LINCOLN UNIVERSITY
CONTINUING STUDENT SATISFACTION SURVEY (CSSS) DATA ANALYSIS
FOR ACADEMIC YEARS 2007-2011

PREPARED BY THE OFFICE OF
INSTITUTIONAL RESEARCH AND ASSESSMENT

May 2011

Executive Summary
Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2007-2011

Introduction:

The Lincoln University Student Satisfaction Survey (CSSS), a locally developed, 40 item survey, is designed to provide student feedback regarding the quality of educational programs, services and overall student experience at Lincoln University. Survey items 1-8 collect background and demographic information. Students are asked to rate their agreement on survey items 9-40 using the following scale: A=Strongly Agree; B=Agree; C=Disagree; D=Strongly Disagree and E=Neither Agree nor Disagree. To maximize response rate, the survey is administered to students in conjunction with the General Education Test during Assessment week in the fall and spring semesters. Students pursuing their first bachelor's degree are required to take the General Education Test upon the successful completion of 75 or more credit hours (including transfer credits), thus, students completing the survey are primarily juniors and seniors.

The Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis, prepared by the Office of Institutional Research and Assessment (OIRA), provides information regarding the students that have completed the CSSS during academic years 2007, 2008, 2009, 2010, and 2011. All information used to complete this analysis was obtained from the CSSS database that is maintained by the OIRA.

Methodology:

This analysis is focused on the responses of 1669 students that completed the CSSS during academic years 2007 (383 students), 2008 (323 students), 2009 (313 students), 2010 (326) and 2011 (324). In order to provide Lincoln University with the most useful information, data in the CSSS database is analyzed using two different methods: Method 1: Comparison of Percentages; Method 2: Comparison of Means.

Method 1: Comparison of Percentages

For the purpose of this analysis, a five-year average is computed for survey items 9-40. The five-year average of students responding strongly agree/agree is then compared to the five-year average of students responding disagree/strongly disagree to determine levels of student satisfaction. Students are most satisfied with survey items if the percentage responding strongly agree/agree is equal to or greater than 70% **and** the percentage of students responding disagree/strongly disagree is less than 30%. Students are least satisfied with survey items if the percentage responding agree/strongly agree is less than 70% **and** the percentage responding disagree/strongly disagree is equal to or greater than 30%. The percentage of students responding neither agree nor disagree or not responding at all are excluded from this analysis. Section 1-A reports the summary of this analysis. In Section 1-B results are broken down by individual survey items and are displayed graphically. See Appendix 1 for computation of 5-year averages.

Method 2: Comparison of Means

For the purpose of this analysis, the survey scale is changed to a 5-point Likert-scale. Survey scale A=Strongly Agree is changed to 5; Survey scale B=Agree is changed to 4; Survey scale E=Neither Agree nor Disagree is changed to 3; Survey scale C=Disagree is changed to 2; and Survey scale D=Strongly Disagree is changed to 1. A five-year average is computed for survey items 9-40 and the items are ranked by their means (highest to lowest). Students are most satisfied with survey items with the highest means and are least satisfied with survey items with the lowest means. Section 2-A reports the summary of this analysis. In Section 2-B results are broken down by individual survey items and are displayed graphically. See Appendix 2 for computation of 5-year averages and ranking of survey items by means.

Executive Summary
Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis
for Academic Years 2007-2011

Findings:

Section 1: Comparison of Percentages

Analysis of survey items 9-40 reveals that CSSS respondents are most satisfied with feeling welcome on campus; experiencing intellectual growth; major requirements; bookstore personnel; classrooms; class change (drop/add) policies; overall satisfaction with LU experience; places to study on campus; faculty/staff concern for students; tuition; campus appearance; campus lighting; LU Student Handbook; computer labs and library resources and services. See Table 1 for a summary of this analysis.

The analysis also reveals that CSSS respondents are least satisfied with parking; getting the "run-around" when seeking information on campus; the athletic programs' contribution to sense of school spirit; announcement of financial aid awards; student activity fees and registering for courses when needed. See Table 2 for a summary of this analysis.

Section 2: Comparison of Means

Analysis of survey items 9-40 reveals that CSSS respondents are most satisfied with experiencing intellectual growth; library resources and services; feeling welcome on campus; major requirements; class change (drop/add) policies; classrooms; LU Student Handbook; bookstore personnel; places to study on campus; overall satisfaction with LU experience; tuition; faculty/staff concern for students; campus appearance and campus lighting. See Table 43 for a summary of this analysis

The analysis also reveals that CSSS respondents are least satisfied with parking; getting the "run-around" when seeking information on campus; the athletic programs' contribution to sense of school spirit; cafeteria food; announcement of financial aid awards; student activity fees; Scruggs University Center; sense of pride and policies and procedures for expressing student complaints/appeals. See Table 44 for a summary of this analysis.

Conclusions and Recommendations:

Analysis of the CSSS data reveals a number of significant findings: students are most satisfied with feeling welcome on campus; experiencing intellectual growth; library resources and services; bookstore personnel; class change (drop/add) policies; major requirements; classrooms; LU Student Handbook; places to study on campus; overall satisfaction with LU experience; tuition; faculty/staff concern for students; campus appearance; campus lighting and computer labs while they are least satisfied with parking; getting the "run-around when seeking information on campus; the athletic programs' contribution to sense of school spirit; cafeteria food; announcement of financial aid awards; student activity fees; sense of pride; policies and procedures for expressing student complaints/appeals; Scruggs University Center and registering for courses when needed.

The students that complete the CSSS are not a representative sample of the entire student body; therefore the results of this analysis cannot be generalized to the entire student population. However, five years worth of survey data does provide Lincoln University with a pretty clear picture regarding the satisfaction level of our junior, and some senior, students. The OIRA recommends the continued administration of the CSSS and analysis of the data to determine if future analyses will yield the same results.

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Lincoln University CSSS Comparison
Most Satisfied and Least Satisfied by Percentage

Table 1: CSSS Items Students Are Most Satisfied With Based on 5-Year Average (Percentage)

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree
Please rate your agreement with the following statements:		**5-Year Average**	**5-Year Average**
9	I feel welcome on this campus.	83.0	10.8
20	I have experienced intellectual growth while attending Lincoln University.	82.5	9.3
30	My academic major requirements are reasonable and understandable.	82.4	14.2
36	Lincoln University's library resources and services meet my student needs.	81.5	8.5
26	Instructional classrooms meet my needs and expectations.	78.7	9.7
15	Class change (drop/add) policies are reasonable and understandable.	78.5	13.0
40	Overall, I am satisfied with my LU experience.	75.4	16.8
33	Bookstore personnel are courteous and helpful.	75.0	17.8
24	There are sufficient places to study on campus.	74.3	17.0
11	Faculty and staff display concern for students as individuals.	73.9	19.0
18	The Lincoln University tuition I have paid is a worthwhile investment.	73.3	18.0
28	The campus is attractive and well maintained.	73.1	18.8
29	The campus is equipped with adequate lighting.	72.8	18.7
14	The LU Student Handbook provides helpful information about campus life.	72.5	12.0
25	The computer labs are open during days and times that are convenient for me.	70.2	19.7

Note: Students are most satisfied with survey items if the percentage responding strongly agree/agree is equal to or greater than 70% **and** the percentage responding disagree/strongly disagree is less than 30%.

Note: Percentages will not equal 100 due to exclusion of Neither Agree Nor Disagree Responses and No Responses from this table.

Data Source: Office of Institutional Research and Assessment

Table 2: CSSS Items Students Are Least Satisfied With Based on 5-Year Average (Percentage)

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree
Please rate your agreement with the following statements:		5 Year Average	5 Year Average
22	Adequate parking exists for the number of students on this campus.	18.4	73.5
32	I seldom get the "run-around" when seeking information on this campus.	37.7	52.9
19	The athletic programs contribute to a strong sense of school spirit.	34.1	41.8
12	Financial aid awards are announced in time to be helpful in college planning.	49.3	33.0
17	Student activity fees ($5.00 per credit hour) are reasonable.	53.6	31.9
27	I am able to register for the courses I need when I need them.	63.1	31.2

Note: Students are least satisfied with survey items if the percentage responding strongly agree/agree is less than 70% **and** the percentage responding disagree/strongly disagree is equal to or greater than 30%.

Note: Percentages will not equal 100 due to exclusion of Neither Agree Nor Disagree Responses and No Responses from this table.

Data Source: Office of Institutional Research and Assessment

SECTION 1-B

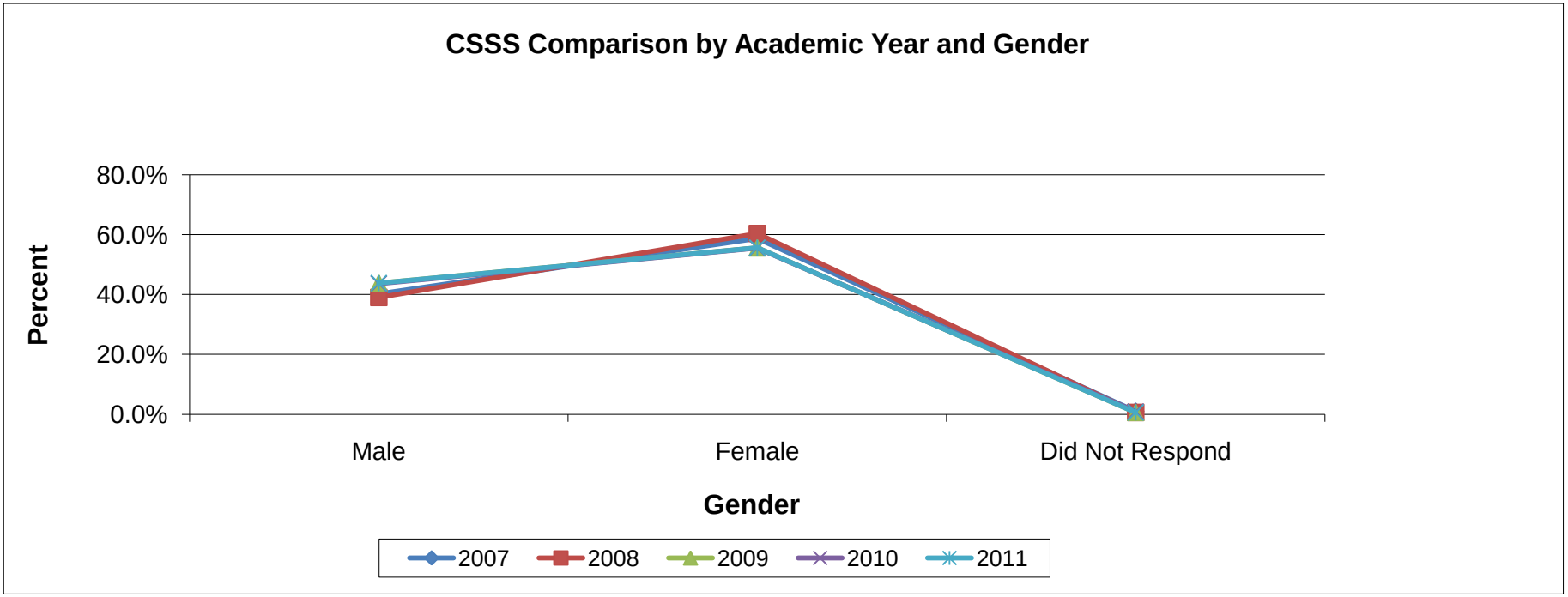
Lincoln University CSSS Comparison
by Academic Year and Percentage of Survey Respondents

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Gender

Table 3

Survey Response						
	2007	2008	2009	2010	2011	5-Yr Avg
Male	40.2%	39.0%	43.8%	43.6%	43.8%	42.1%
Female	58.7%	60.4%	55.6%	55.5%	55.6%	57.2%
Did Not Respond	1.0%	0.6%	0.6%	0.9%	0.6%	0.7%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



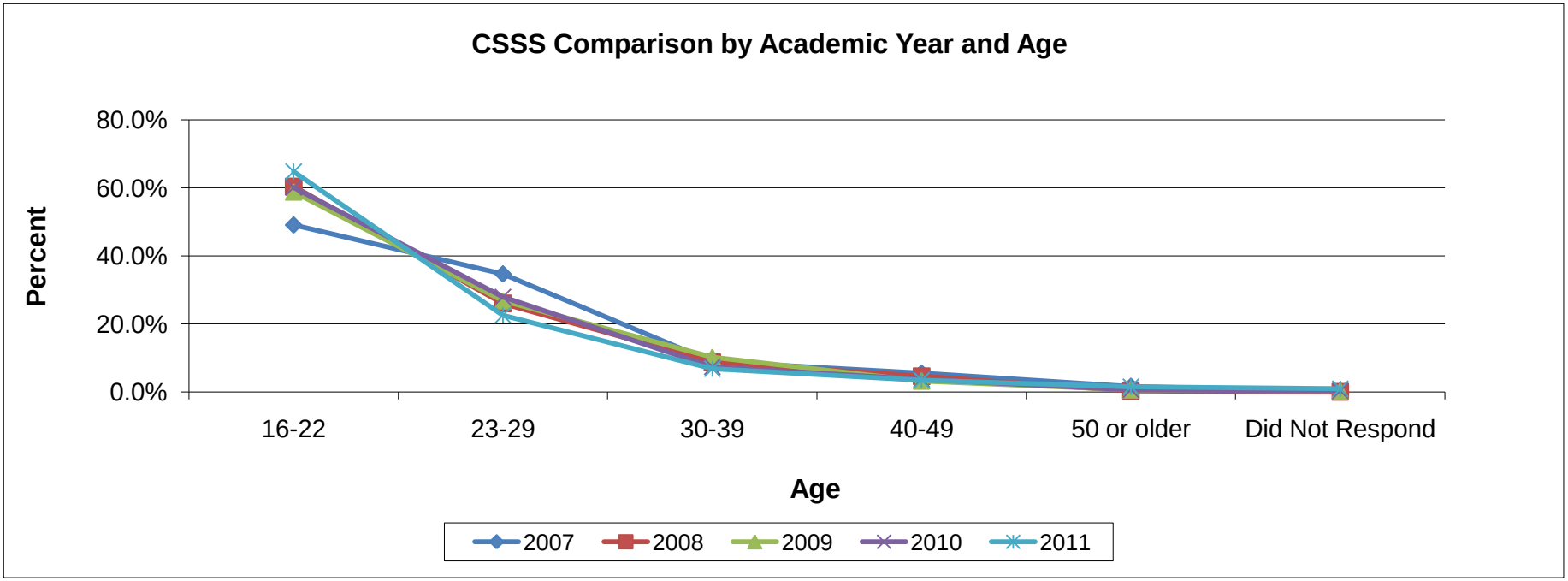
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Age

Table 4

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
16-22	49.1%	60.4%	58.8%	60.1%	64.8%	58.6%
23-29	34.7%	26.0%	26.8%	27.9%	22.5%	27.6%
30-39	8.9%	8.7%	10.2%	7.4%	6.8%	8.4%
40-49	5.5%	4.6%	3.2%	3.7%	3.4%	4.1%
50 or older	1.6%	0.3%	0.6%	0.6%	1.5%	0.9%
Did Not Respond	0.3%	0.0%	0.3%	0.3%	0.9%	0.4%
PERCENT TOTAL	**100.1%**	**100.0%**	**99.9%**	**100.0%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



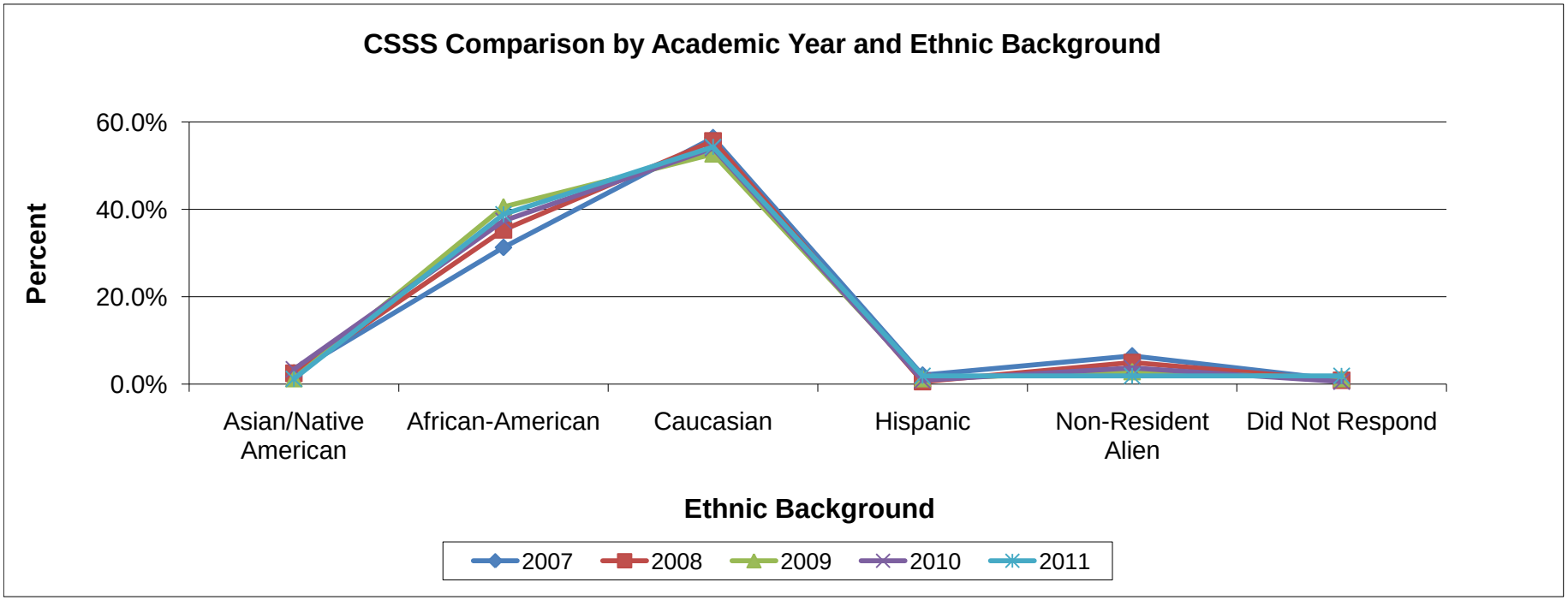
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Ethnic Background

Table 5

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Asian/Native American	2.6%	2.5%	1.3%	3.4%	1.2%	2.2%
African-American	31.3%	35.3%	40.6%	37.4%	38.9%	36.7%
Caucasian	56.4%	55.7%	52.7%	54.0%	54.3%	54.6%
Hispanic	2.1%	0.6%	1.3%	0.9%	1.9%	1.4%
Non-Resident Alien	6.5%	5.0%	2.9%	3.7%	1.9%	4.0%
Did Not Respond	1.0%	0.9%	1.3%	0.6%	1.9%	1.1%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.1%**	**100.0%**	**100.1%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.

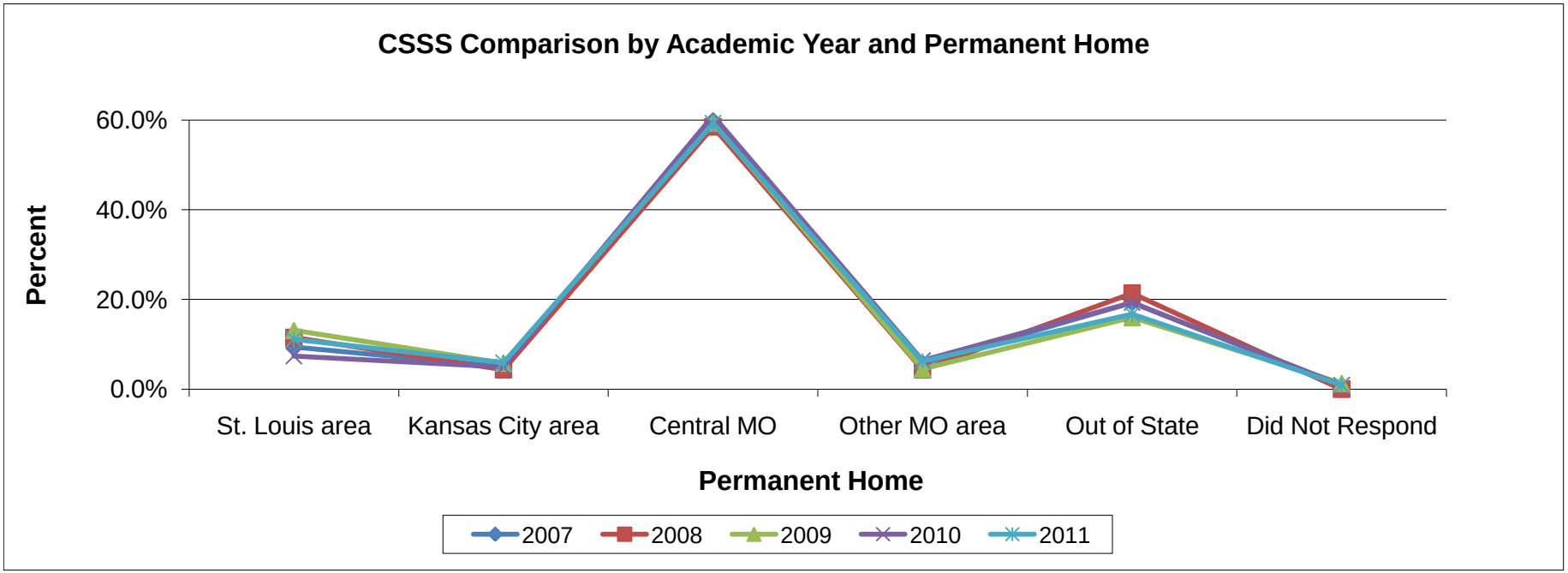


Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Permanent Home

Table 6

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
St. Louis area	9.4%	11.5%	13.1%	7.4%	11.1%	10.5%
Kansas City area	5.0%	4.3%	5.8%	4.9%	5.9%	5.2%
Central MO	59.8%	58.5%	59.4%	61.0%	59.3%	59.6%
Other MO area	5.7%	4.3%	4.5%	6.4%	6.2%	5.4%
Out of State	19.3%	21.4%	16.0%	19.3%	16.7%	18.5%
Did Not Respond	0.8%	0.0%	1.3%	0.9%	0.9%	0.8%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**99.9%**	**100.1%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



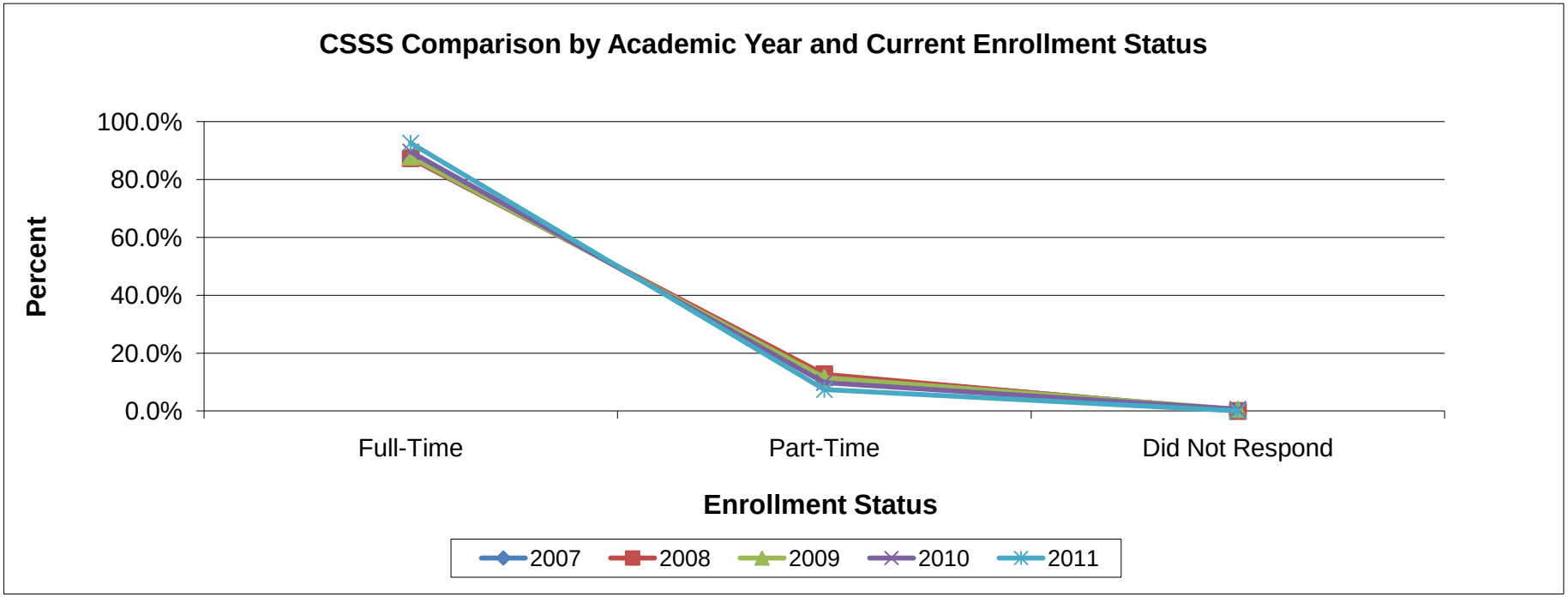
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Current Enrollment Status

Table 7

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Full-Time	87.5%	87.3%	87.9%	89.6%	92.6%	89.0%
Part-Time	12.3%	12.7%	11.5%	9.8%	7.4%	10.7%
Did Not Respond	0.3%	0.0%	0.6%	0.6%	0.0%	0.3%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



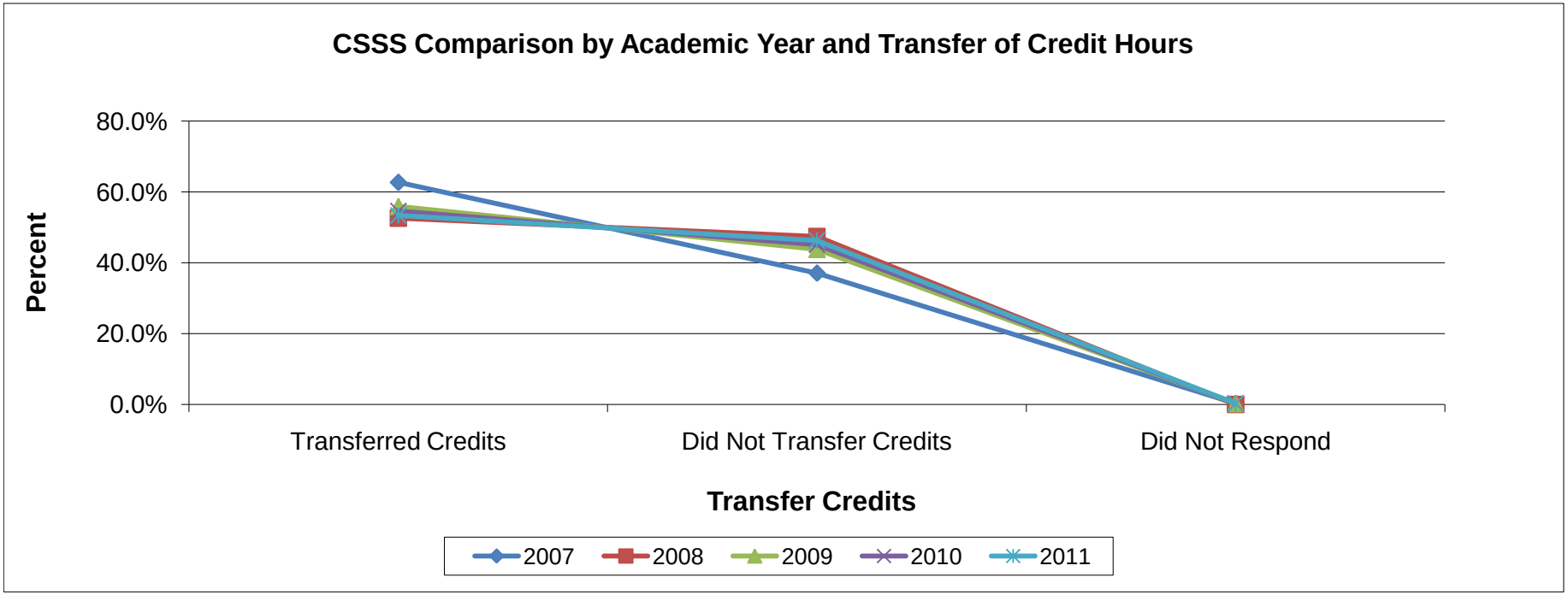
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Transfer of Credit Hours

Table 8

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Transferred Credits	62.7%	52.6%	55.9%	54.6%	53.4%	55.8%
Did Not Transfer Credits	37.1%	47.4%	43.8%	45.1%	46.3%	43.9%
Did Not Respond	0.3%	0.0%	0.3%	0.3%	0.3%	0.2%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



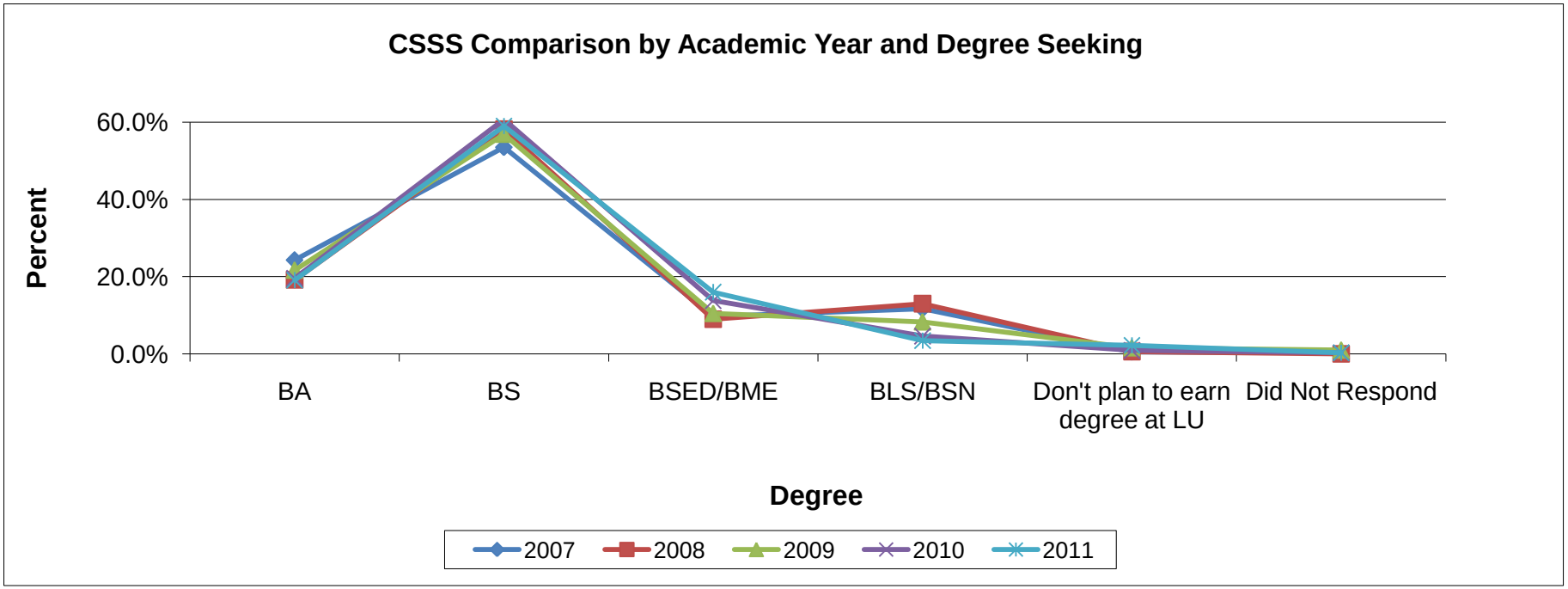
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Degree Seeking

Table 9

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
BA	24.3%	19.2%	21.7%	19.6%	19.1%	20.8%
BS	53.5%	58.2%	56.9%	60.7%	59.0%	57.7%
BSED/BME	9.7%	9.0%	10.5%	13.8%	16.0%	11.8%
BLS/BSN	11.7%	13.0%	8.3%	4.6%	3.4%	8.2%
Don't plan to earn degree at LU	0.5%	0.6%	1.6%	0.9%	2.2%	1.2%
Did Not Respond	0.3%	0.0%	1.0%	0.3%	0.3%	0.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



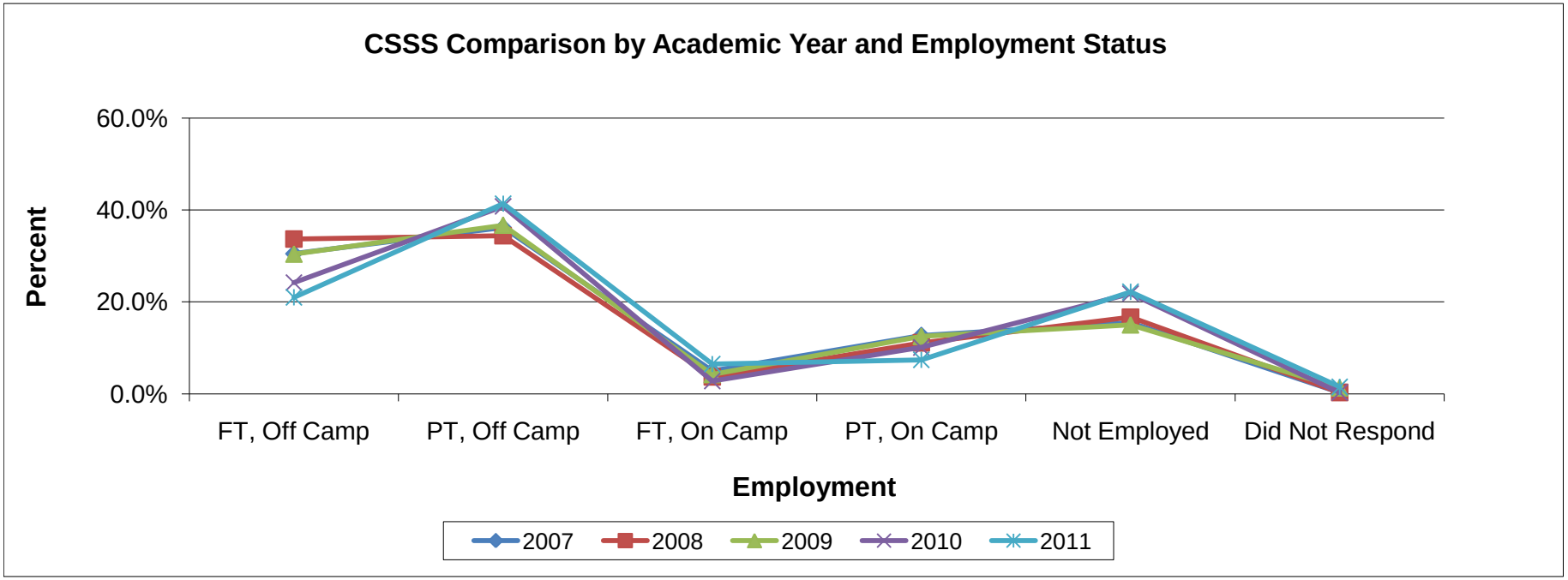
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Employment Status

