT STUDENTS*!   |
| HPER/FIELDHOUSE: CROWDED - MAYBE WE COULD USE THE PLUSH/CUSHY EXERCISE EQUIPMENT THE JOC   |
| HPER: I WOULD LIKE IF THE WEIGHT ROOM HOURS WENT LATER IN THE EVENING BECAUSE I DID NOT LIKE WORKING OUT AT THE FIELDHOUSE.  |
| I LOVED THE FIELDHOUSE/HPER.   |
| I LOVE THE FIELDHOUSE!   |
| THE FIELDHOUSE NEEDS A LOT OF WORK AND MORE EQUIPMENT. ALSO, SHORTENING THE HOURS THIS YEAR WAS NOT A GOOD IDEA AND IN THE SUMMER THE ARE HORRIBLE ABOUT CLOSING ALL THE TIME RANDOMLY.  |
| I REALLY ENJOYED THE FIELDHOUSE AND HOW ACCESIBLE IT WAS.  |
| THE FIELD HOUSE IS HOT & STUFFY ON THE SECOND LEVEL IT NEEDS BETTER AIR CIRCULATION.   |
| I LIKE USING THE FIELDHOUSE!   |
|  |
| <b>FINANCIAL AID OFFICE</b>  |
|  |
| ALLOW STUDENTS TO HIRE W/OUT WORK STUDY.   |
| FINANCIAL AIDE OFFICE WAS CONFUSING & INCONSISTANT AT TIMES .  |
| REGISTRAR'S FINANCIAL AID, AND ADVISORS OFFICES DO NOT KNOW ENOUGH ABOUT WHAT EACH OTHER DOES OR THEIR POLICIES STUDENTS HAVE TO RUN AROUND IN CIRCLES.  |
| I HAD TWO SCHOLARSHIPS THROUGH USU AND I HAD EXTENSIVE PROBLEMS GETTING THE MONEY. FINANCIAL AID EVEN LOST THE DOCUMENTATION, BUT FORTUNATELY I HAD THE SCHOLARSHIP AWARD LETTERS.   |

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| MORE OPPORTUNITY FOR SCHOLARSHIPS.  |
| OFFER BETTER ACADEMIC SCHOLARSHIPS.   |
| FINANCIAL AID WAS NOT HELPFUL AT ALL. MY FAMILY DOESN'T HELP ME BUT THEY WILL NOT UNDERSTAND THAT. I AM BELOW THE POVERTY LINE BUT IT DOESN'T MATTER & THE SMART GRANT IS A JOKE.   |
| THE FINANCIAL AID OFFICE WSA THE ABSOLUTE WORST I HAVE EVER SEEN. THEY MESSED THINGS UP ALL OF THE TIME AND IT WAS THE ONLY REALLY FRUSTRATEING PART OF USU.  |
| ADMINISTRATIVE SERVICES (REGISTRATION OFFICE, FINANCIAL AID OFFICE, ETC.) ARE BEYOND HORRIBLE - BEYOND HORRIBLE!!!- @ UTAH STATE!!!   |
| FINANCIAL AID POLICY THAT SAYS A STUDENT CANNOT RECIEVE ANY LOANS/GRANTS AFTER A CERTAIN NUMBER OF CREDITS NEEDS TO BE REVIEWED IN A CASE BY CASE WAY. THE LAST 2 SEMESTERS PUT ME MORE IN DEBT THAN ANY OF THE OTHER SEMESTERS COMBINED. |
| SOME INDIVIDUALS IN THE FINANCIAL AID OFFICE WERE VERY RUDE AND NOT VERY HELPFUL!   |
| I LIVE IN IDAHO & APPRECIATED THE OUT OF STATE WAIVER.  |
| WHAT WAS WITH THE NO FINANCIAL AID IN THE SUMMER!!  |
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| <b>FOOD SERVICES</b>  |
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| I FEEL THERE WERE TERRIBLE NUTRITIONAL OPTIONS ON CAMPUS.   |
|   |
| I WOULD PREFER TO EAT OFF CAMPUS WHERE I FEEL MORE COMFORTABLE WITH COST, PRESENTATION, AND PREPARATION.  |
| I HAVE BEEN TO THE HUB 2-4 TIMES AND WAS VERY SATISFIED.  |
| NEED A PLACE LIKE CAROUSEL TO BUY ONLY WHAT YOU EAT. MORE VARIETY IN THE HUB.   |
| LOWER PRICE OF FOOD ITEMS AT FOOD JOINTS.   |
| THE HUB IS VERY CONVIENENT BUT I FEEL THE PRICES ARE WAY TOO HIGH.  |
| IT IS TOO HARD AND TOO EXPENSIVE TO GET FOOD ON CAMPUS.   |
| MARKETPLACE IS TERRIBLE SERVICE AND SELECTION FOR THE PRICE.  |
| JUNCTION NEEDS MORE WHOLE WHEAT PRODUCTS.   |
| FOOD IS WAY OVER PRICED.  |
| I THINK THERE NEEDS TO BE MORE VARIETY IN THE HUB.  |
| THE QUADSIDE CAFE IS MESSY AND HAS POOR SESERVICE.  |
| HUB - DISSATISFIED EVERY SINGLE TIME. COLD FOOD, CRAPPY QUALITY, BAD PRICES, DOUBLE CHARGED./   |
| PRICES FOR USU FOOD SERVICES TOO HIGH FOR POOR HUNGRY COLLEGE STUDENTS.   |
|   |
| THE HUB IS MUCH BETTER THIS SEMESTER (SPRING '08) BUT THE FOOD QUALITY AND FRESHNESS NEEDS IMPROVEMENT.   |
| THE FOOD AVAILABLE ON USU CAMPUS IS FAR TOO EXPENSIVE.  |
| THE FOOD PLACES ON CAMPUS ARE WAY TOO EXPENSIVE!!!  |
| HUB AND QUAD SIDE CAFE ARE WAY OVER PRICED.   |
|   |
| I AM VERY DISSATISFIED WITH THE QUAD SIDE CAFE. IN THE NEW SCI TECH LIBRARY THE CUSTOMER SERVICE IS TERRIBLE.   |
| MARKETPLACE HAS VERY SLOW SERVICE.  |
| QUADSIDE CAFE NEEDS TO PUT CHOCOLATE IN THE HOT CHOCOLATE.  |

