LINCOLN UNIVERSITY
CONTINUING STUDENT SATISFACTION SURVEY (CSSS) DATA ANALYSIS
FOR ACADEMIC YEARS 2004-2006

PREPARED BY THE CENTER FOR ASSESSMENT,
INSTITUTIONAL RESEARCH AND PLANNING

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Executive Summary
Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2004-2006

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 Center for Assessment, Institutional Research and Planning (CAIRP), provides information regarding the students that have completed the CSSS during academic years 2004, 2005 and 2006. All information used to complete this analysis was obtained from the CSSS database that is maintained by Lincoln University's Assessment Coordinator.

Methodology:

The CSSS was administered to a total of 884 students during academic year 2004 (340 students), 2005 (247 students) and 2006 (297 students). Of those students completing the survey during academic year 2004, 41.5% were male and 58.5% were female. Of those students completing the survey during academic year 2005, 44.5% were male and 55.5% were female. Of those students completing the survey during academic year 2006, 44.1% were male, 54.9% were female and 1.0% did not indicate their gender.

Data Analysis:

In order to provide Lincoln University with the most useful information, data in the CSSS database was analyzed using two different methods. Section 1 reports the results of the first method: comparison of the percentage of respondents that completed the CSSS during academic years 2004, 2005 and 2006. Tables 1-7 (pages 1-7) provide summaries of this analysis. Section 2 reports the results of the second method: comparison of the mean of survey items 9-40. To complete this section, the survey scale was changed to a 5-point Likert-scale and a mean was computed for each survey item for each academic year. Survey scale A=Strongly Agree was changed to 5; Survey scale B=Agree was changed to 4; Survey scale E=Neither Agree nor Disagree was changed to 3; Survey scale C=Disagree was changed to 2; and Survey scale D=Strongly Disagree was changed to 1. Tables 48-51 (pages 48-51) provide summaries of this analysis.

Findings:

Section 1: Comparison of Percentages

Analysis of survey items 9-40 reveals that CSSS respondents for academic years 2004, 2005 and 2006 agree the most with the following statements: I feel welcome on this campus; I have experienced intellectual growth while attending Lincoln University; bookstore personnel are courteous and helpful; Lincoln University's library resources and services meet my student needs; instructional classrooms meet my needs and expectations (however, the 2005 respondents rate this statement slightly lower than a few other statements); my academic major requirements are reasonable and understandable and class change (drop/add) policies are reasonable and understood.

Executive Summary
Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2004-2006

Findings:

Section 1: Comparison of Percentages continued

The analysis also reveals that CSSS respondents for all three academic years agree the least with the following statements: adequate parking exists for the number of students on this campus; financial aid awards are announced in time to be helpful in college planning; there is an adequate selection of well-prepared, nutritional food in the cafeteria; Student Accounts staff are knowledgeable, courteous and helpful; I seldom get the "run-around" when seeking information on this campus; the athletic programs contribute to a strong sense of school spirit and student activity fees ($5.00 per credit hour) are reasonable. See Tables 5, 6 and 7 on pages 5, 6 and 7 for a summary of this analysis. On subsequent pages, results are broken down by individual survey items and are displayed graphically.

Section 2: Comparison of Means

Analysis of survey items 9-40 reveals that the statements I feel welcome on this campus; I have experienced intellectual growth while attending Lincoln University; bookstore personnel are courteous and helpful; Lincoln University's library resources and services meet my student needs; instructional classrooms meet my needs and expectations; my academic major requirements are reasonable and understandable and class change (drop/add) policies are reasonable and understood generated the highest means for academic years 2004, 2005 and 2006.

The analysis also reveals that the statements adequate parking exists for the number of students on this campus; financial aid awards are announced in time to be helpful in college planning; there is an adequate selection of well-prepared, nutritional food in the cafeteria; Student Accounts staff are knowledgeable, courteous and helpful; I seldom get the "run-around" when seeking information on this campus; the athletic programs contribute to a strong sense of school spirit and student activity fees ($5.00 per credit hour) are reasonable generated the lowest means for all three academic years. See Tables 49, 50 and 51 on pages 49, 50 and 51 for a summary of this analysis. On subsequent pages, results are broken down by individual survey items and are displayed graphically.

Conclusions and Recommendations:

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. This analysis; however, identifies an emerging pattern that is present regardless of the analysis method employed: CSSS respondents are most satisfied with feeling welcome at LU, the intellectual growth they have experienced while attending LU, the courteousness and helpfulness of bookstore personnel, the resources and services of LU's library, instructional classrooms, academic major requirements and class change (drop/add) policies while they are least satisfied with parking, announcement of financial aid awards, food in the cafeteria, knowledge, courteousness and helpfulness of Student Accounts staff, seeking information at LU, the contribution of the athletic programs to the sense of school spirit and student activity fees. The CAIRP recommends the continued administration of the CSSS and analysis of the data collected to determine if future analyses will yield the same results.

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SECTION I

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

Table 1: CSSS Comparison Summary by Academic Year and Percentage of Survey Respondents That Strongly Agree or Agree with Questions 9-40

Continuing Student Satisfaction Survey Items		Percent Strongly Agree/Agree		
Please rate your agreement with the following statements:		2003-2004	2004-2005	2005-2006
9	I feel welcome on this campus.	83.8	78.1	76.4
10	Student Accounts staff are knowledgeable, courteous and helpful.	40.9	36.4	44.4
11	Faculty and staff display concern for students as individuals.	73.2	69.2	65.0
12	Financial aid awards are announced in time to be helpful in college planning.	35.0	30.0	37.0
13	Policies and procedures exist for expressing student complaints/appeals.	52.6	47.0	47.1
14	The LU Student Handbook provides helpful information about campus life.	74.4	70.9	67.0
15	Class change (drop/add) policies are reasonable and understood.	79.4	82.2	72.4
16	Lincoln University's Scruggs Student Center meets my student needs.	60.6	57.5	47.8
17	Student activity fees ($5.00 per credit hour) are reasonable.	50.0	42.5	49.5
18	The Lincoln University tuition I have paid is a worthwhile investment.	71.5	62.8	66.7
19	The athletic programs contribute to a strong sense of school spirit.	45.6	36.4	36.0
20	I have experienced intellectual growth while attending Lincoln University.	81.5	81.8	79.5
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	62.4	50.6	51.9
22	Adequate parking exists for the number of students on this campus.	27.1	15.8	17.5
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	35.9	25.1	25.6
24	There are sufficient places to study on campus.	75.6	70.9	68.0
25	The computer labs are open during days and times that are convenient for me.	70.6	68.4	68.0
26	Instructional classrooms meet my needs and expectations.	80.0	68.8	75.4
27	I am able to register for the courses I need when I need them.	66.8	55.9	58.2
28	The campus is attractive and well maintained.	75.0	68.4	65.3
29	The campus is equipped with adequate lighting.	69.7	61.9	63.3
30	My academic major requirements are reasonable and understandable.	80.0	80.6	76.4
31	When I think of Lincoln University, I feel a "sense of pride".	58.5	46.6	46.8
32	I seldom get the "run-around" when seeking information on this campus.	41.2	30.8	36.0
33	Bookstore personnel are courteous and helpful.	81.5	84.6	82.8
34	Adequate financial aid was received and allowed me to attend Lincoln University.	62.4	51.8	53.9
35	Student disciplinary procedures are fair and understandable.	67.9	58.3	59.6
36	Lincoln University's library resources and services meet my student needs.	80.3	78.1	77.1
37	There is a strong commitment to diversity on this campus.	66.5	64.0	62.0
38	Classes are scheduled on days and at times that are convenient for me.	72.1	66.8	64.0
39	The campus is safe and secure for all students.	68.2	56.3	58.2
40	Overall, I am satisfied with my LU experience.	78.2	72.1	67.7

Data Source: Center for Assessment, Institutional Research and Planning

Table 2: CSSS Comparison Summary by Academic Year and Percentage of Survey Respondents that Disagree or Strongly Disagree with Questions 9-40

Continuing Student Satisfaction Survey Items		Percent Disagree/Strongly Disagree		
Please rate your agreement with the following statements:		2003-2004	2004-2005	2005-2006
9	I feel welcome on this campus.	11.8	15.0	18.2
10	Student Accounts staff are knowledgeable, courteous and helpful.	51.5	55.1	46.5
11	Faculty and staff display concern for students as individuals.	22.4	24.3	31.3
12	Financial aid awards are announced in time to be helpful in college planning.	50.3	50.2	42.8
13	Policies and procedures exist for expressing student complaints/appeals.	32.1	36.0	37.4
14	The LU Student Handbook provides helpful information about campus life.	15.6	17.4	17.8
15	Class change (drop/add) policies are reasonable and understood.	17.1	13.0	18.2
16	Lincoln University's Scruggs Student Center meets my student needs.	22.1	23.5	29.3
17	Student activity fees ($5.00 per credit hour) are reasonable.	38.8	47.4	42.1
18	The Lincoln University tuition I have paid is a worthwhile investment.	21.5	29.1	25.3
19	The athletic programs contribute to a strong sense of school spirit.	37.9	48.6	43.4
20	I have experienced intellectual growth while attending Lincoln University.	11.8	13.4	14.8
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	24.4	32.0	31.3
22	Adequate parking exists for the number of students on this campus.	61.8	76.1	77.1
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	30.9	34.0	32.0
24	There are sufficient places to study on campus.	16.5	21.9	24.2
25	The computer labs are open during days and times that are convenient for me.	18.8	24.3	26.6
26	Instructional classrooms meet my needs and expectations.	13.5	17.8	14.8
27	I am able to register for the courses I need when I need them.	27.9	40.5	36.0
28	The campus is attractive and well maintained.	19.4	23.9	27.3
29	The campus is equipped with adequate lighting.	22.6	31.6	26.9
30	My academic major requirements are reasonable and understandable.	15.0	17.4	19.2
31	When I think of Lincoln University, I feel a "sense of pride".	28.2	36.0	40.1
32	I seldom get the "run-around" when seeking information on this campus.	49.4	60.3	58.6
33	Bookstore personnel are courteous and helpful.	13.8	10.5	12.5
34	Adequate financial aid was received and allowed me to attend Lincoln University.	27.1	27.5	29.0
35	Student disciplinary procedures are fair and understandable.	14.4	16.2	16.5
36	Lincoln University's library resources and services meet my student needs.	9.4	14.2	14.1
37	There is a strong commitment to diversity on this campus.	22.1	25.5	29.6
38	Classes are scheduled on days and at times that are convenient for me.	21.8	28.3	30.6
39	The campus is safe and secure for all students.	22.6	32.4	31.3
40	Overall, I am satisfied with my LU experience.	14.1	21.1	23.9

Data Source: Center for Assessment, Institutional Research and Planning

Table 3: CSSS Comparison Summary by Academic Year and Percentage of Survey Respondents That Neither Agree Nor Disagree with Questions 9-40

Continuing Student Satisfaction Survey Items		Percent Neither Agree Nor Disagree		
Please rate your agreement with the following statements:		2003-2004	2004-2005	2005-2006
9	I feel welcome on this campus.	4.4	6.9	5.4
10	Student Accounts staff are knowledgeable, courteous and helpful.	7.6	7.7	9.1
11	Faculty and staff display concern for students as individuals.	4.4	6.1	3.7
12	Financial aid awards are announced in time to be helpful in college planning.	14.4	19.4	19.5
13	Policies and procedures exist for expressing student complaints/appeals.	15.3	16.6	14.8
14	The LU Student Handbook provides helpful information about campus life.	10.0	11.7	15.2
15	Class change (drop/add) policies are reasonable and understood.	3.5	4.9	9.4
16	Lincoln University's Scruggs Student Center meets my student needs.	17.4	19.0	22.2
17	Student activity fees ($5.00 per credit hour) are reasonable.	11.2	10.1	7.4
18	The Lincoln University tuition I have paid is a worthwhile investment.	7.1	6.9	7.7
19	The athletic programs contribute to a strong sense of school spirit.	16.2	13.8	19.9
20	I have experienced intellectual growth while attending Lincoln University.	4.7	3.6	5.1
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	10.9	16.6	16.2
22	Adequate parking exists for the number of students on this campus.	8.8	7.3	5.1
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	30.9	39.7	41.8
24	There are sufficient places to study on campus.	5.6	6.9	7.4
25	The computer labs are open during days and times that are convenient for me.	8.2	6.9	4.7
26	Instructional classrooms meet my needs and expectations.	4.1	12.6	8.8
27	I am able to register for the courses I need when I need them.	2.9	3.2	5.1
28	The campus is attractive and well maintained.	3.2	6.9	6.7
29	The campus is equipped with adequate lighting.	5.3	6.1	8.8
30	My academic major requirements are reasonable and understandable.	2.6	1.2	3.7
31	When I think of Lincoln University, I feel a "sense of pride".	10.9	16.6	12.1
32	I seldom get the "run-around" when seeking information on this campus.	6.5	8.1	4.7
33	Bookstore personnel are courteous and helpful.	2.4	4.5	3.7
34	Adequate financial aid was received and allowed me to attend Lincoln University.	7.9	19.8	16.2
35	Student disciplinary procedures are fair and understandable.	15.3	24.7	22.6
36	Lincoln University's library resources and services meet my student needs.	7.6	6.9	8.1
37	There is a strong commitment to diversity on this campus.	9.1	9.7	7.7
38	Classes are scheduled on days and at times that are convenient for me.	3.8	4.0	4.7
39	The campus is safe and secure for all students.	6.8	10.5	9.8
40	Overall, I am satisfied with my LU experience.	5.0	6.5	7.7

Data Source: Center for Assessment, Institutional Research and Planning

Table 4: CSSS Comparison Summary by Academic Year and Percentage of Survey Respondents That Did Not Respond to Questions 9-40

Continuing Student Satisfaction Survey Items		Percent Did Not Respond		
Please rate your agreement with the following statements:		2003-2004	2004-2005	2005-2006
9	I feel welcome on this campus.	0.0	0.0	0.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	0.0	0.8	0.0
11	Faculty and staff display concern for students as individuals.	0.0	0.4	0.0
12	Financial aid awards are announced in time to be helpful in college planning.	0.3	0.4	0.7
13	Policies and procedures exist for expressing student complaints/appeals.	0.0	0.4	0.7
14	The LU Student Handbook provides helpful information about campus life.	0.0	0.0	0.0
15	Class change (drop/add) policies are reasonable and understood.	0.0	0.0	0.0
16	Lincoln University's Scruggs Student Center meets my student needs.	0.0	0.0	0.7
17	Student activity fees ($5.00 per credit hour) are reasonable.	0.0	0.0	1.0
18	The Lincoln University tuition I have paid is a worthwhile investment.	0.0	1.2	0.3
19	The athletic programs contribute to a strong sense of school spirit.	0.3	1.2	0.7
20	I have experienced intellectual growth while attending Lincoln University.	2.1	1.2	0.7
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	2.4	0.8	0.7
22	Adequate parking exists for the number of students on this campus.	2.4	0.8	0.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.4	1.2	0.7
24	There are sufficient places to study on campus.	2.4	0.4	0.3
25	The computer labs are open during days and times that are convenient for me.	2.4	0.4	0.7
26	Instructional classrooms meet my needs and expectations.	2.4	0.8	1.0
27	I am able to register for the courses I need when I need them.	2.4	0.0	0.7
28	The campus is attractive and well maintained.	2.4	0.8	0.7
29	The campus is equipped with adequate lighting.	2.4	0.4	1.0
30	My academic major requirements are reasonable and understandable.	2.4	0.8	0.7
31	When I think of Lincoln University, I feel a "sense of pride".	2.4	0.8	1.0
32	I seldom get the "run-around" when seeking information on this campus.	2.9	0.8	0.7
33	Bookstore personnel are courteous and helpful.	2.4	0.4	1.0
34	Adequate financial aid was received and allowed me to attend Lincoln University.	2.6	0.8	1.0
35	Student disciplinary procedures are fair and understandable.	2.4	0.8	1.3
36	Lincoln University's library resources and services meet my student needs.	2.6	0.8	0.7
37	There is a strong commitment to diversity on this campus.	2.4	0.8	0.7
38	Classes are scheduled on days and at times that are convenient for me.	2.4	0.8	0.7
39	The campus is safe and secure for all students.	2.4	0.8	0.7
40	Overall, I am satisfied with my LU experience.	2.6	0.4	0.7

Data Source: Center for Assessment, Institutional Research and Planning

Table 5: 2003-2004 CSSS Items 9-40 in Ranked Order by Percentage

	2003-2004 Continuing Student Satisfaction Survey Items	SA/A	D/SD	N/AD	NR	RANK
	Please rate your agreement with the following statements:	*Percent*	*Percent*	*Percent*	*Percent*	
9	I feel welcome on this campus.	83.8	11.8	4.4	0.0	1
20	I have experienced intellectual growth while attending Lincoln University.	81.5	11.8	4.7	2.1	2
33	Bookstore personnel are courteous and helpful.	81.5	13.8	2.4	2.4	3
36	Lincoln University's library resources and services meet my student needs.	80.3	9.4	7.6	2.6	4
26	Instructional classrooms meet my needs and expectations.	80.0	13.5	4.1	2.4	5
30	My academic major requirements are reasonable and understandable.	80.0	15.0	2.6	2.4	6
15	Class change (drop/add) policies are reasonable and understood.	79.4	17.1	3.5	0.0	7
40	Overall, I am satisfied with my LU experience.	78.2	14.1	5.0	2.6	8
24	There are sufficient places to study on campus.	75.6	16.5	5.6	2.4	9
28	The campus is attractive and well maintained.	75.0	19.4	3.2	2.4	10
14	The LU Student Handbook provides helpful information about campus life.	74.4	15.6	10.0	0.0	11
11	Faculty and staff display concern for students as individuals.	73.2	22.4	4.4	0.0	12
38	Classes are scheduled on days and at times that are convenient for me.	72.1	21.8	3.8	2.4	13
18	The Lincoln University tuition I have paid is a worthwhile investment.	71.5	21.5	7.1	0.0	14
25	The computer labs are open during days and times that are convenient for me.	70.6	18.8	8.2	2.4	15
29	The campus is equipped with adequate lighting.	69.7	22.6	5.3	2.4	16
39	The campus is safe and secure for all students.	68.2	22.6	6.8	2.4	17
35	Student disciplinary procedures are fair and understandable.	67.9	14.4	15.3	2.4	18
27	I am able to register for the courses I need when I need them.	66.8	27.9	2.9	2.4	19
37	There is a strong commitment to diversity on this campus.	66.5	22.1	9.1	2.4	20
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	62.4	24.4	10.9	2.4	21
34	Adequate financial aid was received and allowed me to attend Lincoln University.	62.4	27.1	7.9	2.6	22
16	Lincoln University's Scruggs Student Center meets my student needs.	60.6	22.1	17.4	0.0	23
31	When I think of Lincoln University, I feel a "sense of pride".	58.5	28.2	10.9	2.4	24
13	Policies and procedures exist for expressing student complaints/appeals.	52.6	32.1	15.3	0.0	25
17	Student activity fees ($5.00 per credit hour) are reasonable.	50.0	38.8	11.2	0.0	26
19	The athletic programs contribute to a strong sense of school spirit.	45.6	37.9	16.2	0.3	27
32	I seldom get the "run-around" when seeking information on this campus.	41.2	49.4	6.5	2.9	28
10	Student Accounts staff are knowledgeable, courteous and helpful.	40.9	51.5	7.6	0.0	29
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	35.9	30.9	30.9	2.4	30
12	Financial aid awards are announced in time to be helpful in college planning.	35.0	50.3	14.4	0.3	31
22	Adequate parking exists for the number of students on this campus.	27.1	61.8	8.8	2.4	32

NOTE: SA/A =Strongly Agree/Agree; D/SD= Disagree/Strongly Disagree; N/AD=Neither Agree Nor Disagree; NR=Did Not Respond