Table 10

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
FT, Off Camp	30.5%	33.7%	30.4%	24.2%	21.0%	28.0%
PT, Off Camp	36.2%	34.4%	36.7%	40.8%	41.4%	37.9%
FT, On Camp	5.0%	3.7%	4.2%	2.8%	6.5%	4.4%
PT, On Camp	12.7%	11.1%	12.5%	10.1%	7.4%	10.8%
Not Employed	15.5%	16.7%	15.0%	21.8%	22.2%	18.2%
Did Not Respond	0.3%	0.3%	1.3%	0.3%	1.5%	0.7%
PERCENT TOTAL	**100.2%**	**99.9%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



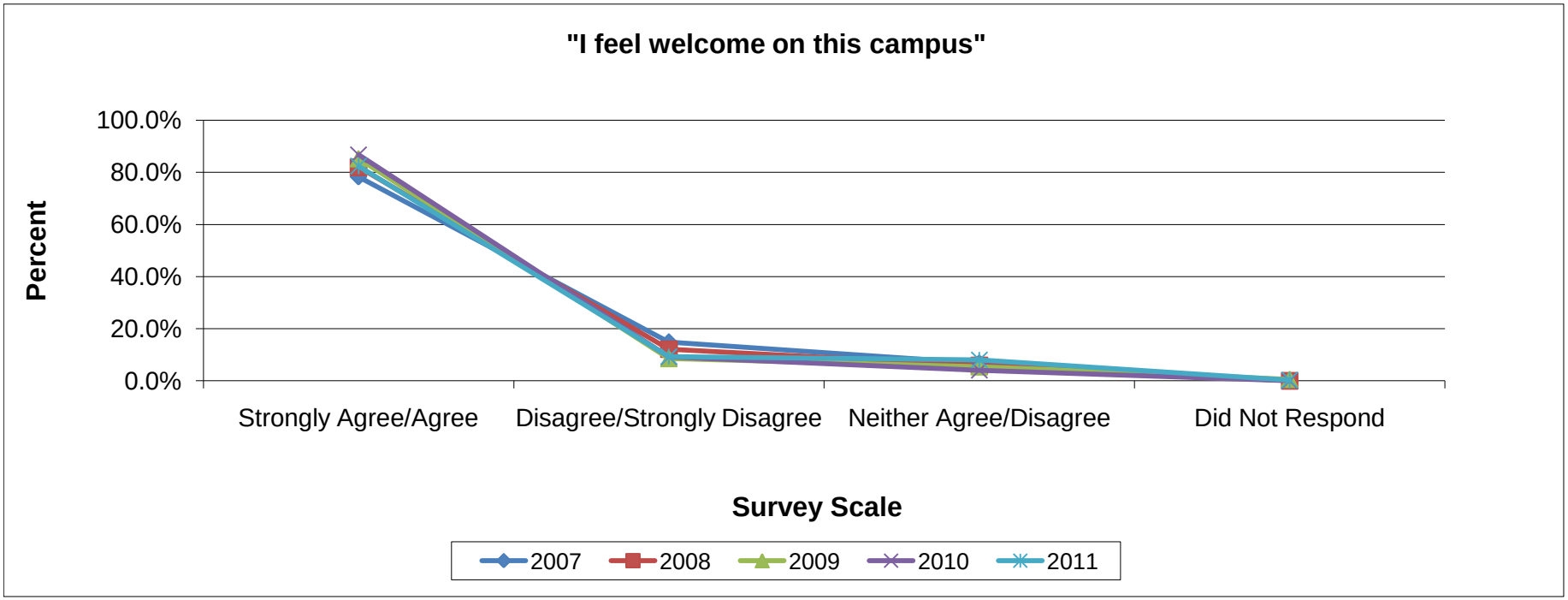
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #9

"I feel welcome on this campus"

Table 11

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	78.3%	82.0%	85.3%	86.8%	82.4%	83.0%
Disagree/Strongly Disagree	14.9%	12.1%	8.6%	9.2%	9.3%	10.8%
Neither Agree/Disagree	6.8%	5.9%	5.4%	4.0%	8.0%	6.0%
Did Not Respond	0.0%	0.0%	0.6%	0.0%	0.3%	0.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



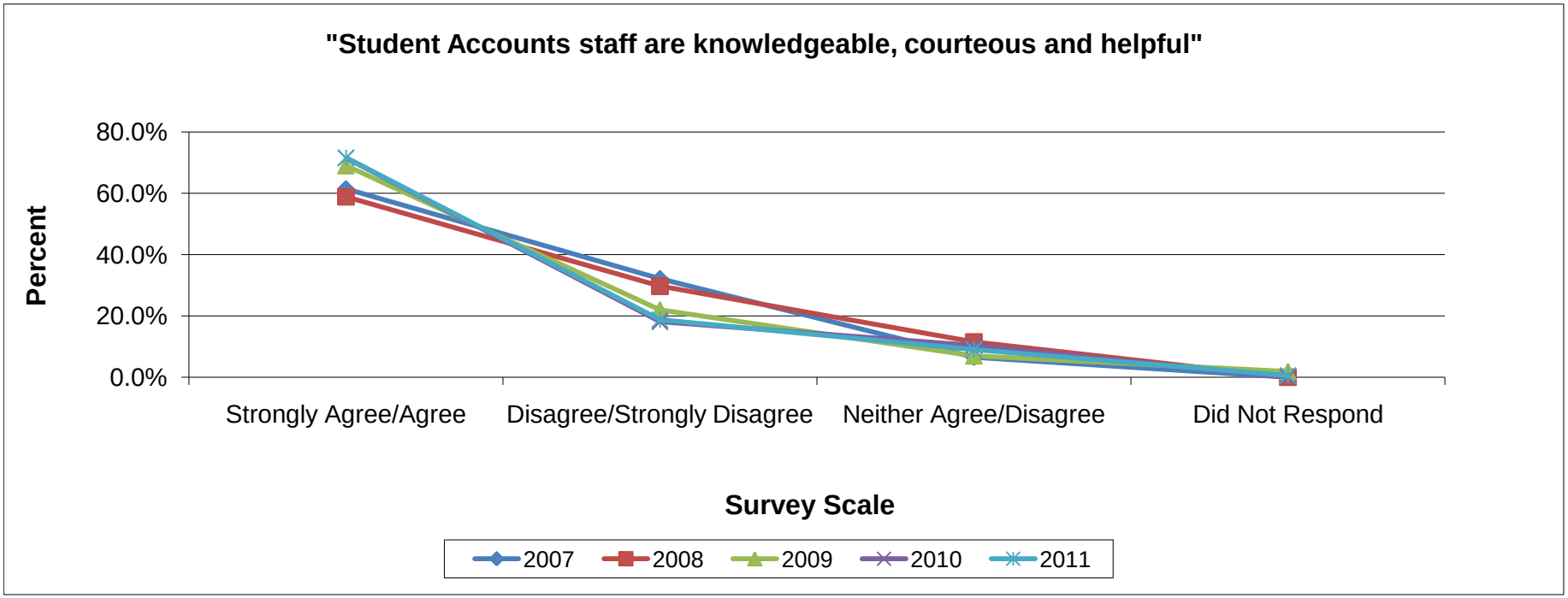
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #10

"Student Accounts staff are knowledgeable, courteous and helpful"

Table 12

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	61.4%	58.8%	69.0%	71.5%	71.6%	66.5%
Disagree/Strongly Disagree	32.1%	29.7%	22.0%	18.1%	18.8%	24.1%
Neither Agree/Disagree	6.5%	11.5%	7.0%	10.4%	9.0%	8.9%
Did Not Respond	0.0%	0.0%	1.9%	0.0%	0.6%	0.5%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



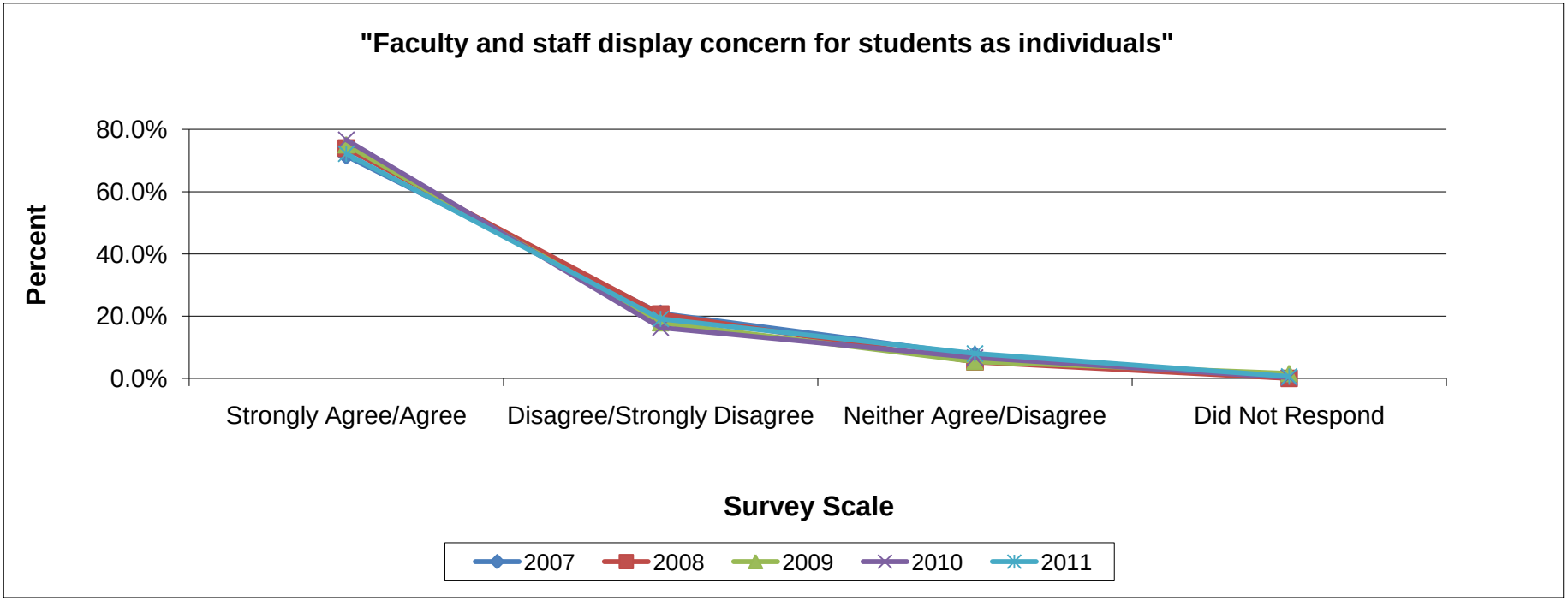
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #11

"Faculty and staff display concern for students as individuals"

Table 13

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	71.5%	74.0%	75.1%	76.7%	72.2%	73.9%
Disagree/Strongly Disagree	20.9%	20.7%	17.9%	16.3%	19.1%	19.0%
Neither Agree/Disagree	7.6%	5.3%	5.4%	6.7%	8.0%	6.6%
Did Not Respond	0.0%	0.0%	1.6%	0.3%	0.6%	0.5%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.

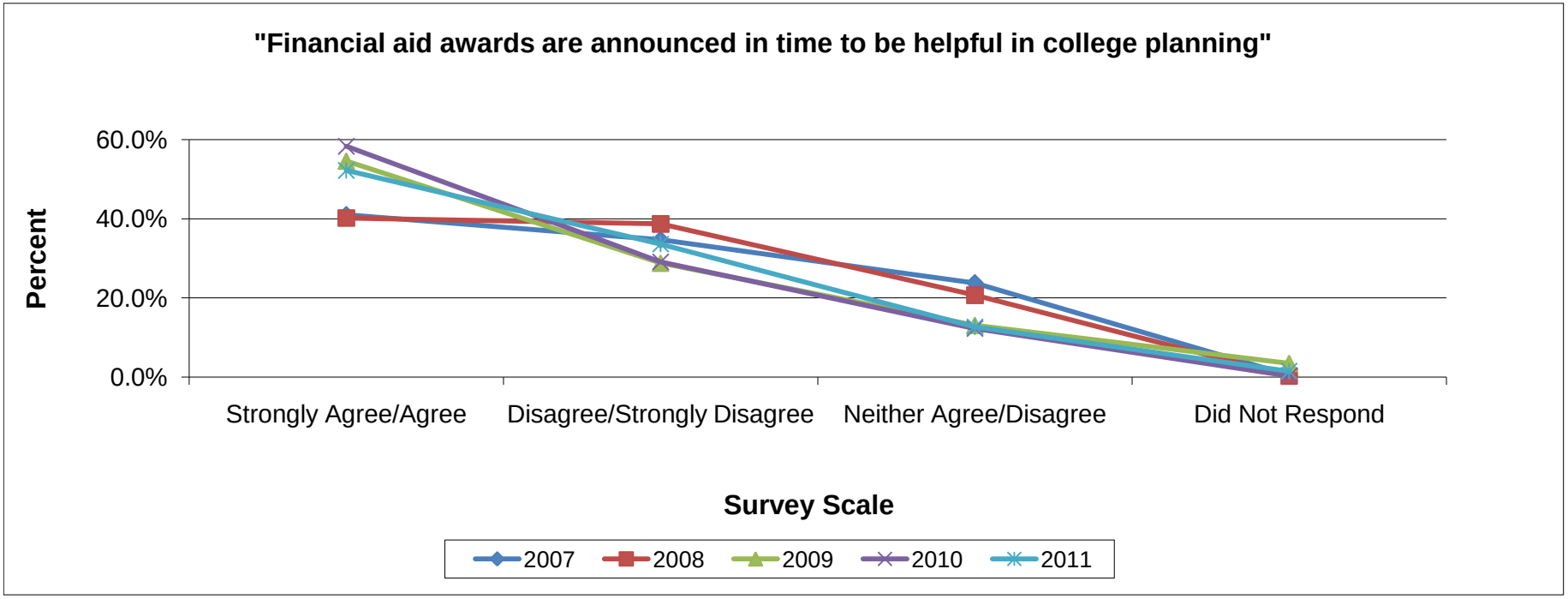


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #12
"Financial aid awards are announced in time to be helpful in college planning"

Table 14

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	41.0%	40.2%	54.6%	58.3%	52.2%	49.3%
Disagree/Strongly Disagree	34.7%	38.7%	28.8%	29.1%	33.6%	33.0%
Neither Agree/Disagree	23.8%	20.7%	13.1%	12.3%	12.7%	16.5%
Did Not Respond	0.5%	0.3%	3.5%	0.3%	1.5%	1.2%
PERCENT TOTAL	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

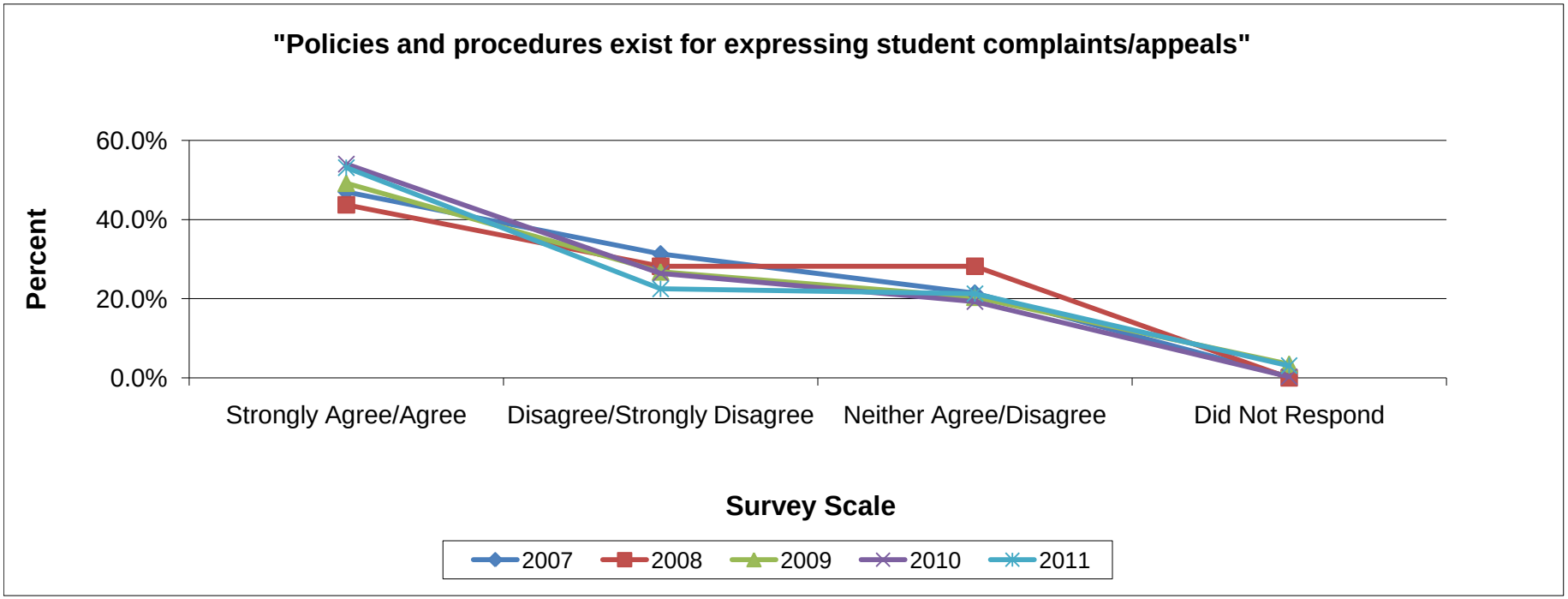
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #13

"Policies and procedures exist for expressing student complaints/appeals"

Table 15

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	47.0%	43.7%	49.2%	54.0%	53.1%	49.4%
Disagree/Strongly Disagree	31.3%	28.2%	26.8%	26.4%	22.5%	27.0%
Neither Agree/Disagree	21.4%	28.2%	20.4%	19.3%	21.3%	22.1%
Did Not Respond	0.3%	0.0%	3.5%	0.3%	3.1%	1.4%
PERCENT TOTAL	**100.0%**	**100.1%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

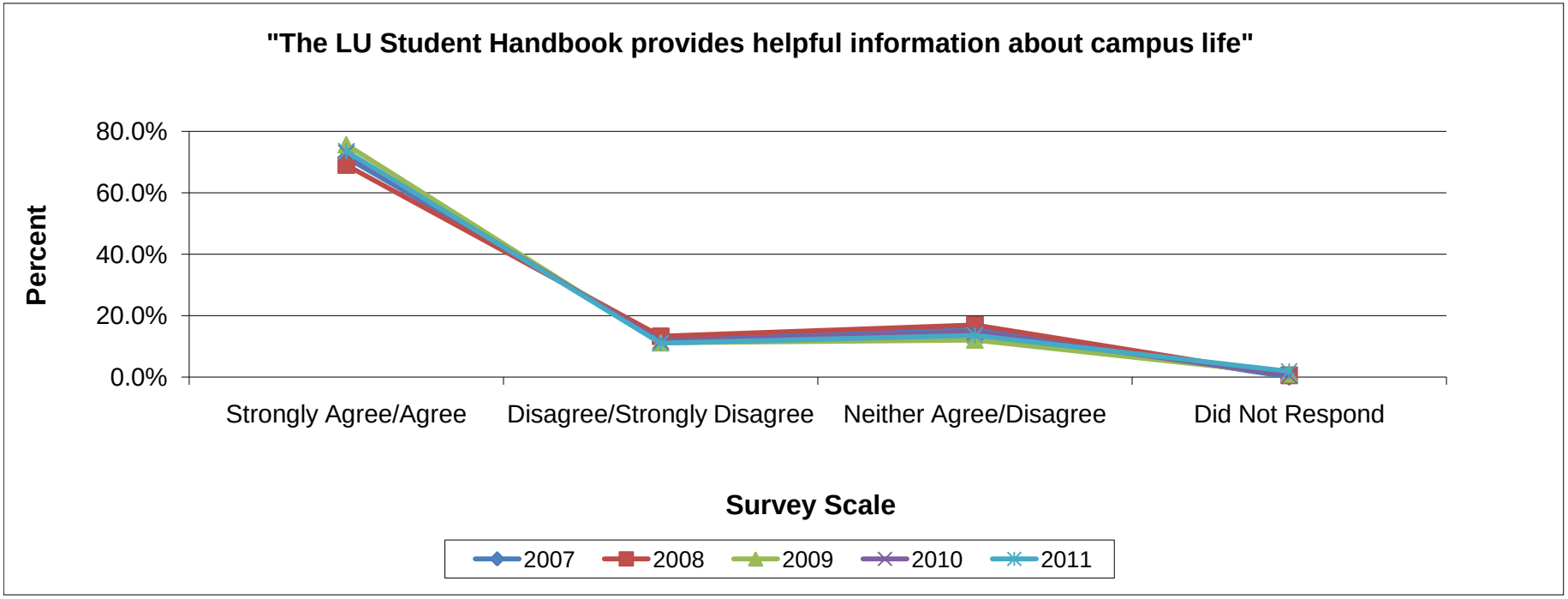
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #14

"The LU Student Handbook provides helpful information about campus life"

Table 16

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	71.5%	69.0%	75.7%	73.0%	73.5%	72.5%
Disagree/Strongly Disagree	12.5%	13.3%	11.2%	11.7%	11.1%	12.0%
Neither Agree/Disagree	15.9%	17.0%	12.1%	14.7%	13.6%	14.7%
Did Not Respond	0.0%	0.6%	1.0%	0.6%	1.9%	0.8%
PERCENT TOTAL	**99.9%**	**99.9%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



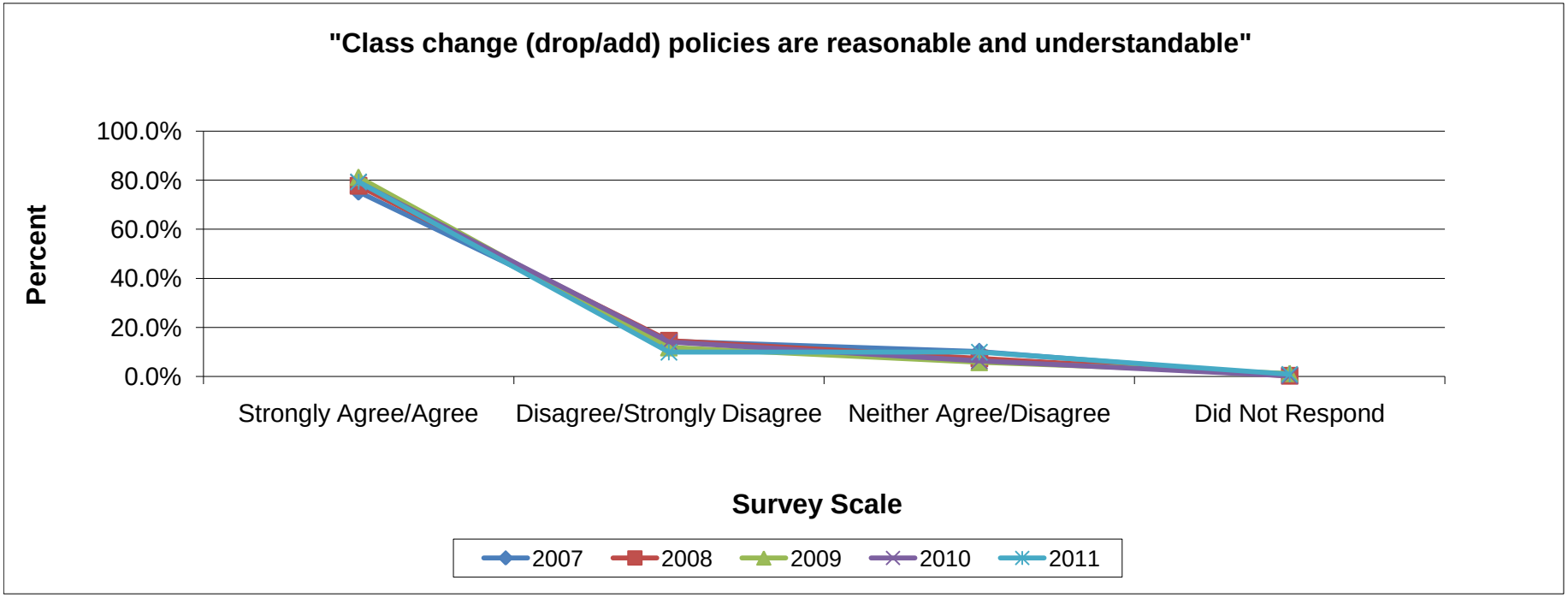
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #15

"Class change (drop/add) policies are reasonable and understandable"

Table 17

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	75.2%	77.7%	81.2%	79.1%	79.3%	78.5%
Disagree/Strongly Disagree	14.4%	14.6%	11.8%	14.1%	9.9%	13.0%
Neither Agree/Disagree	10.2%	7.4%	5.8%	6.4%	9.9%	7.9%
Did Not Respond	0.3%	0.3%	1.3%	0.3%	0.9%	0.6%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.1%**	**99.9%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



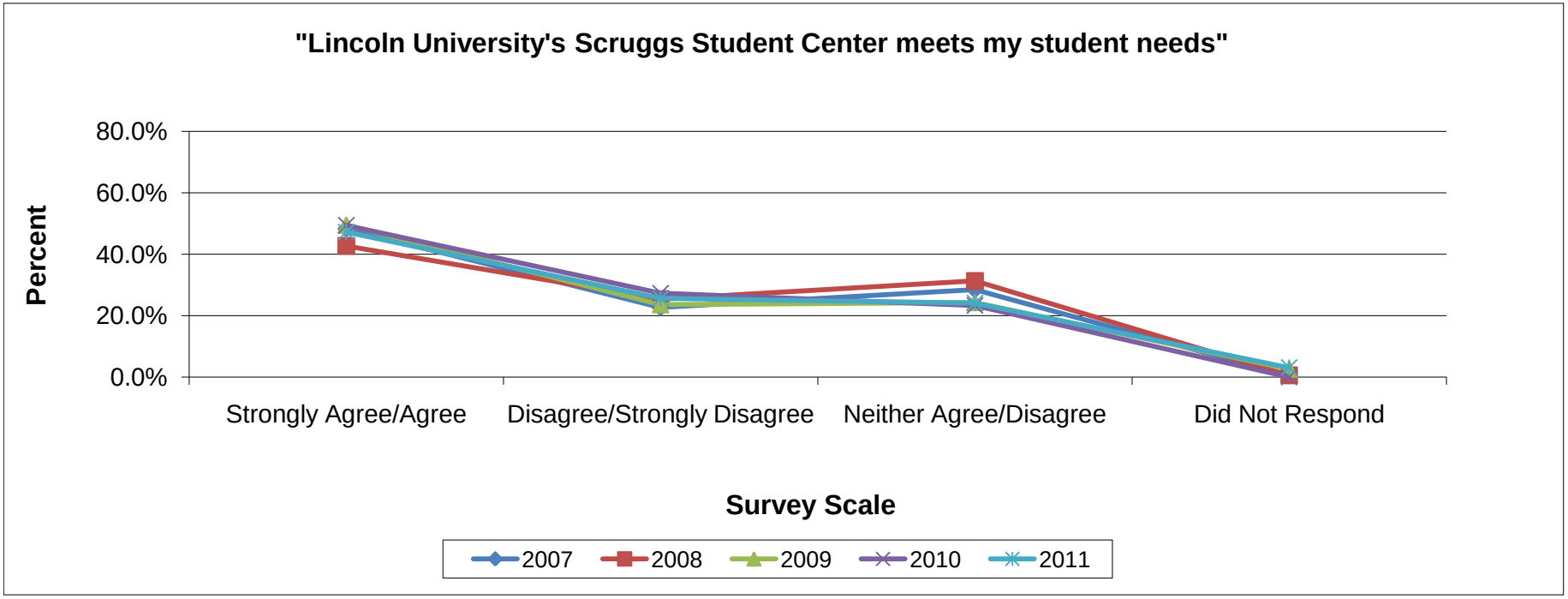
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #16

"Lincoln University's Scruggs Student Center meets my student needs"

Table 18

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	48.3%	42.7%	49.5%	49.4%	47.2%	47.4%
Disagree/Strongly Disagree	22.7%	25.4%	23.6%	27.3%	25.6%	24.9%
Neither Agree/Disagree	28.5%	31.3%	24.3%	23.3%	24.1%	26.3%
Did Not Respond	0.5%	0.6%	2.6%	0.0%	3.1%	1.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

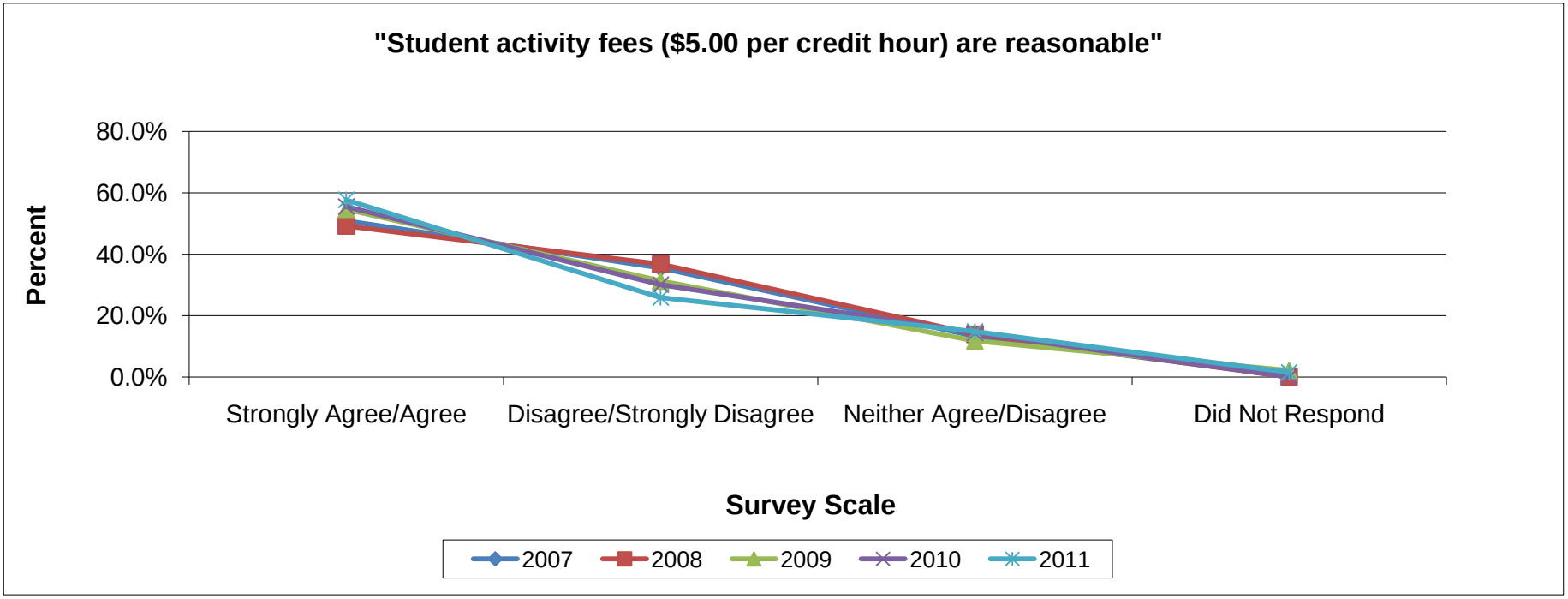
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #17

"Student activity fees ($5.00 per credit hour) are reasonable"

Table 19

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	50.9%	49.2%	54.6%	55.5%	57.7%	53.6%
Disagree/Strongly Disagree	35.5%	36.8%	31.3%	30.1%	25.9%	31.9%
Neither Agree/Disagree	13.3%	13.9%	11.8%	14.4%	14.8%	13.6%
Did Not Respond	0.3%	0.0%	2.2%	0.0%	1.5%	0.8%
PERCENT TOTAL	**100.0%**	**99.9%**	**99.9%**	**100.0%**	**99.9%**	**99.9%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