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| QUADSIDE CAFE FOOD IS DISGUSTING AND SO OVERPRICED.   |
| THE HUB SHOULD HAVE MORE FOOD OPTIONS AND BE REASONABLY PRICED.   |
| IN REGARDS TO FOOD SERVICE, I DO NOT UNDERSTAND WHY IF I BUY THE MEAL PLAN, WHY CAN'T I USE THE MEALS AS I PLEASE? WHY CAN'T YOU USE MULTIPLE MEALS AT ONCE; IF I WANT TO BUY A FRIEND DINNER, I SHOULD BE ABLE TO DO SO. |
| QUAD SIDE CAFE DOESN'T EXIST.   |
| FOOD OPTIONS NEED MORE VARIETY AND BETTER PRICING.  |
| FOOD SERVICES IS OVER PRICED.   |
| THE PRICE OF ITEMS AT THE AGGIE MARKET PLACE AND THE QUAD SIDE CAFE WERE TOO HIGH.  |
| <b>LIBRARY</b>  |
| NEED MORE ACCESS TO ONLINE ARTICLES IN THE LIBRARY (MOST COST \$)   |
| THE LIBRARY SERVICES WAS GREAT!!!   |
| THE LIBRARY ONLINE CATALOG IS NOT VERY HELPFUL.   |
| IT IS VERY SAD HOW BAD OUR LIBRARY IS, DESPITE THE BEAUTIFUL NEW STRUCTURE STAFF ATTITUDES, LACK OF RESOURES--I ALWAYS WENT TO THE UNIVERSITY OF UTAH WHEN I NEEDED ANYTHING.   |
| <b>ONLINE COURSES</b>   |
| ON THE ABOVE QUESTIONS I DID TAKE AN ONLINE COURSE (ARTS SYMPOSIUM) AND WAS VERY SATISFIED.   |
| ONLINE COURSES ARE AWESOME BUT THEY COST WAY TOO MUCH!  |
| NEED TO OFFER MORE MASTER'S ONLINE COURSES AS WELL AS INDEPENDENT STUDY CLASSES.  |
| THE ONLINE COURSES ARE MUCH TOO EXPENSIVE!! WHY???  |
| ONLINE COURSES SHOULD BE THE SAME AS ON-CAMPUS CLASSES AS FAR AS FEES & REGISTRATION IT SHOULD NOT BE A SEPARATE SYSTEM, COMPARE WITH OTHER SCHOOLS ITS 2007!   |
| THE ONLINE FORMAT HAS BEEN GREAT FOR ME. THIS DEGREE WOULD HAVE BEEN IMPOSSIBLE FOR ME TO OBTAIN WITHOUT THE ONLINE DISTANCE ED. FORMAT.  |
| NEED MORE UPPER DIVISION CLASSES TO BE OFFERED. ONLINE.   |
| I APPRECIATED THE ONLINE COURSES THAT I TOOK AND WOULD HAVE TAKEN MORE IF AVAILABLE.  |
| MY DEGREE WAS AN ONLINE DEGREE THROUGH WEBCT AND BLACKBOARD - OVERALL IT WAS A VERY GOOD EXPERIENCE.  |
| I FEEL ONLINE TUTION COURSES SHOULDN'T COST EXTRA (LIKE WSU).   |
| ONLINE COURSES ARE REDICULOUSLY EXPENSIVE, ESPECIALLY WHEN ALREADY PAYING TUITION FOR THOSE CREDITS.  |
| ONLINE COURSES ARE WAY TOO EXPENSIVE.   |
| ONLINE COURSES SHOULD BE COUNTED AS REGULAR CLASSES, DON'T CHARGE FOR THEM SEPARATE!  |
| I ALSO LOVE ONLINE CLASSES.   |
| FAMILY FINANCE WAS THE ONLY ONLINE COURSE I TOOK THAT WAS SET UP WELL.  |
| ONLINE & INDEPENDENTE STUDY TUITION PRICES NEED REFORM.   |
| MORE ONLINE COURSES ARE NEEDED.   |

OFFER MORE 4000 AND ABOVE CLASSES SO STUDENTS CAN EARN THEIR BACHELOR'S IN FINANCE, ECON, OR MARKETING COMPLETELY ON-LINE.

**PARKING**

PARKING METERS NEED MORE TIME, PARKING OFFICE IS HARD TO WORK WITH. TOO TICKET HAPPY.

PUTTING IN PARKING THAT MOST CANNOT USE.

PARKING IS HORRIBLE.

HANDICAP SHOULD NOT HAVE TO PAY TO PARK. NEED MORE PARKING.

PARKING IS HORRIBLE.

I HATED HAVING TO PAY TO PARK PRACTICALLY EVERYWHERE ON CAMPUS. IT WAS REALLY EXPENSIVE FOR A STUDENT SUCH AS MYSELF.

PUT A LOWER CAP ON STUDENT B PERMITS. NOT ENOUGH PARKING, STUDENTS CAMP IN PARKING LOTS FOR A SPOT.

PARKING IS TOO EXPENSIVE FOR ON CAMPUS HOUSING.

PARKING IS HORRIBLE!

PEOPLE THAT WORK ON PARKING ARE RUDE. I ALSO THINK HAVING A PARKING PERMIT TO PARK WHERE YOU LIVE IS \*VERY\* DUMB! AGGIE VILLAGE.

THE PARKING AT UTAH STATE IS HORRIBLE AND SOMETHING NEEDS TO BE DONE.

PARKING SUCKS. PASSES COST WAY TOO MUCH MONEY TO SIT IN A LOT WAITING!

THE PARKING AT USU AND TRAFFIC/CROSSWALK SYSTEM IS VERY POOR.

I DO NOT LIKE THAT I HAVE TO PAY \$80.00 FOR A "B" PARKING PASS AND THEN I STILL HAVE TO PAY FOR PARKING IN THE UNIVERSITY INN "B" LOT.

PARKING OFFICE: THE PEOPLE THERE ARE NOT FRIENDLY AT ALL!

THE PARKING SITUATION NEEDS TO BE REEVALUATED.

PARKING AT USU AT A VERY LOW LEVEL COMPARED TO OTHER UNIVERSITIES NEEDS HELP.

NEED MORE PARKING!

PARKING FEES ARE A JOKE! ESPECIALLY WHEN THERE IS NO PLACE TO PARK!

PARKING ON CAMPUS IS A JOKE.

THE PARKING IS AWFUL.

PARKING SERVICES ARE WAY OVER PRICED.

A PARKING TERRACE WHEWRE YOU COULD PURCHASE A CHEAP PASS WOULD BE REALLY NICE.

PARKING ON CAMPUS IS TERRIBLE!

WHEN YOU PAY TO PARK IN A PERMIT LOB "B" YOU SHOULDN'T GET TOWED IF A GAME STARTS YOU PAID TO PARK THERE.

PARKING IS A JOKE. MAKE PARKING EASIER (ACCEPT CREDIT CARDS IN ALL PLACES!) ACCEPT VISA.