Data Source: Center for Assessment, Institutional Research and Planning

Table 6: 2004-2005 CSSS Items 9-40 in Ranked Order by Percentage

2004-2005 Continuing Student Satisfaction Survey Items		SA/A	D/SD	N/AD	NR	RANK
Please rate your agreement with the following statements:		*Percent*	*Percent*	*Percent*	*Percent*	
33	Bookstore personnel are courteous and helpful.	84.6	10.5	4.5	0.4	1
15	Class change (drop/add) policies are reasonable and understood.	82.2	13.0	4.9	0.0	2
20	I have experienced intellectual growth while attending Lincoln University.	81.8	13.4	3.6	1.2	3
30	My academic major requirements are reasonable and understandable.	80.6	17.4	1.2	0.8	4
36	Lincoln University's library resources and services meet my student needs.	78.1	14.2	6.9	0.8	5
9	I feel welcome on this campus.	78.1	15.0	6.9	0.0	6
40	Overall, I am satisfied with my LU experience.	72.1	21.1	6.5	0.4	7
14	The LU Student Handbook provides helpful information about campus life.	70.9	17.4	11.7	0.0	8
24	There are sufficient places to study on campus.	70.9	21.9	6.9	0.4	9
11	Faculty and staff display concern for students as individuals.	69.2	24.3	6.1	0.4	10
26	Instructional classrooms meet my needs and expectations.	68.8	17.8	12.6	0.8	11
28	The campus is attractive and well maintained.	68.4	23.9	6.9	0.8	12
25	The computer labs are open during days and times that are convenient for me.	68.4	24.3	6.9	0.4	13
38	Classes are scheduled on days and at times that are convenient for me.	66.8	28.3	4.0	0.8	14
37	There is a strong commitment to diversity on this campus.	64.0	25.5	9.7	0.8	15
18	The Lincoln University tuition I have paid is a worthwhile investment.	62.8	29.1	6.9	1.2	16
29	The campus is equipped with adequate lighting.	61.9	31.6	6.1	0.4	17
35	Student disciplinary procedures are fair and understandable.	58.3	16.2	24.7	0.8	18
16	Lincoln University's Scruggs Student Center meets my student needs.	57.5	23.5	19.0	0.0	19
39	The campus is safe and secure for all students.	56.3	32.4	10.5	0.8	20
27	I am able to register for the courses I need when I need them.	55.9	40.5	3.2	0.0	21
34	Adequate financial aid was received and allowed me to attend Lincoln University.	51.8	27.5	19.8	0.8	22
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	50.6	32.0	16.6	0.8	23
13	Policies and procedures exist for expressing student complaints/appeals.	47.0	36.0	16.6	0.4	24
31	When I think of Lincoln University, I feel a "sense of pride".	46.6	36.0	16.6	0.8	25
17	Student activity fees ($5.00 per credit hour) are reasonable.	42.5	47.4	10.1	0.0	26
19	The athletic programs contribute to a strong sense of school spirit.	36.4	48.6	13.8	1.2	27
10	Student Accounts staff are knowledgeable, courteous and helpful.	36.4	55.1	7.7	0.8	28
32	I seldom get the "run-around" when seeking information on this campus.	30.8	60.3	8.1	0.8	29
12	Financial aid awards are announced in time to be helpful in college planning.	30.0	50.2	19.4	0.4	30
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.1	34.0	39.7	1.2	31
22	Adequate parking exists for the number of students on this campus.	15.8	76.1	7.3	0.8	32

NOTE: SA/A =Strongly Agree/Agree; D/SD= Disagree/Strongly Disagree; N/AD=Neither Agree Nor Disagree; NR=Did Not Respond

Data Source: Center for Assessment, Institutional Research and Planning

Table 7: 2005-2006 CSSS Items 9-40 in Ranked Order by Percentage

2005-2006 Continuing Student Satisfaction Survey Items		SA/A	D/SD	N/AD	NR	RANK
Please rate your agreement with the following statements:		*Percent*	*Percent*	*Percent*	*Percent*	
33	Bookstore personnel are courteous and helpful.	82.8	12.5	3.7	1.0	1
20	I have experienced intellectual growth while attending Lincoln University.	79.5	14.8	5.1	0.7	2
36	Lincoln University's library resources and services meet my student needs.	77.1	14.1	8.1	0.7	3
30	My academic major requirements are reasonable and understandable.	76.4	19.2	3.7	0.7	4
9	I feel welcome on this campus.	76.4	18.2	5.4	0.0	5
26	Instructional classrooms meet my needs and expectations.	75.4	14.8	8.8	1.0	6
15	Class change (drop/add) policies are reasonable and understood.	72.4	18.2	9.4	0.0	7
25	The computer labs are open during days and times that are convenient for me.	68.0	26.6	4.7	0.7	8
24	There are sufficient places to study on campus.	68.0	24.2	7.4	0.3	9
40	Overall, I am satisfied with my LU experience.	67.7	23.9	7.7	0.7	10
14	The LU Student Handbook provides helpful information about campus life.	67.0	17.8	15.2	0.0	11
18	The Lincoln University tuition I have paid is a worthwhile investment.	66.7	25.3	7.7	0.3	12
28	The campus is attractive and well maintained.	65.3	27.3	6.7	0.7	13
11	Faculty and staff display concern for students as individuals.	65.0	31.3	3.7	0.0	14
38	Classes are scheduled on days and at times that are convenient for me.	64.0	30.6	4.7	0.7	15
29	The campus is equipped with adequate lighting.	63.3	26.9	8.8	1.0	16
37	There is a strong commitment to diversity on this campus.	62.0	29.6	7.7	0.7	17
35	Student disciplinary procedures are fair and understandable.	59.6	16.5	22.6	1.3	18
27	I am able to register for the courses I need when I need them.	58.2	36.0	5.1	0.7	19
39	The campus is safe and secure for all students.	58.2	31.3	9.8	0.7	20
34	Adequate financial aid was received and allowed me to attend Lincoln University.	53.9	29.0	16.2	1.0	21
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	51.9	31.3	16.2	0.7	22
17	Student activity fees ($5.00 per credit hour) are reasonable.	49.5	42.1	7.4	1.0	23
16	Lincoln University's Scruggs Student Center meets my student needs.	47.8	29.3	22.2	0.7	24
13	Policies and procedures exist for expressing student complaints/appeals.	47.1	37.4	14.8	0.7	25
31	When I think of Lincoln University, I feel a "sense of pride".	46.8	40.1	12.1	1.0	26
10	Student Accounts staff are knowledgeable, courteous and helpful.	44.4	46.5	9.1	0.0	27
12	Financial aid awards are announced in time to be helpful in college planning.	37.0	42.8	19.5	0.7	28
32	I seldom get the "run-around" when seeking information on this campus.	36.0	58.6	4.7	0.7	29
19	The athletic programs contribute to a strong sense of school spirit.	36.0	43.4	19.9	0.7	30
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.6	32.0	41.8	0.7	31
22	Adequate parking exists for the number of students on this campus.	17.5	77.1	5.1	0.3	32

NOTE: SA/A =Strongly Agree/Agree; D/SD= Disagree/Strongly Disagree; N/AD=Neither Agree Nor Disagree; NR=Did Not Respond

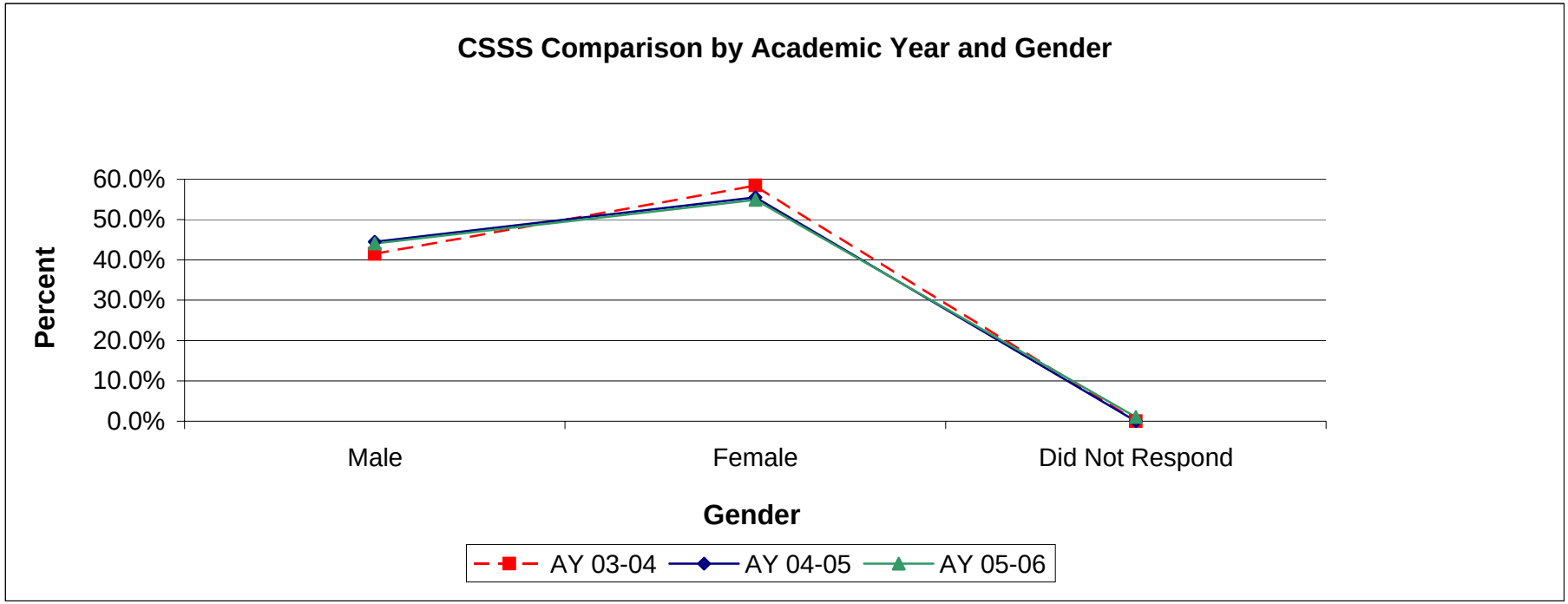
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 8

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Male	41.5%	44.5%	44.1%
Female	58.5%	55.5%	54.9%
Did Not Respond	0.0%	0.0%	1.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



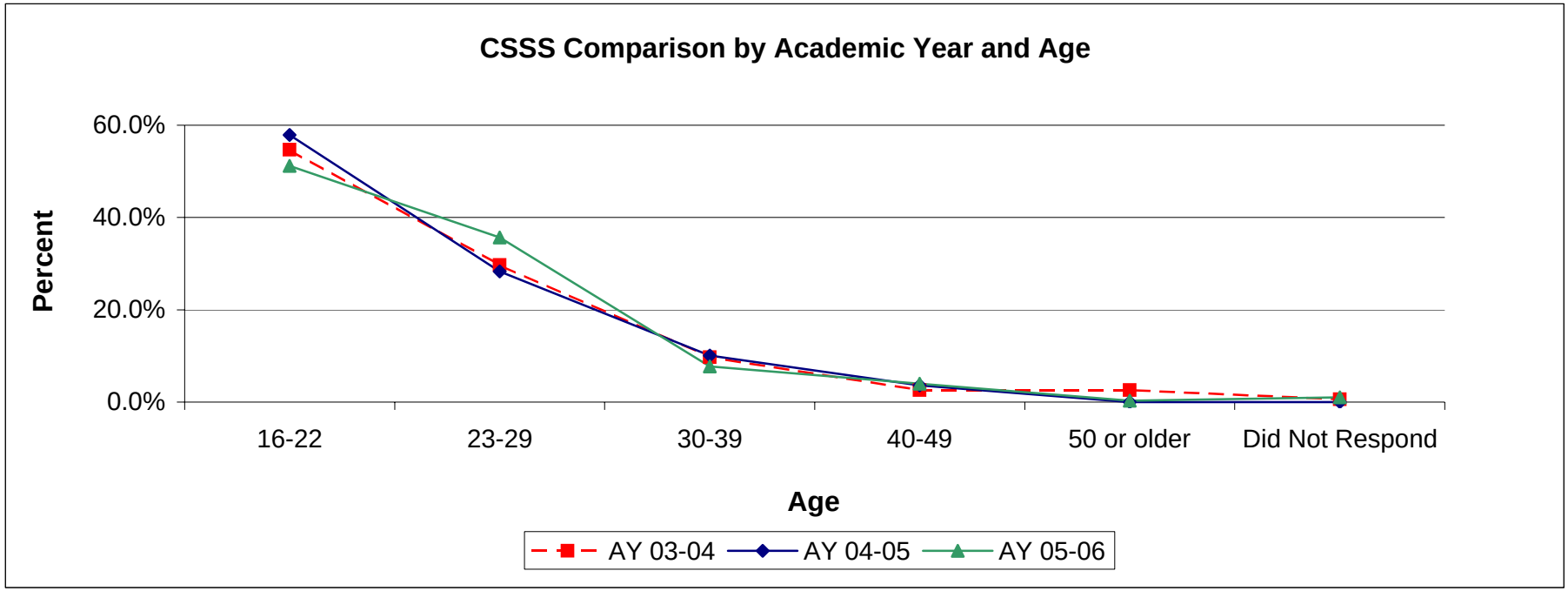
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 9

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
16-22	54.7%	57.9%	51.2%
23-29	29.7%	28.3%	35.7%
30-39	9.7%	10.1%	7.7%
40-49	2.6%	3.6%	4.0%
50 or older	2.6%	0.0%	0.3%
Did Not Respond	0.6%	0.0%	1.0%
PERCENT TOTAL	**99.9%**	**99.9%**	**99.9%**

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



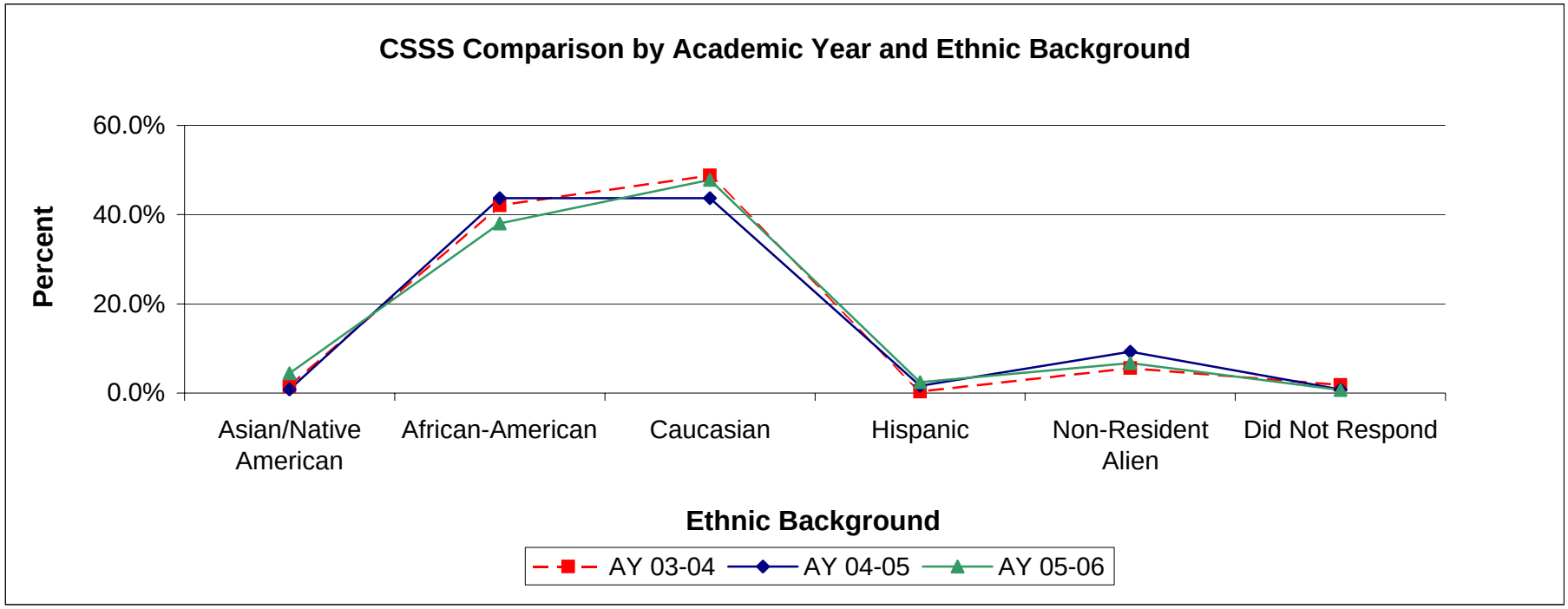
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 10

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Asian/Native American	1.5%	0.8%	4.4%
African-American	42.1%	43.7%	38.0%
Caucasian	48.8%	43.7%	47.8%
Hispanic	0.3%	1.6%	2.4%
Non-Resident Alien	5.6%	9.3%	6.7%
Did Not Respond	1.8%	0.8%	0.7%
PERCENT TOTAL	**100.1%**	**99.9%**	**100.0%**

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



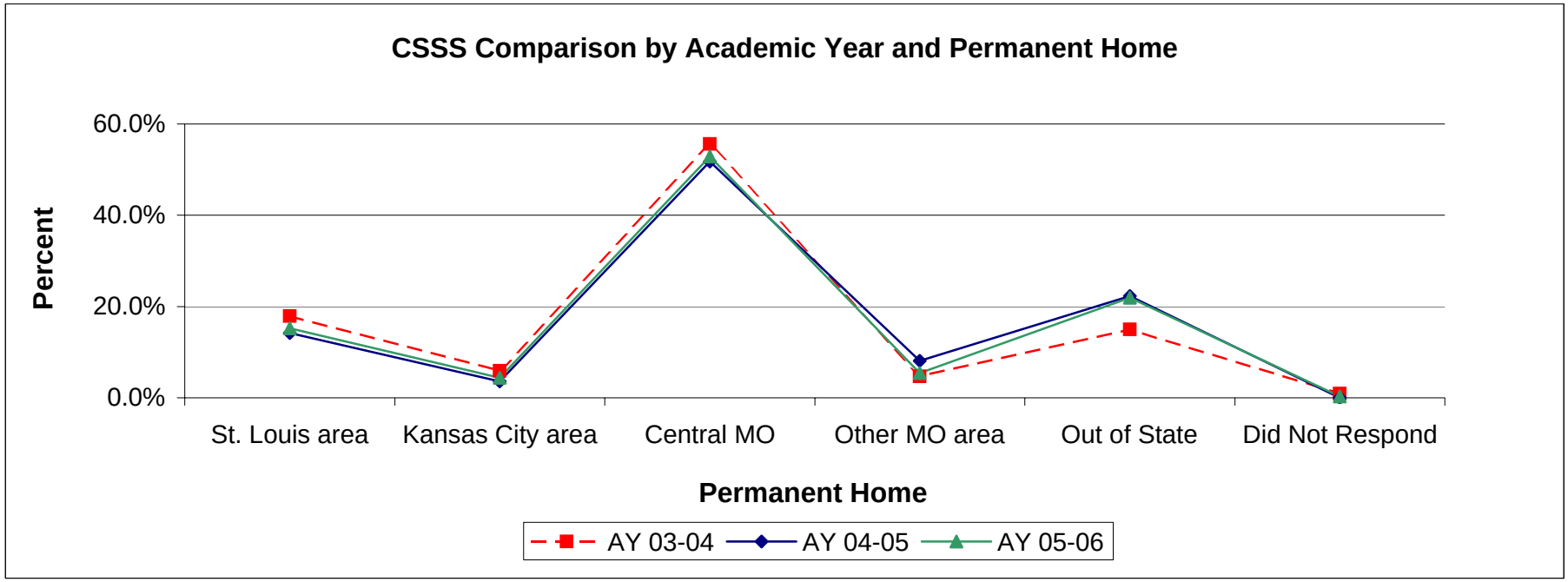
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 11

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
St. Louis area	17.9%	14.2%	15.2%
Kansas City area	5.9%	3.6%	4.4%
Central MO	55.6%	51.8%	52.9%
Other MO area	4.7%	8.1%	5.4%
Out of State	15.0%	22.3%	21.9%
Did Not Respond	0.9%	0.0%	0.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**

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



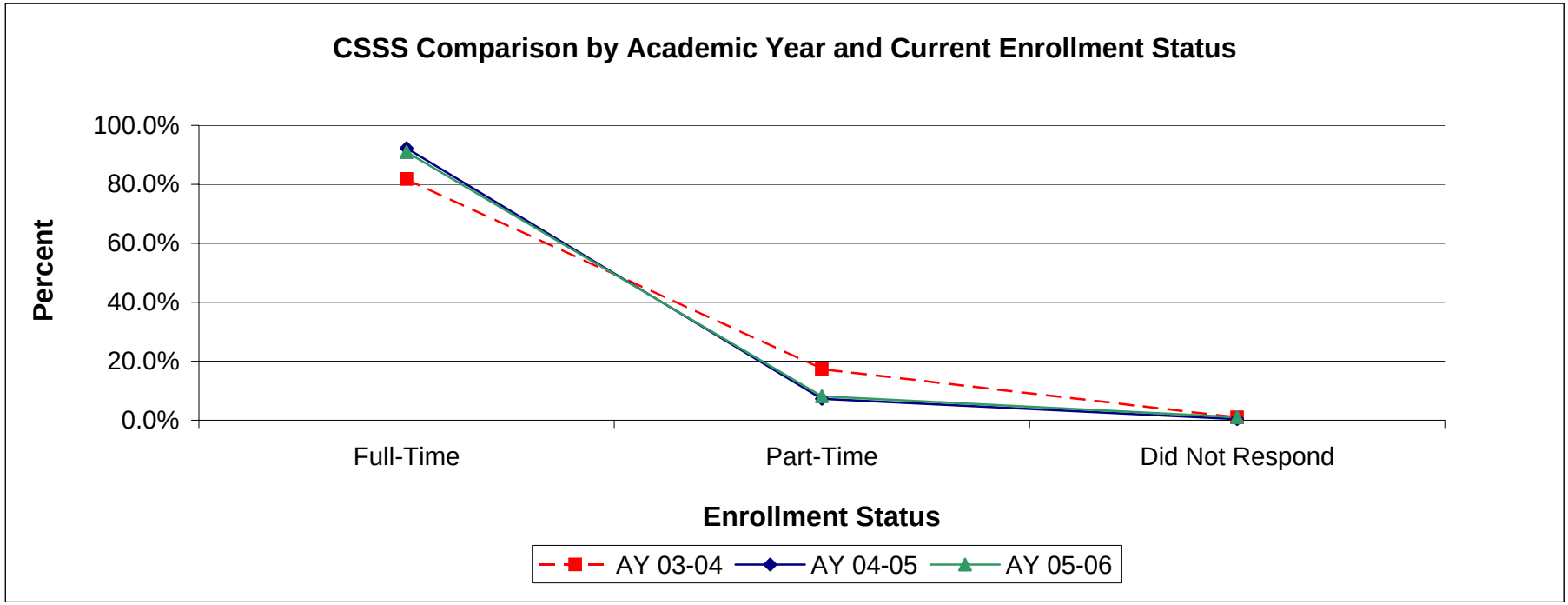
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 12