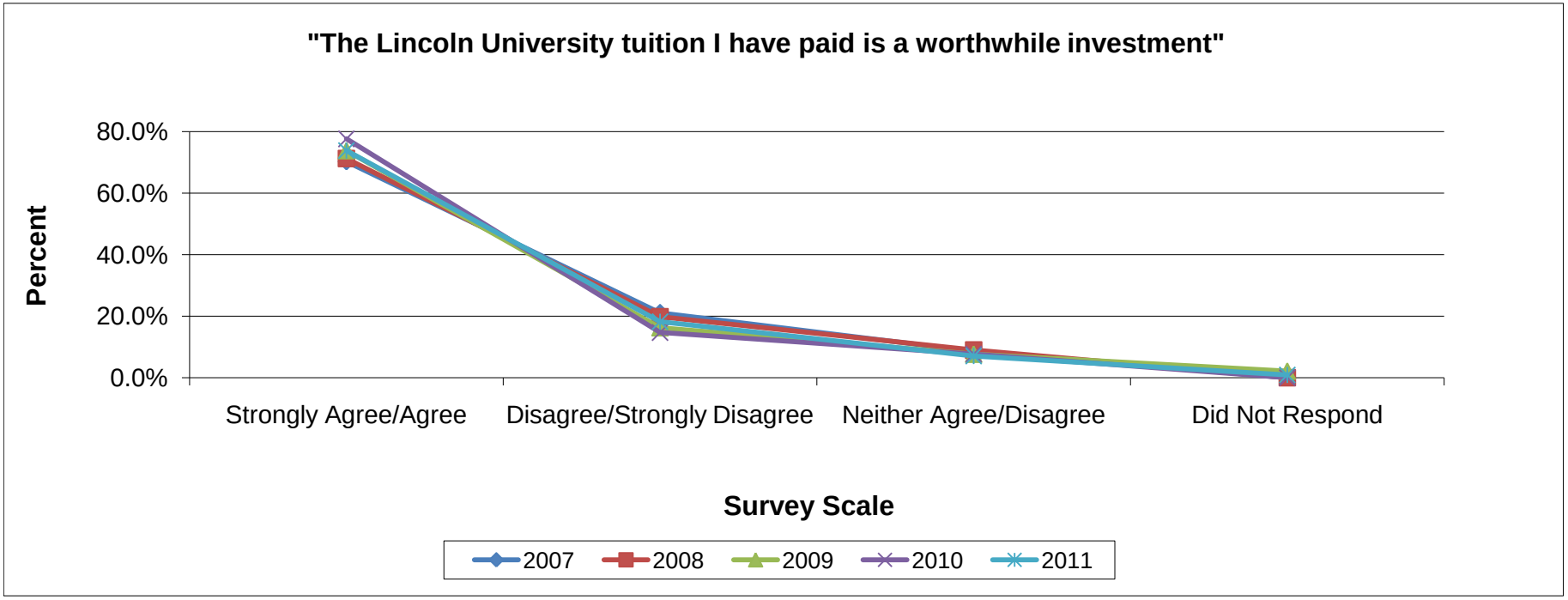
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #18

"The Lincoln University tuition I have paid is a worthwhile investment"

Table 20

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	70.2%	71.2%	73.8%	77.6%	73.8%	73.3%
Disagree/Strongly Disagree	21.1%	19.8%	16.3%	14.7%	18.2%	18.0%
Neither Agree/Disagree	8.6%	9.0%	7.7%	7.7%	7.1%	8.0%
Did Not Respond	0.0%	0.0%	2.2%	0.0%	0.9%	0.6%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



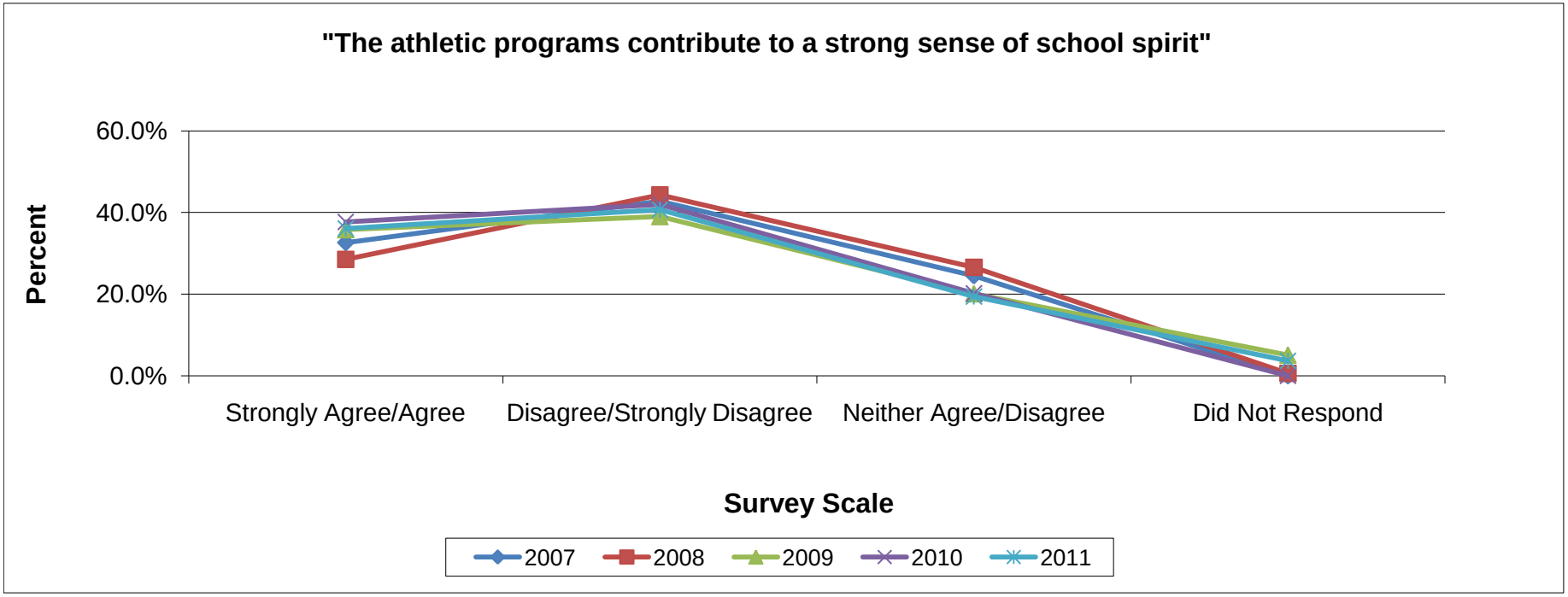
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #19

"The athletic programs contribute to a strong sense of school spirit"

Table 21

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	32.6%	28.5%	35.8%	37.7%	36.1%	34.1%
Disagree/Strongly Disagree	42.8%	44.3%	39.0%	42.0%	40.7%	41.8%
Neither Agree/Disagree	24.5%	26.6%	20.1%	20.2%	19.4%	22.2%
Did Not Respond	0.0%	0.6%	5.1%	0.0%	3.7%	1.9%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.0%**	**99.9%**	**99.9%**	**99.9%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



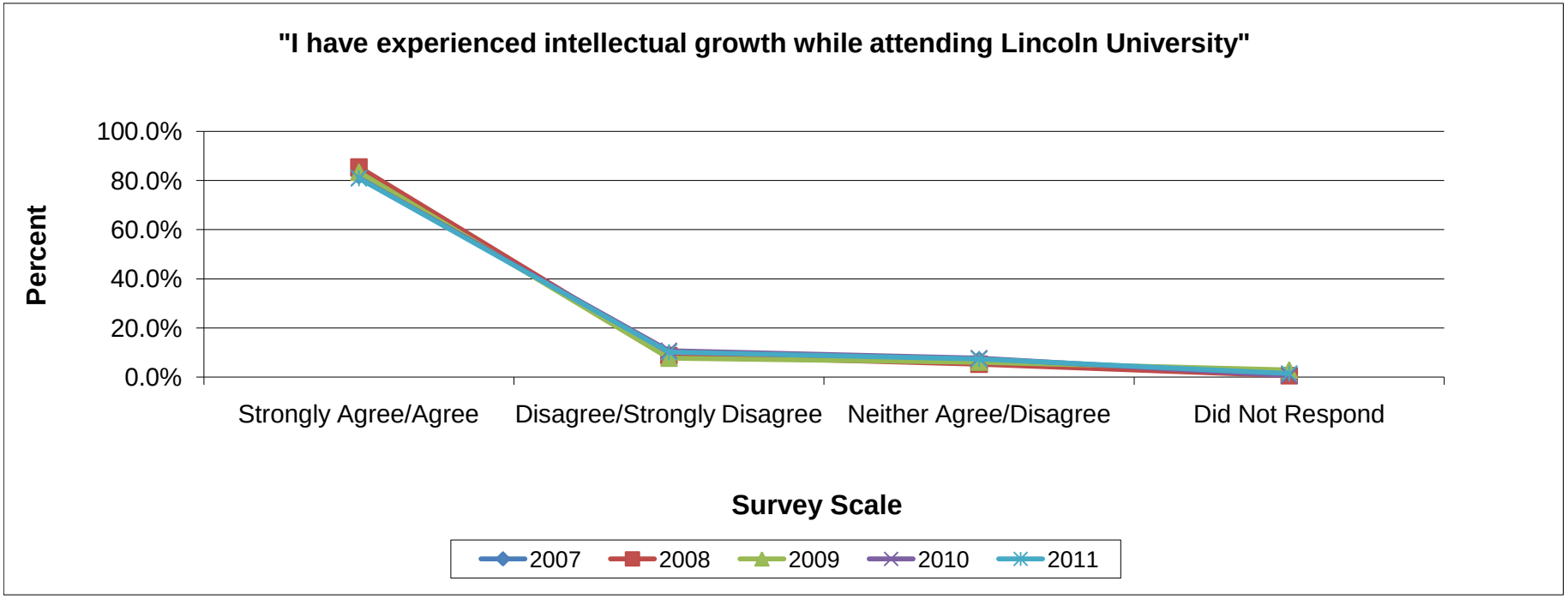
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #20

"I have experienced intellectual growth while attending Lincoln University"

Table 22

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	82.0%	85.4%	83.4%	81.0%	80.9%	82.5%
Disagree/Strongly Disagree	9.4%	8.7%	7.7%	10.7%	10.2%	9.3%
Neither Agree/Disagree	7.0%	5.3%	6.1%	7.7%	7.4%	6.7%
Did Not Respond	1.6%	0.6%	2.9%	0.6%	1.5%	1.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



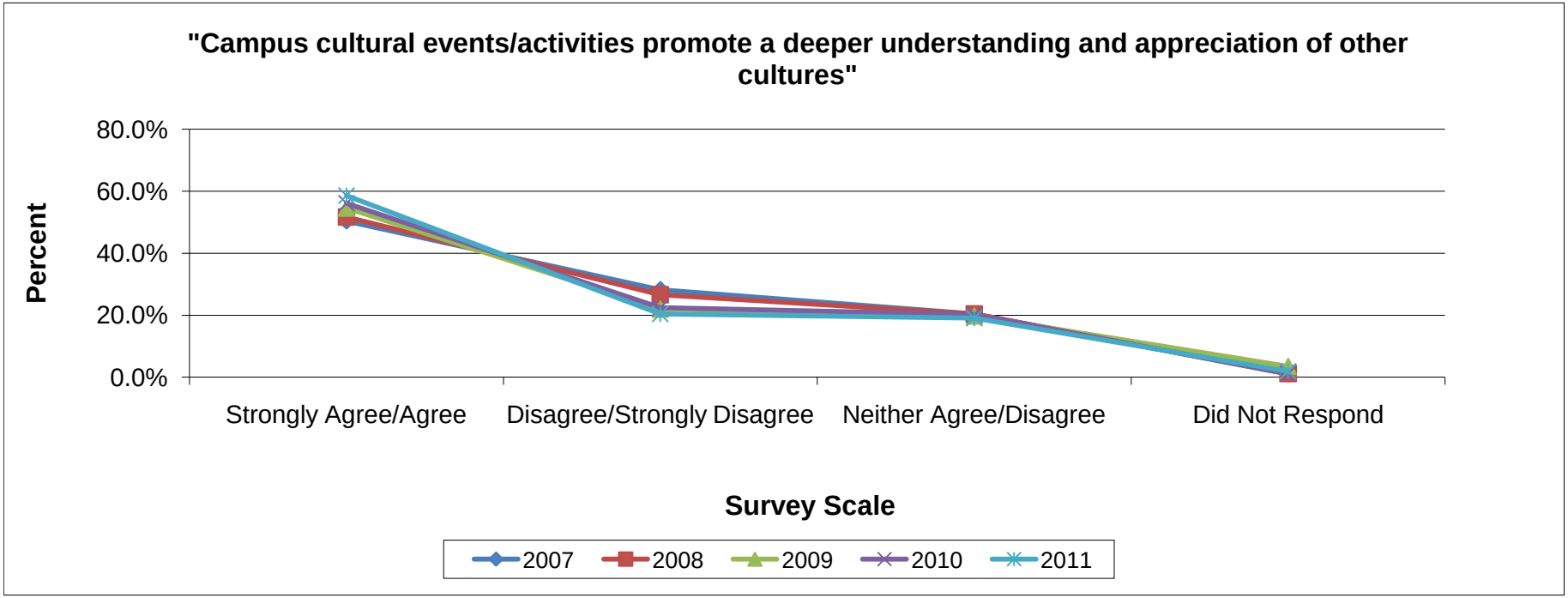
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #21 "Campus cultural events/activities promote a deeper understanding and appreciation of other cultures"

Table 23

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	50.4%	51.7%	54.6%	56.1%	58.6%	54.3%
Disagree/Strongly Disagree	28.2%	26.6%	22.0%	22.4%	20.4%	23.9%
Neither Agree/Disagree	20.4%	20.4%	19.8%	20.2%	19.1%	20.0%
Did Not Respond	1.0%	1.2%	3.5%	1.2%	1.9%	1.8%
PERCENT TOTAL	**100.0%**	**99.9%**	**99.9%**	**99.9%**	**100.0%**	**99.9%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.

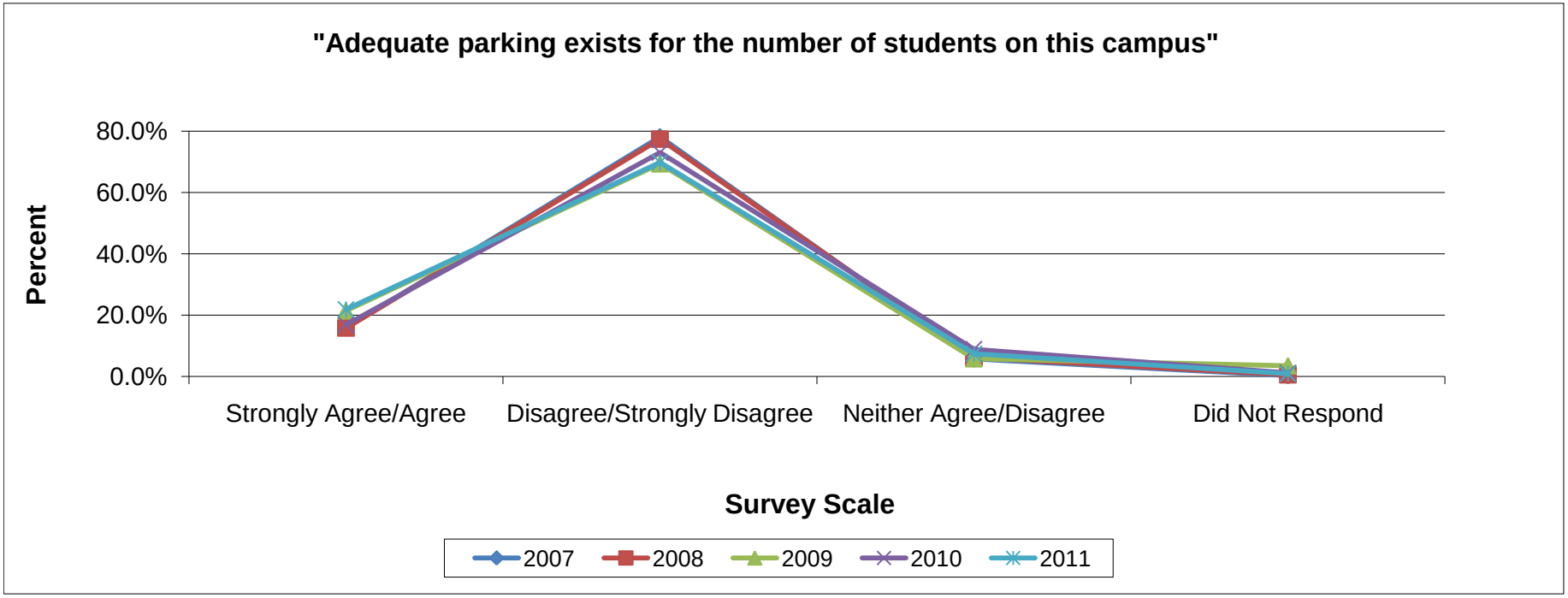


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #22
"Adequate parking exists for the number of students on this campus"

Table 24

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	15.9%	15.8%	21.4%	16.9%	21.9%	18.4%
Disagree/Strongly Disagree	78.1%	77.4%	69.3%	73.0%	69.8%	73.5%
Neither Agree/Disagree	5.7%	6.2%	5.8%	8.9%	7.4%	6.8%
Did Not Respond	0.3%	0.6%	3.5%	1.2%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.

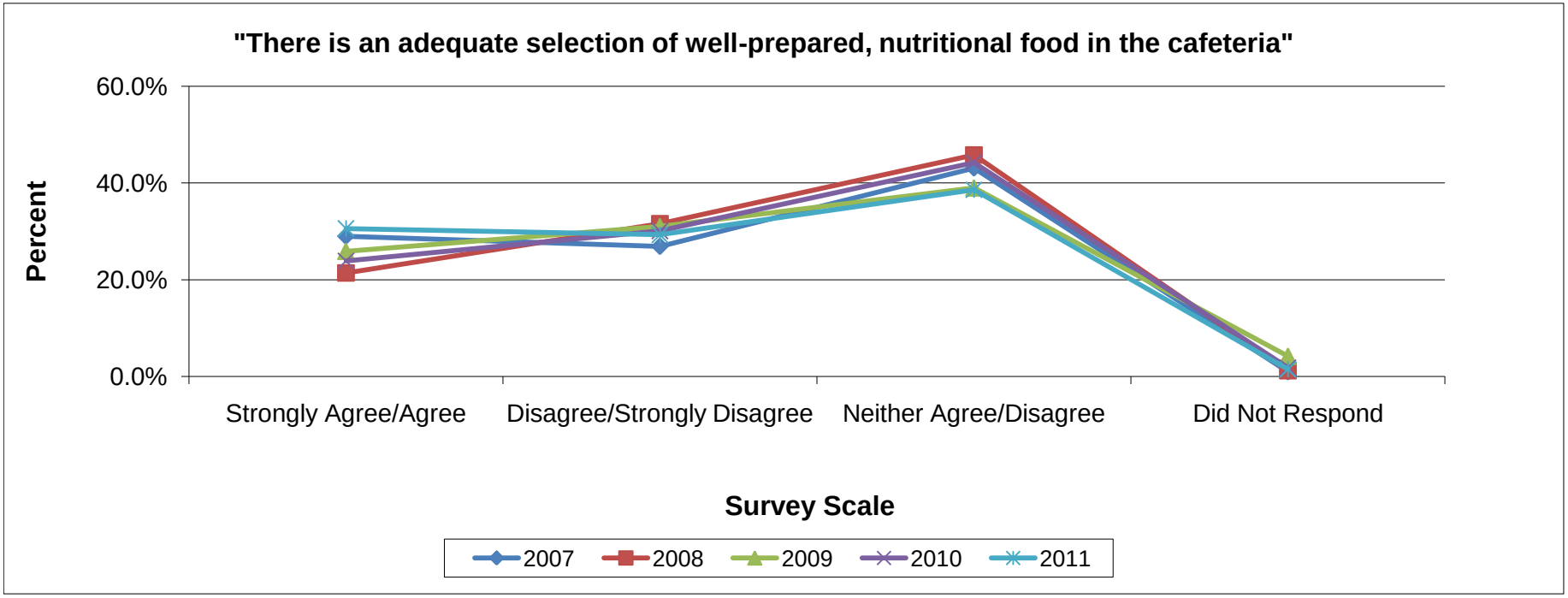


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #23
"There is an adequate selection of well-prepared, nutritional food in the cafeteria"

Table 25

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	29.0%	21.4%	25.9%	23.9%	30.6%	26.2%
Disagree/Strongly Disagree	26.9%	31.6%	31.0%	30.1%	29.3%	29.8%
Neither Agree/Disagree	43.1%	45.8%	39.0%	44.2%	38.6%	42.1%
Did Not Respond	1.0%	1.2%	4.2%	1.8%	1.5%	1.9%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



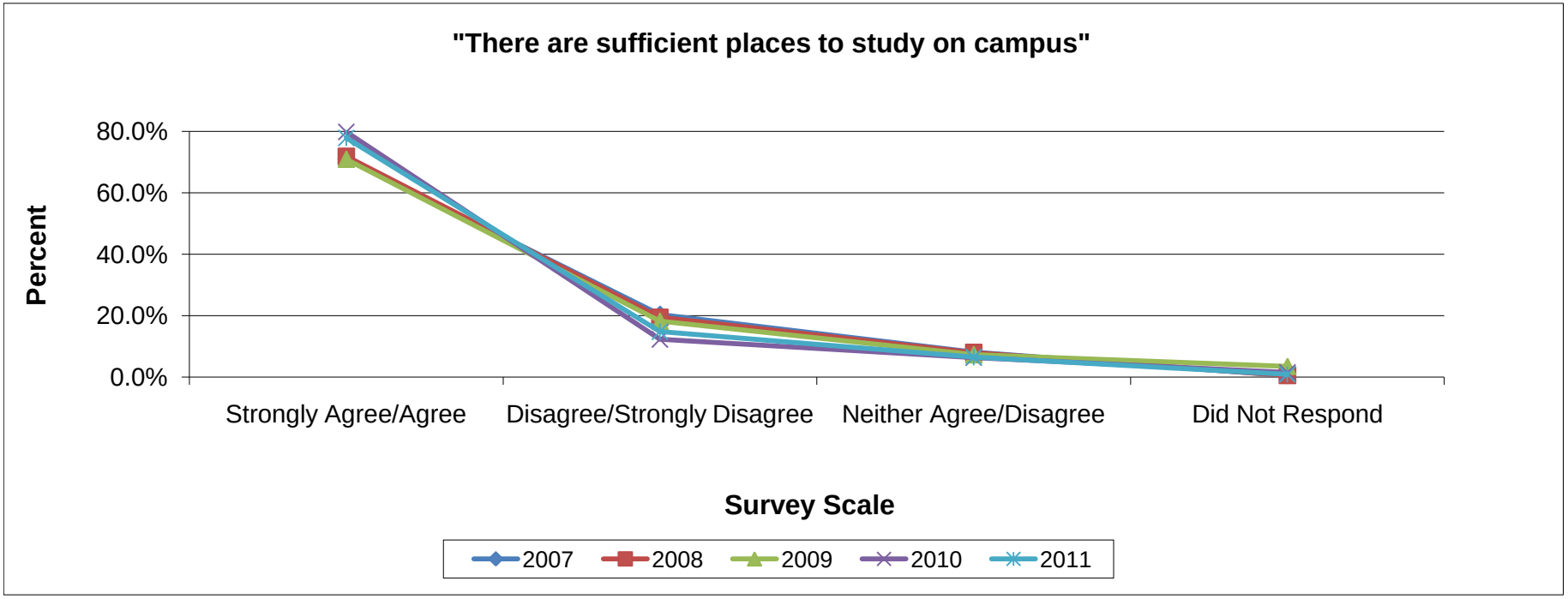
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #24

"There are sufficient places to study on campus"

Table 26

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	71.0%	71.8%	70.9%	79.8%	77.8%	74.3%
Disagree/Strongly Disagree	20.4%	19.5%	18.2%	12.3%	14.8%	17.0%
Neither Agree/Disagree	8.1%	8.0%	7.3%	6.4%	6.5%	7.3%
Did Not Respond	0.5%	0.6%	3.5%	1.5%	0.9%	1.4%
PERCENT TOTAL	**100.0%**	**99.9%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



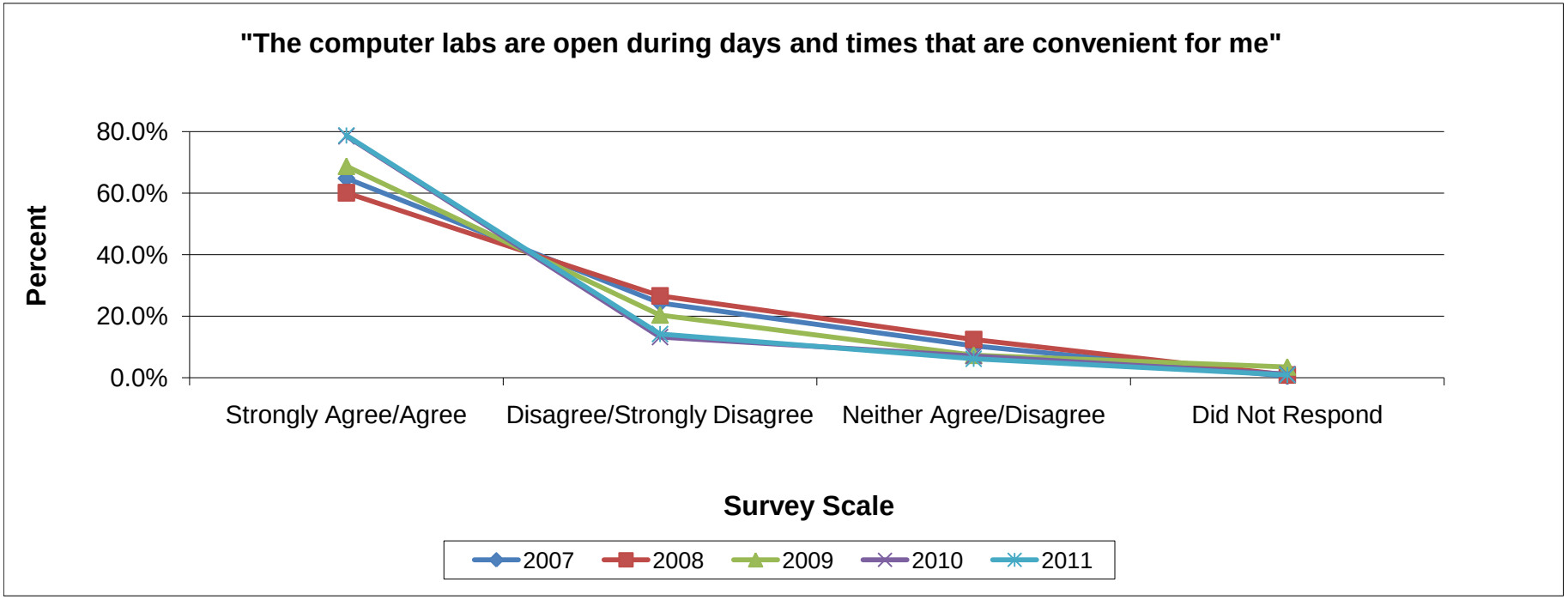
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #25

"The computer labs are open during days and times that are convenient for me"

Table 27

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	64.8%	60.1%	68.7%	78.5%	78.7%	70.2%
Disagree/Strongly Disagree	24.3%	26.6%	20.4%	13.2%	14.2%	19.7%
Neither Agree/Disagree	10.4%	12.4%	7.3%	7.1%	6.2%	8.7%
Did Not Respond	0.5%	0.9%	3.5%	1.2%	0.9%	1.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.

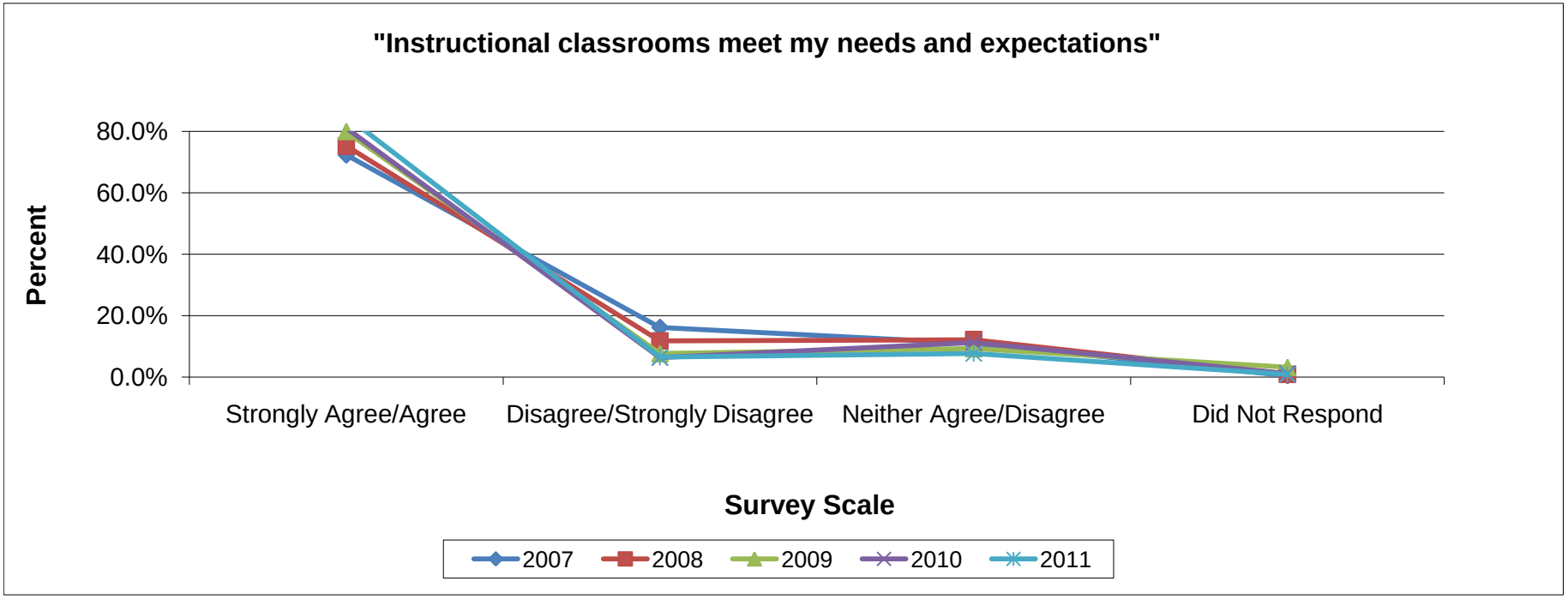


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #26
"Instructional classrooms meet my needs and expectations"

Table 28

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	72.3%	75.2%	79.9%	81.0%	84.9%	78.7%
Disagree/Strongly Disagree	16.2%	11.8%	7.7%	6.4%	6.5%	9.7%
Neither Agree/Disagree	11.0%	12.2%	9.3%	11.3%	7.7%	10.3%
Did Not Respond	0.5%	0.9%	3.2%	1.2%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**100.1%**	**100.1%**	**99.9%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

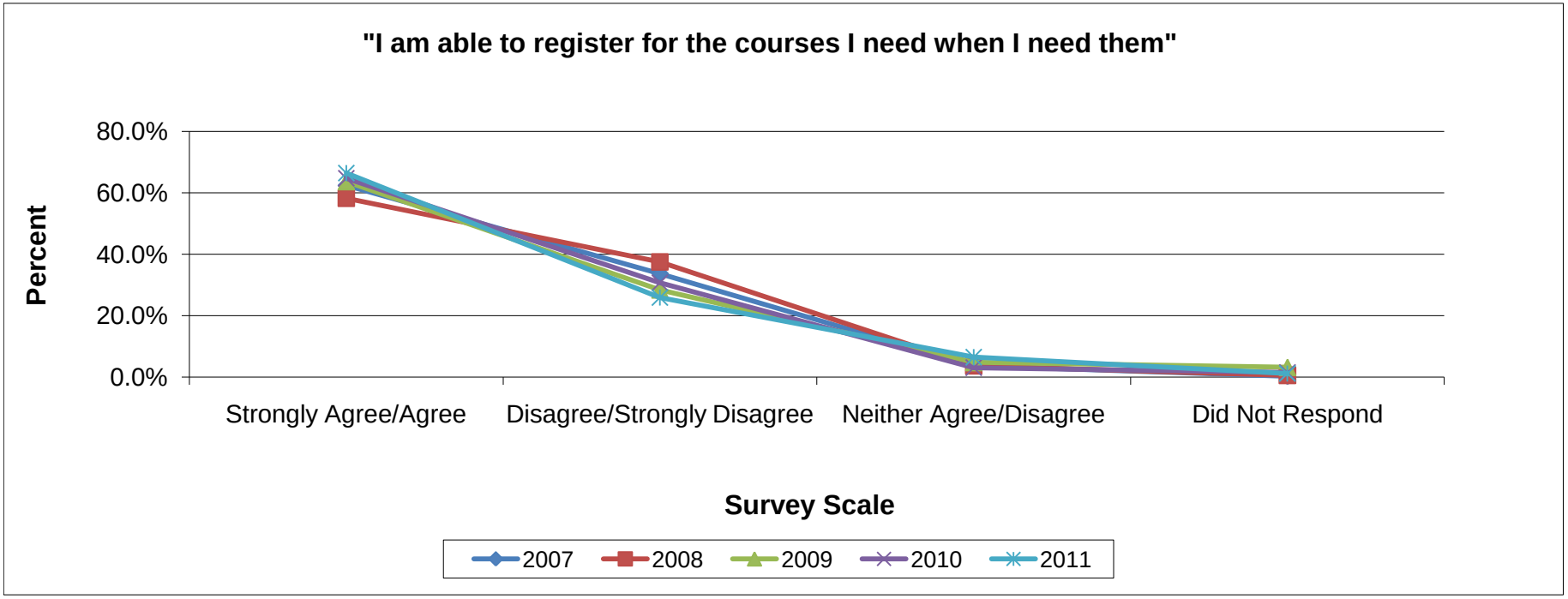
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #27

"I am able to register for the courses I need when I need them"

Table 29

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	62.4%	58.2%	63.6%	64.7%	66.4%	63.1%
Disagree/Strongly Disagree	33.7%	37.5%	28.4%	30.7%	25.9%	31.2%
Neither Agree/Disagree	3.7%	3.7%	4.8%	3.1%	6.5%	4.4%
Did Not Respond	0.3%	0.6%	3.2%	1.5%	1.2%	1.4%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