PARKING SUCKS.

PARKING AT USU IS RATHER RIDICULOUS.

PARKING IS EXPENSIVE.

I'VE NEVER BEEN TREATED WORSE THAN IN THE PARKING SERVICE OFFICE. NOBODY IN THAT BUILDING IS EVER HAPPY AND IT SHOWS.

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| PARKING SERVICE OFFICE-- VERY UPROFFESIONAL, NEVER CALL BACK. ALSO THERE IS A NEED FOR MORE PARKING PLACES. PLEASE LOOK FOR A SOLUTION THAT BEEFITS SCHOOL & STUDENTS. |
| PARKING IS TERRIBLE.   |
| PARKING OPTIONS FOR STUDENTS ARE HORRIBLE, PAYING 60 DOLLARS FOR A PASS TO A PARKING LOT FULL OF POT HOLES IS REDICULUS.   |
| PARKING SERVICES SHOULD BE MADE BETTER!  |
| FIX THE PARKING SITUATION.   |
| I THINK IT'S RIDICULUS THAT STUDENTS NOT USING THE NEW TERRACE HAVE TO HELP PAY FOR IT.  |
| PARKING IS A PAIN.   |
| PARKING OFFICE IS FINE BUT ORGANIZATION AND OPTIONS ARE HORRIBLE AS IS THE FACT THE CONSTRUCTION PROGRAM REGULARLY OVERTAKES LOTS.                                     |
| STUDENT PARKING SHOULD NOT HAVE TO YIELD TO SPORTING EVENTS OR OTHER ACTIVITIES. STUDENTS SHOULD BE CONSIDERED FIRST!!!  |
| PARKING IS A REAL PROBLEM ON CAMPUS IT FRUSTRATES ALL STUDENTS   |
| <b>REGISTRATION OFFICE</b>   |
| REGISTRARS OFFICE & CASHIERS OFFICE I WAS BLAMED FOR ISSUES (DROPPING CLASSES, ETC) I WASN'T EVEN AWARE OF.  |
| REGISTRARS OFFICE HAS BEEN IMPOSSIBLE TO DEAL WITH. THEY HAVE BEEN UNFRIENDLY AND UNWILLING TO HELP STUDENTS WITH OUT OF THE NORMAL REQUESTS.                          |
| REGISTRARS OFFICE USED TO BE HARD TO WORK WITH, BUT HAS GOTTEN MUCH BETTER.  |
| REGISTRATION CAN BE HARD.  |
| REGISTRAR'S FINANCIAL AID, AND ADVISORS OFFICES DO NOT KNOW ENOUGH ABOUT WHAT EACH OTHER DOES OR THEIR POLICIES STUDENTS HAVE TO RUN AROUND IN CIRCLES.                |
| APPLYING FOR GRADUATION IS NOT THE BEST. COULD NOT DO ON-LINE AND HAD TO TRAVEL TO UTAH STATE TO FINALLY GET PAPERWORK.  |
| WHY IS REGISTRATION SO HARD STILL? THERE HAVE BEEN IMPROVEMENTS BUT THERE IS STILL A LOT OF UNNECESARY STEPS (SIGNATURES, PREREG ERRORS ONLINE ERRORS).                |
| THE REGISTRATION OFFICE SENT ME TO GET SIGNATURES FROM DEPTS AND ACTUALLY DIDN'T NEED THEM.  |
| THERE ARE TOO MANY INEFFICIENCIES AND RED TAPE IN THE REGISTRAR'S OFFICE, ADMISSIONS, AND LANGUAGE AND DEVELOPMENT.  |
| REGISTRATION IS OFTEN A DIFFICULT PROCESS. I HAVE NO DOUBT IT COULD BE SIMPLIFIED.   |
| THE REGISTRATION OFFICE HAD AN EMPLOYEE (NAME)THE BIGGEST JERK I ENCOUNTERED AT USU.   |
| REGISTRATION OFFICE NEEDS HELP.  |
| I FOUND THE REGISTRAR'S OFFICE FRUSTRATING AND OFTEN DIFFICULT TO WORK WITH  |
| GRADUATION A HASSLE BECAUSE OF CONTRADICTIONS OR LOST PAPERS--EVENTUALLY GOT IT FIGURED OUT.   |
| LOOKING UP CLASSES ON ACCESS TO REGISTER FOR IS TERRIBLE, CHANGE THE SEARCH ENGINE.  |
| REGISTRARS OFFICE/RECORDS IS A JOKE! IT NEEDS SOME SERIOUS ORGANIZATION. THEY DON'T SEEM TO HAVE ANY CONSIDERATION FOR STUDENT TIME.                                   |