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Full-Time	81.8%	92.3%	90.9%
Part-Time	17.4%	7.3%	8.1%
Did Not Respond	0.9%	0.4%	1.0%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**

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



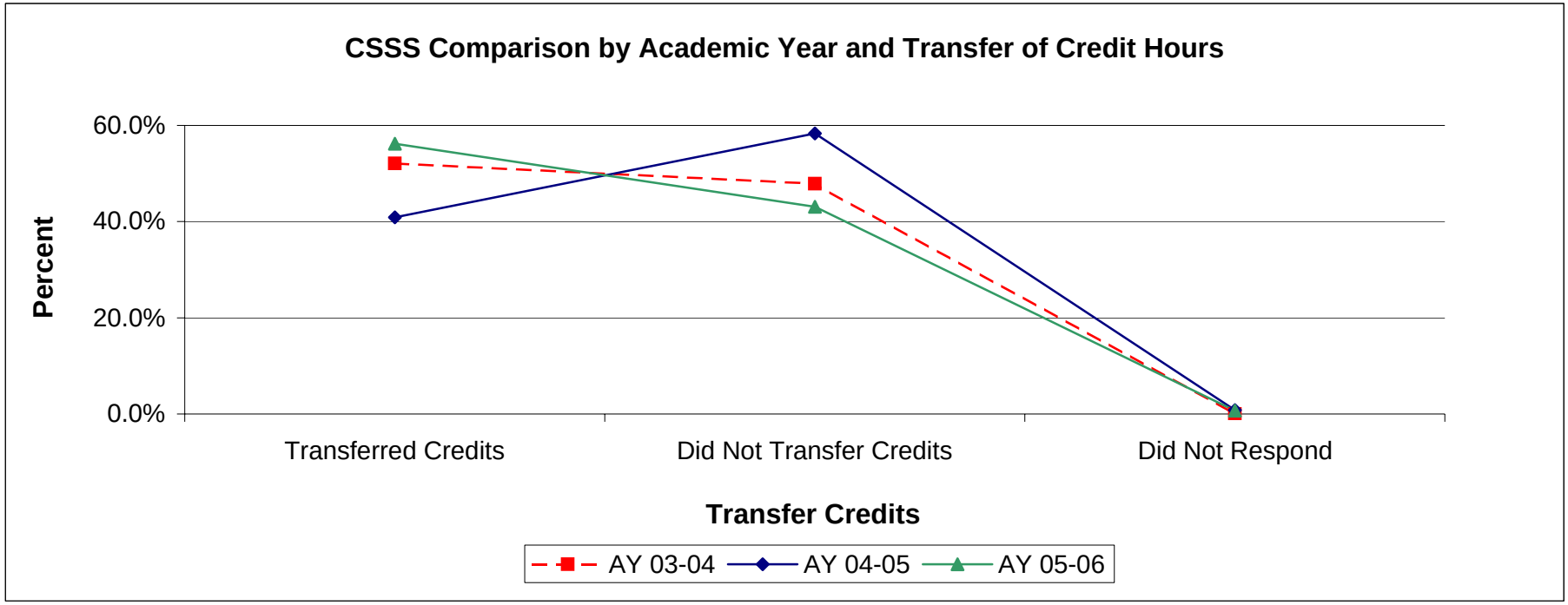
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 13

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Transferred Credits	52.1%	40.9%	56.2%
Did Not Transfer Credits	47.9%	58.3%	43.1%
Did Not Respond	0.0%	0.8%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



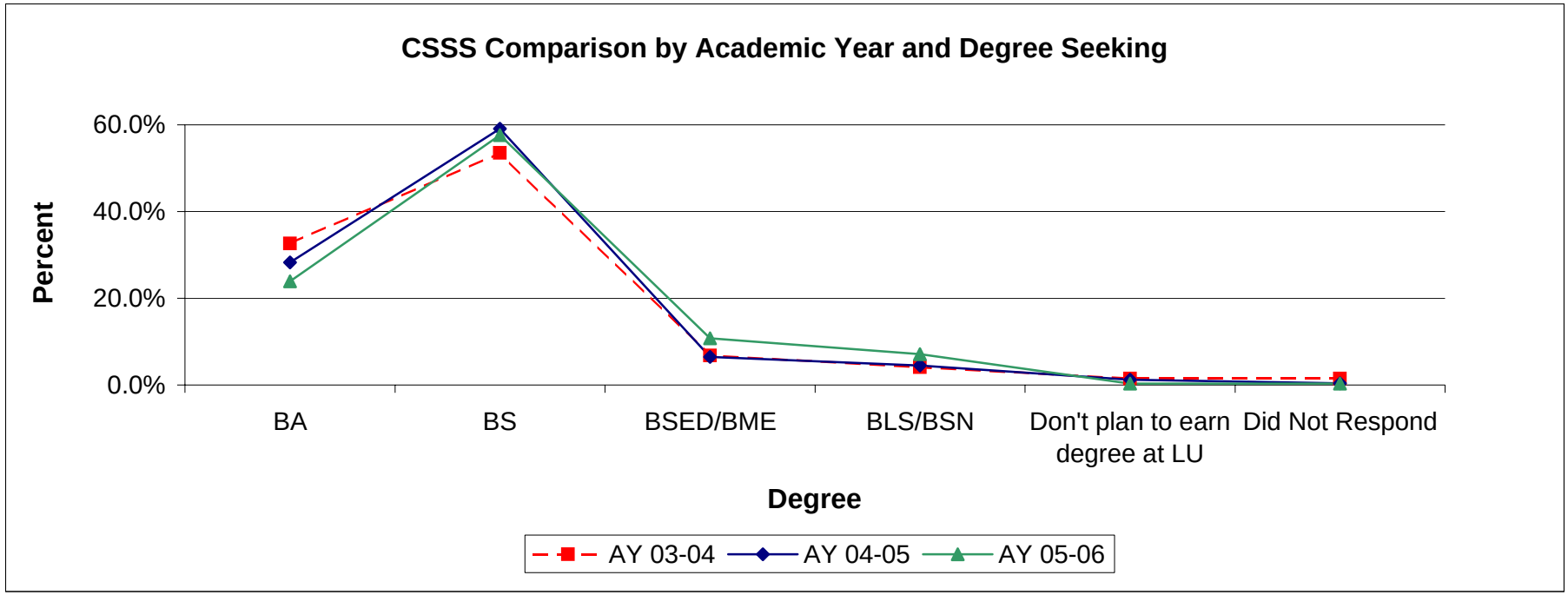
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 14

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
BA	32.6%	28.3%	23.9%
BS	53.5%	59.1%	57.6%
BSED/BME	6.8%	6.5%	10.8%
BLS/BSN	4.1%	4.5%	7.1%
Don't plan to earn degree at LU	1.5%	1.2%	0.3%
Did Not Respond	1.5%	0.4%	0.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



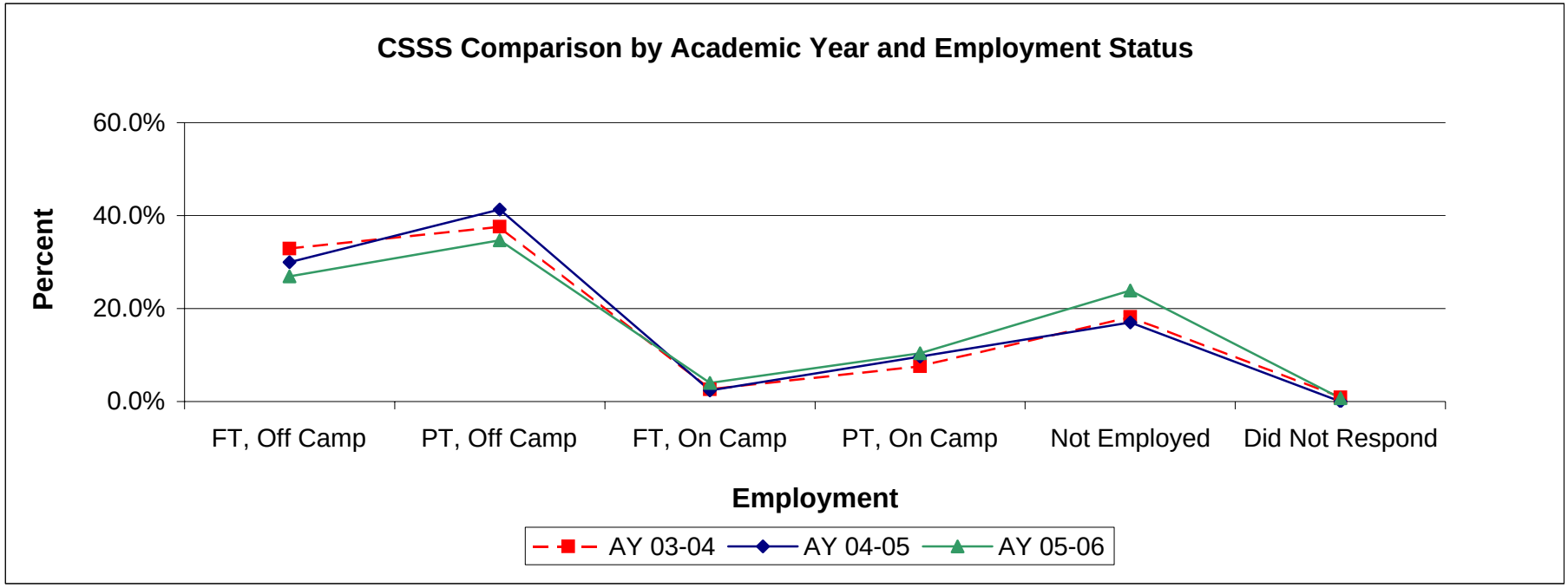
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 15

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
FT, Off Camp	32.9%	30.0%	26.9%
PT, Off Camp	37.6%	41.3%	34.7%
FT, On Camp	2.6%	2.4%	4.0%
PT, On Camp	7.6%	9.7%	10.4%
Not Employed	18.2%	17.0%	23.9%
Did Not Respond	0.9%	0.0%	0.7%
PERCENT TOTAL	**99.8%**	**100.4%**	**100.6%**

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



Data Source: Center for Assessment, Institutional Research and Planning

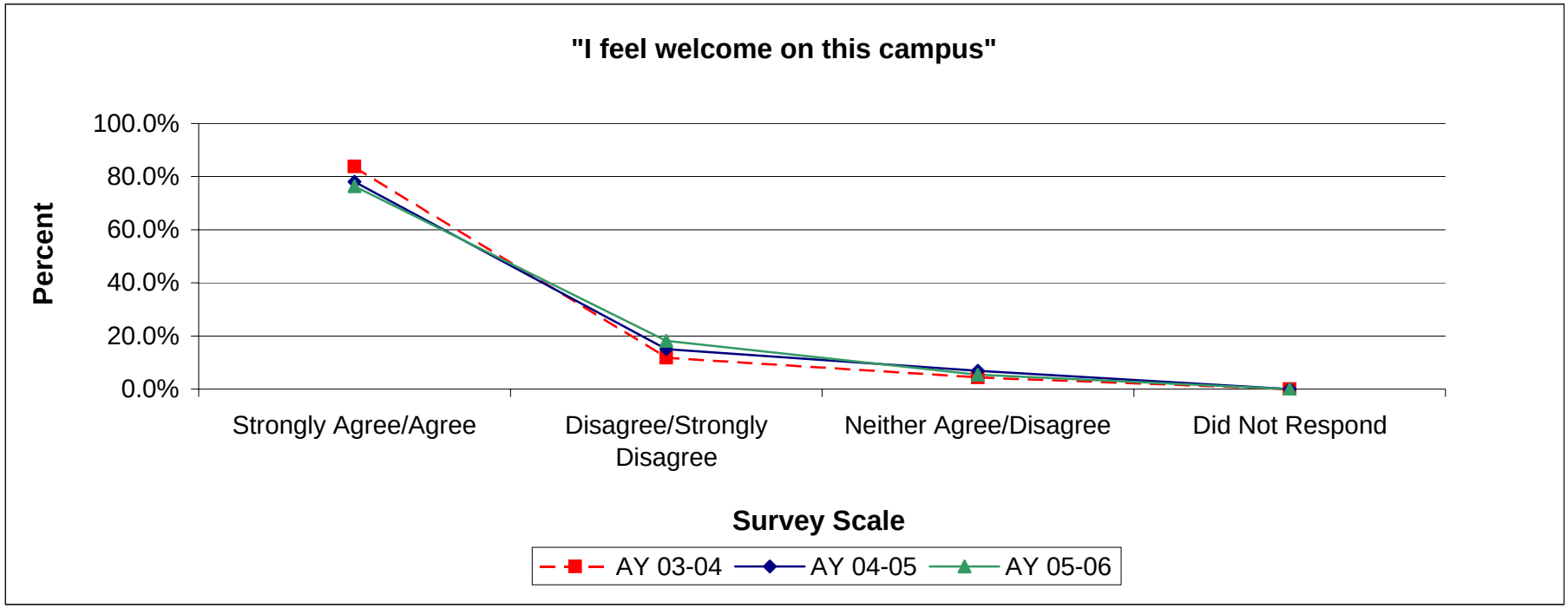
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #9

"I feel welcome on this campus"

Table 16

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	83.8%	78.1%	76.4%
Disagree/Strongly Disagree	11.8%	15.0%	18.2%
Neither Agree/Disagree	4.4%	6.9%	5.4%
Did Not Respond	0.0%	0.0%	0.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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

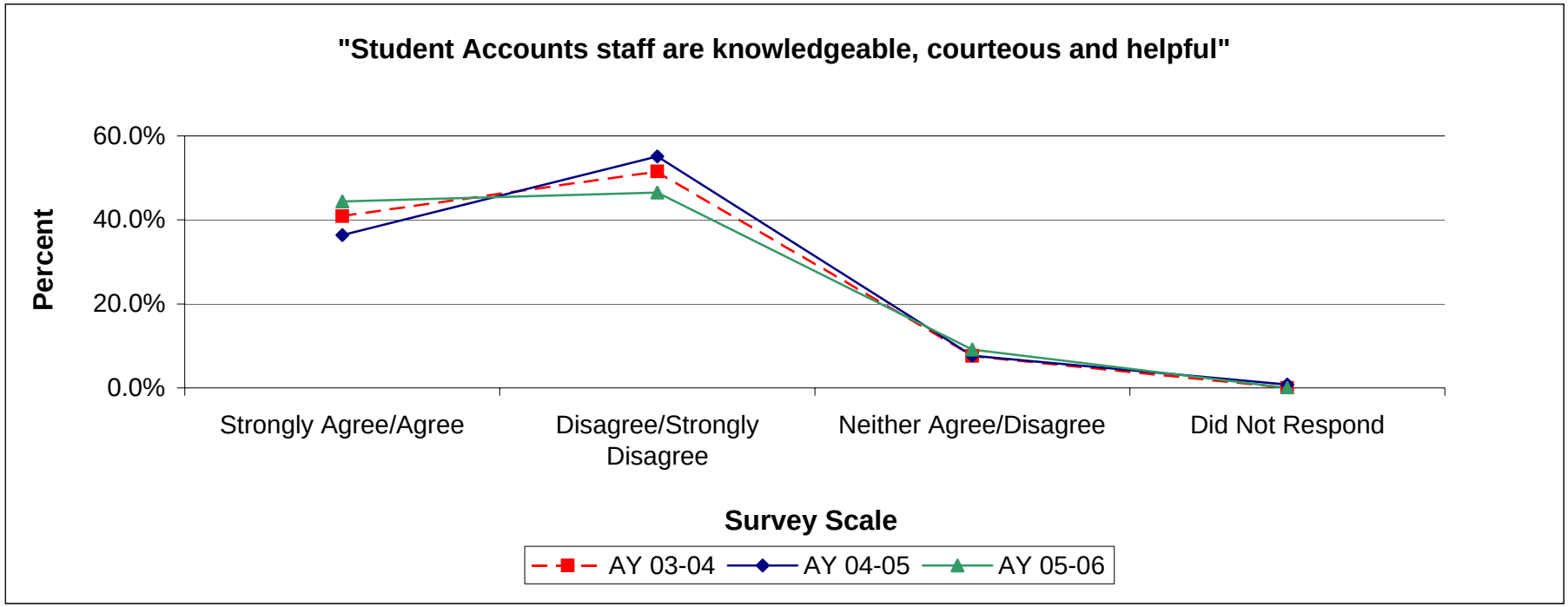


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #10
"Student Accounts staff are knowledgeable, courteous and helpful"

Table 17

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	40.9%	36.4%	44.4%
Disagree/Strongly Disagree	51.5%	55.1%	46.5%
Neither Agree/Disagree	7.6%	7.7%	9.1%
Did Not Respond	0.0%	0.8%	0.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

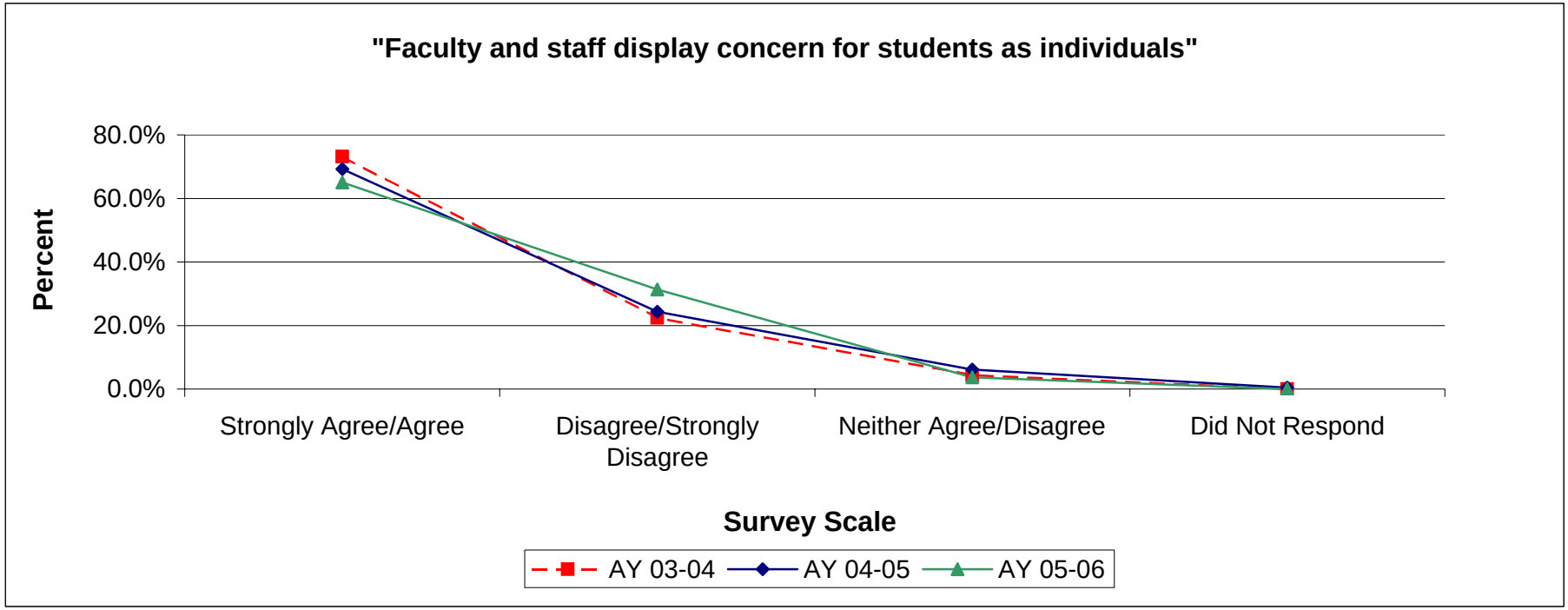
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #11

"Faculty and staff display concern for students as individuals"

Table 18

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	73.2%	69.2%	65.0%
Disagree/Strongly Disagree	22.4%	24.3%	31.3%
Neither Agree/Disagree	4.4%	6.1%	3.7%
Did Not Respond	0.0%	0.4%	0.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