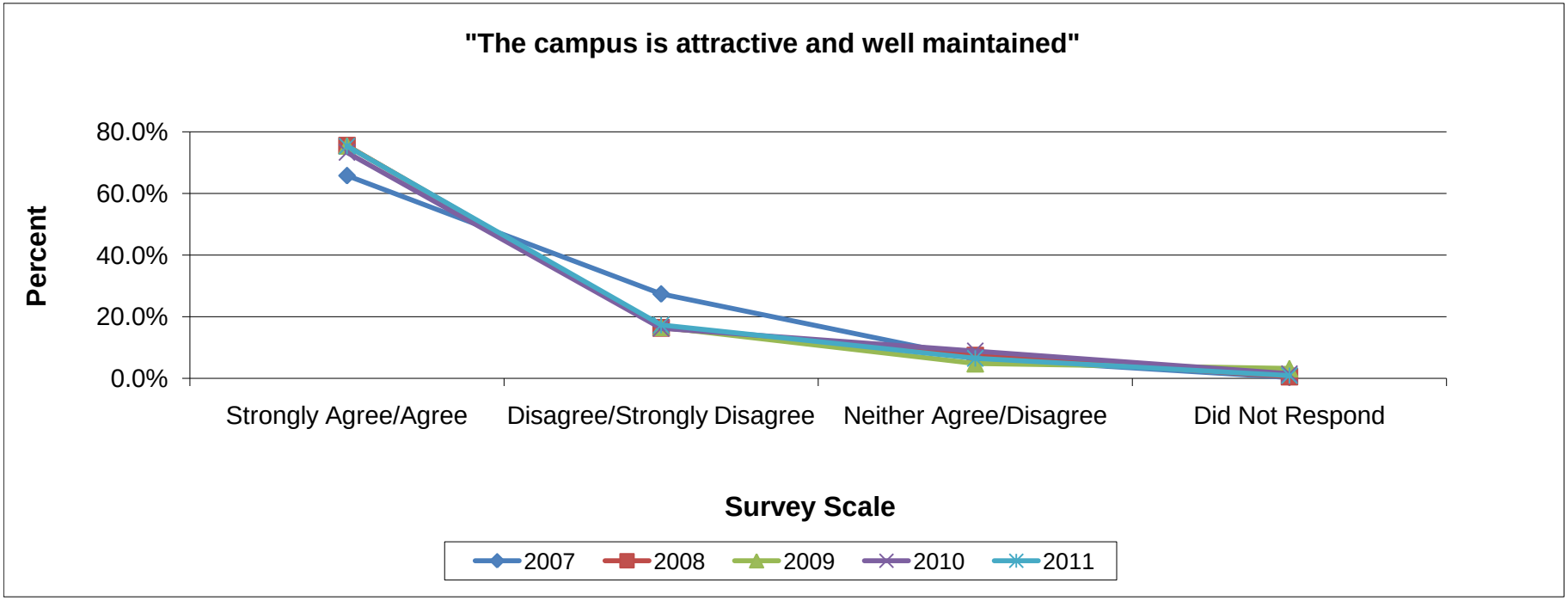
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #28

"The campus is attractive and well maintained"

Table 30

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	65.8%	75.5%	75.4%	73.3%	75.3%	73.1%
Disagree/Strongly Disagree	27.4%	16.4%	16.6%	16.3%	17.3%	18.8%
Neither Agree/Disagree	6.5%	7.4%	4.8%	8.9%	6.5%	6.8%
Did Not Respond	0.3%	0.6%	3.2%	1.5%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



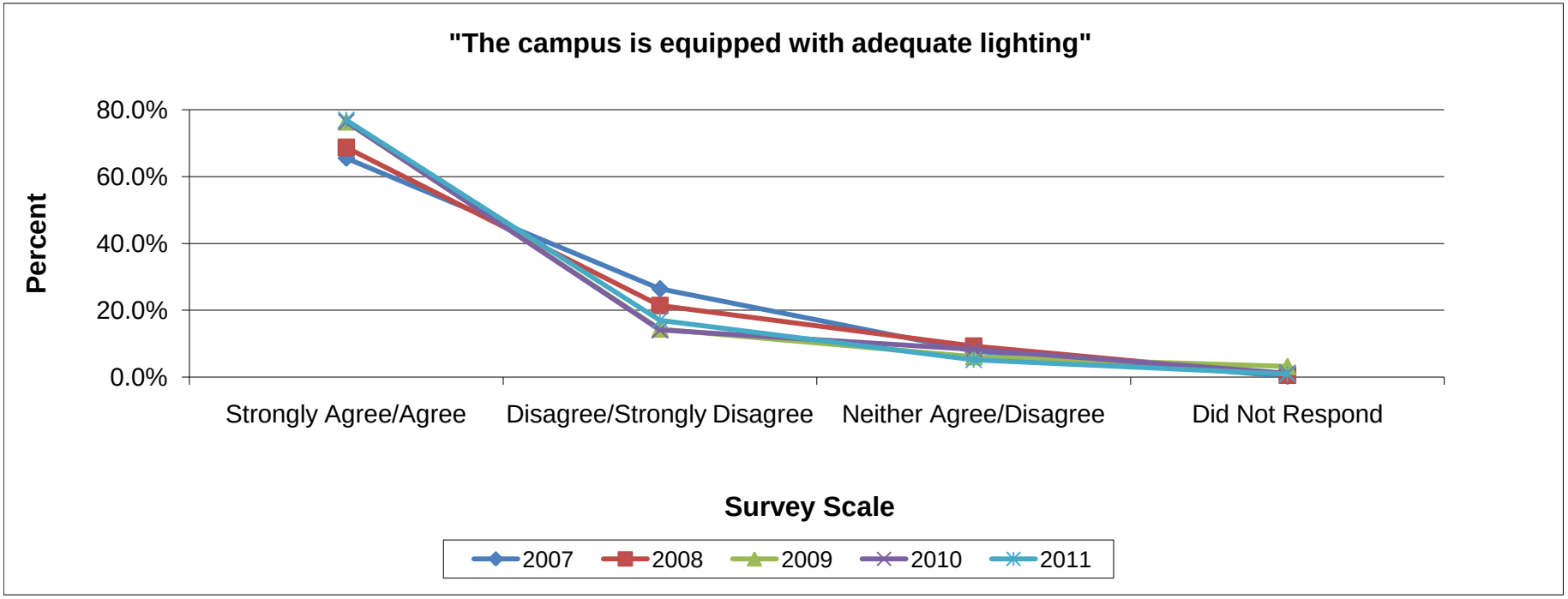
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #29

"The campus is equipped with adequate lighting"

Table 31

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	65.5%	68.7%	76.4%	76.4%	76.9%	72.8%
Disagree/Strongly Disagree	26.4%	21.4%	14.4%	14.1%	17.0%	18.7%
Neither Agree/Disagree	7.8%	9.3%	6.1%	8.3%	5.2%	7.3%
Did Not Respond	0.3%	0.6%	3.2%	1.2%	0.9%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

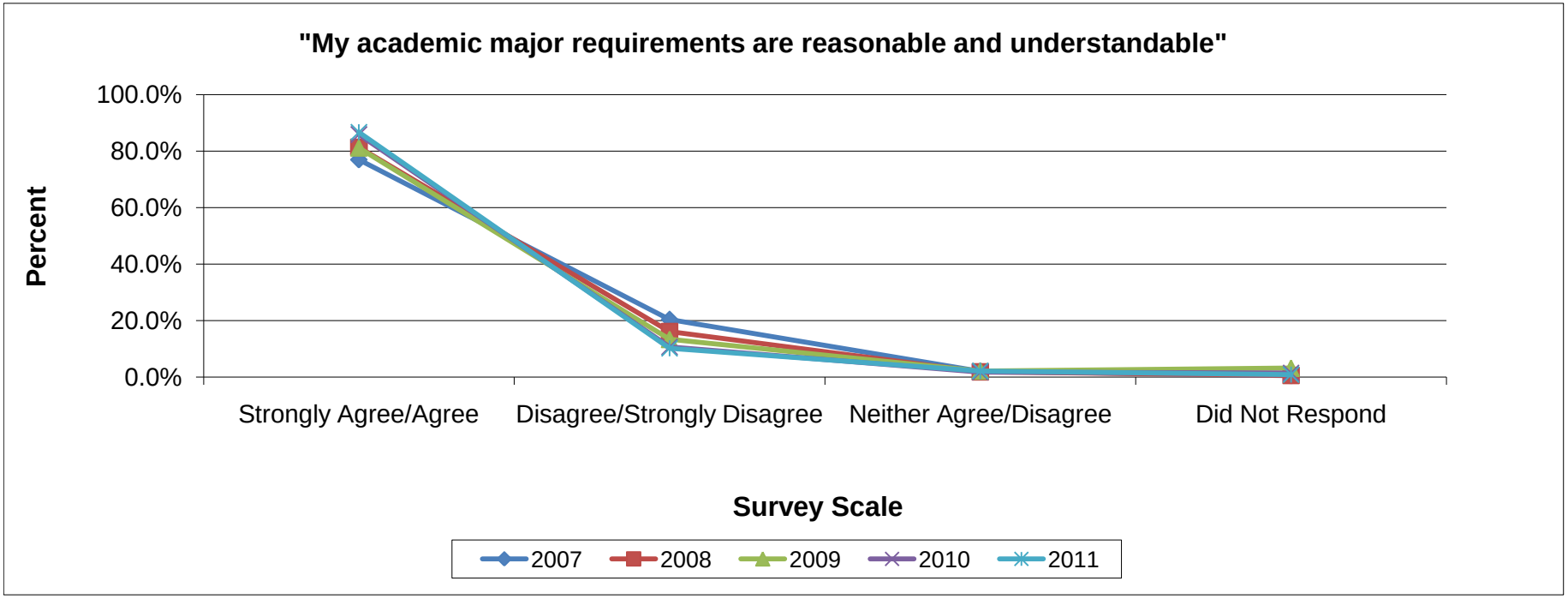
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #30

"My academic major requirements are reasonable and understandable"

Table 32

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	77.0%	81.4%	81.2%	85.9%	86.7%	82.4%
Disagree/Strongly Disagree	20.4%	16.1%	13.4%	10.7%	10.2%	14.2%
Neither Agree/Disagree	2.1%	1.9%	2.2%	1.8%	2.2%	2.0%
Did Not Respond	0.5%	0.6%	3.2%	1.5%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

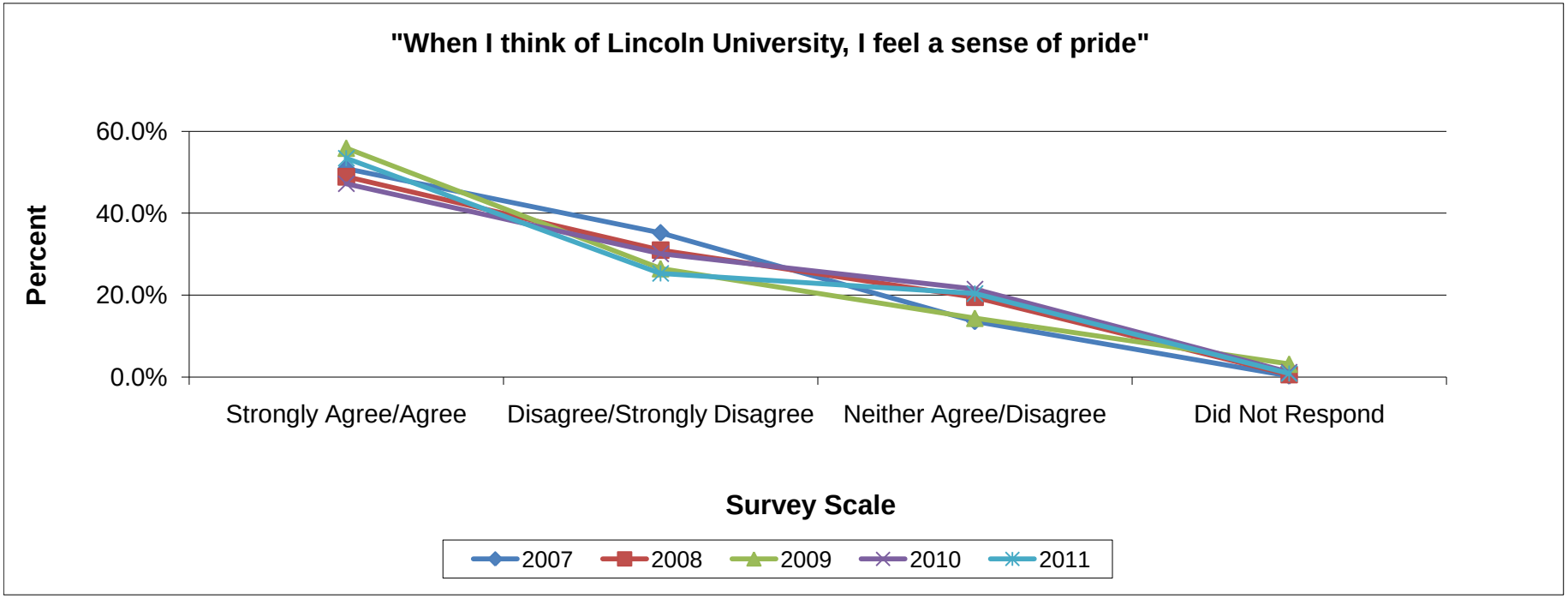
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #31

"When I think of Lincoln University, I feel a sense of pride"

Table 33

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	50.9%	48.9%	55.9%	47.2%	53.4%	51.3%
Disagree/Strongly Disagree	35.2%	31.0%	26.5%	30.1%	25.3%	29.6%
Neither Agree/Disagree	13.6%	19.5%	14.4%	21.5%	20.4%	17.9%
Did Not Respond	0.3%	0.6%	3.2%	1.2%	0.9%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

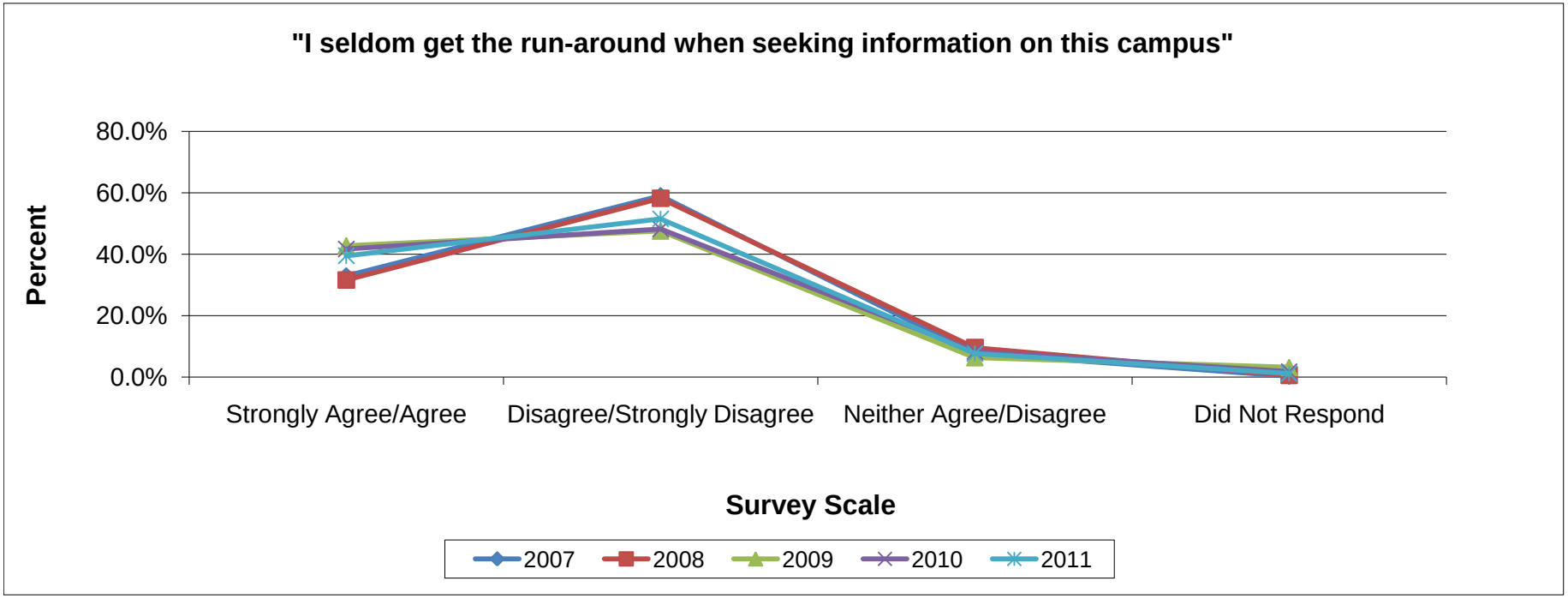
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #32

"I seldom get the run-around when seeking information on this campus"

Table 34

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	32.9%	31.6%	42.8%	41.7%	39.5%	37.7%
Disagree/Strongly Disagree	59.0%	58.2%	47.6%	48.2%	51.5%	52.9%
Neither Agree/Disagree	7.8%	9.6%	6.4%	8.3%	7.7%	8.0%
Did Not Respond	0.3%	0.6%	3.2%	1.8%	1.2%	1.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



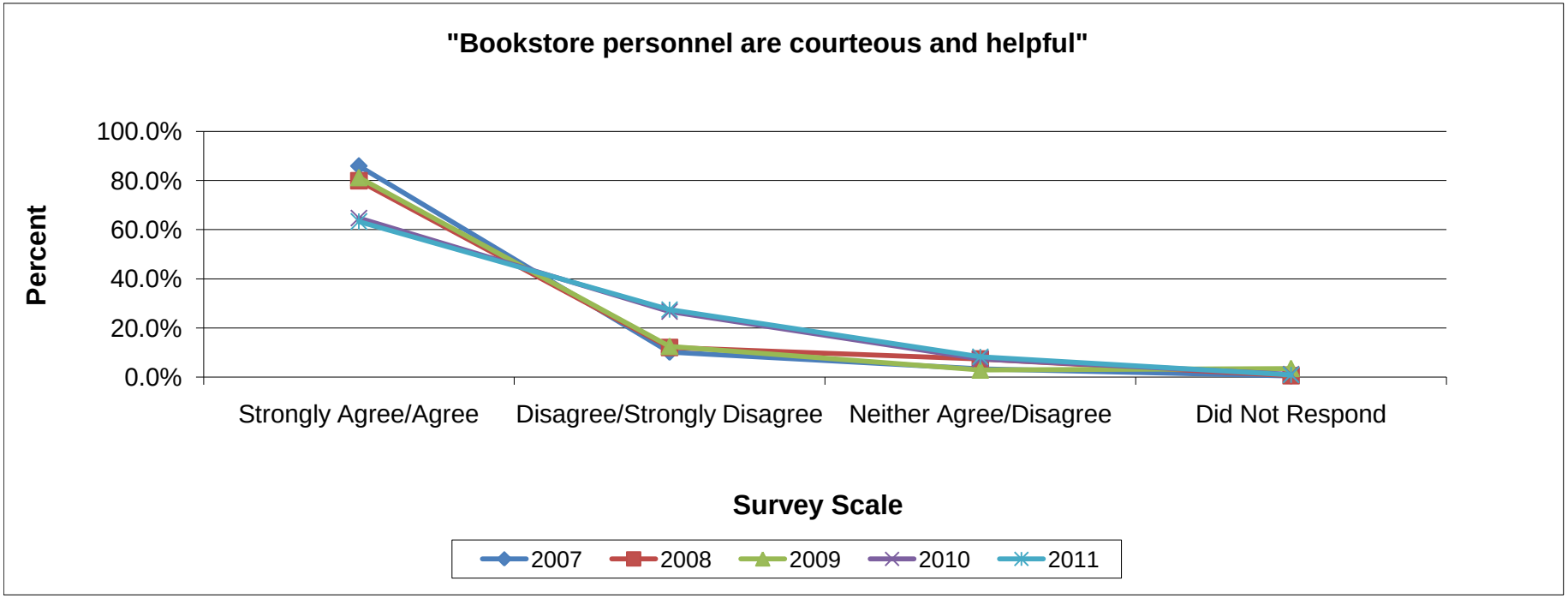
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #33

"Bookstore personnel are courteous and helpful"

Table 35

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	85.9%	79.9%	81.2%	64.7%	63.3%	75.0%
Disagree/Strongly Disagree	10.2%	12.1%	12.5%	26.7%	27.5%	17.8%
Neither Agree/Disagree	3.4%	7.4%	2.9%	7.4%	8.3%	5.9%
Did Not Respond	0.5%	0.6%	3.5%	1.2%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



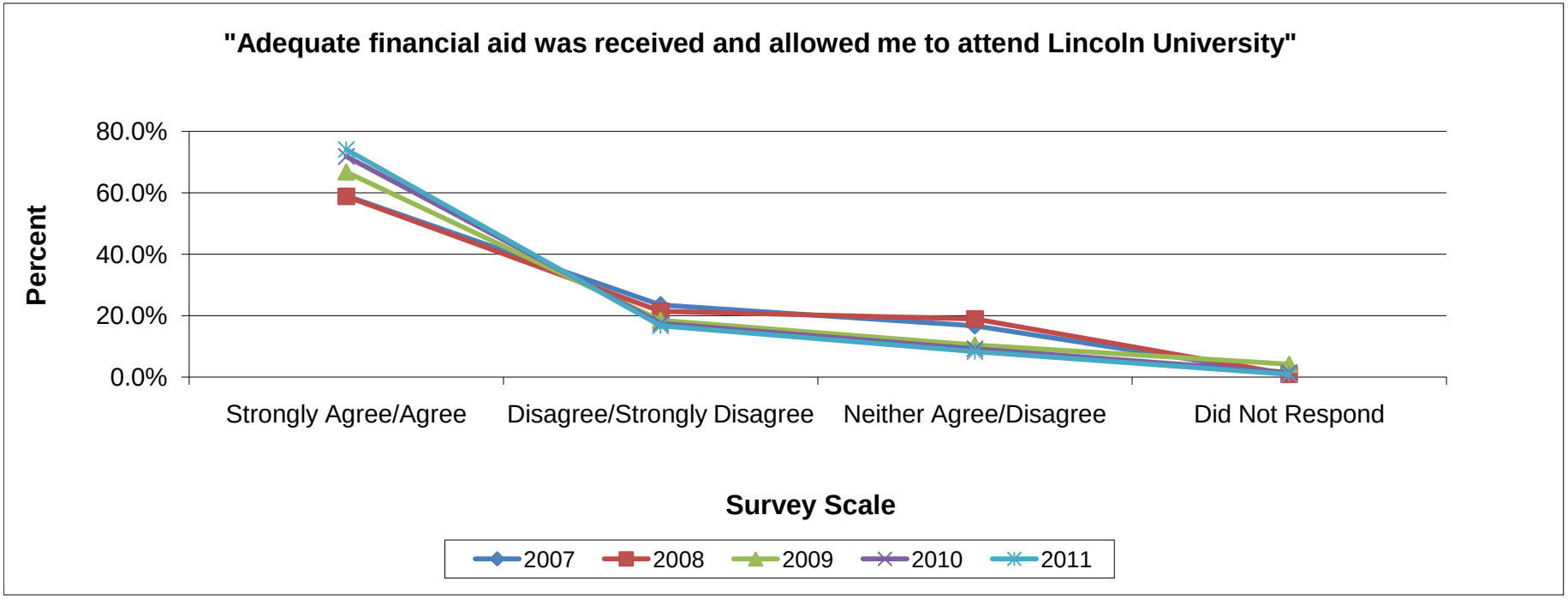
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #34
"Adequate financial aid was received and allowed me to attend Lincoln University"

Table 36

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	59.0%	58.8%	66.8%	71.8%	74.1%	66.1%
Disagree/Strongly Disagree	23.5%	21.4%	18.5%	17.5%	16.7%	19.5%
Neither Agree/Disagree	16.7%	18.9%	10.5%	9.2%	8.3%	12.7%
Did Not Respond	0.8%	0.9%	4.2%	1.5%	0.9%	1.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



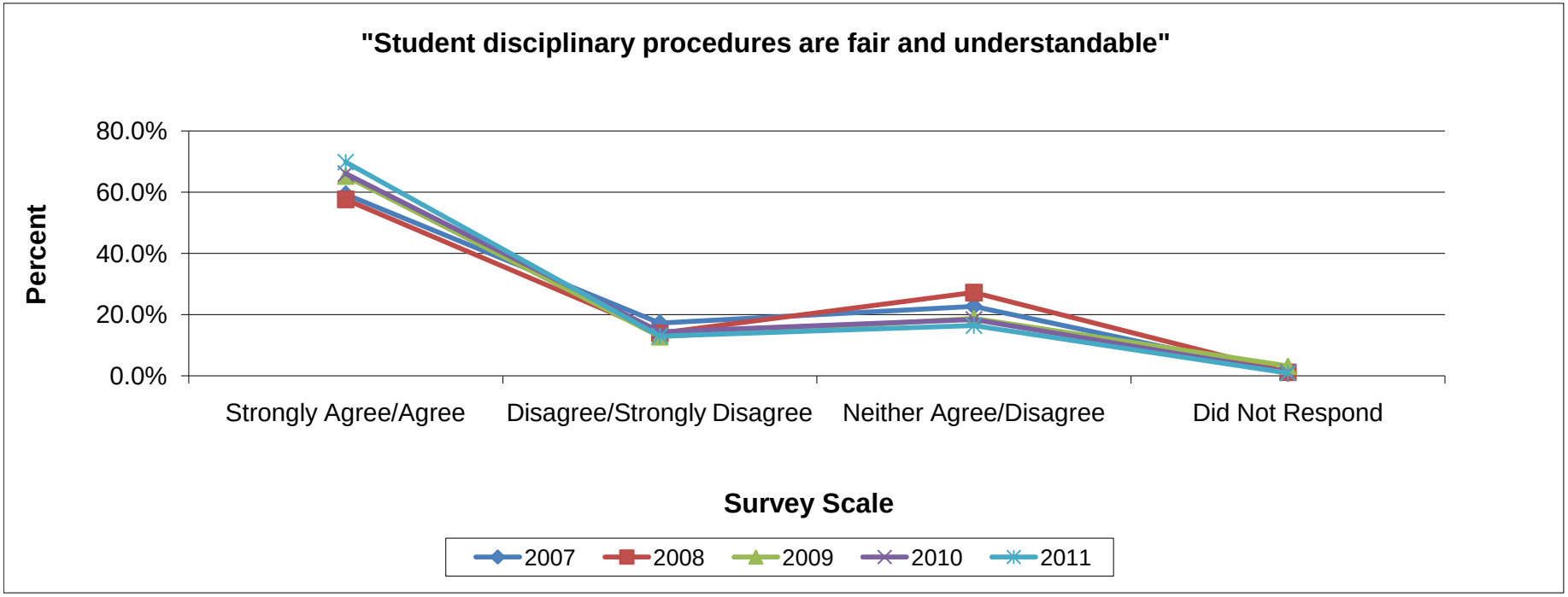
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #35

"Student disciplinary procedures are fair and understandable"

Table 37

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	59.3%	57.6%	65.2%	66.0%	69.8%	63.6%
Disagree/Strongly Disagree	17.2%	13.9%	12.8%	14.4%	13.0%	14.3%
Neither Agree/Disagree	22.7%	27.2%	18.8%	18.4%	16.4%	20.7%
Did Not Respond	0.8%	1.2%	3.2%	1.2%	0.9%	1.5%
PERCENT TOTAL	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



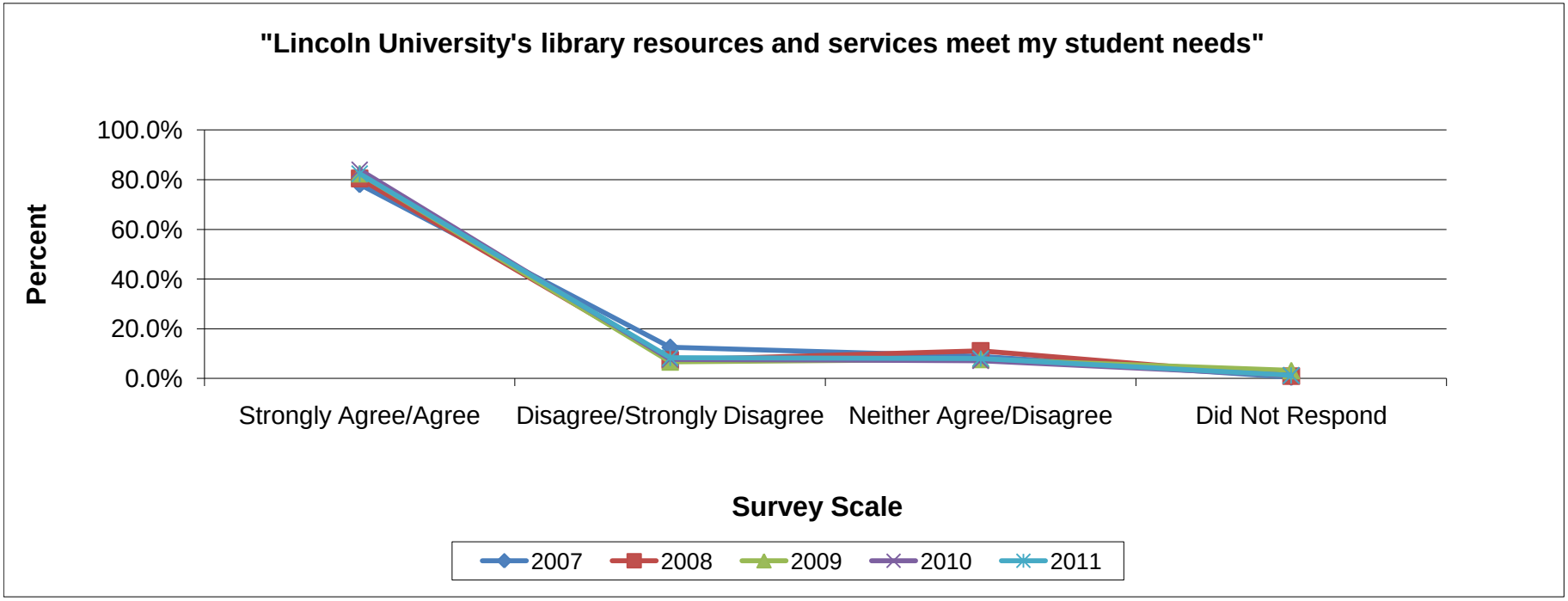
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #36

"Lincoln University's library resources and services meet my student needs"

Table 38

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	78.1%	80.5%	82.4%	84.0%	82.4%	81.5%
Disagree/Strongly Disagree	12.5%	7.4%	6.7%	7.7%	8.3%	8.5%
Neither Agree/Disagree	8.9%	11.1%	7.7%	7.1%	8.0%	8.6%
Did Not Respond	0.5%	0.9%	3.2%	1.2%	1.2%	1.4%
PERCENT TOTAL	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Lincoln University Continuing Student Satisfaction Survey Comparison

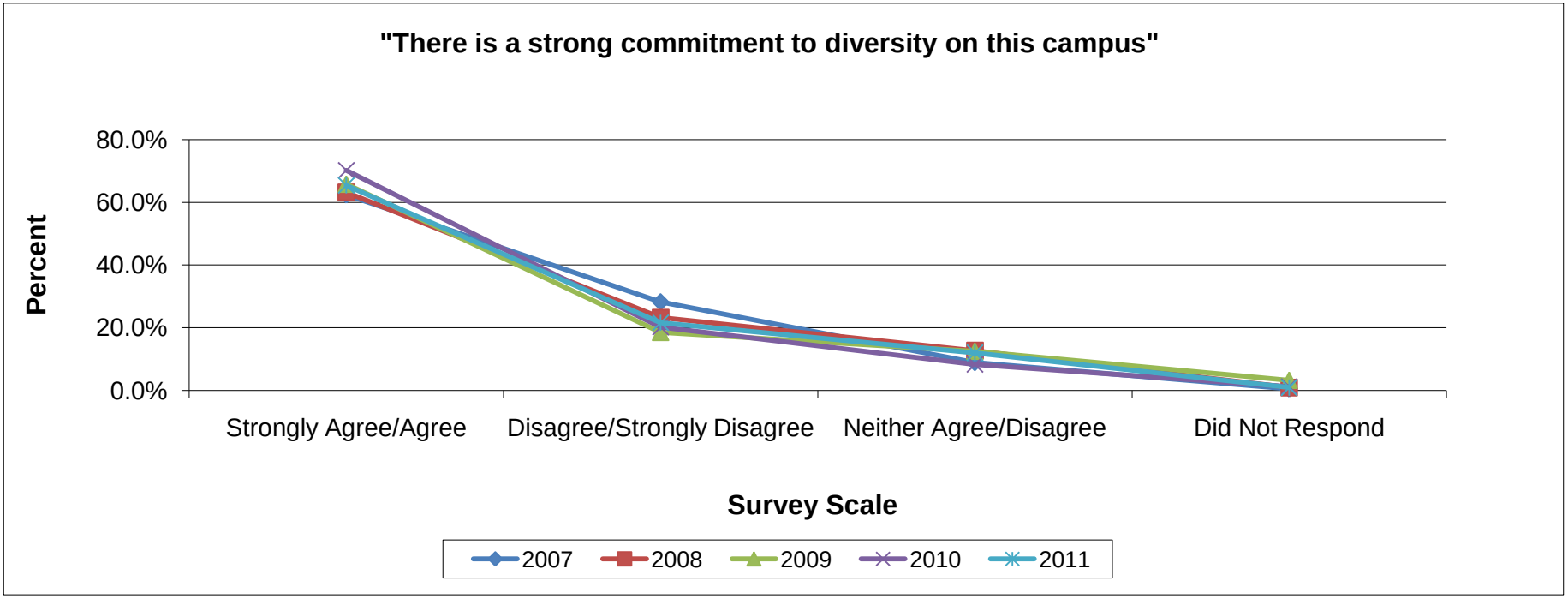
by Academic Year and Response to Question #37