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| ONLINE REGISTRATION WAS EXCELLENT EXCEPT WHEN AP CREDITS WEREN'T SUBMITTED CORRECTLY AND YOU HAD TO GET SIGNED INTO CLASSES EVERY SEMESTER  |
| MY MOST UNPLEASURABLE EXPERIENCE AT USU IS THE REGISTRATION PROCESS. NOT ONCE WAS I ABLE TO REGISTER WITHOUT HAVING TO GO TO MY ADVISOR.  |
| THE REGISTRATION PROCESS COULD USE A LOT OF WORK/VERY FRUSTRATING TO HAVE TO SIGN UP FOR CLASSES BEFORE SEMESTER IS EVEN OVER.  |
| THE REGISTRATION AND CASHIERS OFFICES ARE ALWAYS HARD TO DEAL WITH, BECAUSE OF ALL THE "RED TAPE" AND STUPID RULES TO GET THINGS DONE.  |
| THE REGISTRATION OFFICE NEEDS WORK.   |
| THE REGISTRAR OFFICE WAS THE ABSOLUTE WORST I HAVE EVER SEEN. THEY MESSED THINGS UP ALL OF THE TIME AND IT WAS THE ONLY REALLY FRUSTRATEING PART OF USU.  |
| TRANSFERRING TO USU FROM ANOTHER UNIVERSITY WAS UNNECESSARILY SLOW AND DIFFICULT.   |
| ADMINISTRATIVE SERVICES (REGISTRATION OFFICE, FINANCIAL AID OFFICE, ETC.) ARE BEYOND HORRIBLE - BEYOND HORRIBLE!!!- @ UTAH STATE!!!   |
| I THINK THE REGISTRATION OFFICE SHOULD TAKE ALL FORMS OF PAYMENT: INCLUDING VISA!   |
| REGISTRATION WAS A ZOO AS A FRESHMAN/SOPHOMORE & QUAD WOULD KEEP LOGGING YOU OUT BEFORE YOU HAD TIME TO REGISTER.   |
| LINES ARE LONG AND STAFF IS UNFRIENDLY IN THE REGISTRAR OFFICE.   |
| REGISTRATION OFFICE IS A JOKE, I HAD THE HARDEST TIME REGISTERING FOR SCHOOL.   |
| DEBIT/CREDIT CARDS SHOULD BE ACCEPTED IN THE REGISTRARS OFFICE.   |
| COURSE TIMES NEED TO BE AVAILABLE MUCH EARLIER! I RAN INTO MAJOR TIME CONFLICTS 2 OR 3 TIMES, IT WOULD HAVE BEEN VERY HELPFUL TO SEE TWO FUTURE SEMESTERS (FALL & SPRING) WHEN REGISTERING FOR FALL SO I COULD DECIDE WHICH CLASSES TO TAKE WHICH SEMESTER. |
| I WAS SEVERLY OVERWORKED AND AM SOMEWHAT JADED IN MY VIEWPOINTS. THE ADMINISTRATION (ESPECIALLY THE REGISTRAR'S OFFICE) ARE EXPERTS AT "PASSING THE BUCK".  |
| ONLINE REGISTRATION WAS GOOD IF I COULD ACTUALLY REGISTER BUT SOMETIMES THERE WERE HOLDS THAT WERE NOT SUPPOSED TO BE THERE, WHICH TOOK AWAY CONVENIENCE SINCE I HAD TO GO IN ANYWAY.   |
| THIS GRAD PACKET DIDN'T HELP ME AT ALL.   |
| THE REGISTRATION OFFICE HAS BEEN DIFFICULT TO WORK WITH AT TIMES. THERE SEEMS TO BE QUIRKS IN THE SYSTEM THAT SHOULD BE FIXED.  |
| THE WHOLE SYSTEM IS TOO COMPARTMENTALIZED, MAKING IT VERY DIFFICULT TO GET REGISTRATION, PAMENT, ETC PROBLEMS AND QUESTIONS DEALT WITH.   |
| THERE WAS A PROBLEM WITH MY TRANSCRIPTS. I HAD THEM MOVED FROM GRAD OFFICE 3 TIMES AND IT'S STILL NOT DONE! NOT HAPPY!  |
| THE REGISTRAR/CASHIER'S OFFICE CAN'T DO ANYTHING ON THEIR OWN.  |
| THE REGISTRATION OFFICE NEEDS TO FIND A BETTER WAY TO HANDLE THE BEGINNING OF SEMESTER RUSH.  |
| REGISTRATION OFFICE IS A JOKE. HOURS ARE BAD AND NO ONE REALLY KNOWS PROCESSES BEFORE AND AFTER THIS OFFICE!  |
| REGISTRATION OFFICE NEEDS TO GET ORGANIZED. HOW MANY DOCUMENTS DO THEY LOSE EACH DAY?   |

MY EXPERIENCE WITH THE REGISTRATION OFFICE HAS DRASTICALLY IMPROVED IN RECENT YEARS. 5 YEARS AGO I WOULD HAVE HAD NOTHING NICE TO SAY, BUT IT SEEMS TO BE MUCH FRIENDLIER AND MORE STUDENT-ORIENTED.

**SERVICES**

BEING AT A PRISON SITE I WAS UNABLE TO ACTUALLY USE FACILITIES, BUT I HAD VERY LITTLE PROBLEMS RECEIVING RESOURCES THROUGH STAFF.

THE OUTDOOR RECREATION CENTER IS OUTSTANDING.

TOO MANY NEEDLESS OPTIONS AND SERVICES.

MANY GREAT SERVICES OFFERED AT USU - AS A TRANSFER STUDENT I DIDN'T USE SOME OF THE SERVICES.

SAD, AFTER 5 YEARS, SOME OF THESE (AND OTHER?) SERVICES WERE UNKNOWN TO ME! NEED BETER INFORMATION.

AGGIE BLUE BIKES IS A GREAT PROGRAM.

I WAS PART OF STUDENT SUPPORT SERVICES AND THEY WERE EXTREMELY HELPFUL.

SOME THINGS I DIDN'T KNOW WERE AVAILABLE TO ME AS A STUDENT...PERHAPS IF THERE WERE A GOOD (OR BETTER) WAY OF ADVERTISING WHAT OPTIONS STUDENTS HAVE AND HOW TO ACCESS THOSE RESOURCES.

THE AGENCIES AND RESOURCES AVAILABLE ARE VERY HELPFUL FOR THE MOST PART.

DISSATISFIED WITH STUDENT HOUSING.

THERE IS A LOT THAT IS AVAILABLE.

I THINK THE SERVICES ARE GREAT.

KEEP WHAT YOU HAVE & PLEASE OFFER MORE IF POSSIBLE. PUBLICIZE THEM A LOT MORE AND I'M SURE MORE PEOPLE WILL "ATTEND" SCHOOL THAT WAY!

HOUSING SERVICES WERE POOR. NUMEROUS BILLING ERRORS. MAINTENANCE BROKE ITEMS IN THE APARTMENT AND DIDN'T INFORM US BUT TRIED TO HIDE IT.

**SHUTTLE BUS**

THE SHUTTLE BUS SHOULD RUN LATER AT NIGHT FOR THOSE WHO ARE TAKING NIGHT CLASSES.

SHUTTLE BUS TAKES WAY TOO LONG.

SHUTTLE - NEED ROUTE TO GO EAST AND WEST ON 700 NORTH.

THE SHUTTLE SYSTEM IS GREAT.

LOVE THE SHUTTLE BUSES, EXCEPT WHEN SOUTH CAMPUS EXPRESS IS OFF SCHEDULE--VERY BAD!

LOVE THAT AGGIE SHUTTLE BUS!!!

I WISH THE SHUTTLE WOULD HAVE A SCHEDULE AND STICK TO IT.

PUT A STOP FOR THE BUSES CLOSER TO THE NFS BUILDING.

NEED MORE SHUTTLES AT TIMES BUT VERY STAISFIED!!

LOVE THE SHUTTLE SYSTEMS!

MORE SHUTTLES WOULD BE GREAT!

THE SHUTTLE BUS NEEDS TO RUN THE STADIUM LOOP UNTIL AFTER 7:30; THERE ARE CLASSES THAT GET OUT AT 7.