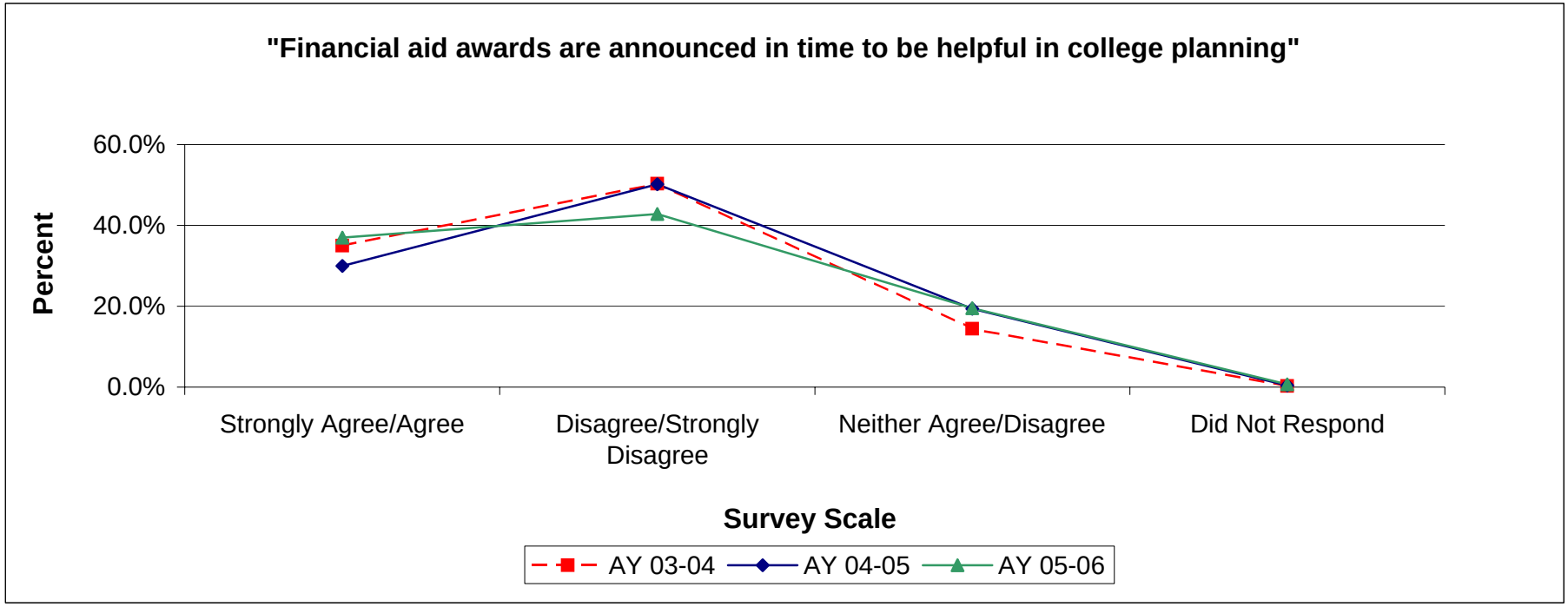
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #12

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

Table 19

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	35.0%	30.0%	37.0%
Disagree/Strongly Disagree	50.3%	50.2%	42.8%
Neither Agree/Disagree	14.4%	19.4%	19.5%
Did Not Respond	0.3%	0.4%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



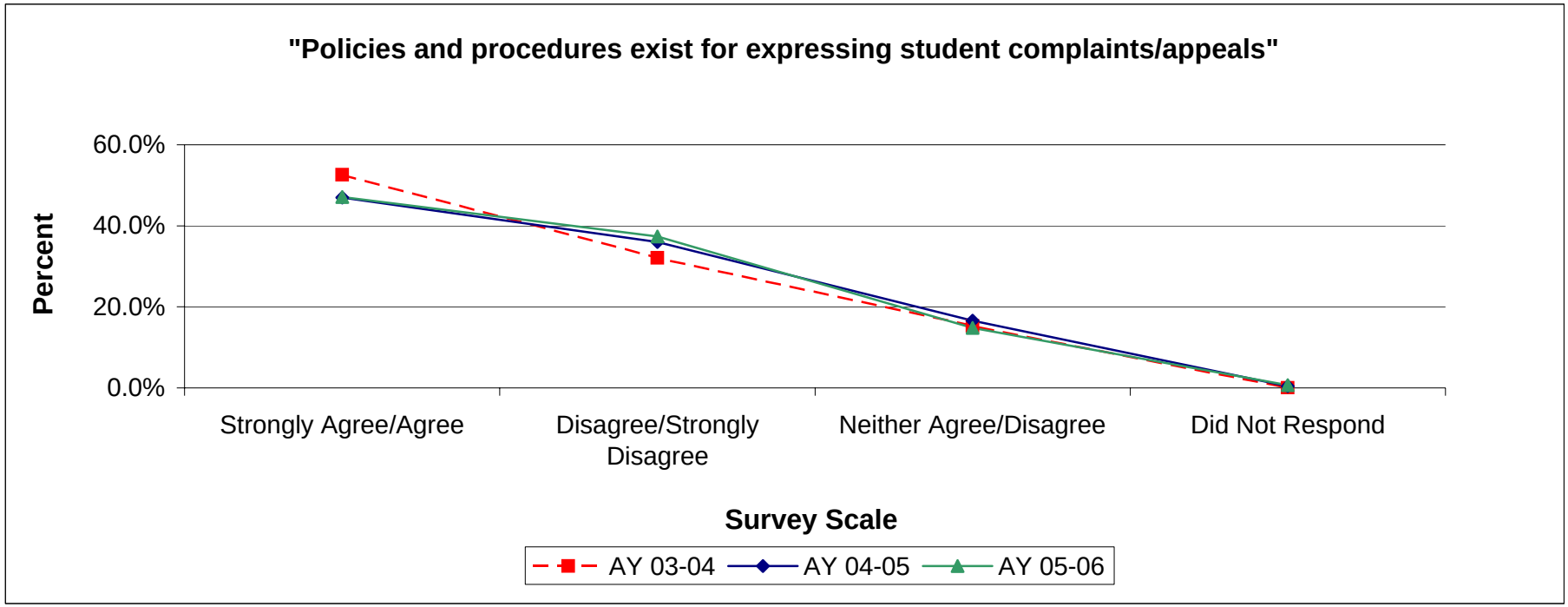
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #13

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

Table 20

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	52.6%	47.0%	47.1%
Disagree/Strongly Disagree	32.1%	36.0%	37.4%
Neither Agree/Disagree	15.3%	16.6%	14.8%
Did Not Respond	0.0%	0.4%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



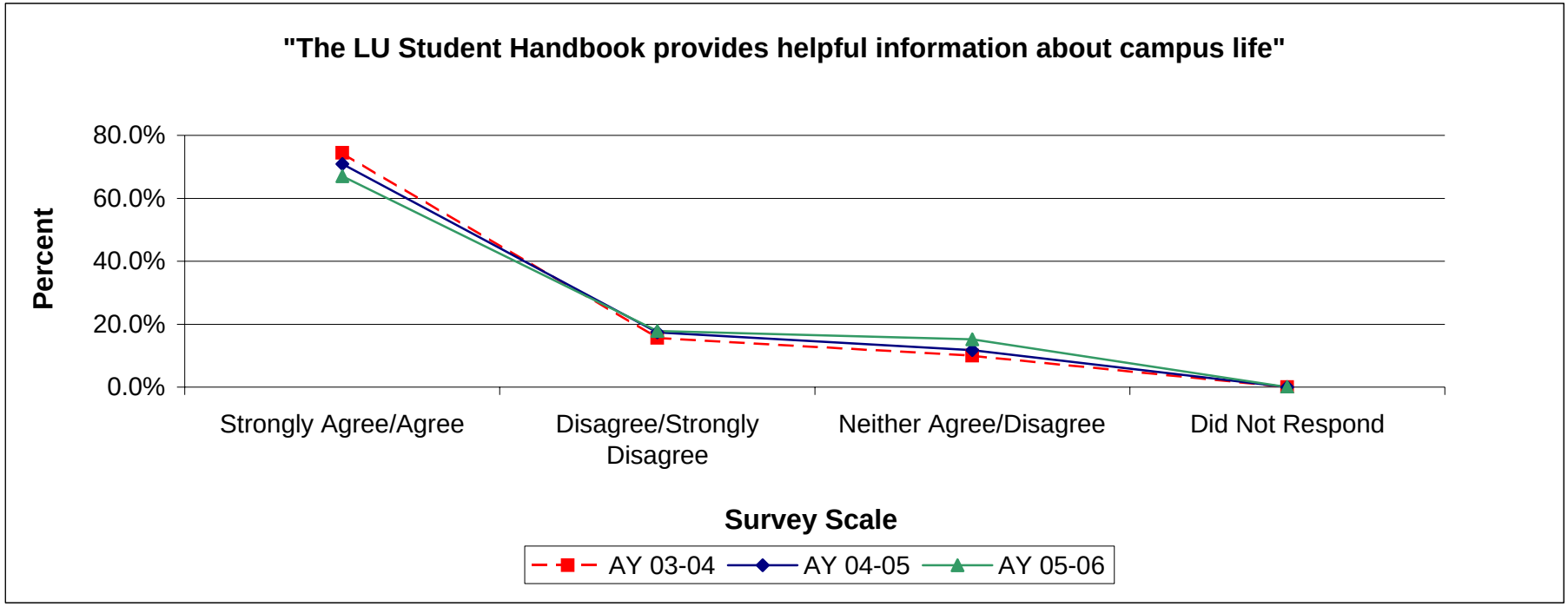
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #14

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

Table 21

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	74.4%	70.9%	67.0%
Disagree/Strongly Disagree	15.6%	17.4%	17.8%
Neither Agree/Disagree	10.0%	11.7%	15.2%
Did Not Respond	0.0%	0.0%	0.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



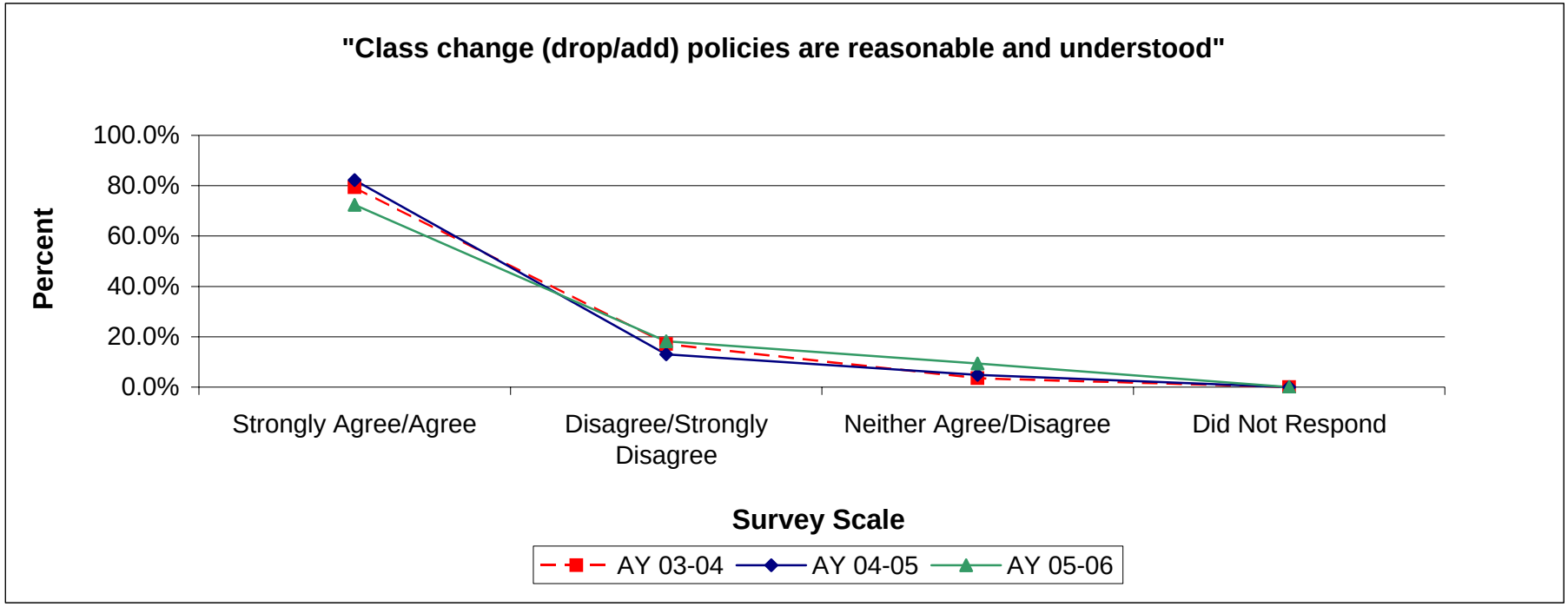
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #15

"Class change (drop/add) policies and reasonable and understood"

Table 22

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	79.4%	82.2%	72.4%
Disagree/Strongly Disagree	17.1%	13.0%	18.2%
Neither Agree/Disagree	3.5%	4.9%	9.4%
Did Not Respond	0.0%	0.0%	0.0%
PERCENT TOTAL	**100.0%**	**100.1%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

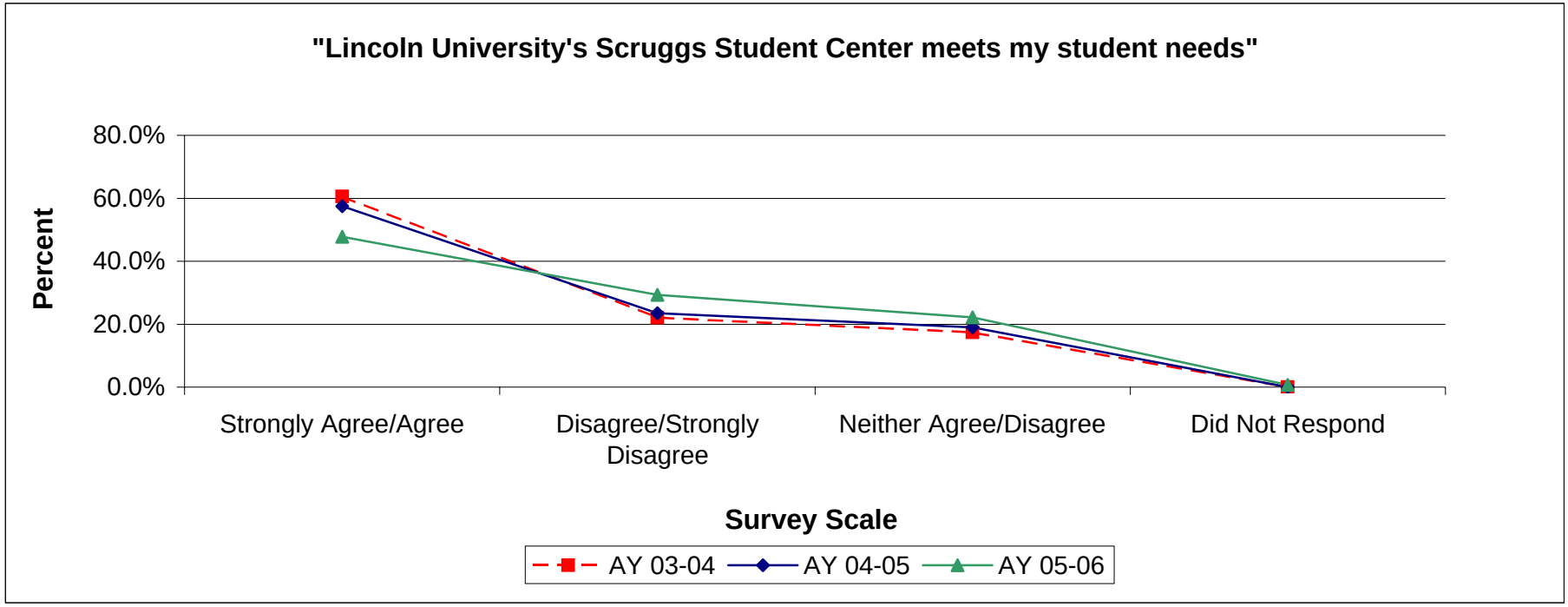
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #16

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

Table 23

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	60.6%	57.5%	47.8%
Disagree/Strongly Disagree	22.1%	23.5%	29.3%
Neither Agree/Disagree	17.4%	19.0%	22.2%
Did Not Respond	0.0%	0.0%	0.7%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**

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



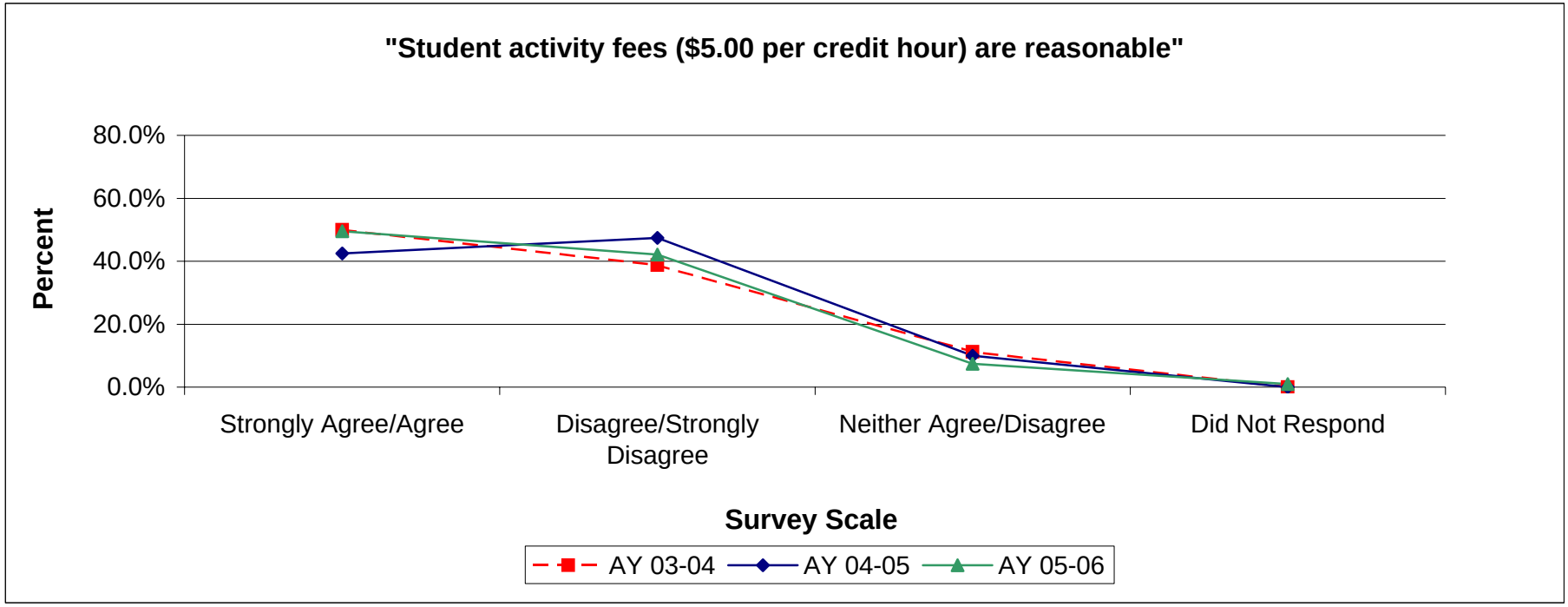
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #17

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

Table 24

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	50.0%	42.5%	49.5%
Disagree/Strongly Disagree	38.8%	47.4%	42.1%
Neither Agree/Disagree	11.2%	10.0%	7.4%
Did Not Respond	0.0%	0.0%	1.0%
PERCENT TOTAL	**100.0%**	**99.9%**	**100.0%**

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



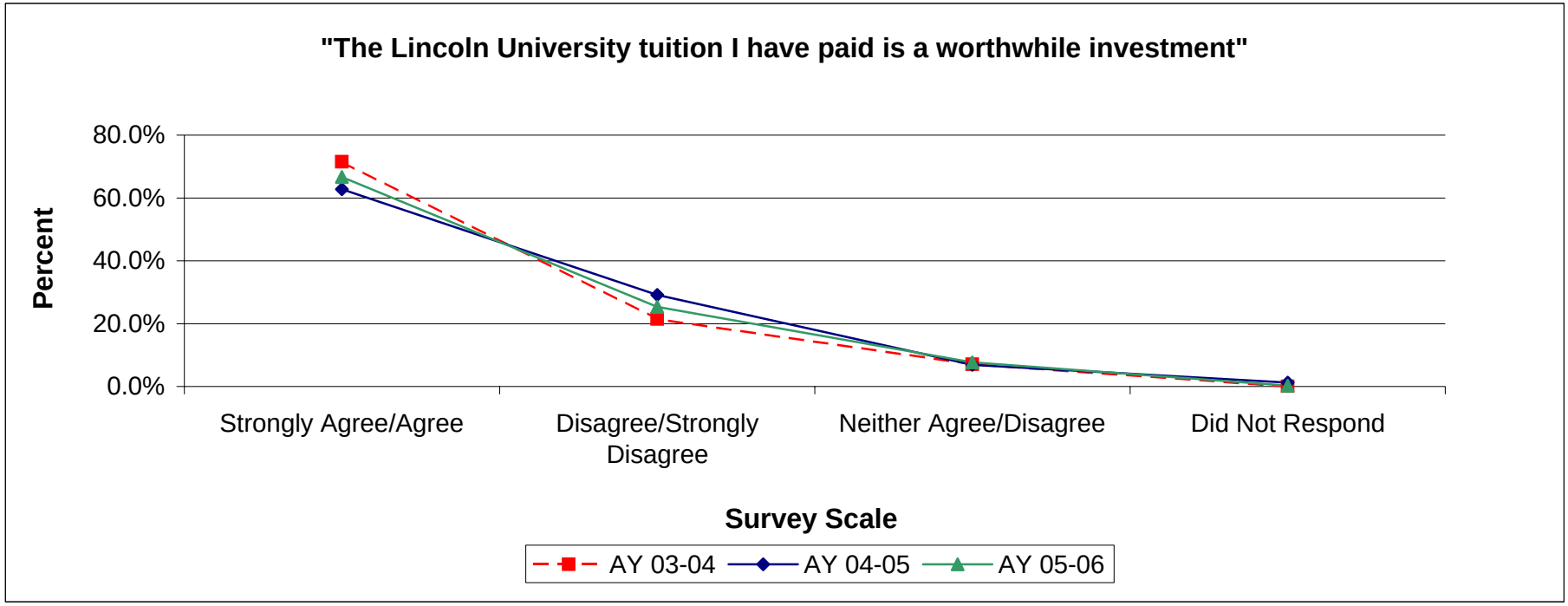
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #18