"There is a strong commitment to diversity on this campus"

Table 39

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	62.4%	63.2%	65.8%	70.2%	65.4%	65.4%
Disagree/Strongly Disagree	28.2%	23.2%	18.5%	20.2%	21.6%	22.3%
Neither Agree/Disagree	8.9%	12.7%	12.5%	8.3%	12.0%	10.9%
Did Not Respond	0.5%	0.9%	3.2%	1.2%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



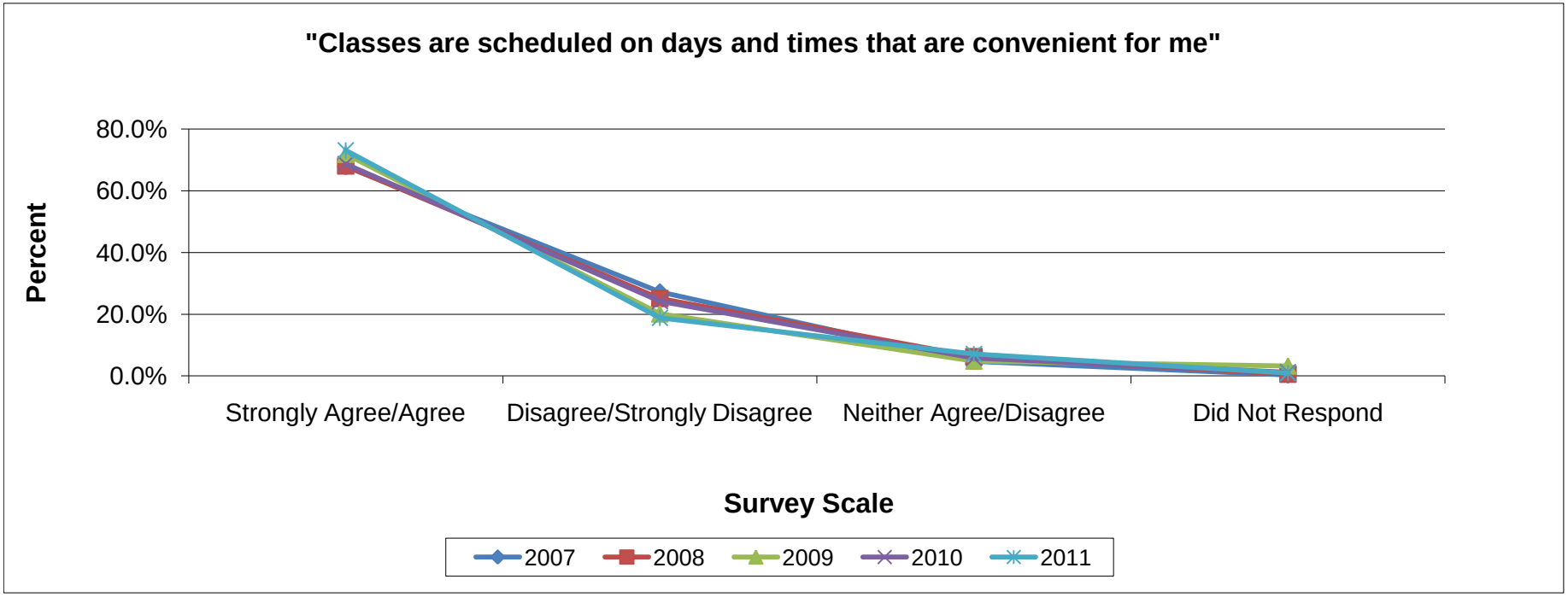
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #38

"Classes are scheduled on days and times that are convenient for me"

Table 40

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	67.9%	68.1%	71.9%	68.7%	73.1%	69.9%
Disagree/Strongly Disagree	27.2%	25.1%	20.1%	24.2%	18.8%	23.1%
Neither Agree/Disagree	4.7%	6.2%	4.8%	5.8%	7.1%	5.7%
Did Not Respond	0.3%	0.6%	3.2%	1.2%	0.9%	1.2%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**	**99.9%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



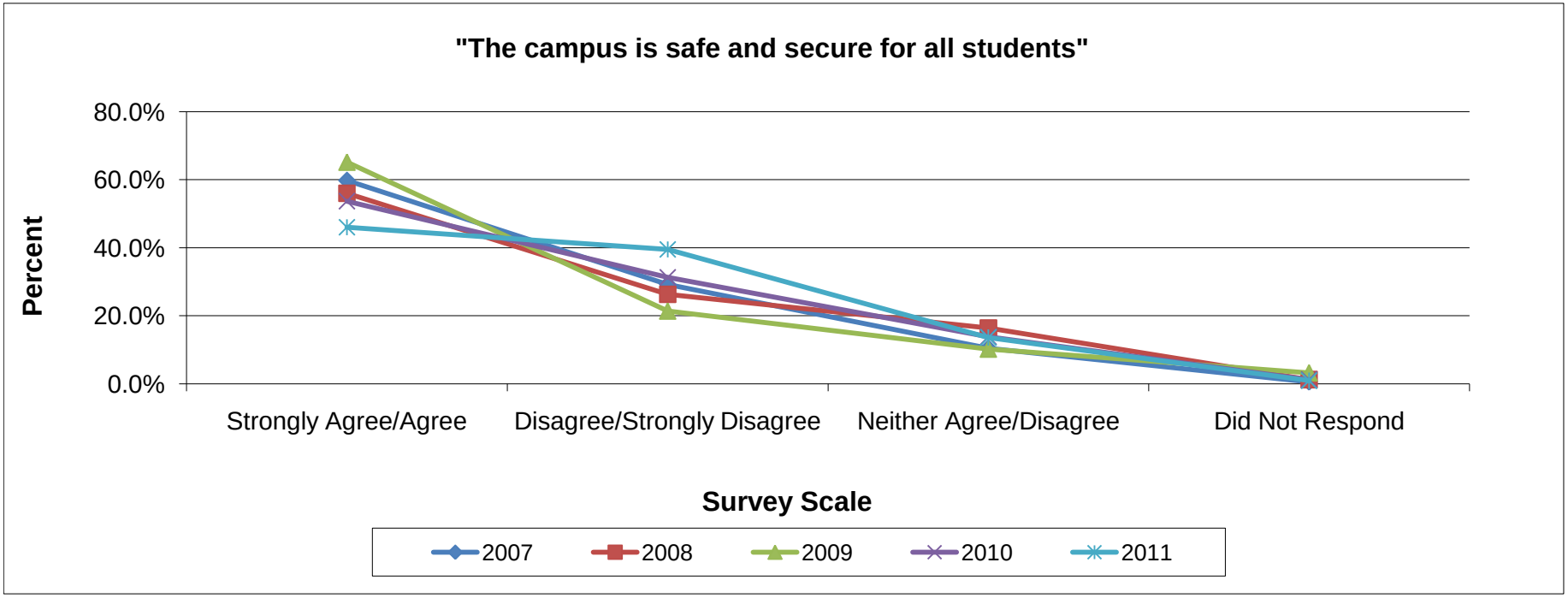
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #39

"The campus is safe and secure for all students"

Table 41

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	59.8%	56.0%	65.2%	53.7%	46.0%	56.1%
Disagree/Strongly Disagree	29.2%	26.3%	21.4%	31.3%	39.5%	29.5%
Neither Agree/Disagree	10.4%	16.4%	10.2%	13.8%	13.6%	12.9%
Did Not Respond	0.5%	1.2%	3.2%	1.2%	0.9%	1.4%
PERCENT TOTAL	**99.9%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

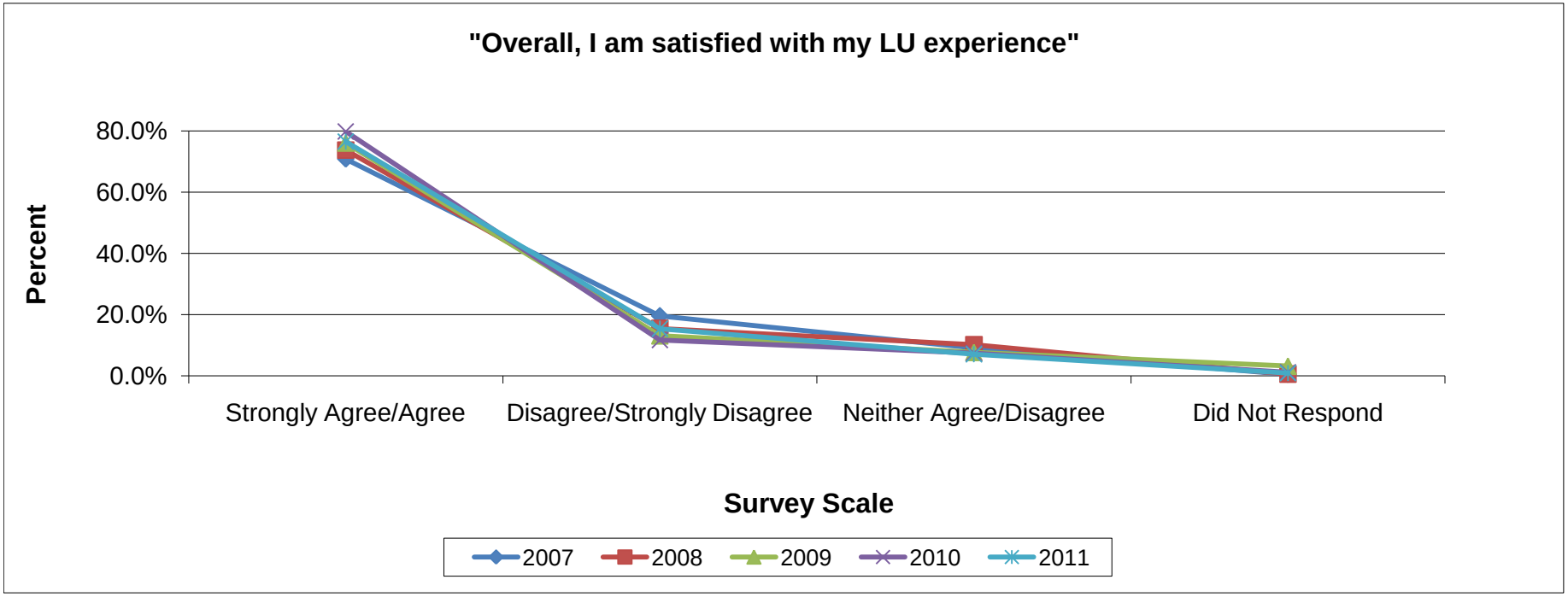
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #40

"Overall, I am satisfied with my LU experience"

Table 42

Survey Response	Academic Year					
	2007	2008	2009	2010	2011	5-Yr Avg
Strongly Agree/Agree	70.8%	73.7%	76.0%	79.8%	76.5%	75.4%
Disagree/Strongly Disagree	19.6%	15.5%	13.1%	11.7%	15.4%	15.1%
Neither Agree/Disagree	9.1%	10.2%	7.7%	7.4%	7.1%	8.3%
Did Not Respond	0.5%	0.6%	3.2%	1.2%	0.9%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.1%**	**99.9%**	**100.0%**

NOTE: Percentages may not equal 100 due to rounding and/or multiple responses.



Data Source: Office of Institutional Research and Assessment

SECTION 2-A

Lincoln University CSSS Comparison
Most Satisfied and Least Satisfied by Mean

Table 43: CSSS Items Students Are Most Satisfied With Based on 5-Year Average (Mean)

Continuing Student Satisfaction Survey Items **Please rate your agreement with the following statements:**		**Mean**
20	I have experienced intellectual growth while attending Lincoln University.	4.05
36	Lincoln University's library resources and services meet my student needs.	4.04
9	I feel welcome on this campus.	4.00
30	My academic major requirements are reasonable and understandable.	3.95
15	Class change (drop/add) policies are reasonable and understandable.	3.93
26	Instructional classrooms meet my needs and expectations.	3.89
14	The LU Student Handbook provides helpful information about campus life.	3.84
33	Bookstore personnel are courteous and helpful.	3.81
24	There are sufficient places to study on campus.	3.79
40	Overall, I am satisfied with my LU experience.	3.79
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.74
11	Faculty and staff display concern for students as individuals.	3.73
28	The campus is attractive and well maintained.	3.71
29	The campus is equipped with adequate lighting.	3.71

Table 44: CSSS Items Students Are Least Satisfied With Based on 5-Year Average (Mean)

Continuing Student Satisfaction Survey Items **Please rate your agreement with the following statements:**		**Mean**
22	Adequate parking exists for the number of students on this campus.	1.90
32	I seldom get the "run-around" when seeking information on this campus.	2.67
19	The athletic programs contribute to a strong sense of school spirit.	2.85
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.88
12	Financial aid awards are announced in time to be helpful in college planning.	3.19
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.24
16	Lincoln University's Scruggs Student Center meets my student needs.	3.27
31	When I think of Lincoln University, I feel a "sense of pride".	3.27
13	Policies and procedures exist for expressing student complaints/appeals.	3.29

SECTION 2-B

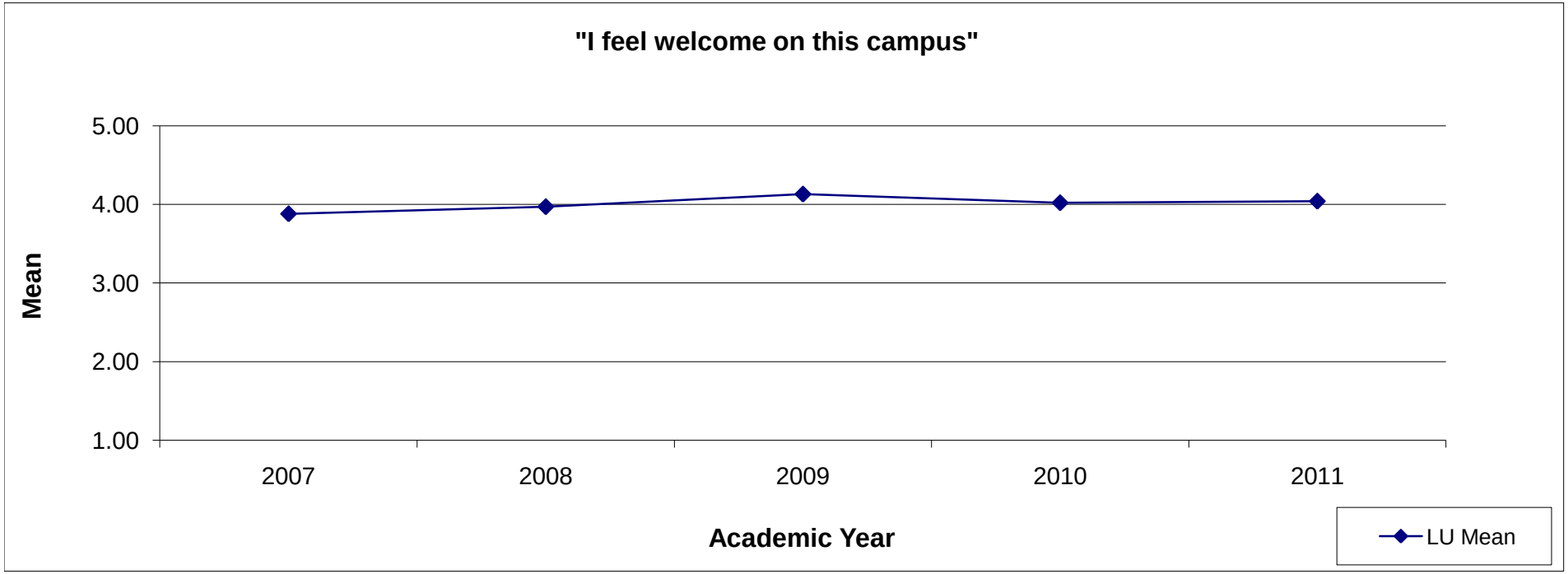
Lincoln University CSSS Comparison
by Academic Year and Mean of Survey Questions 9-40

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #9

"I feel welcome on this campus"

Table 45

Academic Year	Lincoln University Mean
2007	3.88
2008	3.97
2009	4.13
2010	4.02
2011	4.04
5-Year Average	**4.00**



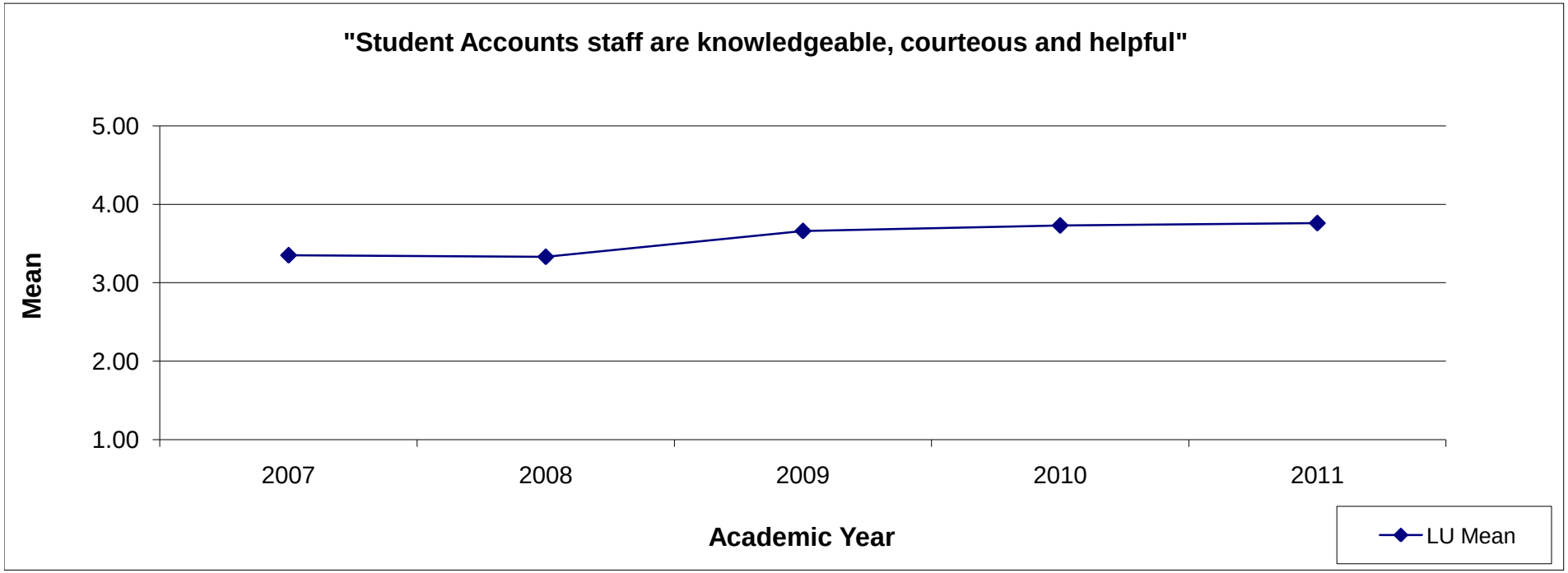
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #10

"Student Accounts staff are knowledgeable, courteous and helpful"

Table 46

Academic Year	Lincoln University Mean
2007	3.35
2008	3.33
2009	3.66
2010	3.73
2011	3.76
5-Year Average	**3.56**



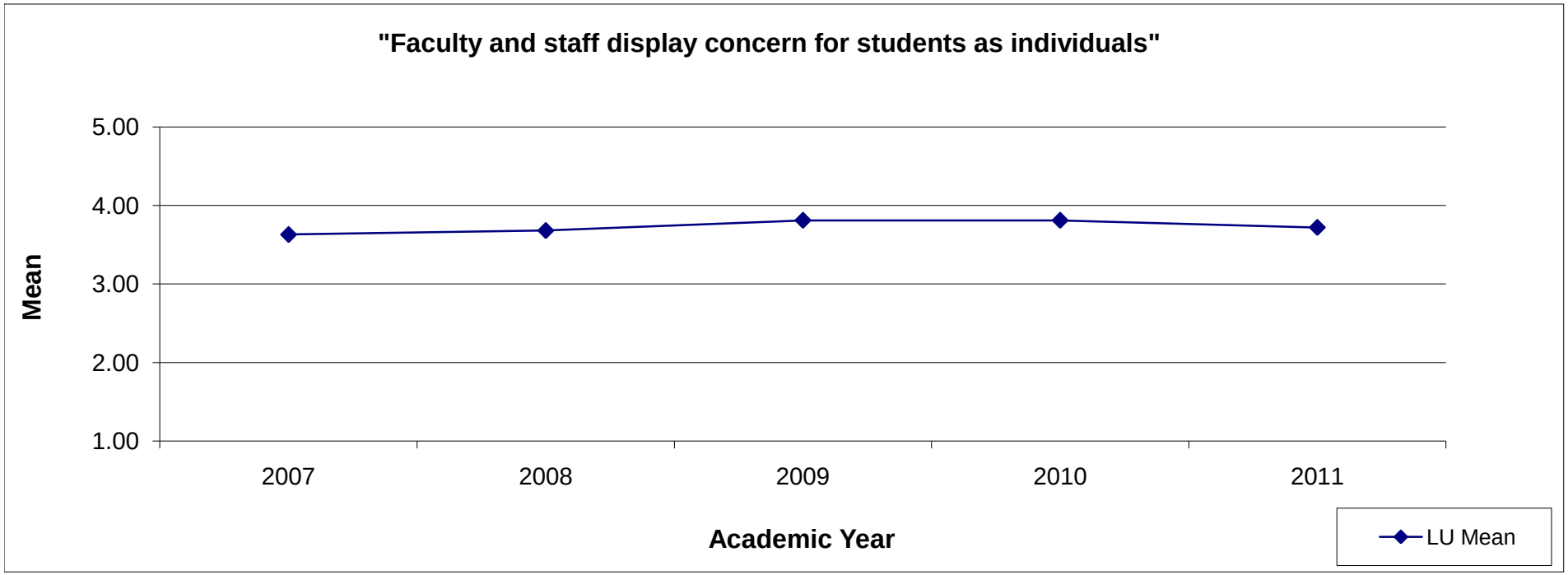
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #11

"Faculty and staff display concern for students as individuals"

Table 47

Academic Year	Lincoln University Mean
2007	3.63
2008	3.68
2009	3.81
2010	3.81
2011	3.72
5-Year Average	**3.73**



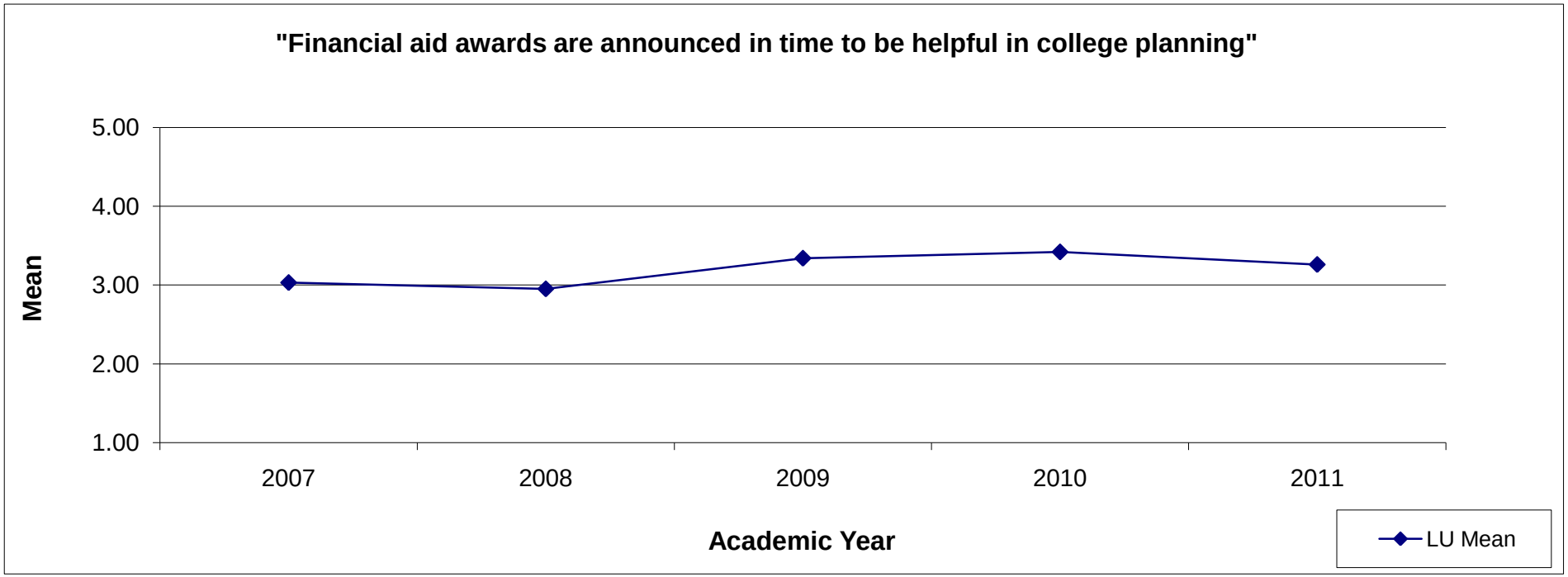
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #12

"Financial aid awards are announced in time to be helpful in college planning"

Table 48

Academic Year	Lincoln University Mean
2007	3.03
2008	2.95
2009	3.34
2010	3.42
2011	3.26
5-Year Average	**3.19**



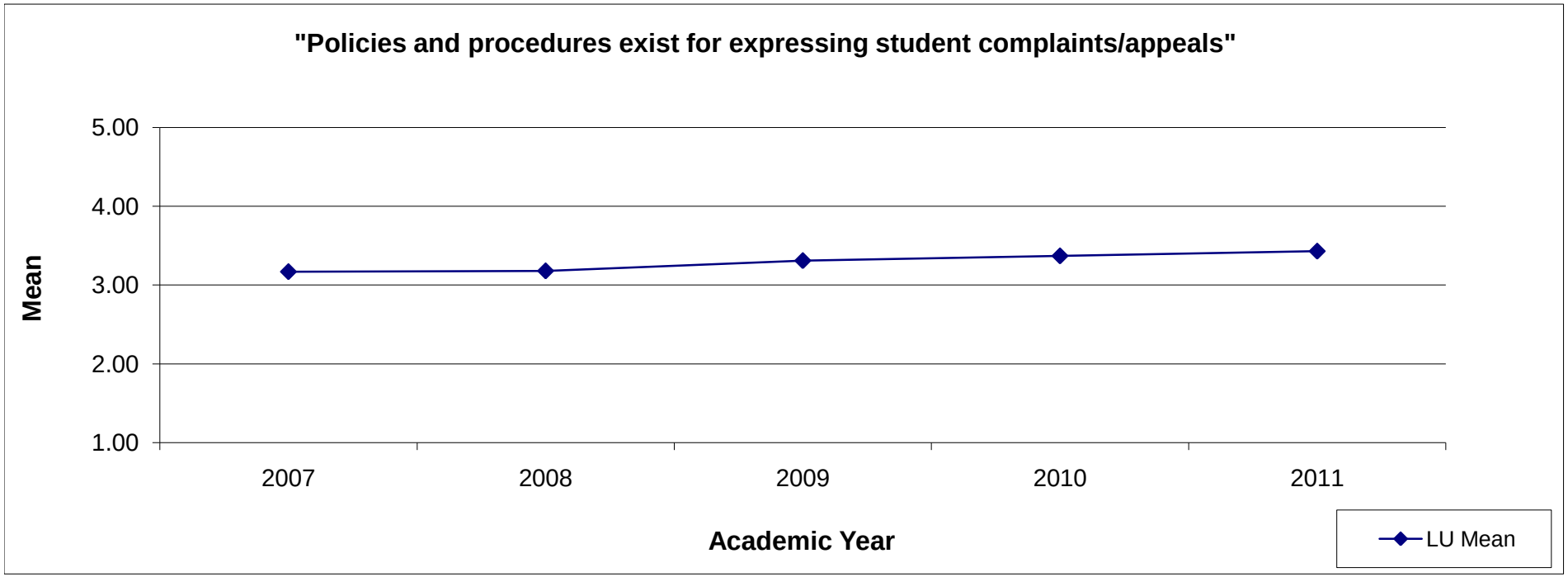
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #13

"Policies and procedures exist for expressing student complaints/appeals"

Table 49

Academic Year	Lincoln University Mean
2007	3.17
2008	3.18
2009	3.31
2010	3.37
2011	3.43
5-Year Average	**3.29**

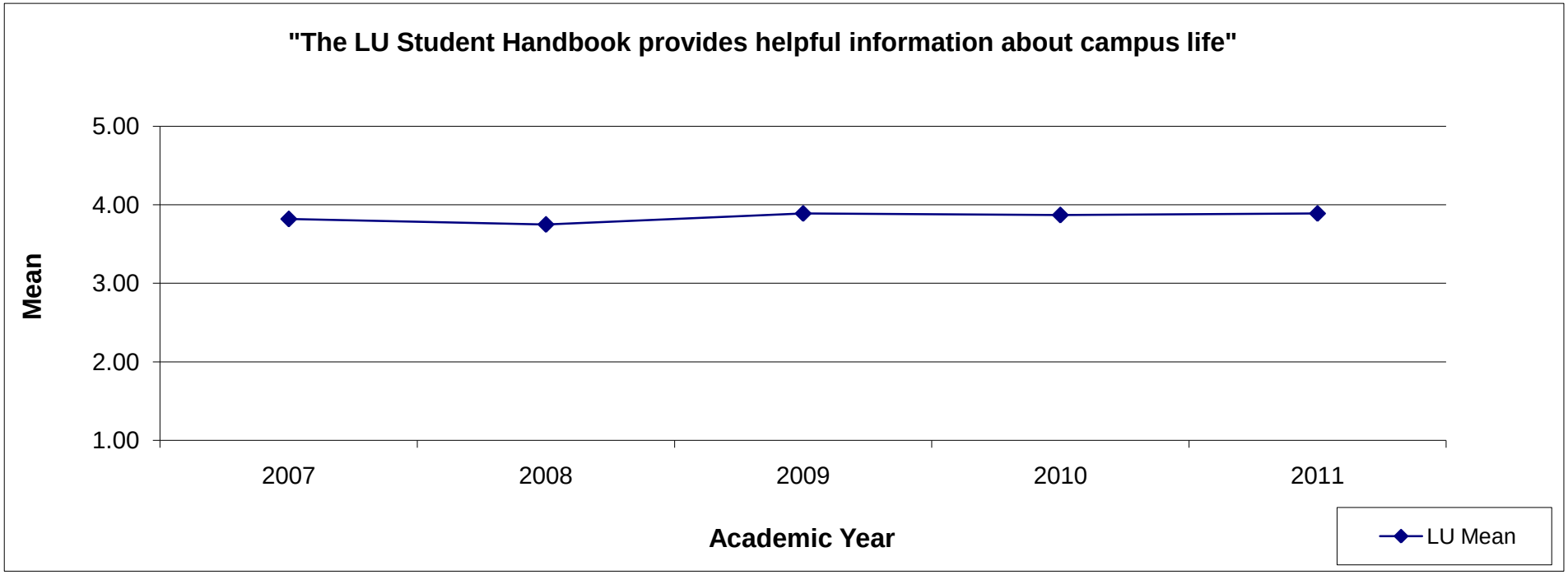


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #14
"The LU Student Handbook provides helpful information about campus life"

Table 50

Academic Year	Lincoln University Mean
2007	3.82
2008	3.75
2009	3.89
2010	3.87
2011	3.89
5-Year Average	**3.84**



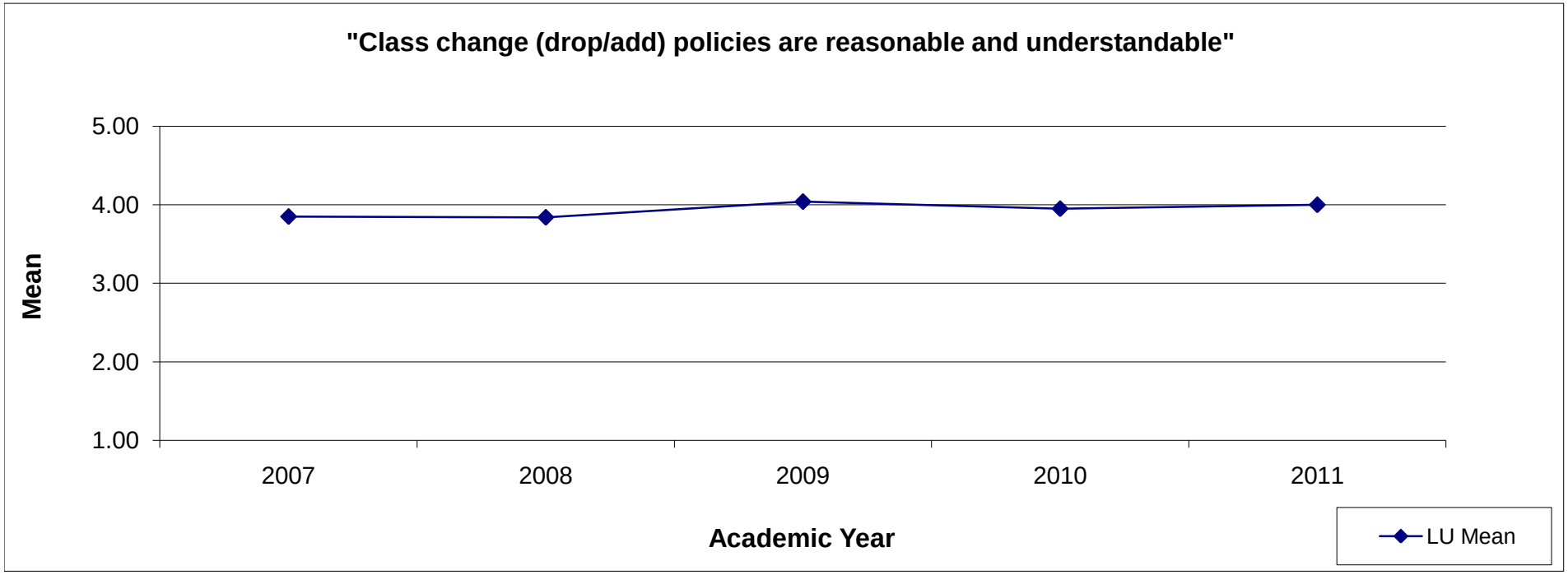
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #15