**STAFF/CUSTOMER RELATIONS**

MOST OF THE STAFF I MET COULD NOT BE BOTHERED TO HELP YOU.  
MOST TIMES I FEEL LIKE I'M BEING TREATED LIKE AN IDIOT AND GIVEN THE RUN-AROUND.  
TREAT STUDENTS MORE LIKE PEOPLE THAN NUMBERS.  
SERVICE WORKERS NEED TO WORK ON HAVING A "CAN DO" ATTITUDE.  
MEAN OLD LADIES WORKING ON CAMPUS (LIKE REGISTRAR'S OFFICE/PARKING)SUCK. IT FEELS LIKE THE DMV.  
I WISH THE SCHOOL WOULD HIRE COMPETENT INDIVIDUALS FOR THE NON-TEACHING ORIENTED JOBS. DEALING WITH THESE PEOPLE WAS IN LARGE A NEGATIVE EXPERIENCE.  
IT EMPLOYEES WERE GREAT AND VERY HELPFUL.

**STATESMAN**

(SEVERAL OCCASIONS) THE STATESMAN PUBLISHING "ANTI-MORMON" ARTICLES.  
THE STATESMAN NEEDS IMPROVEMENT. THE SMALL, UNIMPORTANT SUBJECTS THAT OCCUPY THE MAJORITY OF THE PAPER ARE EMBARRASSING TO USU, AS WELL AS THE INACCURACY OF THEIR INFORMATION AND OPINION BIAS. THEY NEED TO COVER THE NEWS PEOPLE CARE ABOUT AND NEED TO HEAR  
STATESMAN IS GETTING TO HAVE TERRIBLE TASTE IN THE ARTICLES.  
OFTEN FOUND STATESMAN OFFENSIVE, SEEMED LIKE PORNOGRAPHY IN THE NAME OF ART (ADS A BIG PART OF THAT) (I DON'T KNOW.  
I WOULD LOVE THERE TO BE A CROSSWORD PUZZLE IN THE STATESMAN EVERY DAY. NOT JUST MONDAY AND FRIDAY.  
THE STATESMAN SHOULD BE DISTRIBUTED BETTER SO THAT SOME PLACES DON'T RUN OUT BY 11:00 AND OTHER HAVE PAPERS UNTIL THE NEXT PRINT.

**STUDENT HEALTH INSURANCE**

STUDENT HEALTH INSURANCE WAS THE BIGGEST SCAM I EVER PAID FOR. THEY REPEATEDLY LOST PAPERWORK I SENT TO THEM, DENIED SEVERAL LEGITIMATE CLAIMS AND WERE VERY RUDE TO TALK TO. I STRONGLY ENCOURAGE USU TO SEEK INSURANCE COVERAGE WITH ANOTHER PROVIDER .  
STUDENT HEALTH INSURANCE TOO EXPENSIVE!  
STUDENT HEALTH INSURANCE IS NOT PRACTICAL FOR MARRIED STUDENTS. WOULD HAVE WANTED IF IT WERE GOOD.  
I COULDN'T AFFORD THE STUDENT HEALTH INSURANCE BUT WOULD HAVE LIKED TO.  
MAYBE CONSIDER HAVING YOUR \*STUDENT\* HEALTH CENTER TAKE YOUR \*STUDENT\* HEALTH INSURANCE.  
HEALTH INSURANCE SHOULD BE REQUIRED.  
STUDENT HEALTH INSURANCE IS REDICULOUS CAN'T QUALIFY FOR MEDICAID BECAUSE OF IT, CAN'T AFFORD IT.  
HEALTH INSURANCE IS WAY TOO EXPENSIVE.  
THE HEALTH INSURANCE IS A JOKE. ITS CHEAPER TO GO ANY WHERE ELSE FOR INSURANCE. OTHER THAN THAT I'M SATISFIED WITH USU.  
STUDENT HEALTH INSURANCE NEEDS TO BE MORE AFFORDABLE.  
THERE'S GOT TO BE A MORE AFFORDABLE HEALTH INSURANCE PLAN AVAILABLE.  
STUDENT HEALTH INSURANCE NEEDS TO BE MORE AFFORDABLE.

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| STUDENT INSURANCE IS REALLY EXPENSIVE.  |
| STUDENT HEALTH INSURANCE IS WAY TOO EXPENSIVE.  |
| STUDENT HEALTH INSURANCE IS TERRIBLE.   |
| HEALTH INSURANCE IS WAY OVER PRICED.  |
| INSURANCE WAS TOO EXPENSIVE.  |
| HEALTH INSURANCE IS HORRIBLY UNREASONABLE, BUT WELLNESS CENTER HAS GREAT SERVICES.  |
| THE STUDENT HEALTH INSURANCE WAS A JOKE!!! (HENCE I NEVER USED IT)  |
| I HAVE MY OWN INSURANCE THROUGH MY MOM'S EMPLOYMENT.  |
|   |
| <b>STUDENT HEALTH/WELLNESS CENTER</b>   |
|   |
| THE DOCTORS AT THE HEALTH CENTER DON'T SEEM TO KNOW MUCH.   |
| SOMETIMES I FELT LIKE WHEN I WENT TO THE HEALTH & WELLNESS CENTER, THE DOCTORS WOULD SAY I WAS SICK BECAUSE OF STRESS & SEND ME HOME. BECAUSE I'M WORKING, GOING TO SCHOOL FT, & OTHER ACTIVITIES, DOESN'T MEAN I'M SO STRESSED THAT I'M SICK.      |
| THE DOCTOR AND PHARMACIST AT THE HEALTH CENTER WERE INCOMPETENT.  |
| HEALTH CENTER RECEPTION IS AWFUL (DOCTORS & NURSE GREAT THOUGH).  |
| VERY DUMB THAT WELLNESS CENTER CHARGES STUDENTS DURING THE SUMMER UNLESS THEIR IN SUMMER CLASSES (THAT'S WHEN MOST OF US WORK)  |
| THE STAFF AT THE WELLNESS CENTER *DID NOT* MAKE ME FEEL COMFORTABLE. IF YOU ASK ABOUT BIRTH CONTROL OR ANY SEX-RELATED TOPIC THEY SIEZE UP.   |
| I DIDN'T ALWAYS FEEL LIKE THE DOCTORS OR PSYCHIATRISTS AT THE WELLNESS CENTER WERE VERY COMPETENT.  |
|   |
| I DIDN'T ALWAYS FEEL LIKE THE DOCTORS AND ESPECIALY THE PSYCHIATRIST AT THE WELLNESS CENTER WERE COMPETENT.   |
| PUBLICIZE WHAT THE HEALTH & WELLNESS CENTER OFFERS.   |
| EDUCATED.   |
| THE STUDENT WELLNESS CENTER COULD NOT HAVE BEEN MORE HELPFUL. THEY WENT ABOVE AND BEYOND THROUGHOUT MY COLLEGE CAREER. EVERY DOCTOR AND NURSE NEEDS TO GET A RAISE AND BE RECOGNIZED FOR THEIR HARD WORK. I AM SO GRATEFUL FOR THE WELLNESS CENTER. |
| DOCTORS AT WELLNESS CENTER NOT GENUINE OR INFORMATIVE.  |
| THE STUDENT WELLNESS CENTER IS AMAZING!   |
| THE WELLNESS CENTER IS EXCELLENT.   |
| HEALTH & WELLNESS CENTER DOCTORS NEED TO GET THEIR ACT TOGETHER, DON'T TREAT US LIKE CRAP.  |
| HEALTH CENTER NEEDS TO TAKE MORE THAN TWO SECONDS TO LOOK AT YOU AND SEE IF YOU'RE SICK/WHAT YOU HAVE.  |
| THE PHARMACY AT THE WELLNESS CENTER IS GREAT, THE DOCTORS AND P.A.'S ARE PRETTY MUCH USELESS.   |
| THE STUDENT HEALTH CENTER LEAVES MUCH TO BE DESIRE.   |
| I CAN'T REMEMBER IF THE HEALTH CENTER OR THE WELLNESS CENTER IS WHERE YOU GO WHEN YOU ARE SICK.   |
|   |