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

Table 25

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	71.5%	62.8%	66.7%
Disagree/Strongly Disagree	21.5%	29.1%	25.3%
Neither Agree/Disagree	7.1%	6.9%	7.7%
Did Not Respond	0.0%	1.2%	0.3%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

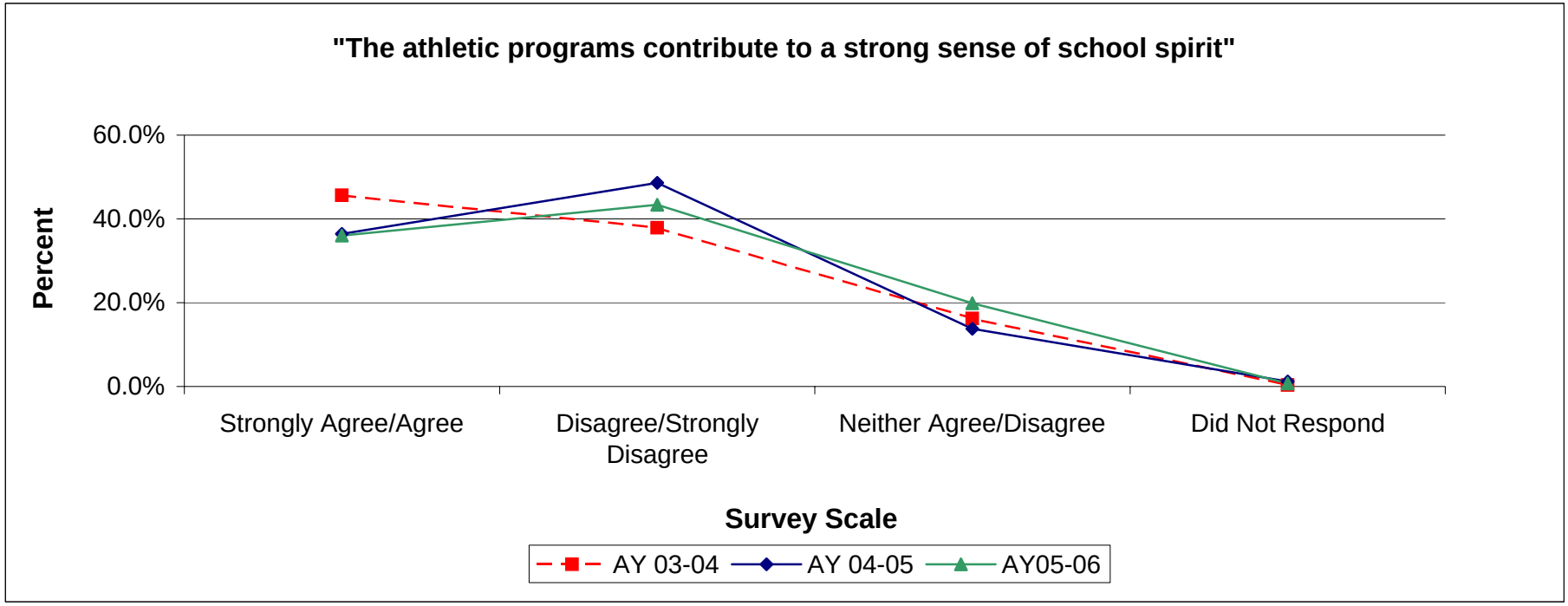
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #19

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

Table 26

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	45.6%	36.4%	36.0%
Disagree/Strongly Disagree	37.9%	48.6%	43.4%
Neither Agree/Disagree	16.2%	13.8%	19.9%
Did Not Respond	0.3%	1.2%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



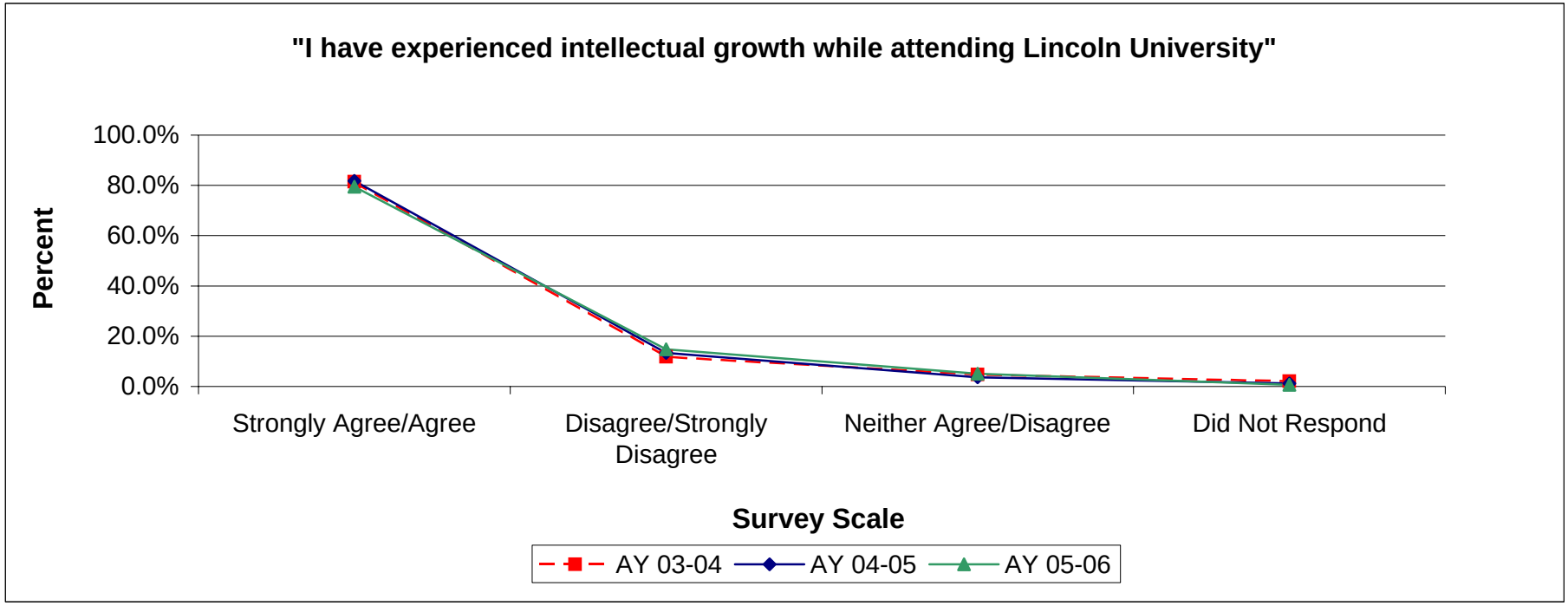
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #20

"I have experienced intellectual growth while attending Lincoln University"

Table 27

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	81.5%	81.8%	79.5%
Disagree/Strongly Disagree	11.8%	13.4%	14.8%
Neither Agree/Disagree	4.7%	3.6%	5.1%
Did Not Respond	2.1%	1.2%	0.7%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.1%**

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



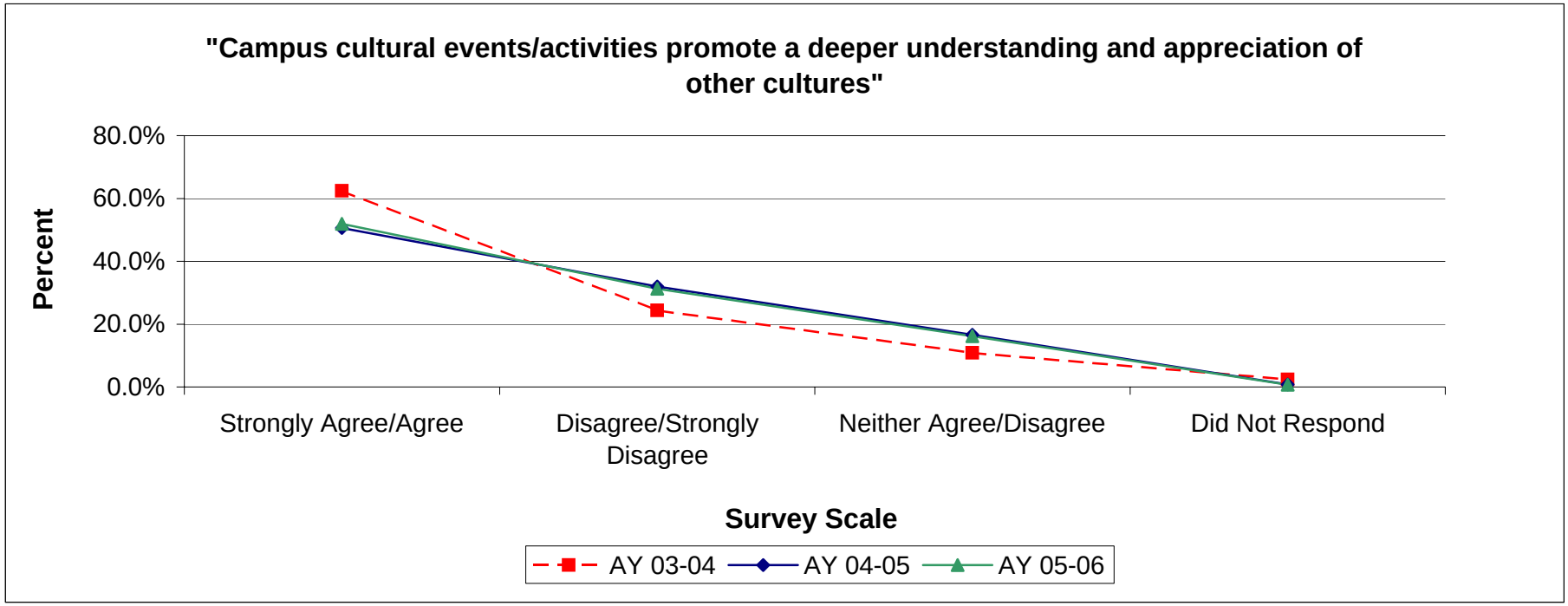
Data Source: Center for Assessment, Institutional Research and Planning

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 28

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	62.4%	50.6%	51.9%
Disagree/Strongly Disagree	24.4%	32.0%	31.3%
Neither Agree/Disagree	10.9%	16.6%	16.2%
Did Not Respond	2.4%	0.8%	0.7%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.1%**

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



Data Source: Center for Assessment, Institutional Research and Planning

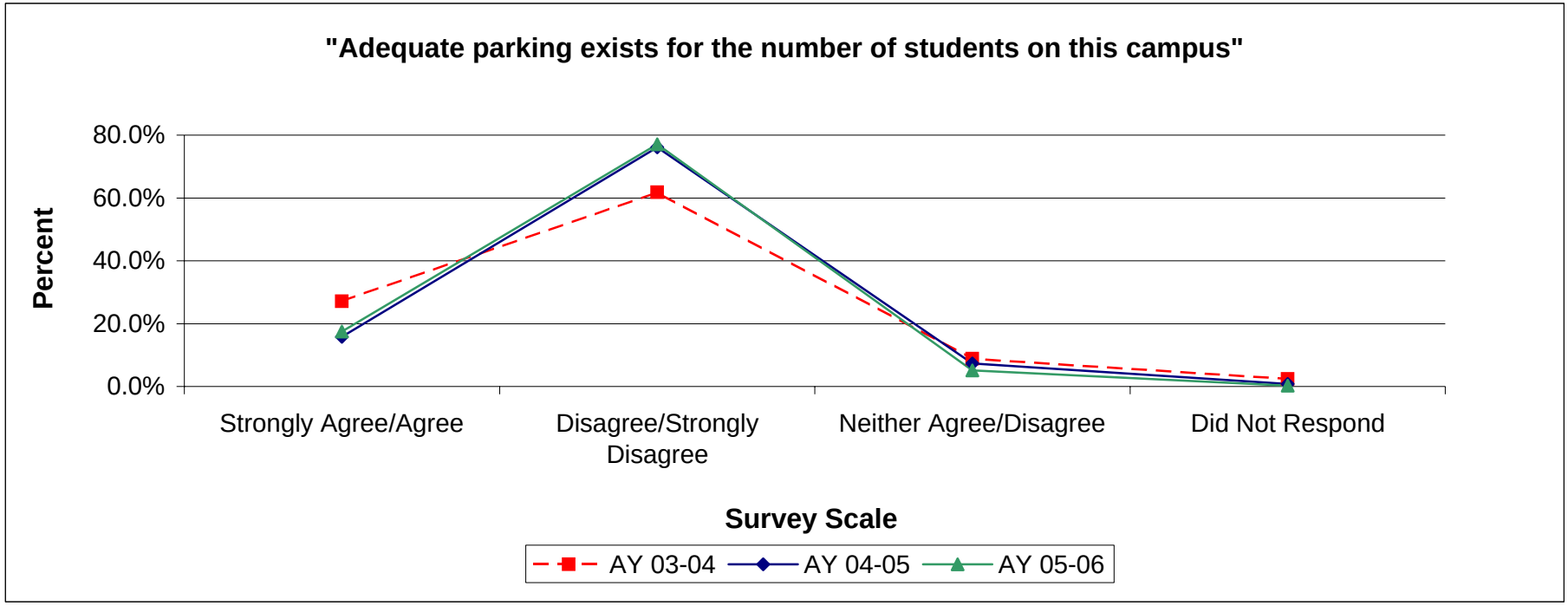
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #22

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

Table 29

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	27.1%	15.8%	17.5%
Disagree/Strongly Disagree	61.8%	76.1%	77.1%
Neither Agree/Disagree	8.8%	7.3%	5.1%
Did Not Respond	2.4%	0.8%	0.3%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**

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

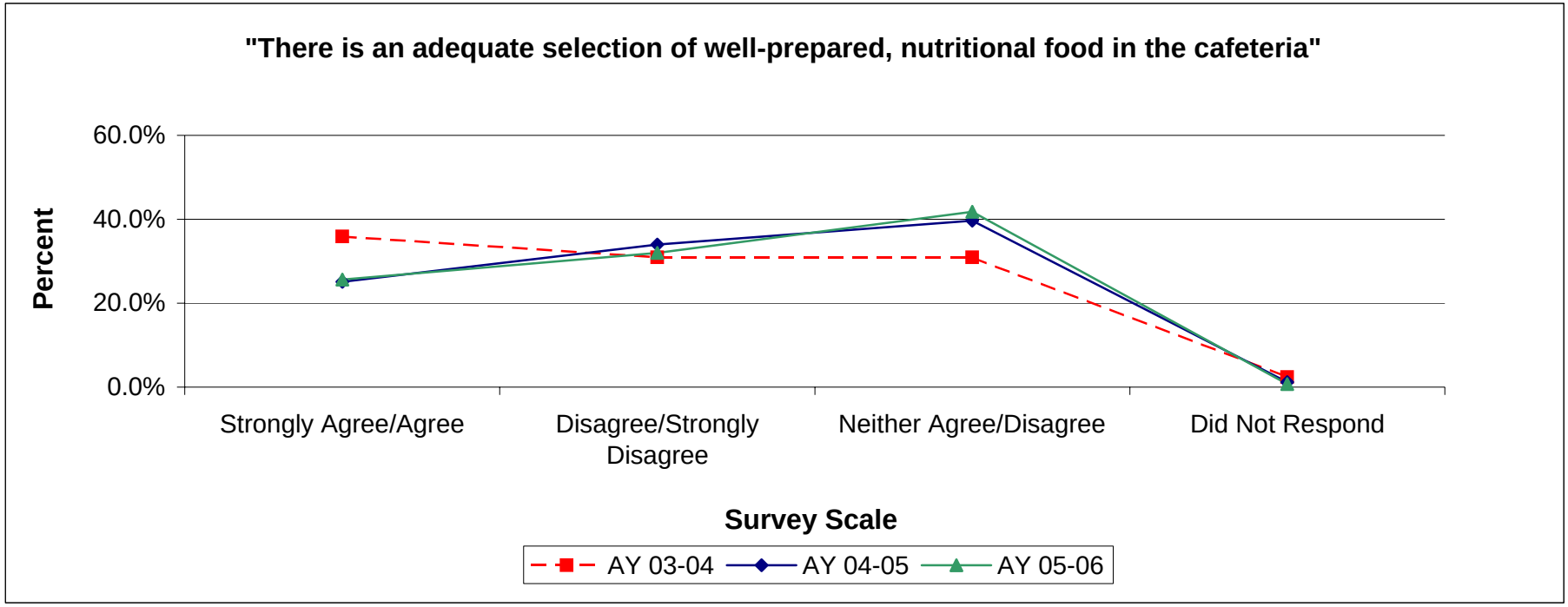


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #23
"There is an adequate selection of well-prepared, nutritional food in the cafeteria"

Table 30

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	35.9%	25.1%	25.6%
Disagree/Strongly Disagree	30.9%	34.0%	32.0%
Neither Agree/Disagree	30.9%	39.7%	41.8%
Did Not Respond	2.4%	1.2%	0.7%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.1%**

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



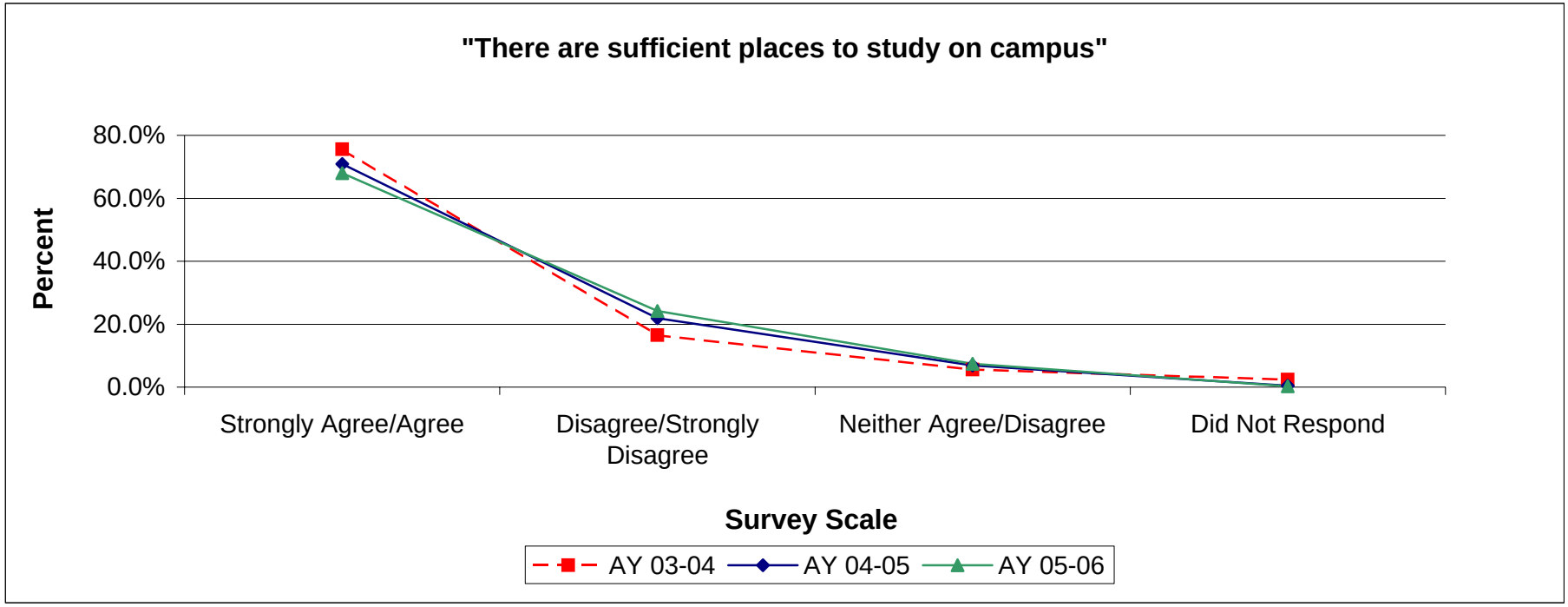
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #24

"There are sufficient places to study on campus"

Table 31

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	75.6%	70.9%	68.0%
Disagree/Strongly Disagree	16.5%	21.9%	24.2%
Neither Agree/Disagree	5.6%	6.9%	7.4%
Did Not Respond	2.4%	0.4%	0.3%
PERCENT TOTAL	**100.1%**	**100.1%**	**99.9%**