"Class change (drop/add) policies are reasonable and understandable"

Table 51

Academic Year	Lincoln University Mean
2007	3.85
2008	3.84
2009	4.04
2010	3.95
2011	4.00
5-Year Average	**3.93**



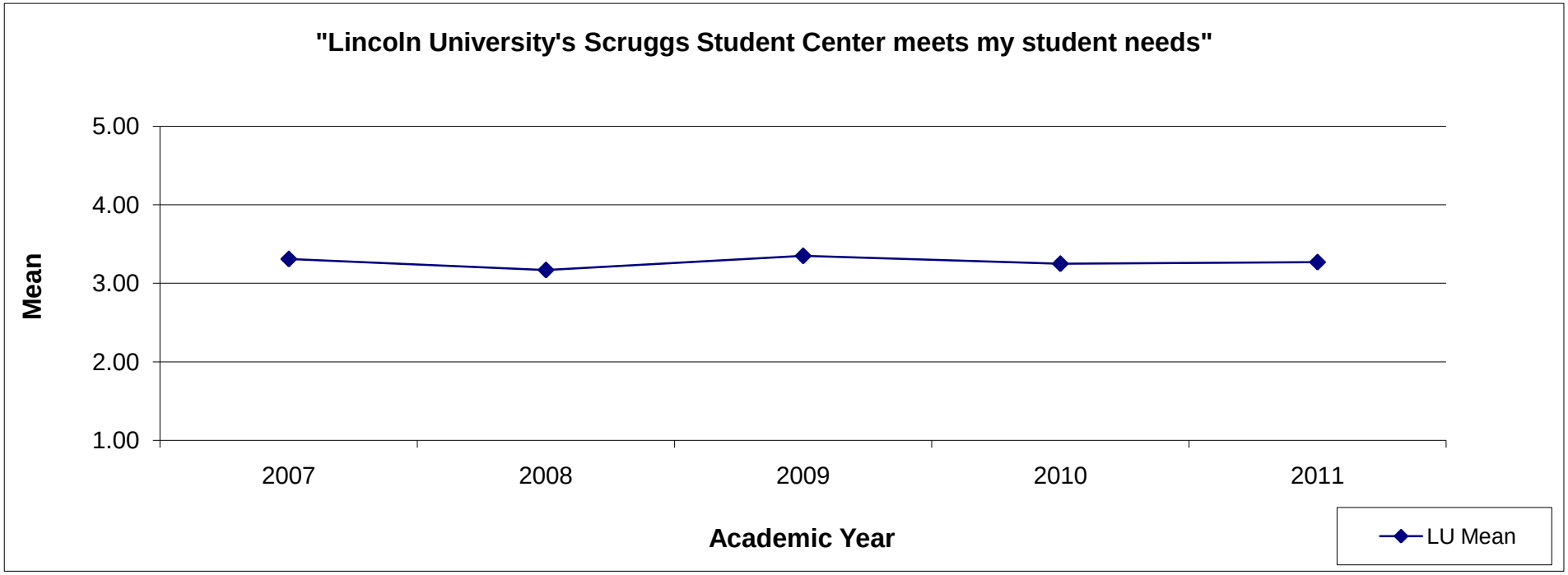
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #16

"Lincoln University's Scruggs Student Center meets my student needs"

Table 52

Academic Year	Lincoln University Mean
2007	3.31
2008	3.17
2009	3.35
2010	3.25
2011	3.27
5-Year Average	**3.27**

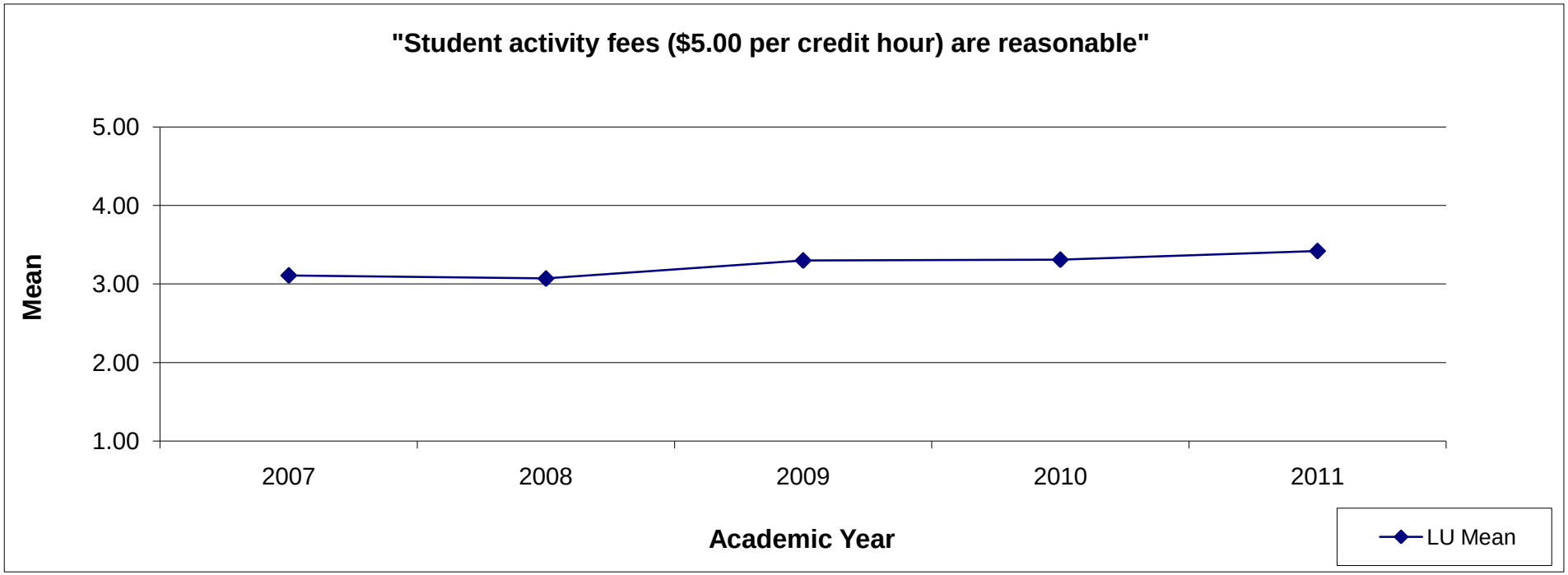


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #17
"Student activity fees ($5.00 per credit hour) are reasonable"

Table 53

Academic Year	Lincoln University Mean
2007	3.11
2008	3.07
2009	3.30
2010	3.31
2011	3.42
5-Year Average	**3.24**



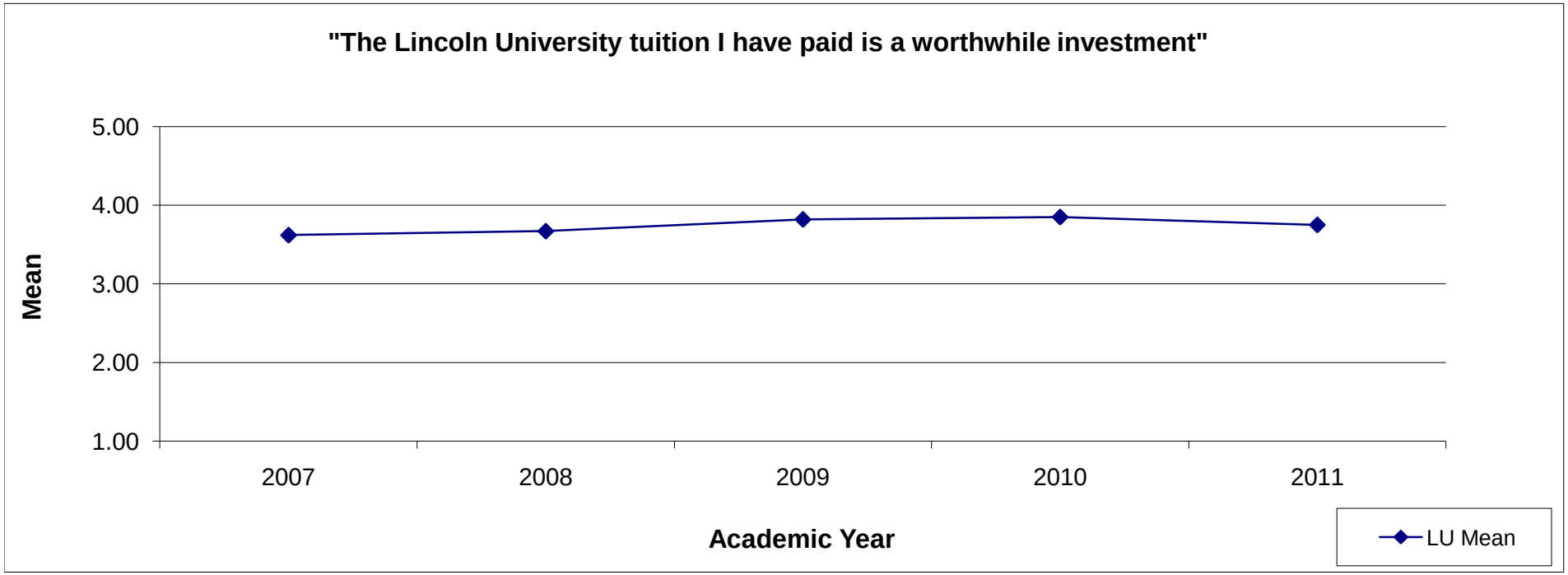
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #18

"The Lincoln University tuition I have paid is a worthwhile investment"

Table 54

Academic Year	Lincoln University Mean
2007	3.62
2008	3.67
2009	3.82
2010	3.85
2011	3.75
5-Year Average	**3.74**



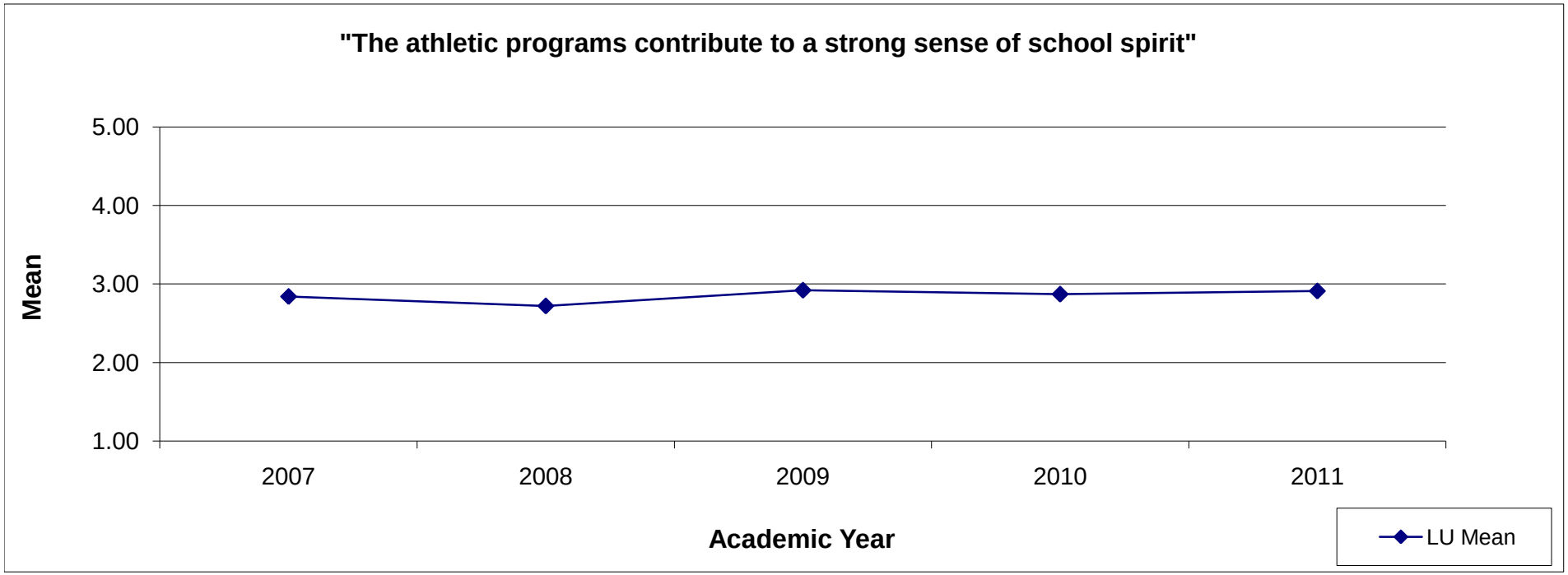
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #19

"The athletic programs contribute to a strong sense of school spirit"

Table 55

Academic Year	Lincoln University Mean
2007	2.84
2008	2.72
2009	2.92
2010	2.87
2011	2.91
5-Year Average	**2.85**

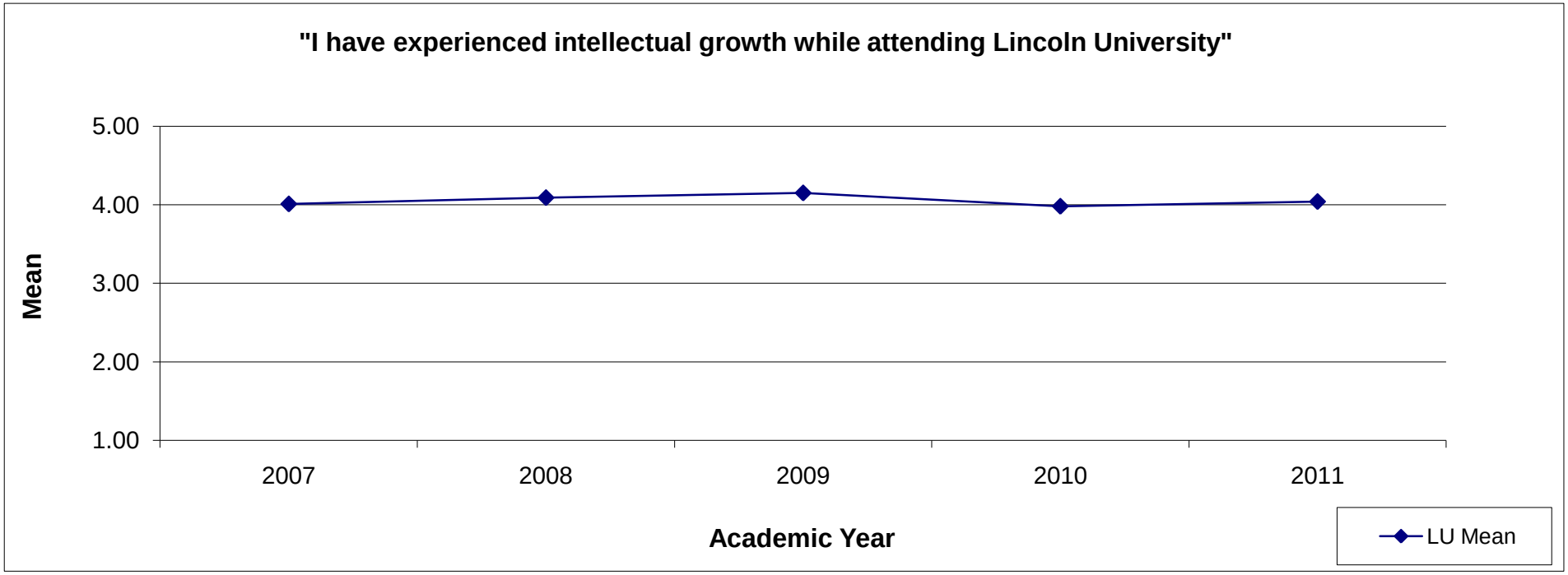


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #20
"I have experienced intellectual growth while attending Lincoln University"

Table 56

Academic Year	Lincoln University Mean
2007	4.01
2008	4.09
2009	4.15
2010	3.98
2011	4.04
5-Year Average	**4.05**



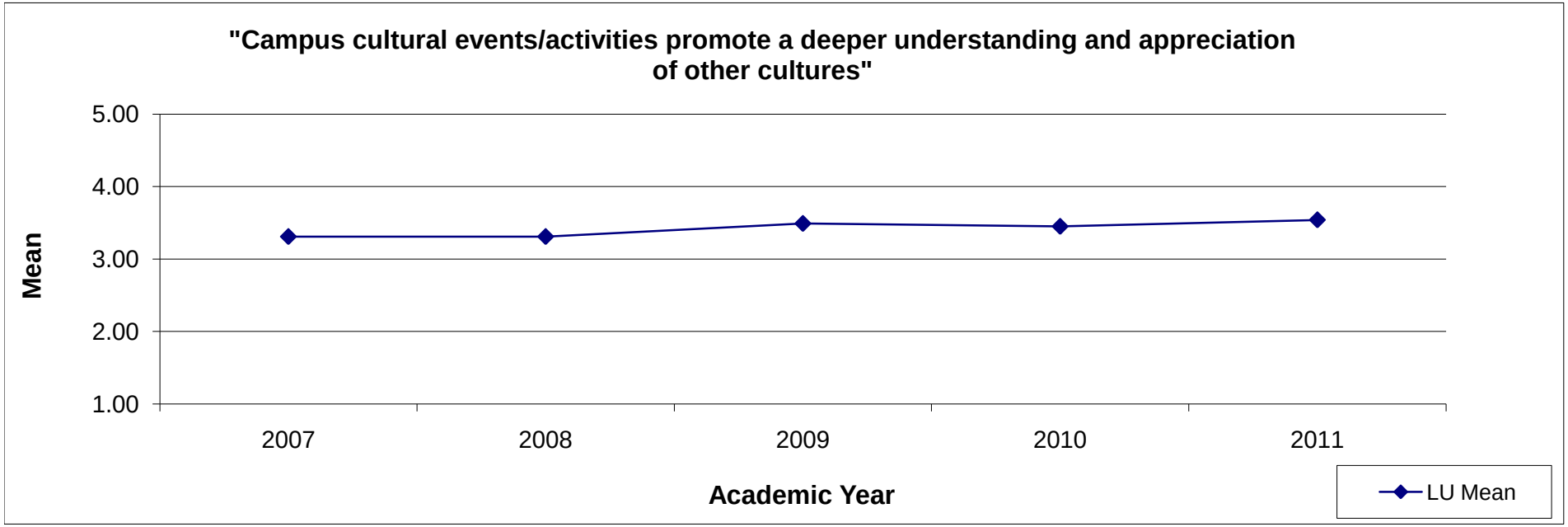
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #21

"Campus cultural events/activities promote a deeper understanding and appreciation of other cultures"

Table 57

Academic Year	Lincoln University Mean
2007	3.31
2008	3.31
2009	3.49
2010	3.45
2011	3.54
5-Year Average	**3.42**



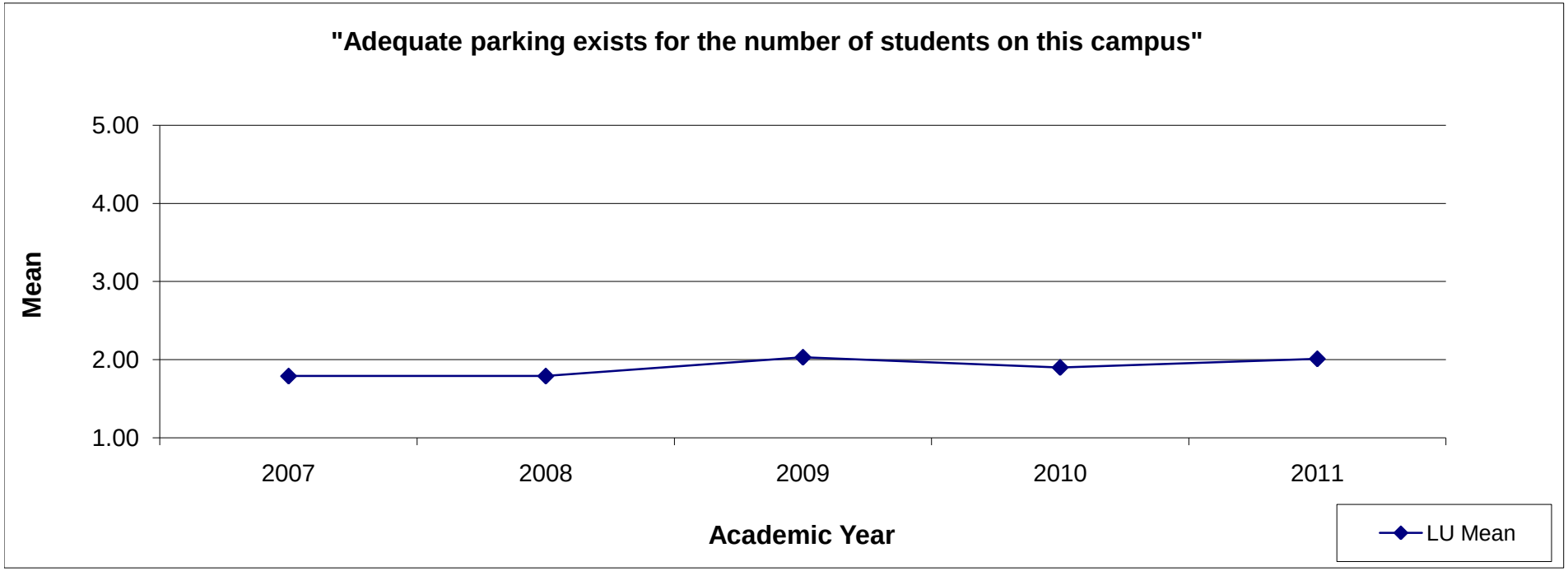
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #22

"Adequate parking exists for the number of students on this campus"

Table 58

Academic Year	Lincoln University Mean
2007	1.79
2008	1.79
2009	2.03
2010	1.90
2011	2.01
5-Year Average	**1.90**

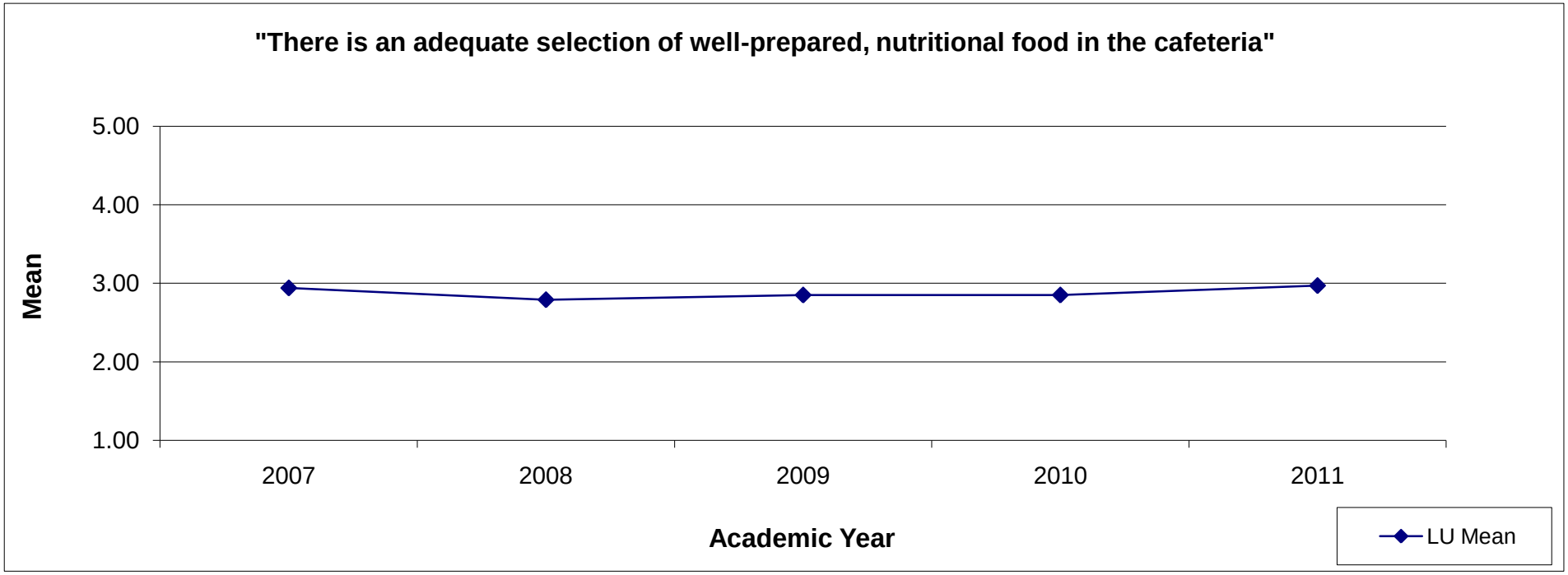


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #23
"There is an adequate selection of well-prepared, nutritional food in the cafeteria"

Table 59

Academic Year	Lincoln University Mean
2007	2.94
2008	2.79
2009	2.85
2010	2.85
2011	2.97
5-Year Average	**2.88**



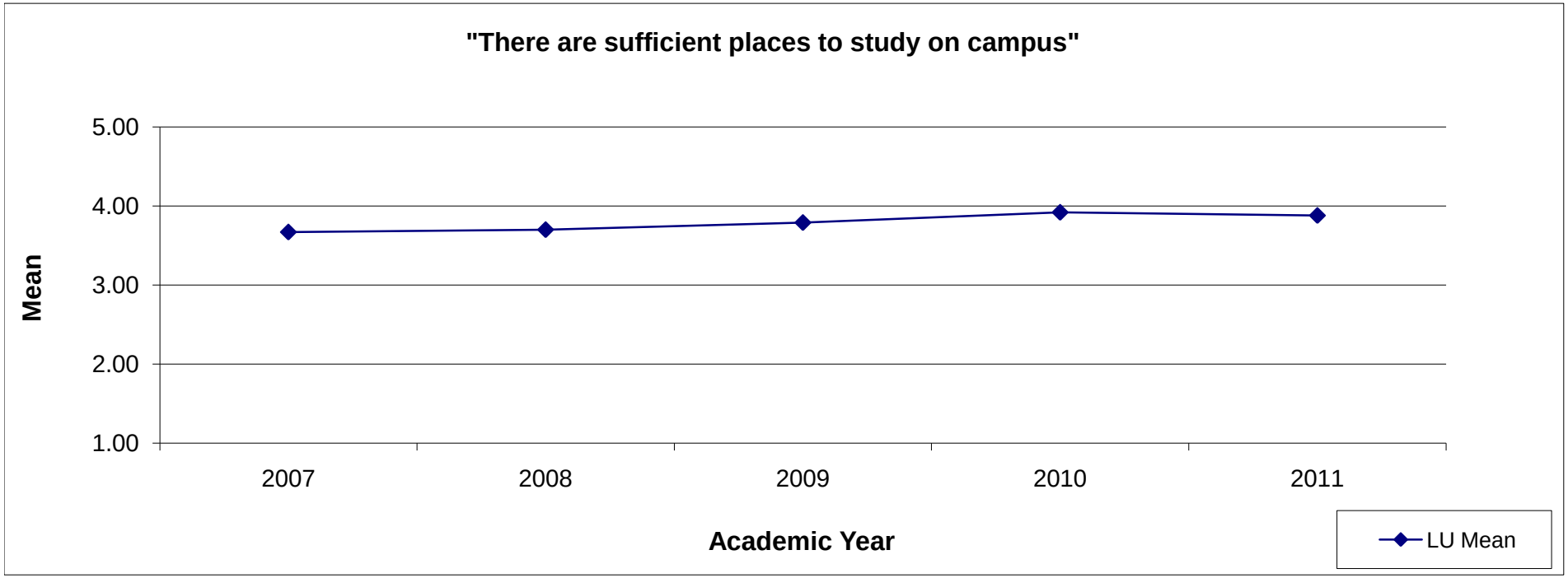
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #24

"There are sufficient places to study on campus"

Table 60

Academic Year	Lincoln University Mean
2007	3.67
2008	3.70
2009	3.79
2010	3.92
2011	3.88
5-Year Average	**3.79**

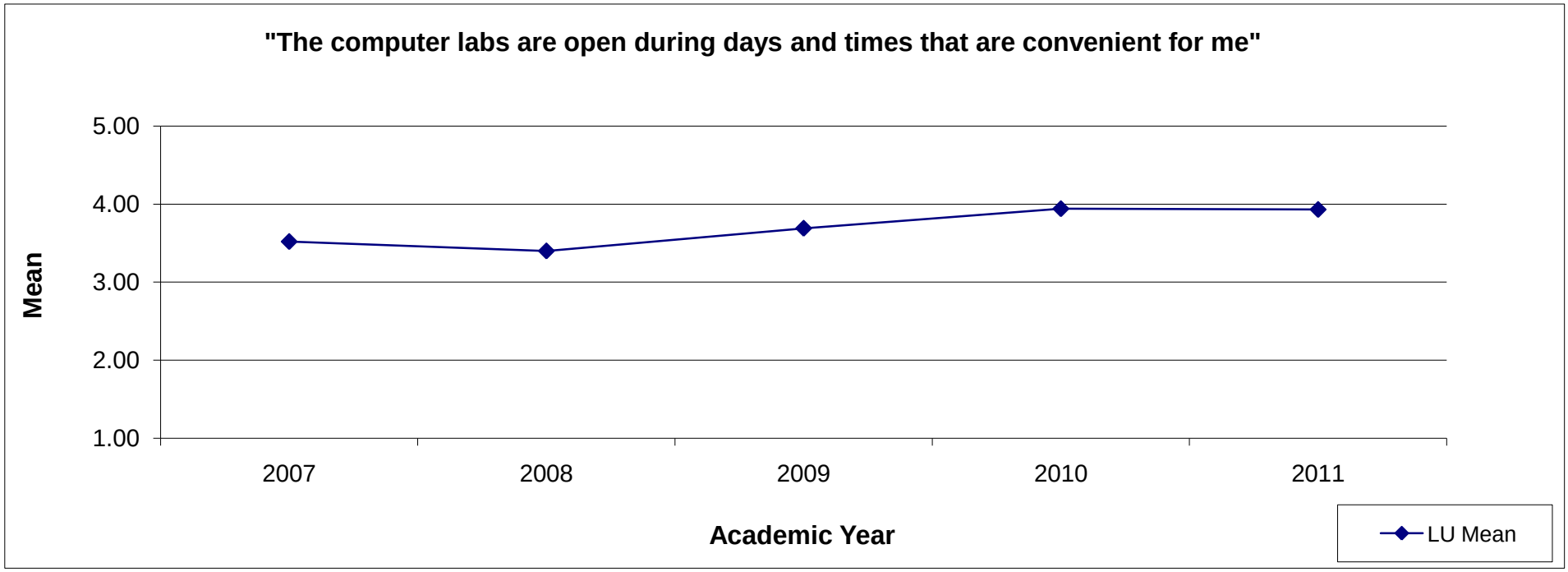


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #25
"The computer labs are open during days and times that are convenient for me"

Table 61

Academic Year	Lincoln University Mean
2007	3.52
2008	3.40
2009	3.69
2010	3.94
2011	3.93
5-Year Average	**3.69**

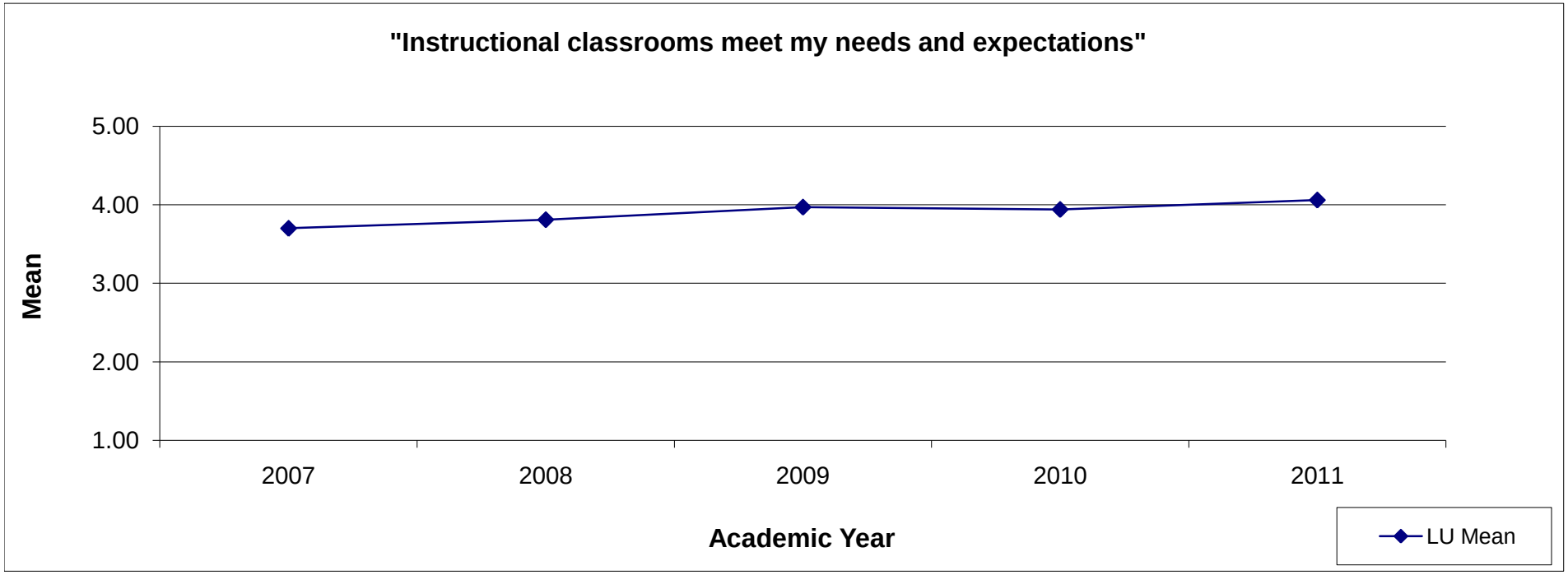


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #26
"Instructional classrooms meet my needs and expectations"