**TUITION/FEEES**

COLLEGE IS VERY EXPENSIVE! TUITION IS ENOUGH, LOWER PRICES FOR EVERYTHING ELSE.

I DONT LIKE PAYING FOR SERVICES/ACTIVITIES I DO NOT USE. TO SAVE MONEY, ALLOW STUDENTS TO PICK THEIR DESIRED FEES WHICH THEY WILL PAY FOR AND USE.

THINGS I DIND'T USE WERE TOO EXPENSIVE.

ACCEPT ALL TYPES OF CREDIT CARDS, AND ACCEPT THEM IN THE REGISTRARS OFFICE.

EVERYTHING IS EXPENSIVE.

TUITION - WORTHWHILE BUT STILL COSTS TOO MUCH! TOO MANY FEES GO TO STUDENT ACTIVITIES NOT WORTH MY WHILE RATHER THAN TO PROGRAMS, TEAHCERS & COURSES!

TUITION NEEDS TO DECREASE.

TOO EXPENSIVE INTERNATIONAL STUDENT TUITION AND HEALTH INSURANCE.

REALLY EXPENSIVE!

THE BIGGEST COMPLAINT ABOUT USU IS THE TUITION. IT'S SO \*EXPENSIVE\* TO GO HERE AND IT'S PATHETIC THAT TUITION IS RAISED EVERY YEAR (& SCHOLARSHIPS DON'T COVER NEW COSTS) AND THERE IS NOTHING VISIBLE FROM THE HIGHER TUITION.

MY TUITION PAYS FOR FAR TOO MANY ACTIVITIES THAT I DO NOT USE. THAT IS A \*HUGE\* WASTE OF MY MONEY!

DIDN'T LIKE TUITION INCREASE WITH NO ADDITIONAL BENIFIT TO ME.

I STRONGLY SUGGEST THAT VARSITY SPORTS BE REMOVED FROM STUDENT FEE'S AND STUDENTS BE GIVEN OPPORTUNIGY TO BUY THEIR OWN SPORTS PACKAGES (FOOTBALL & BASKETBALL & ALL OTHERS, THEN SEPARATELY).

THE CLIMBING TUITION, HOWEVER, IS OUT OF CONTROL.

TUITION INCREASE COULD HAVE BEEN SPENT ON BETTER THINGS, I.E. CLUB SPORTS, MORE COMPUTERS, AND LESS ON SPORTS WITH LITTLE POTENTIAL, I.E. FOOTBALL STADIUM!

TUITION IS TOO MUCH!

STUDENT FEES ARE TOO HIGH - I END UP PAYING FOR THINGS I NEVER USE AND TUITION IS HIGH ENOUGH WITHOUT THEM.

I FEEL ONLINE TUTION COURSES SHOULDN'T COST EXTRA (LIKE WSU).

ONLINE COURSES ARE REDICULOUSLY EXPENSIVE, ESPECIALLY WHEN ALREADY PAYING TUITION FOR THOSE CREDITS.

TOO MANY STUDENT FEES, FELT POKED AND PRODED, I GUESS ITS AN AG UNIVERSITY.

TUITION IS TO HIGH. WAY TO HIGH.

I FEEL THAT STUDENTS WHO DO NOT USE THE RSOURCES SHOULD NOT HAVE TO PAY FOR THEM. AT LEAST SOME OF THE SERVICES SHOULD BE PAY AS YOU GO.

I THINK IT IS REDICULOUS I CAN NOT USE A VISA TO PAY FOR TUITION.

STUDENTS SHOULDN'T HAVE TO PAY FOR SPORT EVENTS IN FEE'S ESPECIALLY WHEN THEY DONT EVER USE THEM.

I NEVER USED ANY OF THE ATHLETIC ITEMS, BUT WE STILL PAY FOR THEM. I THINK THAT SHOULD CHANGE.

TUITION IS TOO EXPENSIVE.

**TUTORING**

NEED TO EXPAND MATH/STATS TUTORING CENTER TO COVER HIGHER LEVELS OF MATH.