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



Data Source: Center for Assessment, Institutional Research and Planning

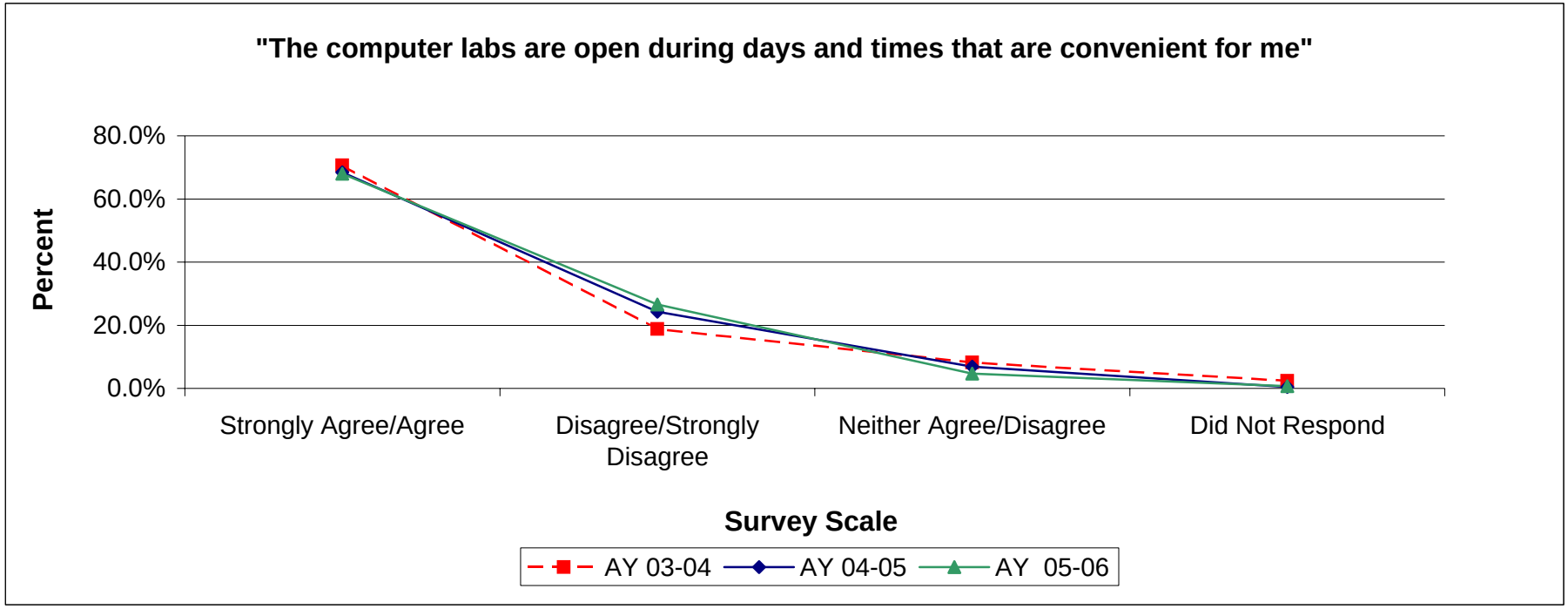
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #25

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

Table 32

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	70.6%	68.4%	68.0%
Disagree/Strongly Disagree	18.8%	24.3%	26.6%
Neither Agree/Disagree	8.2%	6.9%	4.7%
Did Not Respond	2.4%	0.4%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

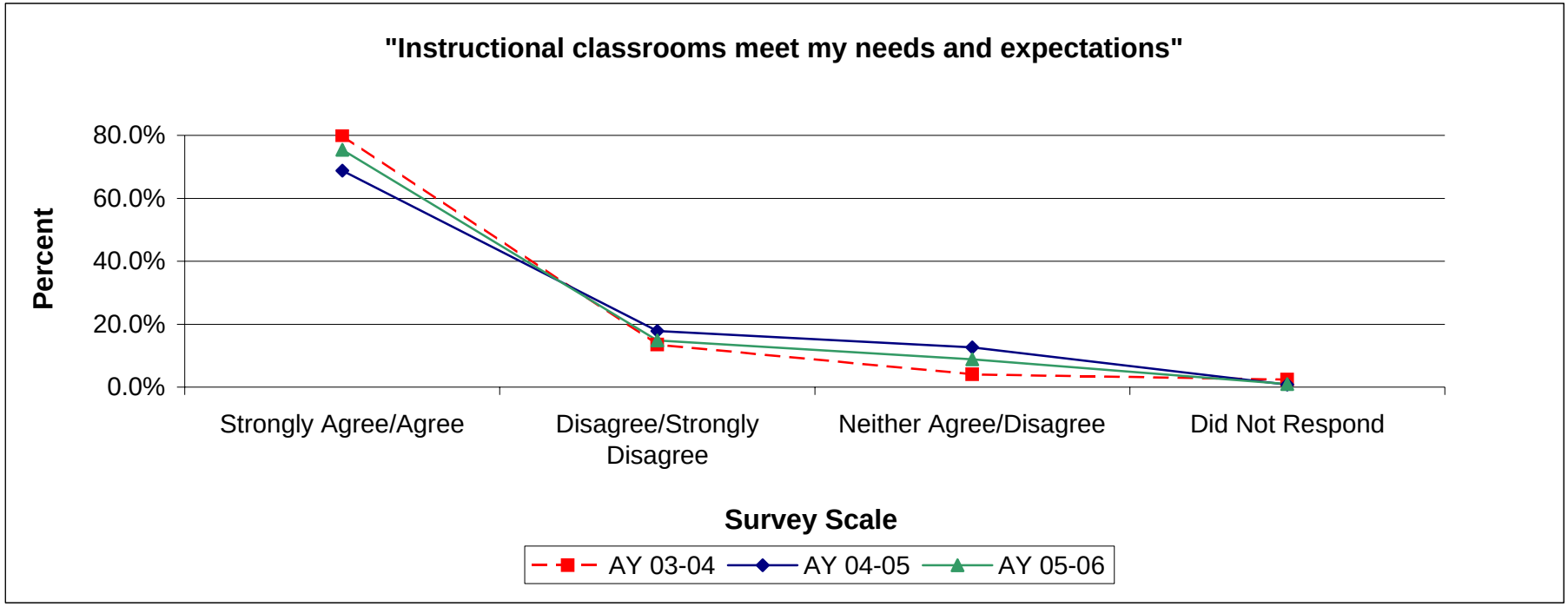
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #26

"Instructional classrooms meet my needs and expectations"

Table 33

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	80.0%	68.8%	75.4%
Disagree/Strongly Disagree	13.5%	17.8%	14.8%
Neither Agree/Disagree	4.1%	12.6%	8.8%
Did Not Respond	2.4%	0.8%	1.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



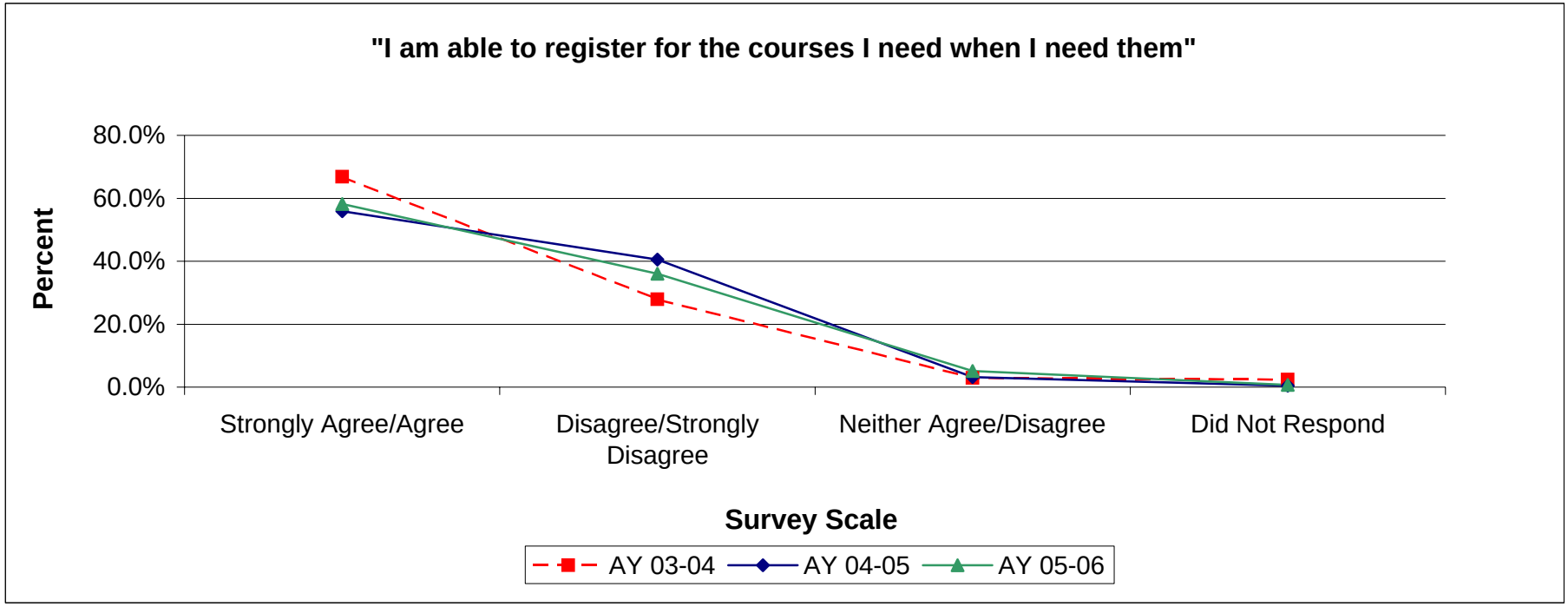
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #27

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

Table 34

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	66.8%	55.9%	58.2%
Disagree/Strongly Disagree	27.9%	40.5%	36.0%
Neither Agree/Disagree	2.9%	3.2%	5.1%
Did Not Respond	2.4%	0.4%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

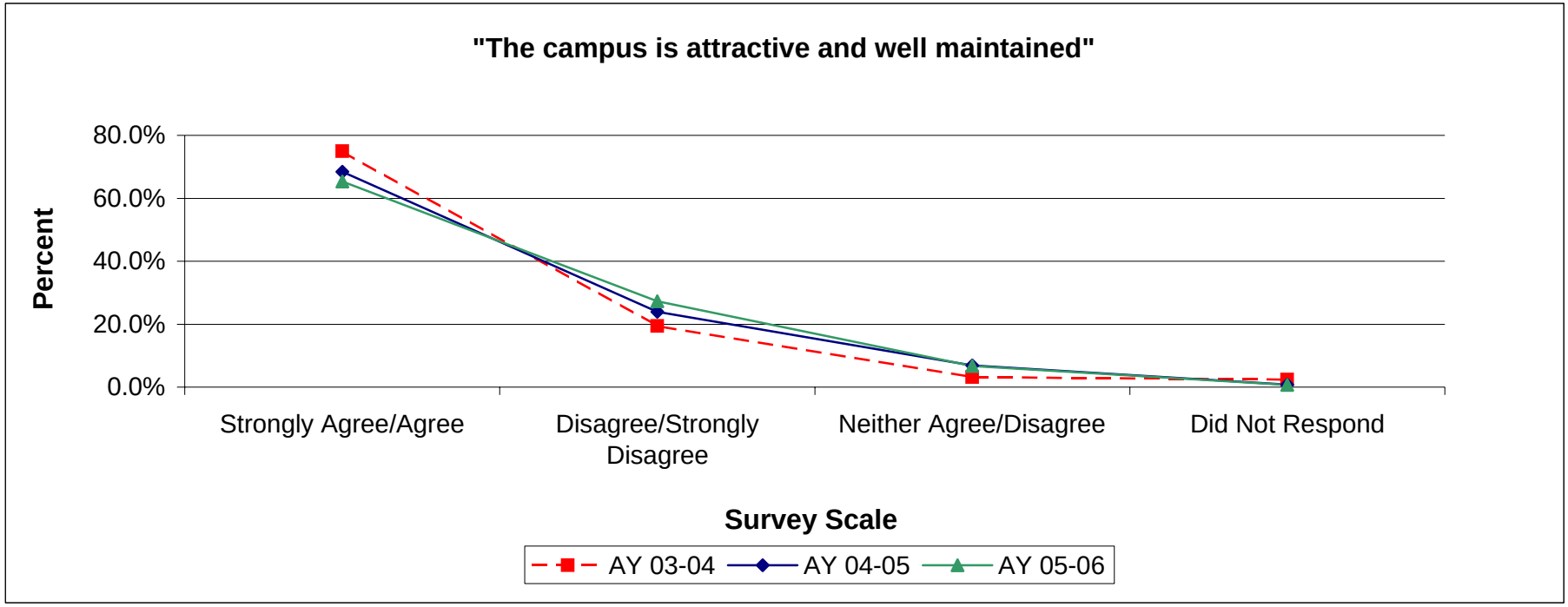
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #28

"The campus is attractive and well maintained"

Table 35

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	75.0%	68.4%	65.3%
Disagree/Strongly Disagree	19.4%	23.9%	27.3%
Neither Agree/Disagree	3.2%	6.9%	6.7%
Did Not Respond	2.4%	0.8%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

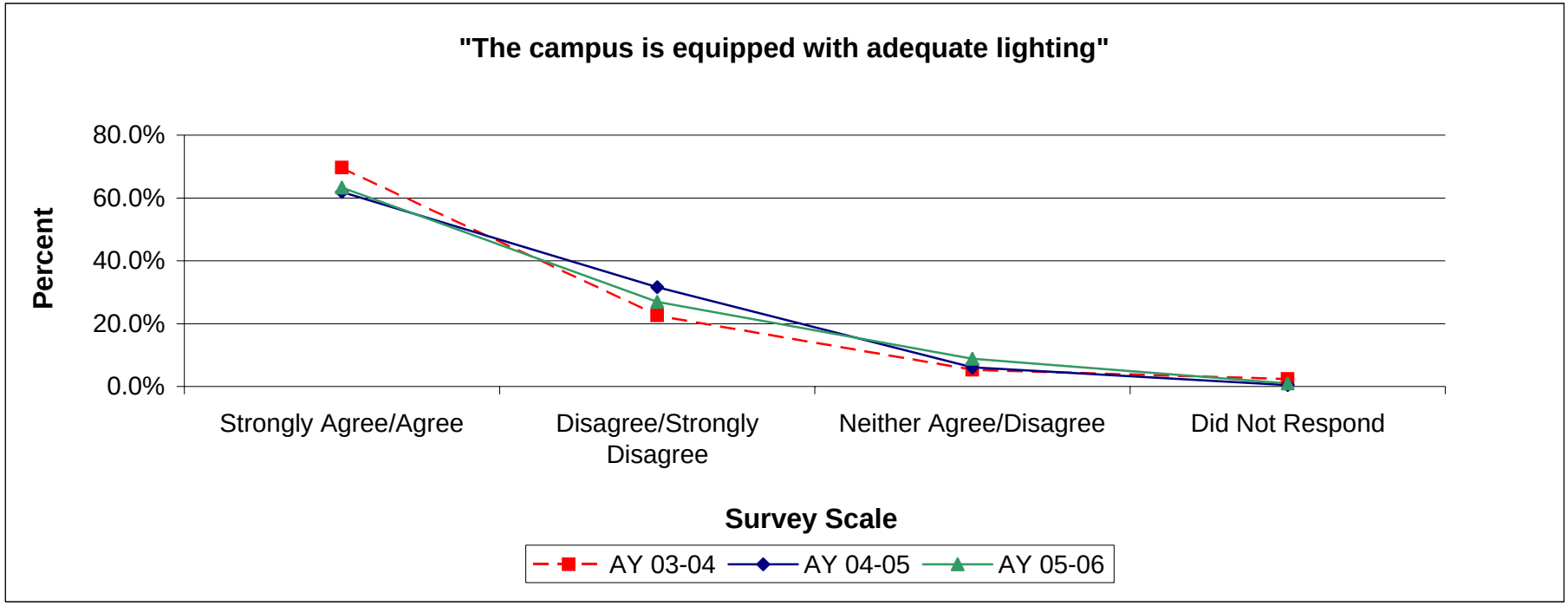
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #29

"The campus is equipped with adequate lighting"

Table 36

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	69.7%	61.9%	63.3%
Disagree/Strongly Disagree	22.6%	31.6%	26.9%
Neither Agree/Disagree	5.3%	6.1%	8.8%
Did Not Respond	2.4%	0.4%	1.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

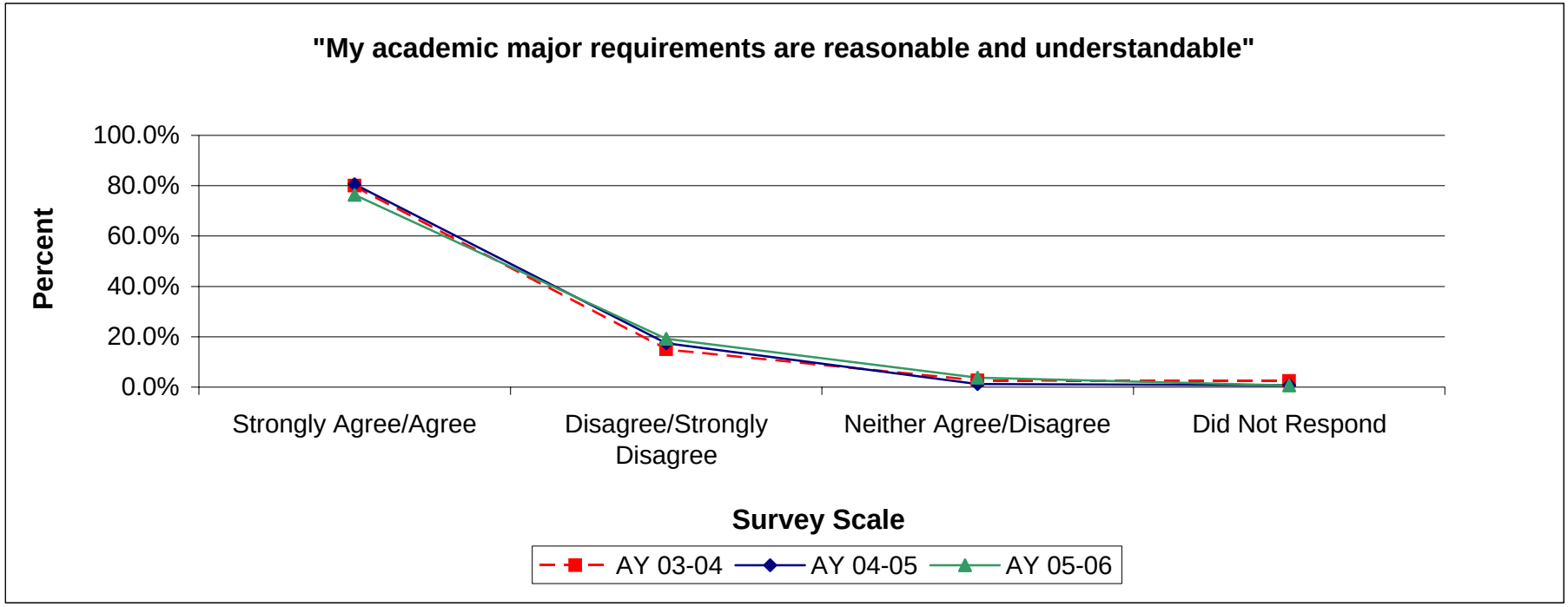
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #30

"My academic major requirements are reasonable and understandable"

Table 37

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	80.0%	80.6%	76.4%
Disagree/Strongly Disagree	15.0%	17.4%	19.2%
Neither Agree/Disagree	2.6%	1.2%	3.7%
Did Not Respond	2.4%	0.8%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

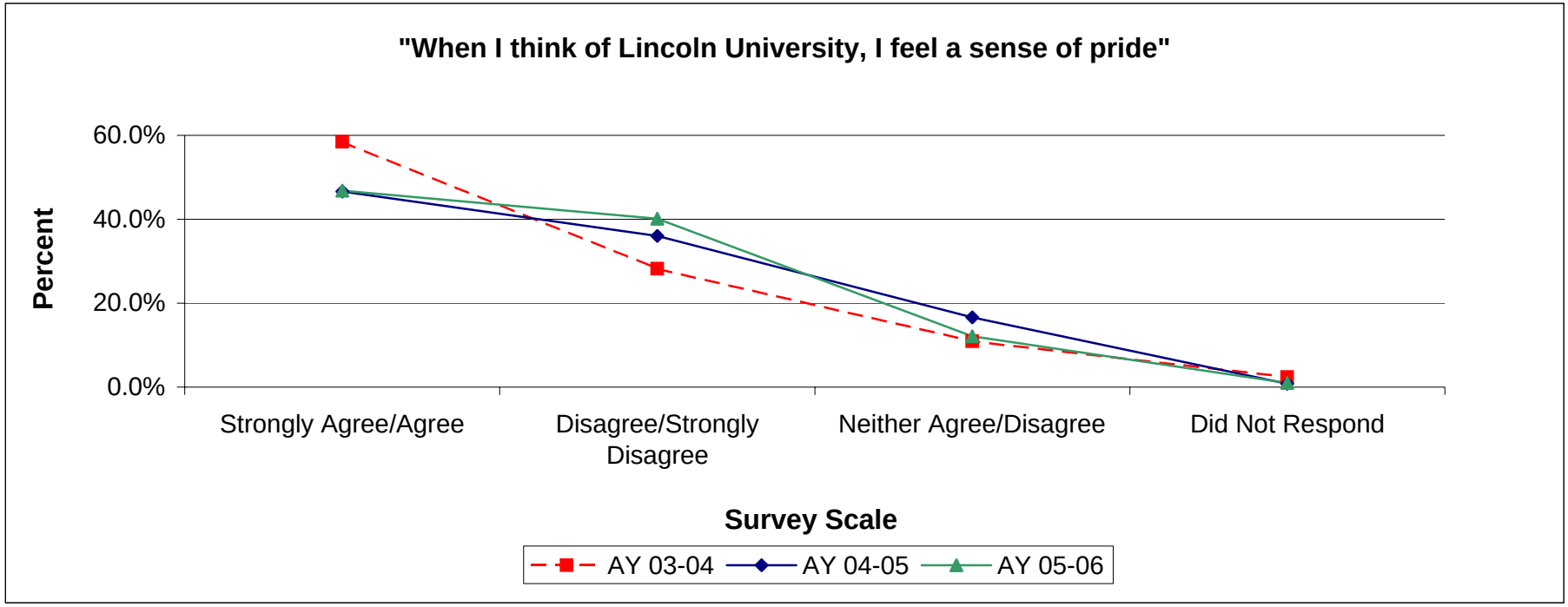
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #31