Table 62

Academic Year	Lincoln University Mean
2007	3.70
2008	3.81
2009	3.97
2010	3.94
2011	4.06
5-Year Average	**3.89**



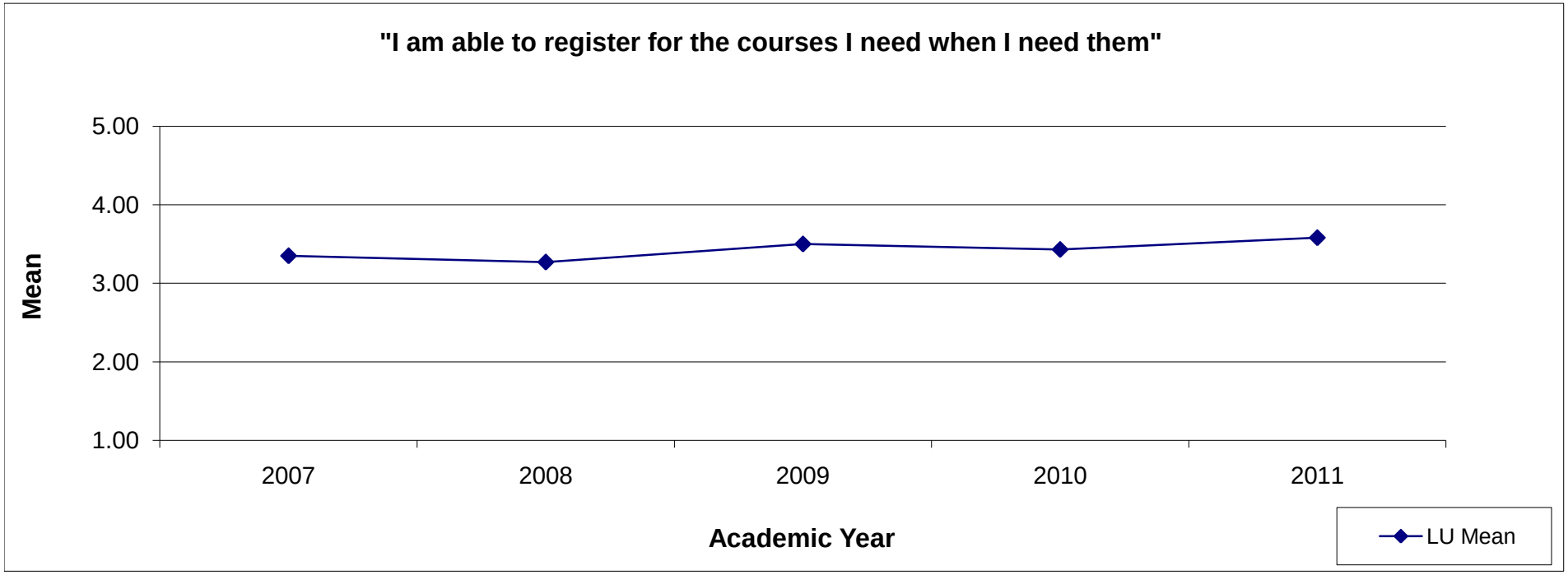
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #27

"I am able to register for the courses I need when I need them"

Table 63

Academic Year	Lincoln University Mean
2007	3.35
2008	3.27
2009	3.50
2010	3.43
2011	3.58
5-Year Average	**3.42**



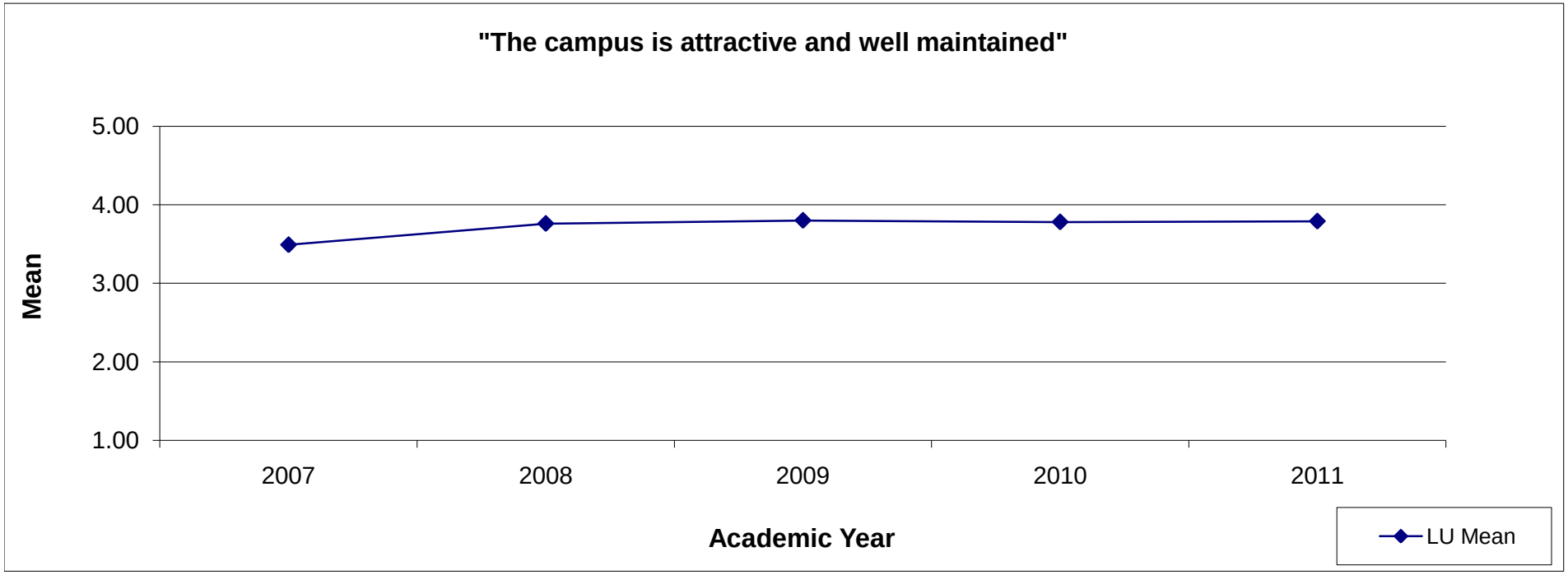
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #28

"The campus is attractive and well maintained"

Table 64

Academic Year	Lincoln University Mean
2007	3.49
2008	3.76
2009	3.80
2010	3.78
2011	3.79
5-Year Average	**3.71**



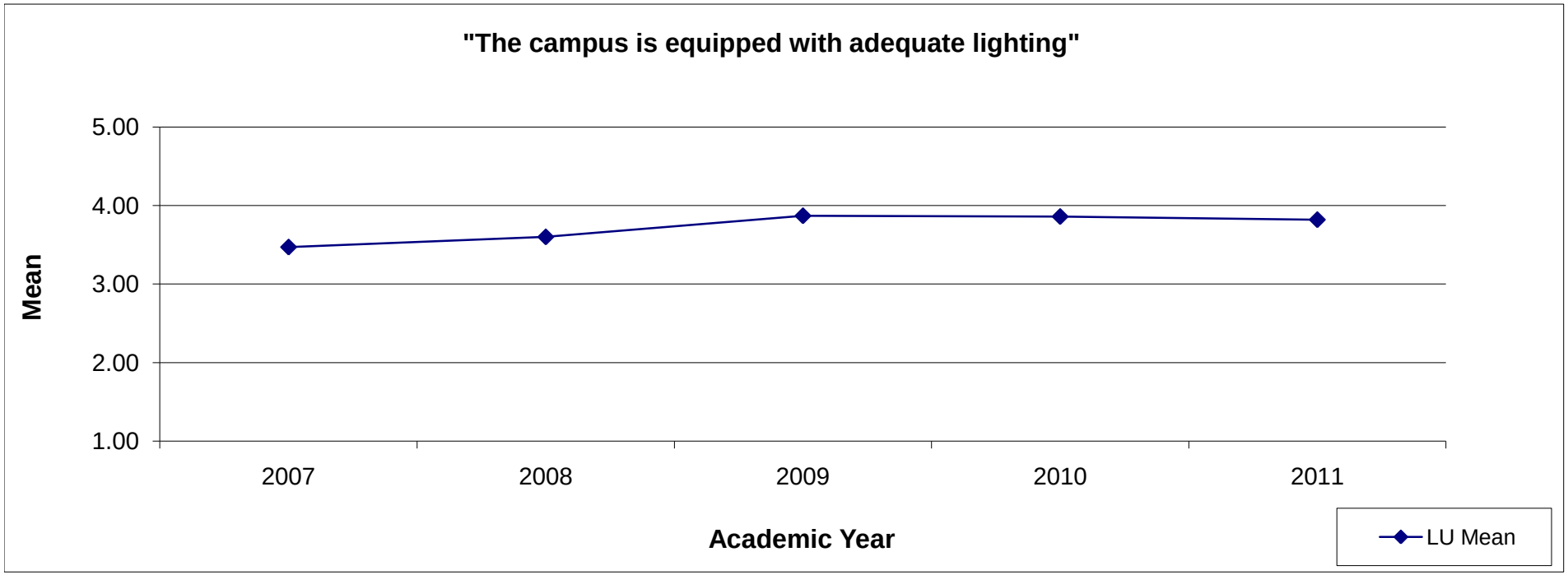
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #29

"The campus is equipped with adequate lighting"

Table 65

Academic Year	Lincoln University Mean
2007	3.47
2008	3.60
2009	3.87
2010	3.86
2011	3.82
5-Year Average	**3.71**



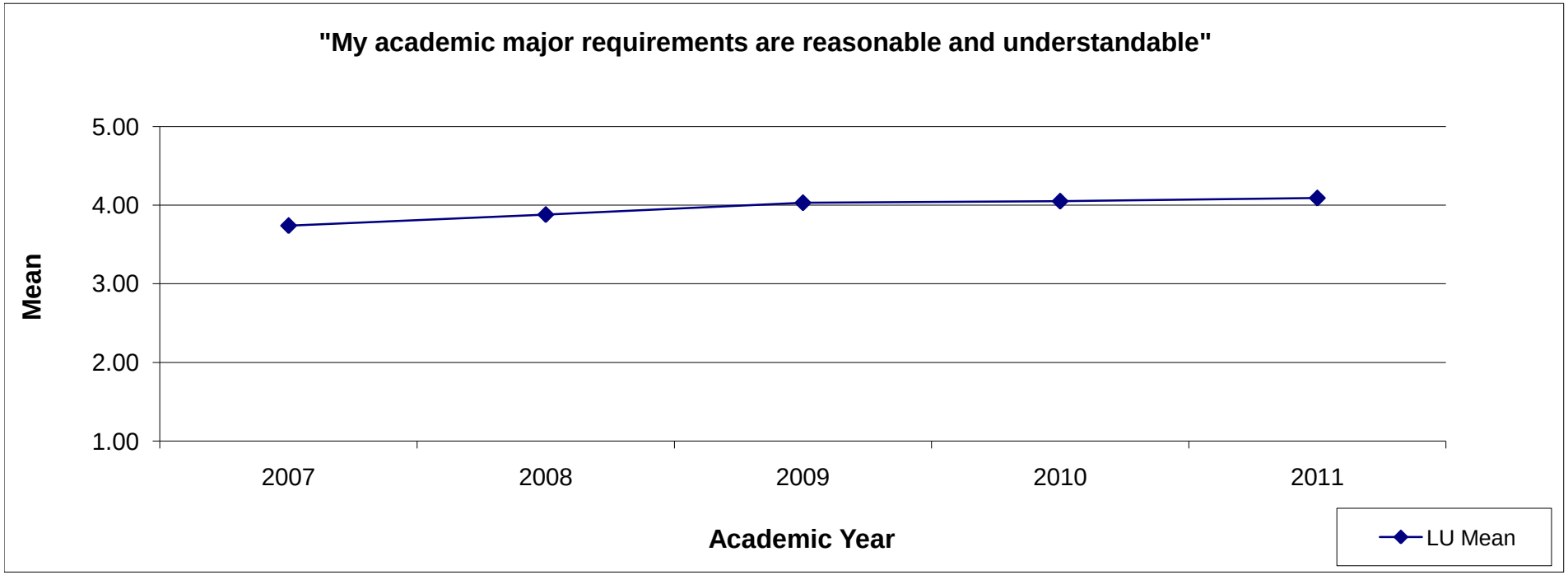
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #30

"My academic major requirements are reasonable and understandable"

Table 66

Academic Year	Lincoln University Mean
2007	3.74
2008	3.88
2009	4.03
2010	4.05
2011	4.09
5-Year Average	**3.95**

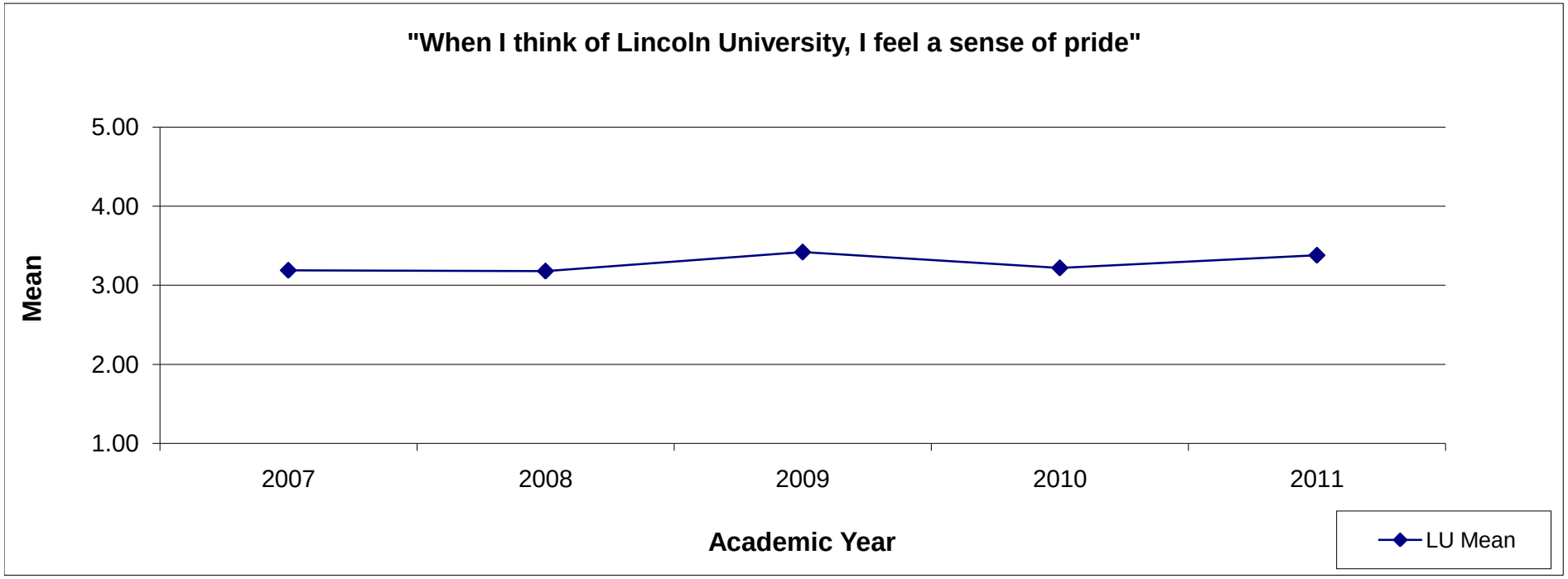


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #31
"When I think of Lincoln University, I feel a sense of pride"

Table 67

Academic Year	Lincoln University Mean
2007	3.19
2008	3.18
2009	3.42
2010	3.22
2011	3.38
5-Year Average	**3.27**



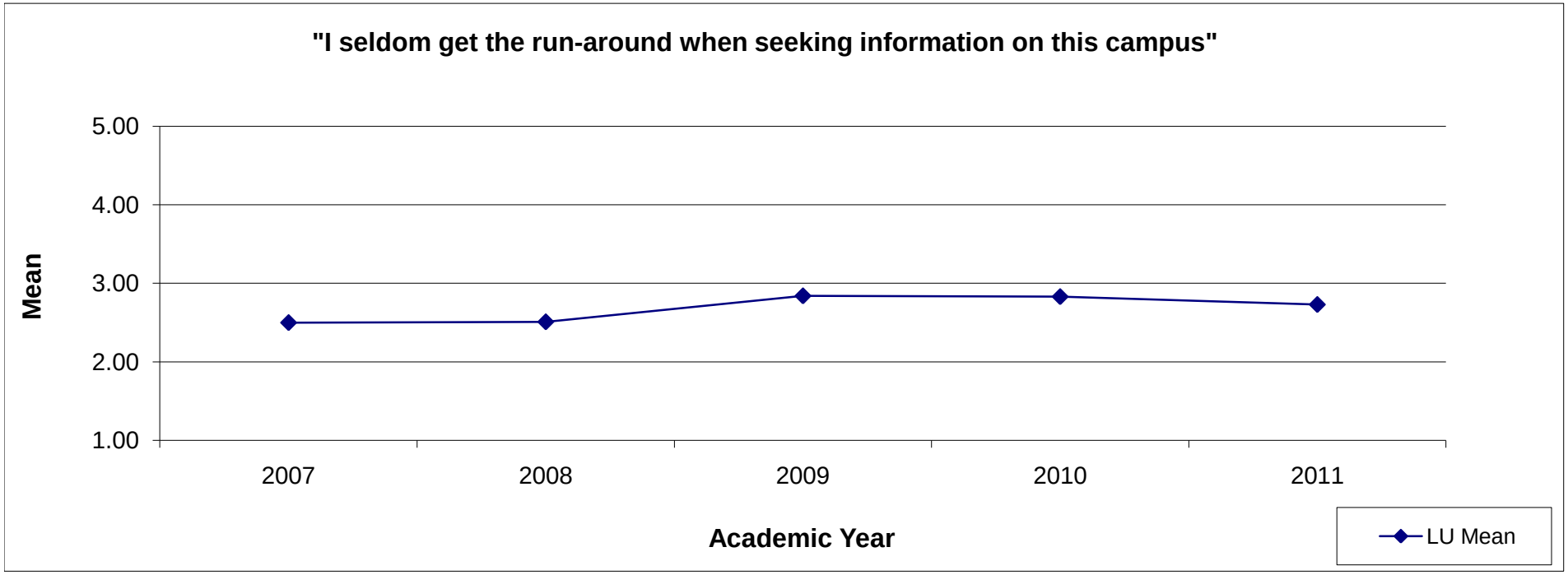
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #32

"I seldom get the run-around when seeking information on this campus"

Table 68

Academic Year	Lincoln University Mean
2007	2.50
2008	2.51
2009	2.84
2010	2.83
2011	2.73
5-Year Average	**2.67**



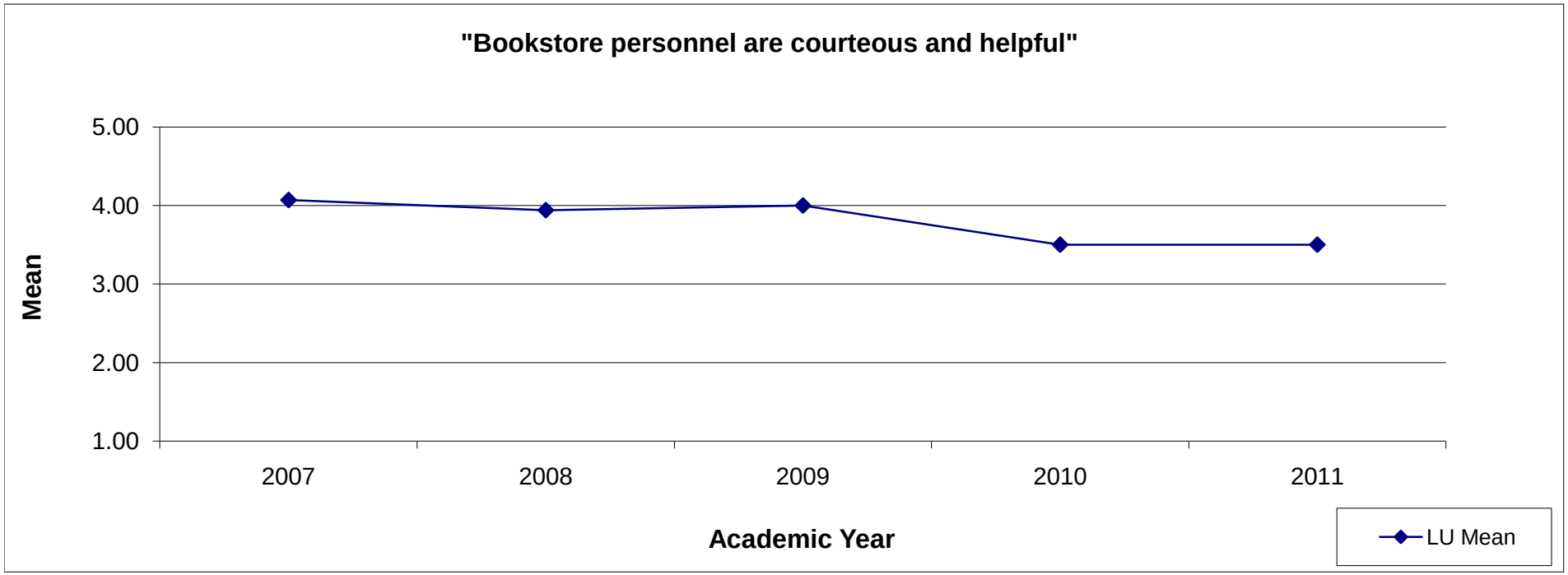
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #33

"Bookstore personnel are courteous and helpful"

Table 69

Academic Year	Lincoln University Mean
2007	4.07
2008	3.94
2009	4.00
2010	3.50
2011	3.50
5-Year Average	**3.81**

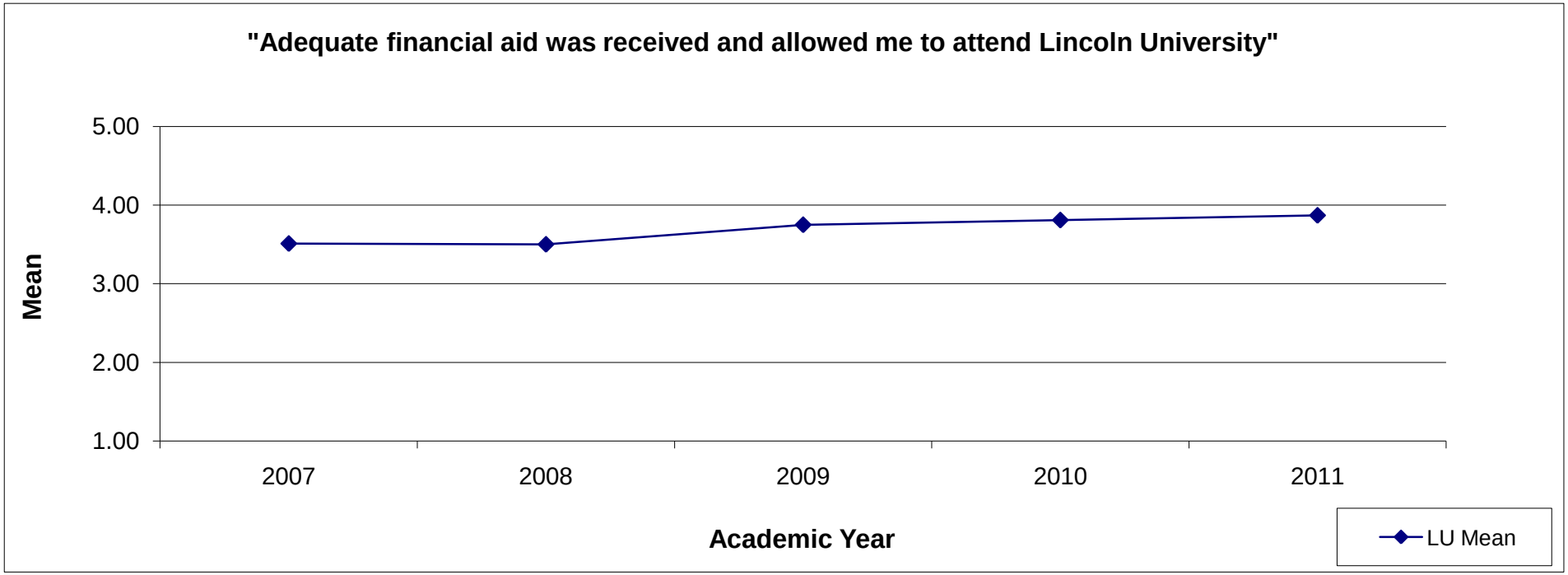


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #34
"Adequate financial aid was received and allowed me to attend Lincoln University"

Table 70

Academic Year	Lincoln University Mean
2007	3.51
2008	3.50
2009	3.75
2010	3.81
2011	3.87
5-Year Average	**3.68**

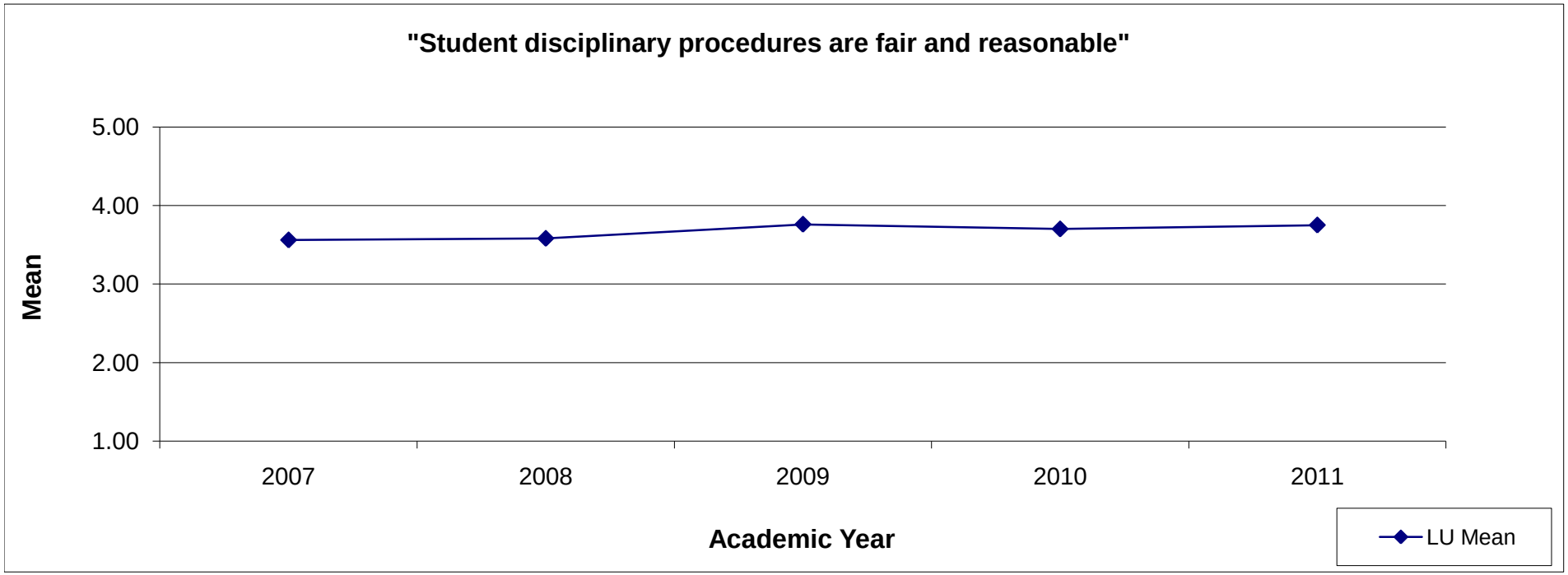


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #35
"Student disciplinary procedures are fair and reasonable"

Table 71

Academic Year	Lincoln University Mean
2007	3.56
2008	3.58
2009	3.76
2010	3.70
2011	3.75
5-Year Average	**3.67**

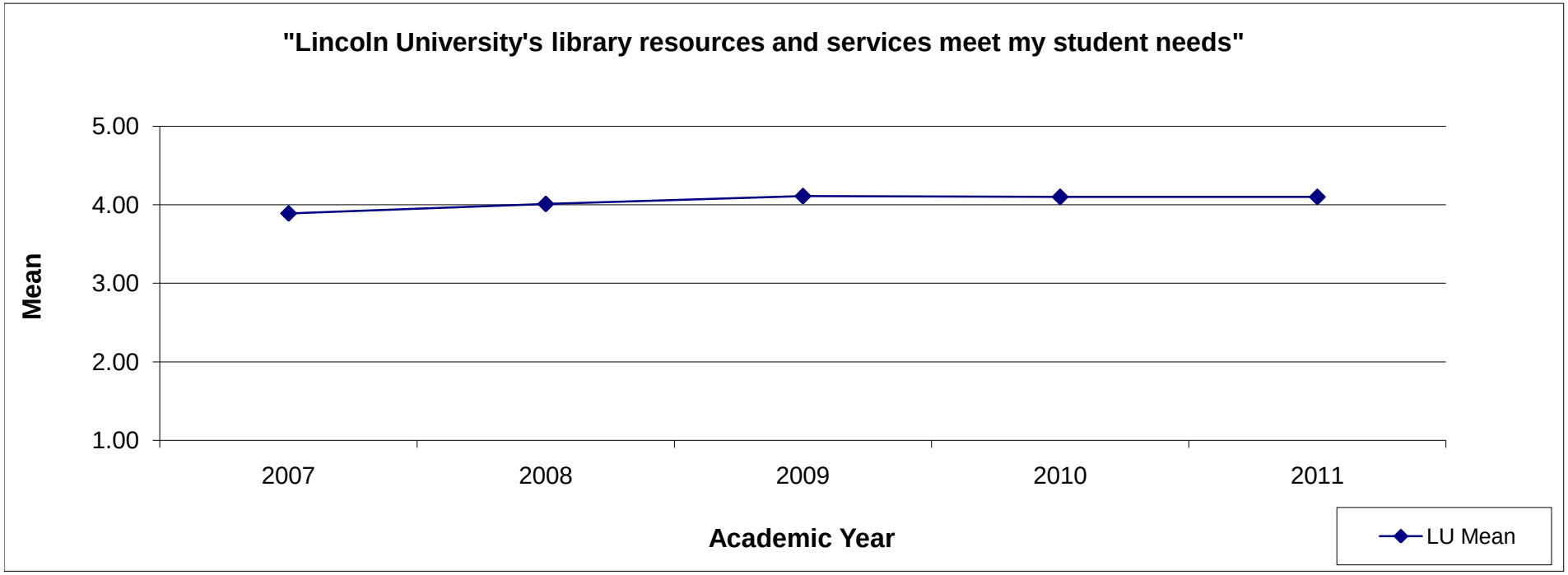


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #36
"Lincoln University's library resources and services meet my student needs"

Table 72

Academic Year	Lincoln University Mean
2007	3.89
2008	4.01
2009	4.11
2010	4.10
2011	4.10
5-Year Average	**4.04**

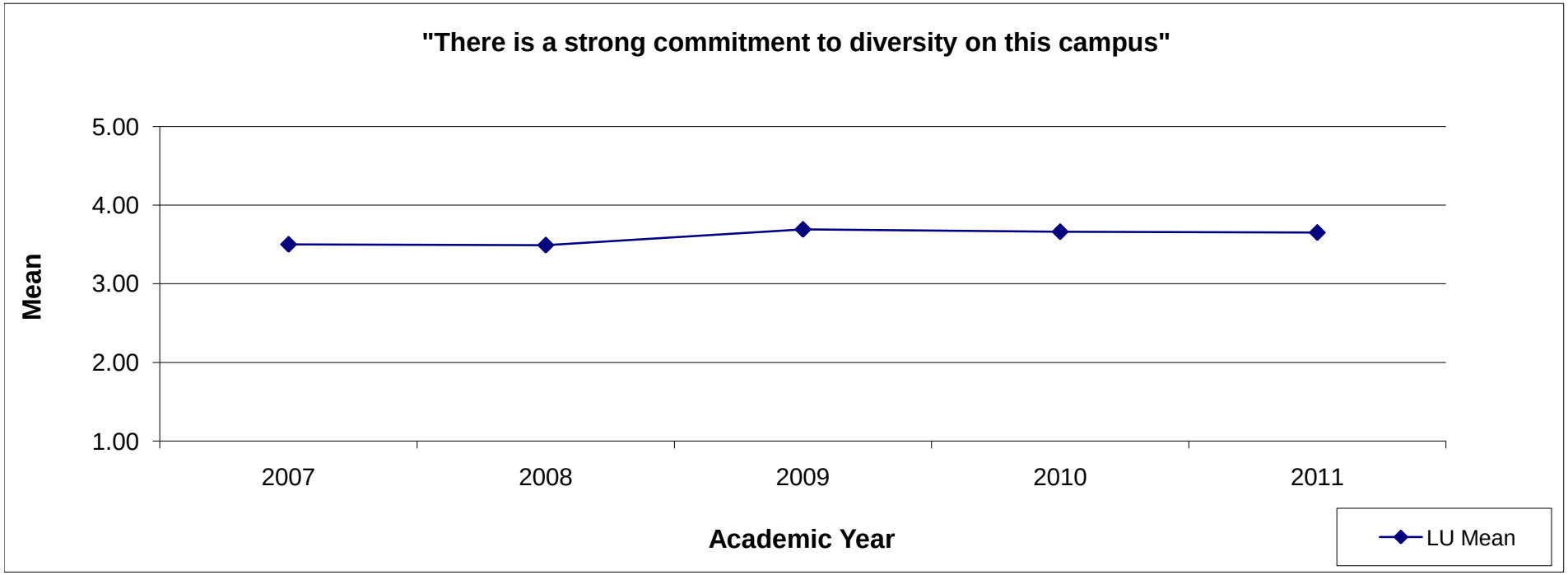


Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #37
"There is a strong commitment to diversity on this campus"