NEED MORE MATH TUTORS, ENGLISH CLASSES MANDATED USE OF ENGLISH LAB--NO GOOD

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| THE MATH LABS NEED TO HAVE MORE TUTORS--IT TAKES TOO LONG FOR WORK.  |
| STATS.   |
| I COULDN'T PASS MY MATH BECAUSE THEY DID NOT TEACH ME HOW TOO!   |
| THE MATH/STAT TUTORING CENTER WAS EXCELLENT.   |
| MATH TUTORING CENTER IS TOO BUSY.  |
| SI SAVED ME FRESHMAN YEAR!   |
| THERE WERE HARDLY ANY SI AVAILABLE FOR THE CLASSES THAT I TOOK.  |
|  |
| <b>USU POLICE</b>  |
|  |
| POLICE CALL BOXES ON CAMPUS NEED HELP. USU POLICE SEEM TO SPEND TOO MUCH TIME WRITING TICKETS (NEVER WAS TICKETED) AND NOT ENOUGH SECURITY. THE FIRST TIME I SAW A OFFICER DOING SECURITY WAS AT THE GRAD FAIR. I CAN TAKE CARE OF MYSELF. |
| CAMPUS POLICE ARE VERY RUDE AND DO NOTHING.  |
| THE POLICE RUIN THE FOOTBALL TAILGATES. USU ALSO ALLI.   |
| USU POLICE AND PARKING DID NOTHING GOOD FOR ME OR ANYONE I KNOW.   |
| USU POLICE HAD GIVEN SOME FRIENDS TICKETS FOR NO REASON. NOT VERY GOOD AT THEIR JOB.   |
| DOES HAVING DATED A USU POLICE DISPATCHER COUNT AS USING THE USU POLICE SERVICES?  |
|  |
| <b>UTAH STATE UNIVERISTY</b>   |
|  |
| MY USU EXPERIENCE HAS BEEN WONDERFUL!  |
| PROMOTE BETTER COMMUNITY FEELING BY PUSHING STUDENTS TO GET INVOLVED. REQUIRE NON CACHE VALLEY TRADITIONAL FRESHMEN TO LIVE ON CAMPUS.   |
| LOGAN IS A LOVELY PLACE. ENJOYED GRADUATING FROM HERE.   |
| THE ADMINISTRATION OF THE UNIVERSITY HAS BEEN DFFICULT TO WORK WITH AND A GREAT FRUSTRATION.   |
| GO AGGIES!   |
| I HAVE NEVER BEEN IMPRESSED WITH THE USU ADMINISTRATION AND THE WAY THEY USE FUNDS AND TUITION. "EXAMPLE" RENOVATING THE CAROUSEL.   |
| I HAVE LOVED USU! GREAT COLLEGE EXPERIENCE.  |
| I LOVE USU. DAMN PROUD TO BE AN AGGIE!   |
| THANKS FOR A GREAT EXPERIENCE.   |
| UTAH STATE IS A WONDERFULLY BALANCED UNIVERSITY WITH WONDERFUL PROFESSORS WHO CARE ABOUT THEIR STUDENTS. IT HAS ENOUGH GOING ON TO KEEP BOTH THE FUN-LOVING & ACADEMIC SIDE OF A STUDENT GOING. I TELL EVERYONE I LOVE IT.                 |
| I WAS A TRANSFER STUDENT FROM THE UNIVERSITY OF UTAH & I LOVED MY TIME AT USU SO MUCH MORE.  |
| I WAS BORN & RAISED IN AGGIE BLUE!! GO USU!!!  |
| I HAVE REALLY ENJOYED THE EDUCATION PROGRAM!   |
| I LOVE UTAH STATE!:)   |
| REALLY ENJOYED MY TIME AT UTAH STATE.  |

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| THE ACADEMICS IN HIGHER EDUCATION IS INAPPROPRIATELY USED AND MANAGED. THE CAMPUS OVER ALL WAS FUN, BUT THEY ARE MAKING IT MORE STRINGENT AND BORING.  |
| I LOVE UTAH STATE AND WILL BE SAD TO LEAVE.  |
| WONDERFUL FOR ACADEMICS, BAD SOCIALLY IF NOT LDS   |
| USU WAS AN EXCELLENT INVESTMENT.   |
| AS AN ALUMNI I WILL NOT GIVE THIS INSTITUTION MONEY UNTIL IT GOES BACK TO BEING A "STATE" SCHOOL. MY LEAST FAVORITE THING ABOUT USU WAS THE ATTEMPTS THE SCHOOL, FACULTY, ANDS STUDENTS TRY TO MAKE THIS INTO A REPLICA OF BYU. STOP IT! PLEASE!!            |
| MY MAIN COMPLAINT IS JUST THE HIGH PRICES ALL OVER CAMPUS. I FEEL THAT IF THINGS WERE CHEAPER I WOULD HAVE BEEN MORE SATISFIED.  |
| OVERALL I ENJOYED BEING PART OF USU IT OFFERS MANY OPPORTUNITIES.  |
| I REALLY ENJOYED IT HERE AND I WILL CONTINUE TO GRAD SCHOOL HERE.  |
| I HAVE LOVED USU. IT HAS BEEN A VERY POSITIVE AND REWARDING EXPERIENCE IN MY LIFE.   |
| I'VE HAD A WONDERFUL EXPERIENCE AT USU AND HAVE GAINED A GREAT EDUCATION IN MY FIELD OF STUDY  |
| MAKE USU A WET CAMPUS AND ENROLLMENT WILL HAVE A BIG INCREASE.   |
| NEVER SHOULD HAVE REMOVED USU FROM THE PRISON!!! HORRIBLE MISTAKE AND HUGE INJUSTICE TO SOCIETY!   |
| THE SCHOOL NEEDS DEEPER MORE MEANINGFUL TRADITIONS & BETTER QUALITY ADVISING AND PREPARATION FOR THE JOB MARKET.   |
| THE SCHOOL ALIENATES NON-MORMON STUDENTS.  |
| I LOVED USU & LOGAN & WILL REALLY MISS IT!   |
| I LOVE USU. ITS THE BEST SCHOOL IN THE WHOLE WORLD.  |
| OVERALL THE SCHOOL IS GREAT.   |
| USU IS A GREAT SCHOOL!   |
| MAKE IT EASIER FOR STUDENTS TO GET WHAT THEY NEED WITHOUT SO MANY LEVELS OF BEUACRACY.   |
| SPREAD THE FUNDS!! (FINE ARTS, HINT HINT)  |
| I LOVE USU. MY EXPERIENCE HAS BEEN WONDERFUL. VERY CARING INDIVIDUALS WHO WORK WITH STUDENTS BEST INTRESTS AS THEIR FOCUS. THANKS!   |
| THE ONLY REASON I FEEL LIKE I AM GRADUATING IS THAT I HAD TO FIND WAYS TO GET WHAT I WANTED.   |
| I LOVE UTAH STATE GO AGGIES.   |
| I HAVE LOVED UTAH STATE UNIVERSITY, AND I WOULD HIGHLY RECOMMEND IT TO ANYONE. THANK YOU!!!  |
| THERE IS TOO MUCH RED TAPE.  |
| I THOUGHT IT WAS VERY CHEAP OF THE UNIVERSITY TO DISCONTINUE PROVIDING THE BLUE TOWELS AT THE GYM.   |
| AFTER RECRUITMENT, I FEEL I HAVE BEEN PUT ON AN EXTREME BACK BURNER AND HOW I HAVE BEEN TREATED AS A STUDENT IS DRASTICALLY DIFFERENT FROM THE PICTURE PAINTED BEFORE I CAME HERE. MORE FOCUS ON STUDENT WELL-BEING & RELATIONSHIPS. WE ARE THE ONES PAYING. |
| USU NEEDS A TESTING CENTER.  |
| I LOVE UTAH STATE UNIVERSTIY.  |
| TAKE VISA.   |
| LONG LINES, EXPENSIVE, NO PARKING.   |
| MINORITY STUDENTS ARE NOT WELCOMED IN MANY ON CAMPUS ACTIVITIES. ONLY RELIGIOUS SCHOOLS DON'T ALLOW DRINKING OF ALCOHOL ON CAMPUSES, SEPARATION OF CHURCH AND STATE!   |