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

Table 38

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	58.5%	46.6%	46.8%
Disagree/Strongly Disagree	28.2%	36.0%	40.1%
Neither Agree/Disagree	10.9%	16.6%	12.1%
Did Not Respond	2.4%	0.8%	1.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



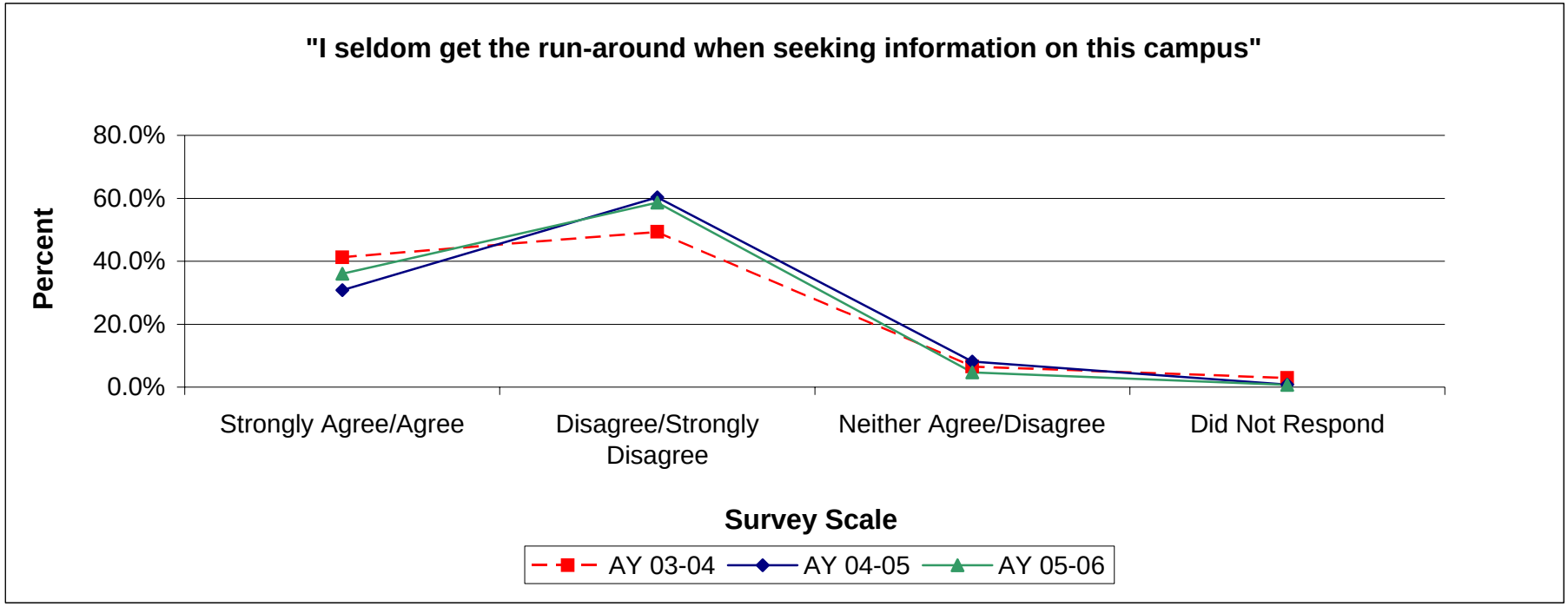
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #32

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

Table 39

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	41.2%	30.8%	36.0%
Disagree/Strongly Disagree	49.4%	60.3%	58.6%
Neither Agree/Disagree	6.5%	8.1%	4.7%
Did Not Respond	2.9%	0.8%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



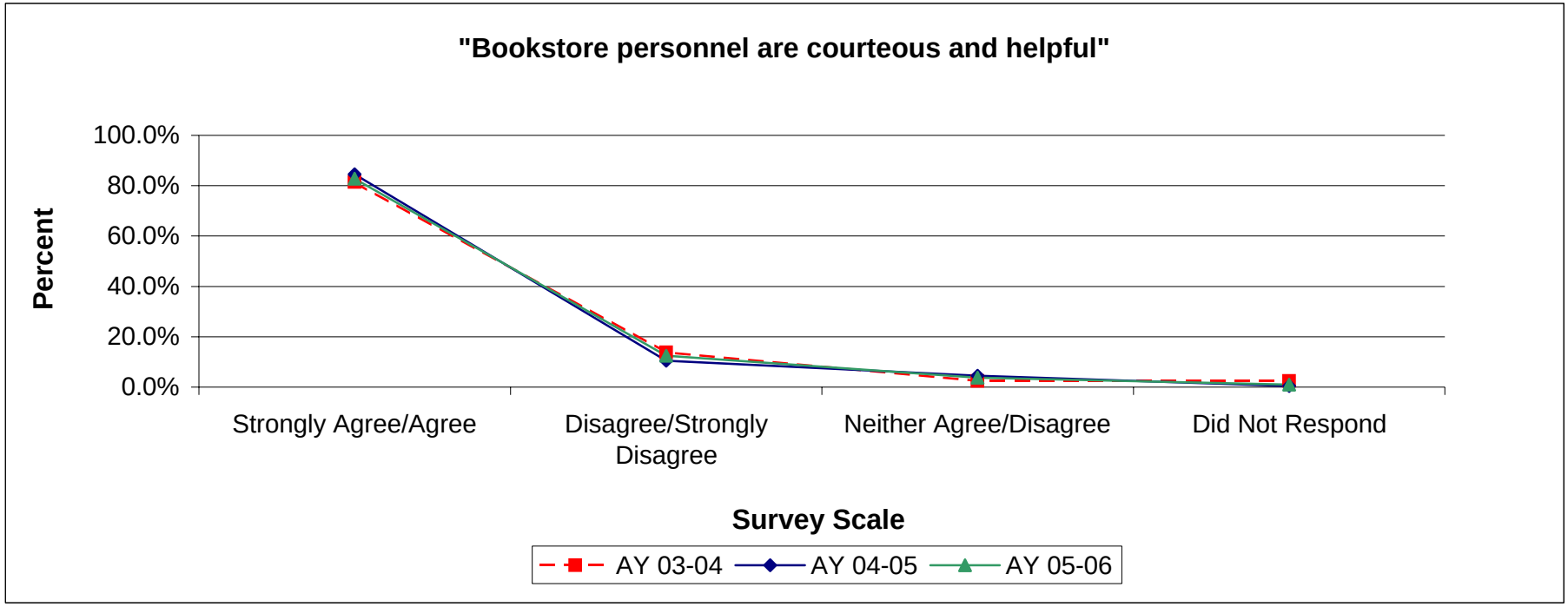
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #33

"Bookstore personnel are courteous and helpful"

Table 40

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	81.5%	84.6%	82.8%
Disagree/Strongly Disagree	13.8%	10.5%	12.5%
Neither Agree/Disagree	2.4%	4.5%	3.7%
Did Not Respond	2.4%	0.4%	1.0%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**

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



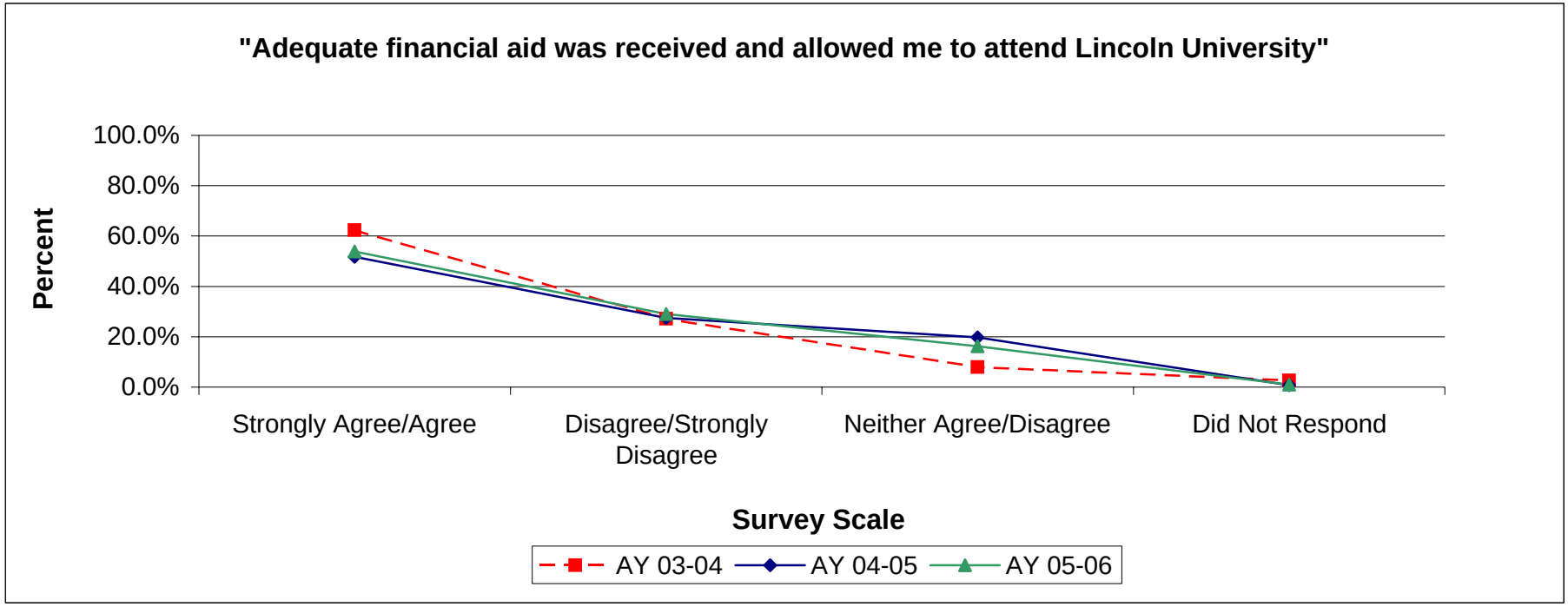
Data Source: Center for Assessment, Institutional Research and Planning

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 41

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	62.4%	51.8%	53.9%
Disagree/Strongly Disagree	27.1%	27.5%	29.0%
Neither Agree/Disagree	7.9%	19.8%	16.2%
Did Not Respond	2.6%	0.8%	1.0%
PERCENT TOTAL	**100.0%**	**99.9%**	**100.1%**

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



Data Source: Center for Assessment, Institutional Research and Planning

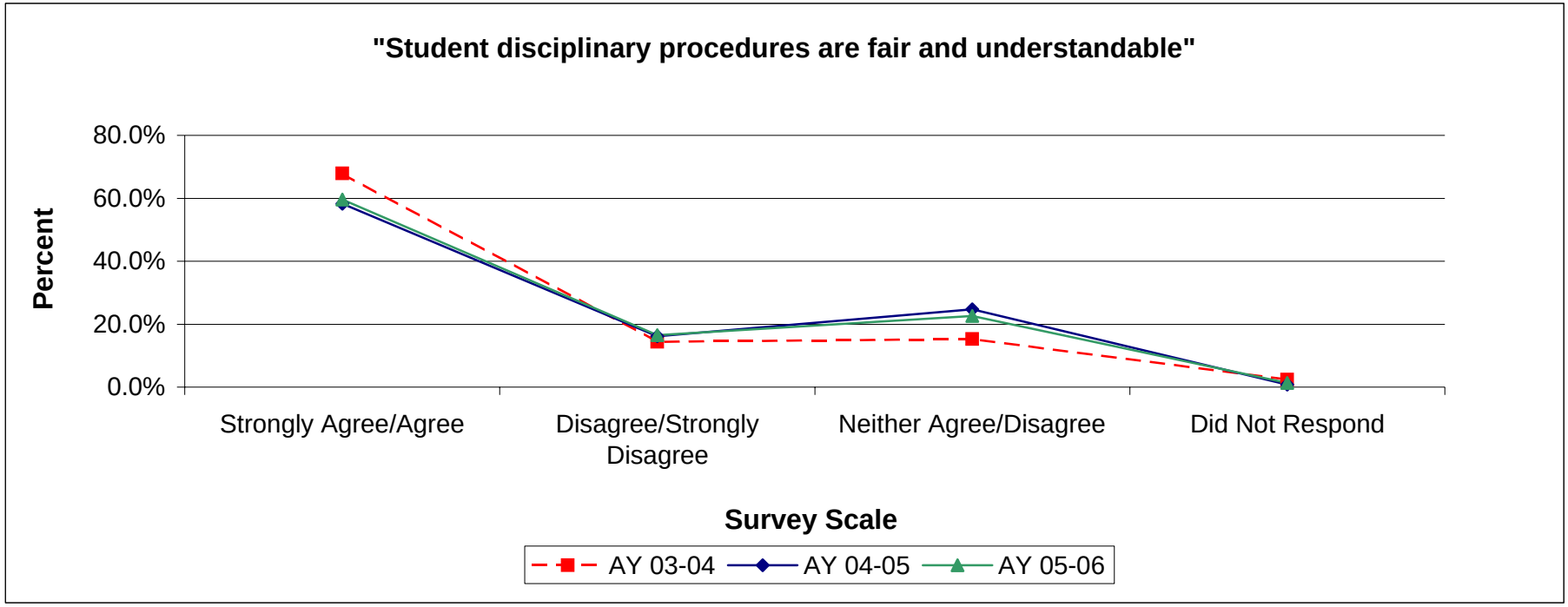
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #35

"Student disciplinary procedures are fair and understandable"

Table 42

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	67.9%	58.3%	59.6%
Disagree/Strongly Disagree	14.4%	16.2%	16.5%
Neither Agree/Disagree	15.3%	24.7%	22.6%
Did Not Respond	2.4%	0.8%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

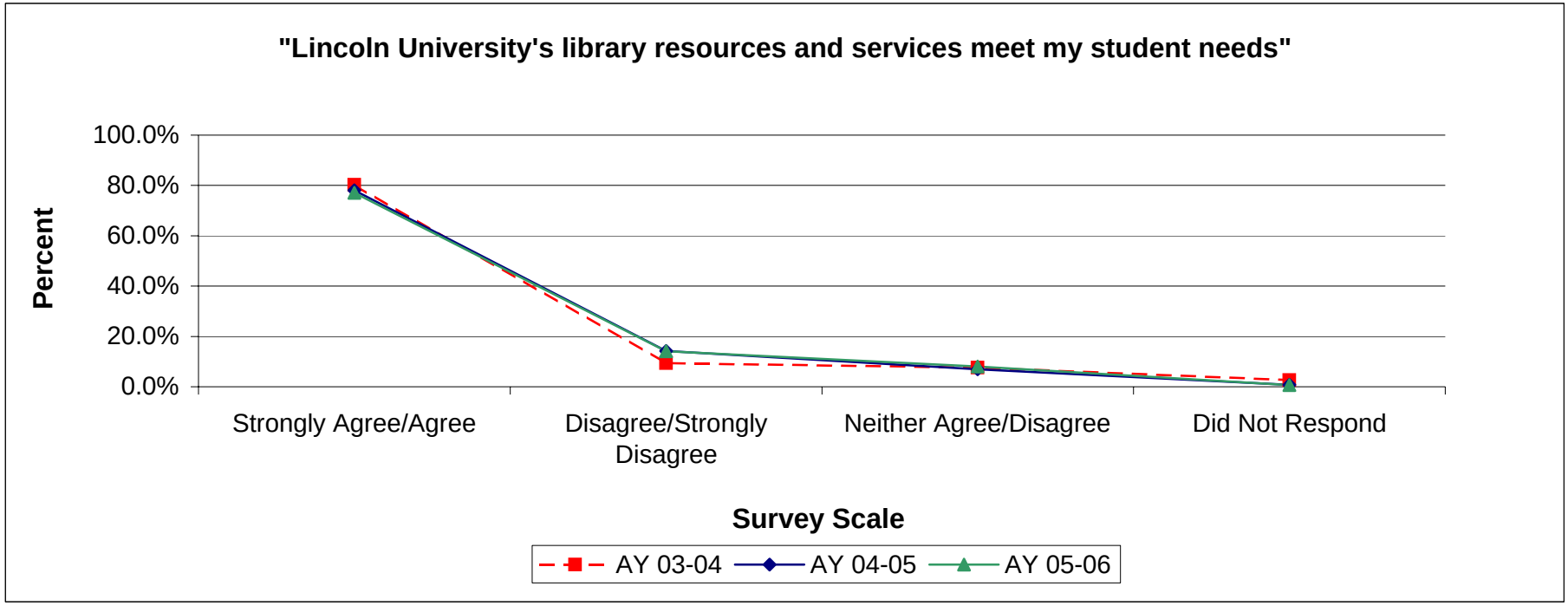
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #36

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

Table 43

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	80.3%	78.1%	77.1%
Disagree/Strongly Disagree	9.4%	14.2%	14.1%
Neither Agree/Disagree	7.6%	6.9%	8.1%
Did Not Respond	2.6%	0.8%	0.7%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

Lincoln University Continuing Student Satisfaction Survey Comparison

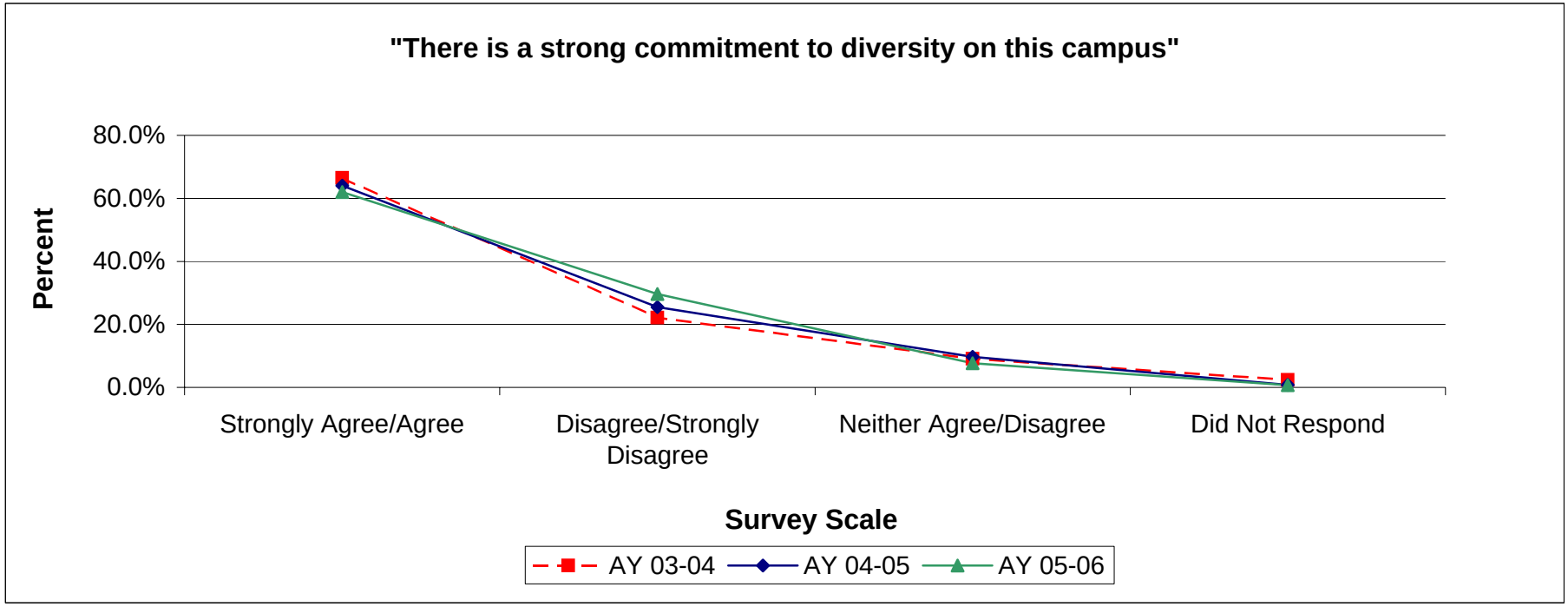
by Academic Year and Response to Question #37

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

Table 44

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	66.5%	64.0%	62.0%
Disagree/Strongly Disagree	22.1%	25.5%	29.6%
Neither Agree/Disagree	9.1%	9.7%	7.7%
Did Not Respond	2.4%	0.8%	0.7%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**