Table 73

Academic Year	Lincoln University Mean
2007	3.50
2008	3.49
2009	3.69
2010	3.66
2011	3.65
5-Year Average	**3.59**



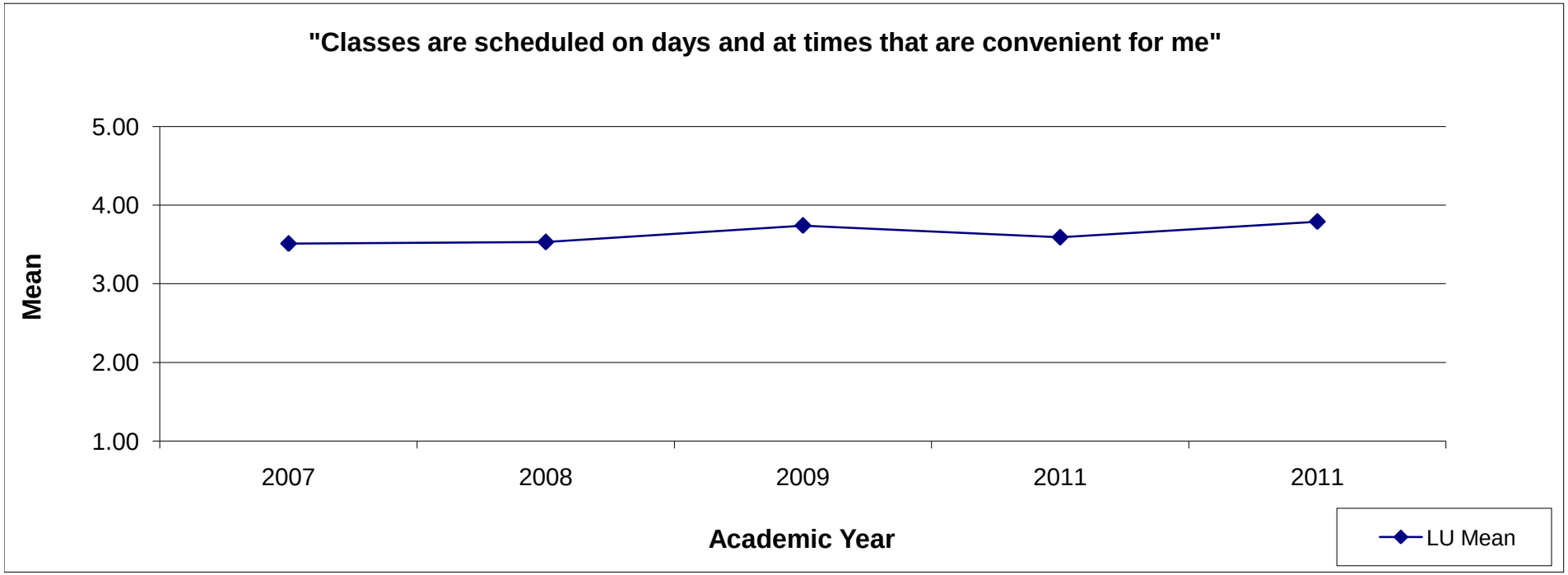
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #38

"Classes are scheduled on days and at times that are convenient for me"

Table 74

Academic Year	Lincoln University Mean
2007	3.51
2008	3.53
2009	3.74
2011	3.59
2011	3.79
5-Year Average	**3.63**



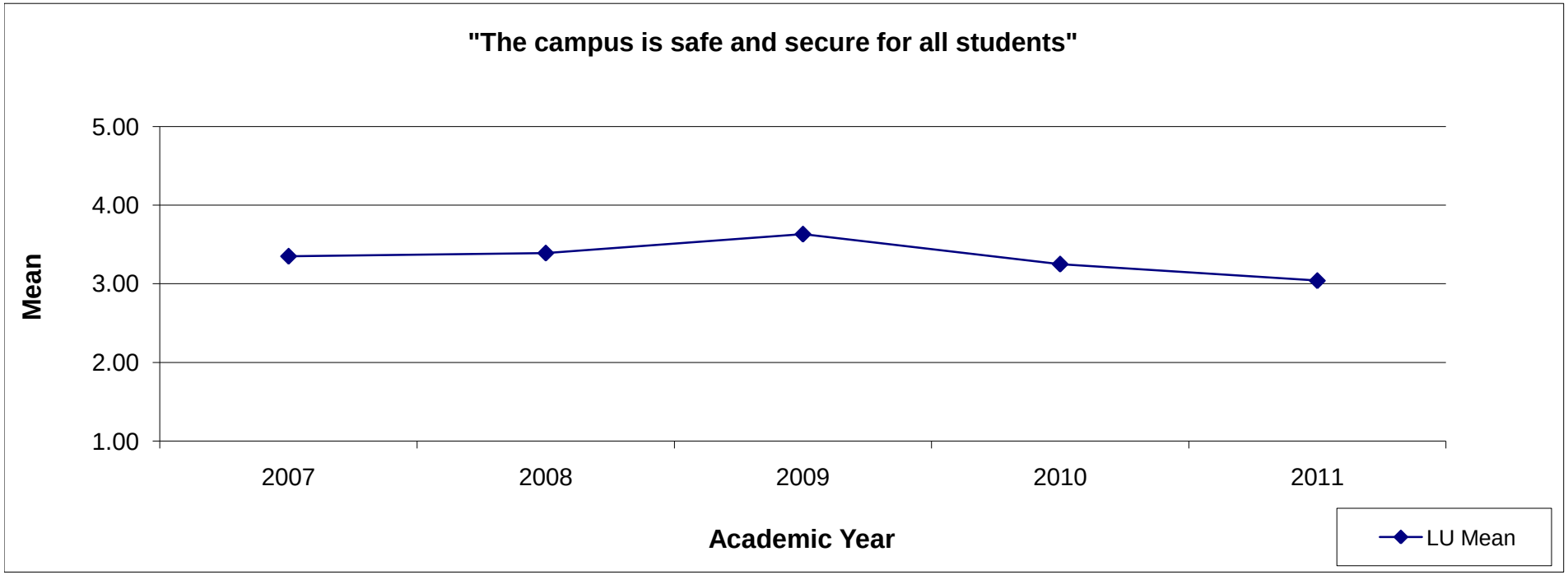
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #39

"The campus is safe and secure for all students"

Table 75

Academic Year	Lincoln University Mean
2007	3.35
2008	3.39
2009	3.63
2010	3.25
2011	3.04
5-Year Average	**3.33**



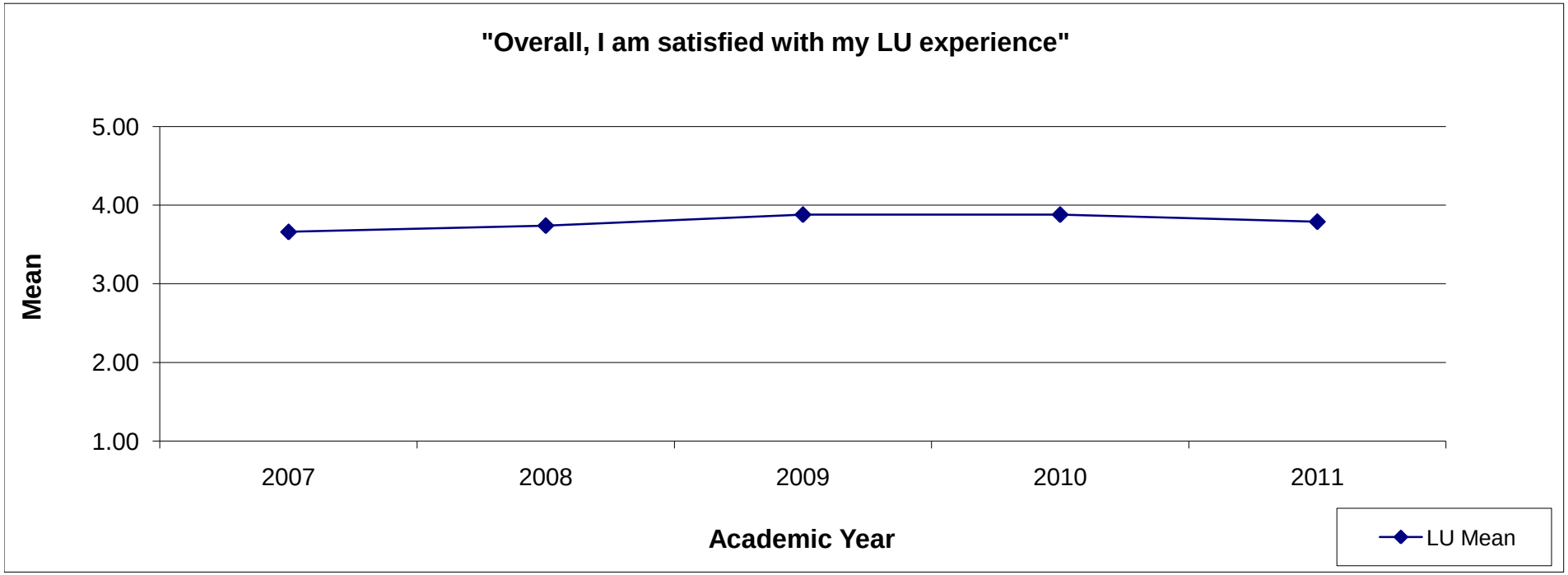
Data Source: Office of Institutional Research and Assessment

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #40

"Overall, I am satisfied with my LU experience"

Table 76

Academic Year	Lincoln University Mean
2007	3.66
2008	3.74
2009	3.88
2010	3.88
2011	3.79
5-Year Average	**3.79**



Data Source: Office of Institutional Research and Assessment

APPENDIX 1

Percentages

Table 1-A: Computation of 5-Year Average for Students Responding Strongly Agree/Agree on CSSS

Continuing Student Satisfaction Survey Items		Percent Strongly Agree/Agree					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Average
9	I feel welcome on this campus.	78.3	82.0	85.3	86.8	82.4	83.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	61.4	58.8	69.0	71.5	71.6	66.5
11	Faculty and staff display concern for students as individuals.	71.5	74.0	75.1	76.7	72.2	73.9
12	Financial aid awards are announced in time to be helpful in college planning.	41.0	40.2	54.6	58.3	52.2	49.3
13	Policies and procedures exist for expressing student complaints/appeals.	47.0	43.7	49.2	54.0	53.1	49.4
14	The LU Student Handbook provides helpful information about campus life.	71.5	69.0	75.7	73.0	73.5	72.5
15	Class change (drop/add) policies are reasonable and understandable.	75.2	77.7	81.2	79.1	79.3	78.5
16	Lincoln University's Scruggs Student Center meets my student needs.	48.3	42.7	49.5	49.4	47.2	47.4
17	Student activity fees ($5.00 per credit hour) are reasonable.	50.9	49.2	54.6	55.5	57.7	53.6
18	The Lincoln University tuition I have paid is a worthwhile investment.	70.2	71.2	73.8	77.6	73.8	73.3
19	The athletic programs contribute to a strong sense of school spirit.	32.6	28.5	35.8	37.7	36.1	34.1
20	I have experienced intellectual growth while attending Lincoln University.	82.0	85.4	83.4	81.0	80.9	82.5
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	50.4	51.7	54.6	56.1	58.6	54.3
22	Adequate parking exists for the number of students on this campus.	15.9	15.8	21.4	16.9	21.9	18.4
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	29.0	21.4	25.9	23.9	30.6	26.2
24	There are sufficient places to study on campus.	71.0	71.8	70.9	79.8	77.8	74.3

Data Source: Office of Institutional Research and Assessment

Table 1-A: Computation of 5-Year Average for Students Responding Strongly Agree/Agree on CSSS

Continuing Student Satisfaction Survey Items		Percent Strongly Agree/Agree					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Average
25	The computer labs are open during days and times that are convenient for me.	64.8	60.1	68.7	78.5	78.7	70.2
26	Instructional classrooms meet my needs and expectations.	72.3	75.2	79.9	81.0	84.9	78.7
27	I am able to register for the courses I need when I need them.	62.4	58.2	63.6	64.7	66.4	63.1
28	The campus is attractive and well maintained.	65.8	75.5	75.4	73.3	75.3	73.1
29	The campus is equipped with adequate lighting.	65.5	68.7	76.4	76.4	76.9	72.8
30	My academic major requirements are reasonable and understandable.	77.0	81.4	81.2	85.9	86.7	82.4
31	When I think of Lincoln University, I feel a "sense of pride".	50.9	48.9	55.9	47.2	53.4	51.3
32	I seldom get the "run-around" when seeking information on this campus.	32.9	31.6	42.8	41.7	39.5	37.7
33	Bookstore personnel are courteous and helpful.	85.9	79.9	81.2	64.7	63.3	75.0
34	Adequate financial aid was received and allowed me to attend Lincoln University.	59.0	58.8	66.8	71.8	74.1	66.1
35	Student disciplinary procedures are fair and understandable.	59.3	57.6	65.2	66.0	69.8	63.6
36	Lincoln University's library resources and services meet my student needs.	78.1	80.5	82.4	84.0	82.4	81.5
37	There is a strong commitment to diversity on this campus.	62.4	63.2	65.8	70.2	65.4	65.4
38	Classes are scheduled on days and at times that are convenient for me.	67.9	68.1	71.9	68.7	73.1	69.9
39	The campus is safe and secure for all students.	59.8	56.0	65.2	53.7	46.0	56.1
40	Overall, I am satisfied with my LU experience.	70.8	73.7	76.0	79.8	76.5	75.4

Data Source: Office of Institutional Research and Assessment

Table 1-B: Computation of 5-Year Average for Students Responding Disagree/Strongly Disagree on CSSS

Continuing Student Satisfaction Survey Items		Percent Disagree/Strongly Disagree					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Average
9	I feel welcome on this campus.	14.9	12.1	8.6	9.2	9.3	10.8
10	Student Accounts staff are knowledgeable, courteous and helpful.	32.1	29.7	22.0	18.1	18.8	24.1
11	Faculty and staff display concern for students as individuals.	20.9	20.7	17.9	16.3	19.1	19.0
12	Financial aid awards are announced in time to be helpful in college planning.	34.7	38.7	28.8	29.1	33.6	33.0
13	Policies and procedures exist for expressing student complaints/appeals.	31.3	28.2	26.8	26.4	22.5	27.0
14	The LU Student Handbook provides helpful information about campus life.	12.5	13.3	11.2	11.7	11.1	12.0
15	Class change (drop/add) policies are reasonable and understandable.	14.4	14.6	11.8	14.1	9.9	13.0
16	Lincoln University's Scruggs Student Center meets my student needs.	22.7	25.4	23.6	27.3	25.6	24.9
17	Student activity fees ($5.00 per credit hour) are reasonable.	35.5	36.8	31.3	30.1	25.9	31.9
18	The Lincoln University tuition I have paid is a worthwhile investment.	21.1	19.8	16.3	14.7	18.2	18.0
19	The athletic programs contribute to a strong sense of school spirit.	42.8	44.3	39.0	42.0	40.7	41.8
20	I have experienced intellectual growth while attending Lincoln University.	9.4	8.7	7.7	10.7	10.2	9.3
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	28.2	26.6	22.0	22.4	20.4	23.9
22	Adequate parking exists for the number of students on this campus.	78.1	77.4	69.3	73.0	69.8	73.5
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	26.9	31.6	31.0	30.1	29.3	29.8
24	There are sufficient places to study on campus.	20.4	19.5	18.2	12.3	14.8	17.0

Data Source: Office of Institutional Research and Assessment

Table 1-B: Computation of 5-Year Average for Students Responding Disagree/Strongly Disagree on CSSS

Continuing Student Satisfaction Survey Items		Percent Disagree/Strongly Disagree					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Average
25	The computer labs are open during days and times that are convenient for me.	24.3	26.6	20.4	13.2	14.2	19.7
26	Instructional classrooms meet my needs and expectations.	16.2	11.8	7.7	6.4	6.5	9.7
27	I am able to register for the courses I need when I need them.	33.7	37.5	28.4	30.7	25.9	31.2
28	The campus is attractive and well maintained.	27.4	16.4	16.6	16.3	17.3	18.8
29	The campus is equipped with adequate lighting.	26.4	21.4	14.4	14.1	17.0	18.7
30	My academic major requirements are reasonable and understandable.	20.4	16.1	13.4	10.7	10.2	14.2
31	When I think of Lincoln University, I feel a "sense of pride".	35.2	31.0	26.5	30.1	25.3	29.6
32	I seldom get the "run-around" when seeking information on this campus.	59.0	58.2	47.6	48.2	51.5	52.9
33	Bookstore personnel are courteous and helpful.	10.2	12.1	12.5	26.7	27.5	17.8
34	Adequate financial aid was received and allowed me to attend Lincoln University.	23.5	21.4	18.5	17.5	16.7	19.5
35	Student disciplinary procedures are fair and understandable.	17.2	13.9	12.8	14.4	13.0	14.3
36	Lincoln University's library resources and services meet my student needs.	12.5	7.4	6.7	7.7	8.3	8.5
37	There is a strong commitment to diversity on this campus.	28.2	23.2	18.5	20.2	21.6	22.3
38	Classes are scheduled on days and at times that are convenient for me.	27.2	25.1	20.1	24.2	18.8	23.1
39	The campus is safe and secure for all students.	29.2	26.3	21.4	31.3	39.5	29.5
40	Overall, I am satisfied with my LU experience.	23.9	19.6	13.1	11.7	15.4	16.8

Data Source: Office of Institutional Research and Assessment

Table 1-C: Computation of 5-Year Average for Students Responding Neither Agree Nor Disagree on CSSS

Continuing Student Satisfaction Survey Items		Percent Neither Agree Nor Disagree					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Avg
9	I feel welcome on this campus.	6.8	5.9	5.4	4.0	8.0	6.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	6.5	11.5	7.0	10.4	9.0	8.9
11	Faculty and staff display concern for students as individuals.	7.6	5.3	5.4	6.7	8.0	6.6
12	Financial aid awards are announced in time to be helpful in college planning.	23.8	20.7	13.1	12.3	12.7	16.5
13	Policies and procedures exist for expressing student complaints/appeals.	21.4	28.2	20.4	19.3	21.3	22.1
14	The LU Student Handbook provides helpful information about campus life.	15.9	17.0	12.1	14.7	13.6	14.7
15	Class change (drop/add) policies are reasonable and understandable.	10.2	7.4	5.8	6.4	9.9	7.9
16	Lincoln University's Scruggs Student Center meets my student needs.	28.5	31.3	24.3	23.3	3.1	22.1
17	Student activity fees ($5.00 per credit hour) are reasonable.	13.3	13.9	11.8	14.4	14.8	13.6
18	The Lincoln University tuition I have paid is a worthwhile investment.	8.6	9.0	7.7	7.7	7.1	8.0
19	The athletic programs contribute to a strong sense of school spirit.	24.5	26.6	20.1	20.2	19.4	22.2
20	I have experienced intellectual growth while attending Lincoln University.	7.0	5.3	6.1	7.7	7.4	6.7
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	20.4	20.4	19.8	20.2	19.1	20.0
22	Adequate parking exists for the number of students on this campus.	5.7	6.2	5.8	8.9	7.4	6.8
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	43.1	45.8	39.0	44.2	38.6	42.1
24	There are sufficient places to study on campus.	8.1	8.0	7.3	6.4	6.5	7.3

Data Source: Office of Institutional Research and Assessment

Table 1-C: Computation of 5-Year Average for Students Responding Neither Agree Nor Disagree on CSSS

Continuing Student Satisfaction Survey Items		Percent Neither Agree Nor Disagree					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Avg
25	The computer labs are open during days and times that are convenient for me.	10.4	12.4	7.3	7.1	6.2	8.7
26	Instructional classrooms meet my needs and expectations.	11.0	12.1	9.3	11.3	7.7	10.3
27	I am able to register for the courses I need when I need them.	3.7	3.7	4.8	3.1	6.5	4.4
28	The campus is attractive and well maintained.	6.5	7.4	4.8	8.9	6.5	6.8
29	The campus is equipped with adequate lighting.	7.8	9.3	6.1	8.3	5.2	7.3
30	My academic major requirements are reasonable and understandable.	2.1	1.9	2.2	1.8	2.2	2.0
31	When I think of Lincoln University, I feel a "sense of pride".	13.6	19.5	14.4	21.5	20.4	17.9
32	I seldom get the "run-around" when seeking information on this campus.	7.8	9.6	6.4	8.3	7.7	8.0
33	Bookstore personnel are courteous and helpful.	3.4	7.4	2.9	7.4	8.3	5.9
34	Adequate financial aid was received and allowed me to attend Lincoln University.	16.7	18.9	10.5	9.2	8.3	12.7
35	Student disciplinary procedures are fair and understandable.	22.7	27.2	18.8	18.4	16.4	20.7
36	Lincoln University's library resources and services meet my student needs.	8.9	11.1	7.7	7.1	8.0	8.6
37	There is a strong commitment to diversity on this campus.	8.9	12.7	12.5	8.3	12.0	10.9
38	Classes are scheduled on days and at times that are convenient for me.	4.7	6.2	4.8	5.8	7.1	5.7
39	The campus is safe and secure for all students.	10.4	16.4	10.2	13.8	13.6	12.9
40	Overall, I am satisfied with my LU experience.	9.1	10.2	7.7	7.4	7.1	8.3

Data Source: Office of Institutional Research and Assessment

Table 1-D: Computation of 5-Year Average for Students That Did Not Respond on CSSS

Continuing Student Satisfaction Survey Items		Percent Did Not Respond					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Avg
9	I feel welcome on this campus.	0.0	0.0	0.6	0.0	0.3	0.2
10	Student Accounts staff are knowledgeable, courteous and helpful.	0.0	0.0	1.9	0.0	0.6	0.5
11	Faculty and staff display concern for students as individuals.	0.0	0.0	1.6	0.3	0.6	0.5
12	Financial aid awards are announced in time to be helpful in college planning.	0.5	0.3	3.5	0.3	1.5	1.2
13	Policies and procedures exist for expressing student complaints/appeals.	0.3	0.0	3.5	0.3	3.1	1.4
14	The LU Student Handbook provides helpful information about campus life.	0.0	0.6	1.0	0.6	1.9	0.8
15	Class change (drop/add) policies are reasonable and understandable.	0.3	0.3	1.3	0.3	0.9	0.6
16	Lincoln University's Scruggs Student Center meets my student needs.	0.5	0.6	2.6	0.0	3.1	1.4
17	Student activity fees ($5.00 per credit hour) are reasonable.	0.3	0.0	2.2	0.0	1.5	0.8
18	The Lincoln University tuition I have paid is a worthwhile investment.	0.0	0.0	2.2	0.0	0.9	0.6
19	The athletic programs contribute to a strong sense of school spirit.	0.0	0.6	5.1	0.0	3.7	1.9
20	I have experienced intellectual growth while attending Lincoln University.	1.6	0.6	2.9	0.6	1.5	1.4
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	1.0	1.2	3.5	1.2	1.9	1.8
22	Adequate parking exists for the number of students on this campus.	0.3	0.6	3.5	1.2	0.9	1.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	1.0	1.2	4.2	1.8	1.5	1.9
24	There are sufficient places to study on campus.	0.5	0.6	3.5	1.5	0.9	1.4

Data Source: Office of Institutional Research and Assessment

Table 1-D: Computation of 5-Year Average for Students That Did Not Respond on CSSS

Continuing Student Satisfaction Survey Items		Percent Did Not Respond					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Avg
25	The computer labs are open during days and times that are convenient for me.	0.5	0.9	3.5	1.2	0.9	1.4
26	Instructional classrooms meet my needs and expectations.	0.5	0.9	3.2	1.2	0.9	1.3
27	I am able to register for the courses I need when I need them.	0.3	0.6	3.2	1.5	1.2	1.4
28	The campus is attractive and well maintained.	0.3	0.6	3.2	1.5	0.9	1.3
29	The campus is equipped with adequate lighting.	0.3	0.6	3.2	1.2	0.9	1.2
30	My academic major requirements are reasonable and understandable.	0.5	0.6	3.2	1.5	0.9	1.3
31	When I think of Lincoln University, I feel a "sense of pride".	0.3	0.6	3.2	1.2	0.9	1.2
32	I seldom get the "run-around" when seeking information on this campus.	0.3	0.6	3.2	1.8	1.2	1.4
33	Bookstore personnel are courteous and helpful.	0.5	0.6	3.5	1.2	0.9	1.3
34	Adequate financial aid was received and allowed me to attend Lincoln University.	0.8	0.9	4.2	1.5	0.9	1.7
35	Student disciplinary procedures are fair and understandable.	0.8	1.2	3.2	1.2	0.9	1.5
36	Lincoln University's library resources and services meet my student needs.	0.5	0.9	3.2	1.2	1.2	1.4
37	There is a strong commitment to diversity on this campus.	0.5	0.9	3.2	1.2	0.9	1.3
38	Classes are scheduled on days and at times that are convenient for me.	0.3	0.6	3.2	1.2	0.9	1.2
39	The campus is safe and secure for all students.	0.5	1.2	3.2	1.2	0.9	1.4
40	Overall, I am satisfied with my LU experience.	0.5	0.6	3.2	1.2	0.9	1.3

Data Source: Office of Institutional Research and Assessment

Table 1-E: Summary of 5-Year Averages for CSSS Items

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree	Neither Agree Nor Disagree	Did Not Respond
Please rate your agreement with the following statements:		Average	Average	Average	Average
9	I feel welcome on this campus.	83.0	10.8	6.0	0.3
10	Student Accounts staff are knowledgeable, courteous and helpful.	66.5	24.1	8.9	0.6
11	Faculty and staff display concern for students as individuals.	73.9	19.0	6.6	0.6
12	Financial aid awards are announced in time to be helpful in college planning.	49.3	33.0	16.5	1.5
13	Policies and procedures exist for expressing student complaints/appeals.	49.4	27.0	22.1	3.1
14	The LU Student Handbook provides helpful information about campus life.	72.5	12.0	14.7	1.9
15	Class change (drop/add) policies are reasonable and understandable.	78.5	13.0	7.9	0.9
16	Lincoln University's Scruggs Student Center meets my student needs.	47.4	24.9	22.1	3.1
17	Student activity fees ($5.00 per credit hour) are reasonable.	53.6	31.9	13.6	1.5
18	The Lincoln University tuition I have paid is a worthwhile investment.	73.3	18.0	8.0	0.9
19	The athletic programs contribute to a strong sense of school spirit.	34.1	41.8	22.2	3.7
20	I have experienced intellectual growth while attending Lincoln University.	82.5	9.3	6.7	1.5
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	54.3	23.9	20.0	1.9
22	Adequate parking exists for the number of students on this campus.	18.4	73.5	6.8	0.9
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	26.2	29.8	42.1	1.5
24	There are sufficient places to study on campus.	74.3	17.0	7.3	0.9

Data Source: Office of Institutional Research and Assessment

Table 1-E: Summary of 5-Year Averages for CSSS Items

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree	Neither Agree Nor Disagree	Did Not Respond
Please rate your agreement with the following statements:		Average	Average	Average	Average
25	The computer labs are open during days and times that are convenient for me.	70.2	19.7	8.7	0.9
26	Instructional classrooms meet my needs and expectations.	78.7	9.7	10.3	0.9
27	I am able to register for the courses I need when I need them.	63.1	31.2	4.4	1.2
28	The campus is attractive and well maintained.	73.1	18.8	6.8	0.9
29	The campus is equipped with adequate lighting.	72.8	18.7	7.3	0.9
30	My academic major requirements are reasonable and understandable.	82.4	14.2	2.0	0.9
31	When I think of Lincoln University, I feel a "sense of pride".	51.3	29.6	17.9	0.9
32	I seldom get the "run-around" when seeking information on this campus.	37.7	52.9	8.0	1.2
33	Bookstore personnel are courteous and helpful.	75.0	17.8	5.9	0.9
34	Adequate financial aid was received and allowed me to attend Lincoln University.	66.1	19.5	12.7	0.9
35	Student disciplinary procedures are fair and understandable.	63.6	14.3	20.7	0.9
36	Lincoln University's library resources and services meet my student needs.	81.5	8.5	8.6	1.2
37	There is a strong commitment to diversity on this campus.	65.4	22.3	10.9	0.9
38	Classes are scheduled on days and at times that are convenient for me.	69.9	23.1	5.7	0.9
39	The campus is safe and secure for all students.	56.1	29.5	12.9	0.9
40	Overall, I am satisfied with my LU experience.	75.4	16.8	8.3	0.9

Data Source: Office of Institutional Research and Assessment

APPENDIX 2

Means

Table 2-A: Computation of 5-Year Average for CSSS Items

Continuing Student Satisfaction Survey Items		Mean					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Average
9	I feel welcome on this campus.	3.88	3.97	4.13	4.02	4.04	4.00
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.35	3.33	3.66	3.73	3.76	3.56
11	Faculty and staff display concern for students as individuals.	3.63	3.68	3.81	3.81	3.72	3.73
12	Financial aid awards are announced in time to be helpful in college planning.	3.03	2.95	3.34	3.42	3.26	3.19
13	Policies and procedures exist for expressing student complaints/appeals.	3.17	3.18	3.31	3.37	3.43	3.29
14	The LU Student Handbook provides helpful information about campus life.	3.82	3.75	3.89	3.87	3.89	3.84
15	Class change (drop/add) policies are reasonable and understandable.	3.85	3.84	4.04	3.95	4.00	3.93
16	Lincoln University's Scruggs Student Center meets my student needs.	3.31	3.17	3.35	3.25	3.27	3.27
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.11	3.07	3.30	3.31	3.42	3.24
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.62	3.67	3.82	3.85	3.75	3.74
19	The athletic programs contribute to a strong sense of school spirit.	2.84	2.72	2.92	2.87	2.91	2.85
20	I have experienced intellectual growth while attending Lincoln University.	4.01	4.09	4.15	3.98	4.04	4.05
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.31	3.31	3.49	3.45	3.54	3.42
22	Adequate parking exists for the number of students on this campus.	1.79	1.79	2.03	1.90	2.01	1.90
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.94	2.79	2.85	2.85	2.97	2.88
24	There are sufficient places to study on campus.	3.67	3.70	3.79	3.92	3.88	3.79

Data Source: Office of Institutional Research and Assessment

Table 2-A: Computation of 5-Year Average for CSSS Items

Continuing Student Satisfaction Survey Items		Mean					
Please rate your agreement with the following statements:		2007	2008	2009	2010	2011	Average
25	The computer labs are open during days and times that are convenient for me.	3.52	3.40	3.69	3.94	3.93	3.69
26	Instructional classrooms meet my needs and expectations.	3.70	3.81	3.97	3.94	4.06	3.89
27	I am able to register for the courses I need when I need them.	3.35	3.27	3.50	3.43	3.58	3.42
28	The campus is attractive and well maintained.	3.49	3.76	3.80	3.78	3.79	3.71
29	The campus is equipped with adequate lighting.	3.47	3.60	3.87	3.86	3.82	3.71
30	My academic major requirements are reasonable and understandable.	3.74	3.88	4.03	4.05	4.09	3.95
31	When I think of Lincoln University, I feel a "sense of pride".	3.19	3.18	3.42	3.22	3.38	3.27
32	I seldom get the "run-around" when seeking information on this campus.	2.50	2.51	2.84	2.83	2.73	2.67
33	Bookstore personnel are courteous and helpful.	4.07	3.94	4.00	3.50	3.50	3.81
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.51	3.50	3.75	3.81	3.87	3.68
35	Student disciplinary procedures are fair and understandable.	3.56	3.58	3.76	3.70	3.75	3.67
36	Lincoln University's library resources and services meet my student needs.	3.89	4.01	4.11	4.10	4.10	4.04
37	There is a strong commitment to diversity on this campus.	3.50	3.49	3.69	3.66	3.65	3.59
38	Classes are scheduled on days and at times that are convenient for me.	3.51	3.53	3.74	3.59	3.79	3.63
39	The campus is safe and secure for all students.	3.35	3.39	3.63	3.25	3.04	3.33
40	Overall, I am satisfied with my LU experience.	3.66	3.74	3.88	3.88	3.79	3.79

Data Source: Office of Institutional Research and Assessment

Table 2-B: CSSS Items in Ranked Order by Mean (Highest to Lowest)

Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		5-Year Average
20	I have experienced intellectual growth while attending Lincoln University.	4.05
36	Lincoln University's library resources and services meet my student needs.	4.04
9	I feel welcome on this campus.	4.00
30	My academic major requirements are reasonable and understandable.	3.95
15	Class change (drop/add) policies are reasonable and understandable.	3.93
26	Instructional classrooms meet my needs and expectations.	3.89
14	The LU Student Handbook provides helpful information about campus life.	3.84
33	Bookstore personnel are courteous and helpful.	3.81
24	There are sufficient places to study on campus.	3.79
40	Overall, I am satisfied with my LU experience.	3.79
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.74
11	Faculty and staff display concern for students as individuals.	3.73
28	The campus is attractive and well maintained.	3.71
29	The campus is equipped with adequate lighting.	3.71
25	The computer labs are open during days and times that are convenient for me.	3.69
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.68

Data Source: Office of Institutional Research and Assessment

Table 2-B: CSSS Items in Ranked Order by Mean (Highest to Lowest)

Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		5-Year Average
35	Student disciplinary procedures are fair and understandable.	3.67
38	Classes are scheduled on days and at times that are convenient for me.	3.63
37	There is a strong commitment to diversity on this campus.	3.59
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.56
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.42
27	I am able to register for the courses I need when I need them.	3.42
39	The campus is safe and secure for all students.	3.33
13	Policies and procedures exist for expressing student complaints/appeals.	3.29
16	Lincoln University's Scruggs Student Center meets my student needs.	3.27
31	When I think of Lincoln University, I feel a "sense of pride".	3.27
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.24
12	Financial aid awards are announced in time to be helpful in college planning.	3.19
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.88
19	The athletic programs contribute to a strong sense of school spirit.	2.85
32	I seldom get the "run-around" when seeking information on this campus.	2.67
22	Adequate parking exists for the number of students on this campus.	1.90

Data Source: Office of Institutional Research and Assessment