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| USU IS A GREAT INSTITUTION OF HIGHER LEARNING!   |
| THERE ARE LIES, DAMN LIES, AND STATISTICS. AMERICA BELIEVES IN EDUCATIONS; THE AVERAGE PROFESSOR MAKES MORE \$\$ IN A YEAR THAN A PROFESSIONAL ATHLETE MAKES IN A WHOLE WEEK.  |
| I WOULD TELL A STUDENT AT USU TO MAKE SURE HE/SHE USES THE RESOURCES AVAILABLE. I DID NOT BECAUSE I WAS OFF CAMPUS STUDENT. 20 YEARS AGO WHEN I FINISHED MY FIRST DEGREE, I DID USE THEM.  |
| THERE'S ALWAYS ROOM FOR IMPROVEMENT.   |
| I HAVE LOVED MY STAY AT USU!   |
| THANKS FOR THE EDUCATION!  |
| STUDENT RESOURCES ARE USUALLY EXCELLENT. HOWEVER, MANY (NOT ALL) EMPLOYEES ARE VERY UNPROFESSIONAL IN HOW THEY TREAT STUDENTS. NAMELY, THEY DONT CARE ABOUT USU'S WELFARE NOR THAT OF ITS STUDENTS.  |
| USU SHOULD IMPLEMENT FREE WEEKLY MASSAGES LIKE SLCC.   |
| ALTHOUGH I ENJOYED MY TIME AT USU I FEEL I NEVER TOOK ADVANTAGE OF ALL THE RESOURCES AVAILABLE TO STUDENTS. IT WAS A GREAT TIME WHEN I WAS IN USU.   |
| THE SOCIETY/LIVING BORING, NOTHING TO DO BUT USU IS FUN AND HAS INTERESTING TO ATTEND.   |
| I DID NOT FEEL AS WELCOME AS I WISHED TO BE AT USU BECAUSE OF THE COMMUNITY. RELIGION AND COUNSELING WERE NOT HELPFUL. HOWEVER, THE ACADEMIC EXPERIENCE WAS GOOD AND PROFESSORS WERE TOLERANT. THE PROBLEM WAS MAINLY LACK OF IDEOLOGICAL/RELIGIOUS DIVERSITY. |
| I LOVED UTAH STATE AND I WOULD COME BACK IF I HAD TO CHOOSE AGAIN!   |
| THINGS COULD BE HANDLED BETTER IF THE UNIVERSITY ENCOURAGED FIELDS OUTSIDE OF ENGINEERING AND AGRICULTURE INSTEAD OF COMMENTING ON HOW IT DOES.  |
| ALL IN ALL I ENJOYED MY TIME HERE AND RECOMMEND IT TO BROTHERS, FAMILY AND FRIENDS. THANK YOU!   |
| EVERYTHING I USED HERE AT USU WAS VERY HELPFUL AND MADE THE EXPERIENCE MORE ENJOYABLE.   |
| <b>THIS SURVEY</b>   |
| WHY DONT WE EVALUATE THE ADMINISTRATION? THE USE OF SCHOOL FUNDS?  |
| THIS EVALUATION FORM NEEDS A BUBBLE BETWEEN SATISFIED & DISSATISFIED.  |
| NEED TO ADD A LINE FOR FRATERNITIES AND SORORITIES.  |
| TEACHER.   |
| THIS SURVEY IS TOO LONG, I AM READY TO GRADUATE.   |
| WHY DO "NON-USU" RELIGION CLASSES SHOW UP ON A USU SURVEY?   |
| TEACHER.   |
| WHY WERE WE ASKED ABOUT "NON-USU" RELIGION CLASSES? I THOUGHT THEY WEREN'T AFFILIATED WITH USU.  |
| ONE THING THIS LIST DID NOT MENTION WAS THE MULTICULTURAL CLUBS. THESE CLUBS (PSU, HSU, AASC) WERE THE BEST PART OF MY COLLEGE EXPERIENCE.   |
| THE HPER AND FIELDHOUSE SHOULD HAVE SEPERATE QUESTIONS.  |
| MY ARM HURTS SO MUCH FROM FILLING IN CIRCLES.  |
| THE SURVEY COULD USE SOME WORK TO MAKE IT MORE CLEAR AND SOME THINGS BETTER DEFINED.   |

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| NON USU RELIGION CLASSES. TOOK THEM. ONLY DISSATISFIED BECAUSE I DIDN'T AGREE WITH WHAT WAS TAUGHT.  |
| ITEMS MARKED NEUTRAL HAD BOTH EXTREMES.  |
| OVERLY GENERALIZED SURVEY.   |
| I FOUND THIS SURVEY TO BE A WASTE OF TIME.   |
| THIS WAS WAY TOO LONG!   |
| YOU SHOULD HAVE ADDED A SOMEWHAT SATISFIED/DISSATISFIED OPTION.  |
| THIS IS WAY TOO MANY CIRCLES TO FILL IN.   |
| IF YOU REALLY WANT TO KNOW MY COMMENTS, IS THIS ENOUGH ROOM OR ARE STATES MORE IMPORTANT THAN ANY EXPLANATION?   |
| TOO MANY QUESTIONS. TOO LONG!  |
| WHY IS NON USU RELIGION CLASSES ON THIS SURVEY? IF IT IS NOT PART OF USU IT SHOULDN'T BE ON HERE, THAT IS INAPPROPRIATE. ARE YOU TALKING ABOUT THE INSTITUTE? WHAT ABOUT US WHO ARE NOT LDS! DON'T DO THEIR WORK FOR THEM. |
| HAVE A NEUTRAL GROUP.  |
| I FIND RELIGION CLASSES QUESTION IS UNNECESSARY AND SLIGHTLY OFFENSIVE. LDS INSTITUTE CLASSES ARE, AND SHOULD BE SEPERATE FROM USU!  |
| THIS SURVEY LEAVES OPTIONS OUT AND LEAVES OUT THE ABILITY TO CLARIFY ON EACH ANSWER.   |
| THE OPPORTUNITY COST OF FILLING OUT THIS SURVEY WAS WAY ABOVE A LEVEL THAT I APPRECIATE. MAKING IT AN ONLINE SURVEY WOULD HELP TREMENDOUSLY.   |
| THERE WERE NO QUESTIONS FOR DISTANCE ED.   |
| WHAT IS THE "VISIT IN COMMUNITY MEMBERS' HOMES?" NEVER HEARD OF IT.  |