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



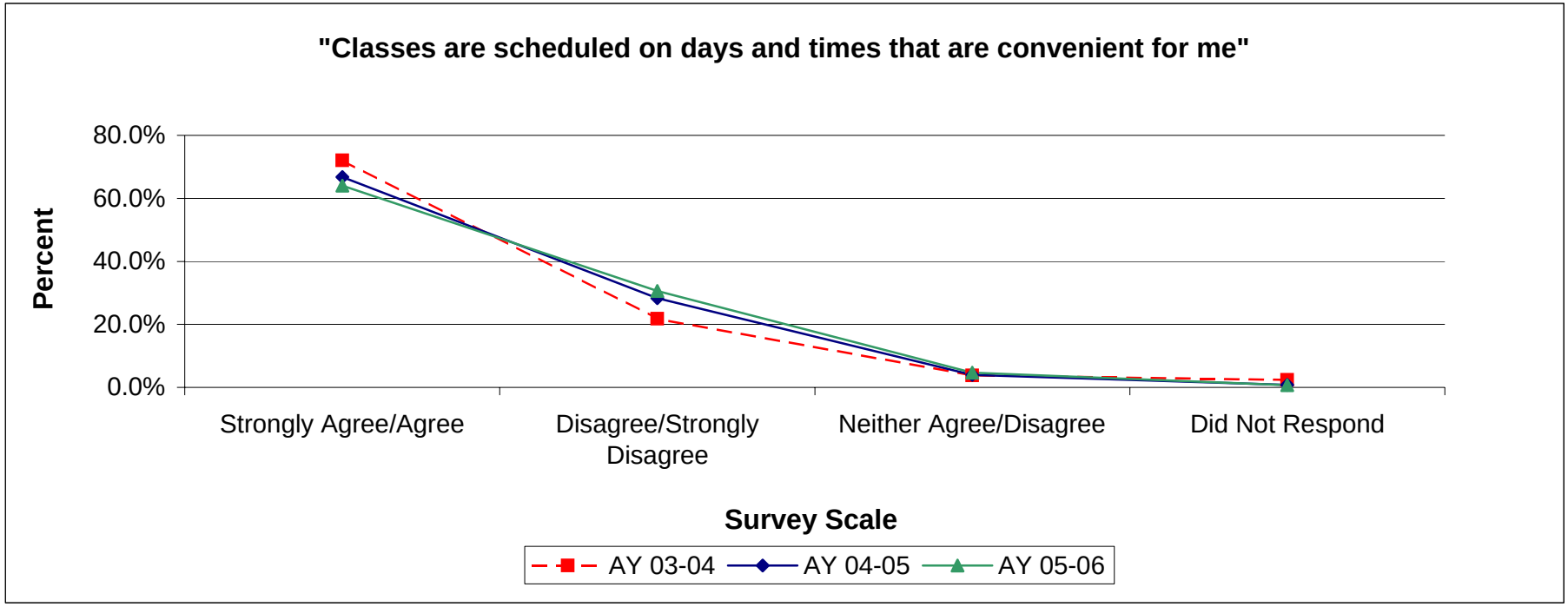
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #38

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

Table 45

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	72.1%	66.8%	64.0%
Disagree/Strongly Disagree	21.8%	28.3%	30.6%
Neither Agree/Disagree	3.8%	4.0%	4.7%
Did Not Respond	2.4%	0.8%	0.7%
PERCENT TOTAL	**100.1%**	**99.9%**	**100.0%**

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



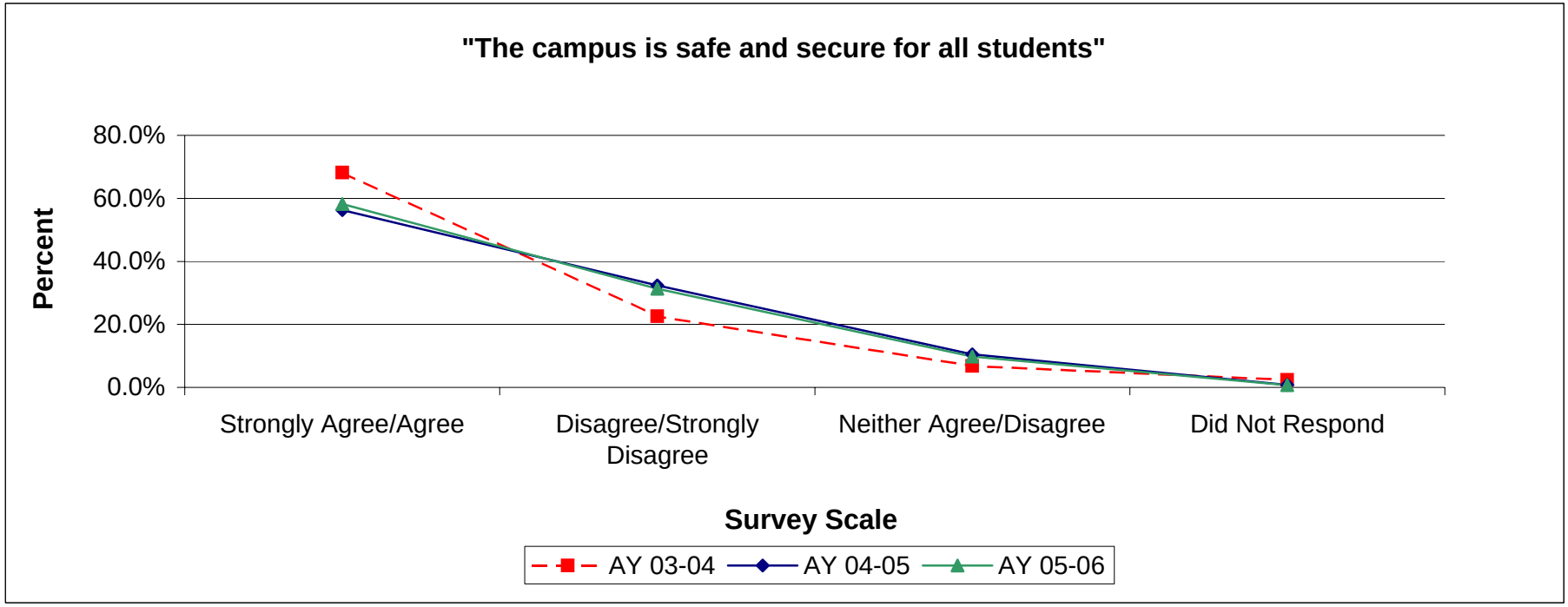
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #39

"The campus is safe and secure for all students"

Table 46

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	68.2%	56.3%	58.2%
Disagree/Strongly Disagree	22.6%	32.4%	31.3%
Neither Agree/Disagree	6.8%	10.5%	9.8%
Did Not Respond	2.4%	0.8%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**

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



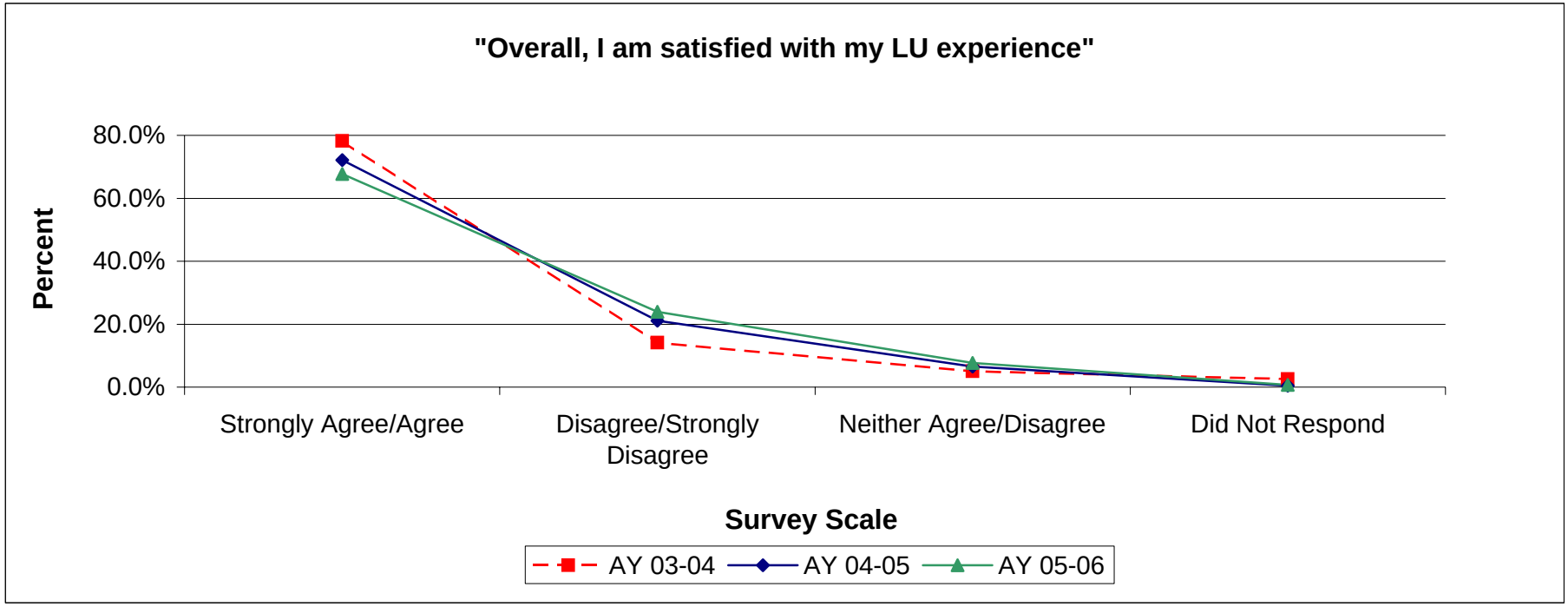
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #40

"Overall, I am satisfied with my LU experience"

Table 47

Survey Response	Academic Year		
	2003-2004	2004-2005	2005-2006
Strongly Agree/Agree	78.2%	72.1%	67.7%
Disagree/Strongly Disagree	14.1%	21.1%	23.9%
Neither Agree/Disagree	5.0%	6.5%	7.7%
Did Not Respond	2.6%	0.4%	0.7%
PERCENT TOTAL	**99.9%**	**100.1%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

SECTION II

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

Table 48: CSSS Comparison Summary by Academic Year and Mean of Survey Questions 9-40

Continuing Student Satisfaction Survey Items		Mean		
Please rate your agreement with the following statements:		2003-2004	2004-2005	2005-2006
9	I feel welcome on this campus.	4.04	3.83	3.80
10	Student Accounts staff are knowledgeable, courteous and helpful.	2.77	2.57	2.87
11	Faculty and staff display concern for students as individuals.	3.64	3.51	3.42
12	Financial aid awards are announced in time to be helpful in college planning.	2.67	2.59	2.80
13	Policies and procedures exist for expressing student complaints/appeals.	3.22	3.06	3.07
14	The LU Student Handbook provides helpful information about campus life.	3.83	3.67	3.61
15	Class change (drop/add) policies are reasonable and understood.	3.89	3.89	3.74
16	Lincoln University's Scruggs Student Center meets my student needs.	3.46	3.34	3.20
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.04	2.81	3.00
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.63	3.38	3.50
19	The athletic programs contribute to a strong sense of school spirit.	3.08	2.72	2.81
20	I have experienced intellectual growth while attending Lincoln University.	3.98	3.90	3.84
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.48	3.25	3.26
22	Adequate parking exists for the number of students on this campus.	2.18	1.76	1.81
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	3.06	2.76	2.81
24	There are sufficient places to study on campus.	3.86	3.62	3.56
25	The computer labs are open during days and times that are convenient for me.	3.77	3.54	3.53
26	Instructional classrooms meet my needs and expectations.	3.90	3.67	3.81
27	I am able to register for the courses I need when I need them.	3.52	3.17	3.24
28	The campus is attractive and well maintained.	3.78	3.53	3.48
29	The campus is equipped with adequate lighting.	3.66	3.35	3.43
30	My academic major requirements are reasonable and understandable.	3.94	3.81	3.72
31	When I think of Lincoln University, I feel a "sense of pride".	3.43	3.14	3.04
32	I seldom get the "run-around" when seeking information on this campus.	2.72	2.40	2.49
33	Bookstore personnel are courteous and helpful.	3.99	4.03	3.99
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.48	3.30	3.27
35	Student disciplinary procedures are fair and understandable.	3.78	3.49	3.54
36	Lincoln University's library resources and services meet my student needs.	4.08	3.90	3.85
37	There is a strong commitment to diversity on this campus.	3.64	3.49	3.41
38	Classes are scheduled on days and at times that are convenient for me.	3.68	3.48	3.39
39	The campus is safe and secure for all students.	3.62	3.29	3.29
40	Overall, I am satisfied with my LU experience.	3.88	3.63	3.51

Data Source: Center for Assessment, Institutional Research and Planning

Table 49: 2003-2004 CSSS Items 9-40 in Ranked Order by Mean

2003-2004 Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		MEAN	RANK
36	Lincoln University's library resources and services meet my student needs.	4.08	1
9	I feel welcome on this campus.	4.04	2
33	Bookstore personnel are courteous and helpful.	3.99	3
20	I have experienced intellectual growth while attending Lincoln University.	3.98	4
30	My academic major requirements are reasonable and understandable.	3.94	5
26	Instructional classrooms meet my needs and expectations.	3.90	6
15	Class change (drop/add) policies are reasonable and understood.	3.89	7
40	Overall, I am satisfied with my LU experience.	3.88	8
24	There are sufficient places to study on campus.	3.86	9
14	The LU Student Handbook provides helpful information about campus life.	3.83	10
28	The campus is attractive and well maintained.	3.78	11
35	Student disciplinary procedures are fair and understandable.	3.78	12
25	The computer labs are open during days and times that are convenient for me.	3.77	13
38	Classes are scheduled on days and at times that are convenient for me.	3.68	14
29	The campus is equipped with adequate lighting.	3.66	15
11	Faculty and staff display concern for students as individuals.	3.64	16
37	There is a strong commitment to diversity on this campus.	3.64	17
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.63	18
39	The campus is safe and secure for all students.	3.62	19
27	I am able to register for the courses I need when I need them.	3.52	20
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.48	21
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.48	22
16	Lincoln University's Scruggs Student Center meets my student needs.	3.46	23
31	When I think of Lincoln University, I feel a "sense of pride".	3.43	24
13	Policies and procedures exist for expressing student complaints/appeals.	3.22	25
19	The athletic programs contribute to a strong sense of school spirit.	3.08	26
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	3.06	27
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.04	28
10	Student Accounts staff are knowledgeable, courteous and helpful.	2.77	29
32	I seldom get the "run-around" when seeking information on this campus.	2.72	30
12	Financial aid awards are announced in time to be helpful in college planning.	2.67	31
22	Adequate parking exists for the number of students on this campus.	2.18	32

Data Source: Center for Assessment, Institutional Research and Planning

Table 50: 2004-2005 CSSS Items 9-40 in Ranked Order by Mean

2004-2005 Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		MEAN	RANK
33	Bookstore personnel are courteous and helpful.	4.03	1
20	I have experienced intellectual growth while attending Lincoln University.	3.90	2
36	Lincoln University's library resources and services meet my student needs.	3.90	3
15	Class change (drop/add) policies are reasonable and understood.	3.89	4
9	I feel welcome on this campus.	3.83	5
30	My academic major requirements are reasonable and understandable.	3.81	6
26	Instructional classrooms meet my needs and expectations.	3.67	7
14	The LU Student Handbook provides helpful information about campus life.	3.67	8
40	Overall, I am satisfied with my LU experience.	3.63	9
24	There are sufficient places to study on campus.	3.62	10
25	The computer labs are open during days and times that are convenient for me.	3.54	11
28	The campus is attractive and well maintained.	3.53	12
11	Faculty and staff display concern for students as individuals.	3.51	13
35	Student disciplinary procedures are fair and understandable.	3.49	14
37	There is a strong commitment to diversity on this campus.	3.49	15
38	Classes are scheduled on days and at times that are convenient for me.	3.48	16
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.38	17
29	The campus is equipped with adequate lighting.	3.35	18
16	Lincoln University's Scruggs Student Center meets my student needs.	3.34	19
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.30	20
39	The campus is safe and secure for all students.	3.29	21
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.25	22
27	I am able to register for the courses I need when I need them.	3.17	23
31	When I think of Lincoln University, I feel a "sense of pride".	3.14	24
13	Policies and procedures exist for expressing student complaints/appeals.	3.06	25
17	Student activity fees ($5.00 per credit hour) are reasonable.	2.81	26
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.76	27
19	The athletic programs contribute to a strong sense of school spirit.	2.72	28
12	Financial aid awards are announced in time to be helpful in college planning.	2.59	29
10	Student Accounts staff are knowledgeable, courteous and helpful.	2.57	30
32	I seldom get the "run-around" when seeking information on this campus.	2.40	31
22	Adequate parking exists for the number of students on this campus.	1.76	32

Data Source: Center for Assessment, Institutional Research and Planning

Table 51: 2005-2006 CSSS Items 9-40 in Ranked Order by Mean

2005-2006 Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		MEAN	RANK
33	Bookstore personnel are courteous and helpful.	3.99	1
36	Lincoln University's library resources and services meet my student needs.	3.85	2
20	I have experienced intellectual growth while attending Lincoln University.	3.84	3
26	Instructional classrooms meet my needs and expectations.	3.81	4
9	I feel welcome on this campus.	3.80	5
15	Class change (drop/add) policies are reasonable and understood.	3.74	6
30	My academic major requirements are reasonable and understandable.	3.72	7
14	The LU Student Handbook provides helpful information about campus life.	3.61	8
24	There are sufficient places to study on campus.	3.56	9
35	Student disciplinary procedures are fair and understandable.	3.54	10
25	The computer labs are open during days and times that are convenient for me.	3.53	11
40	Overall, I am satisfied with my LU experience.	3.51	12
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.50	13
28	The campus is attractive and well maintained.	3.48	14
29	The campus is equipped with adequate lighting.	3.43	15
11	Faculty and staff display concern for students as individuals.	3.42	16
37	There is a strong commitment to diversity on this campus.	3.41	17
38	Classes are scheduled on days and at times that are convenient for me.	3.39	18
39	The campus is safe and secure for all students.	3.29	19
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.27	20
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.26	21
27	I am able to register for the courses I need when I need them.	3.24	22
16	Lincoln University's Scruggs Student Center meets my student needs.	3.20	23
13	Policies and procedures exist for expressing student complaints/appeals.	3.07	24
31	When I think of Lincoln University, I feel a "sense of pride".	3.04	25
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.00	26
10	Student Accounts staff are knowledgeable, courteous and helpful.	2.87	27
19	The athletic programs contribute to a strong sense of school spirit.	2.81	28
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.81	29
12	Financial aid awards are announced in time to be helpful in college planning.	2.80	30
32	I seldom get the "run-around" when seeking information on this campus.	2.49	31
22	Adequate parking exists for the number of students on this campus.	1.81	32

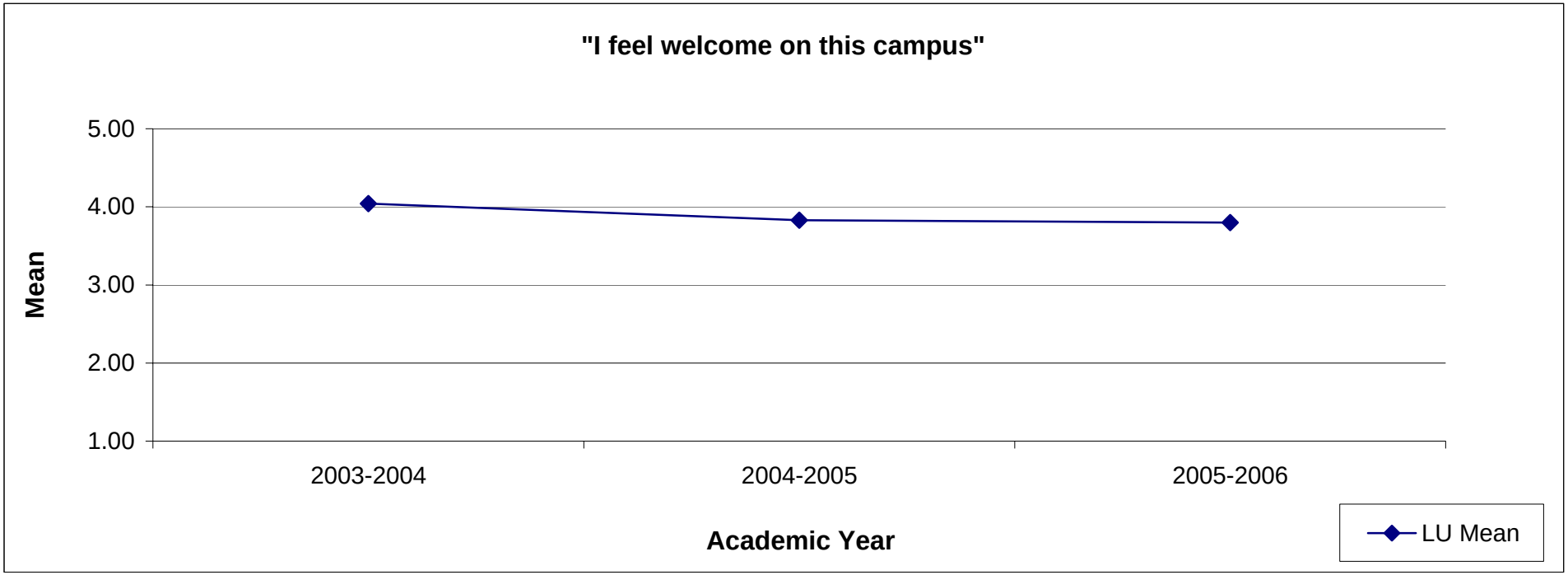
Data Source: Center for Assessment, Institutional Research and Planning

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

"I feel welcome on this campus"

Table 52

Academic Year	Lincoln University Mean
2003-2004	4.04
2004-2005	3.83
2005-2006	3.80



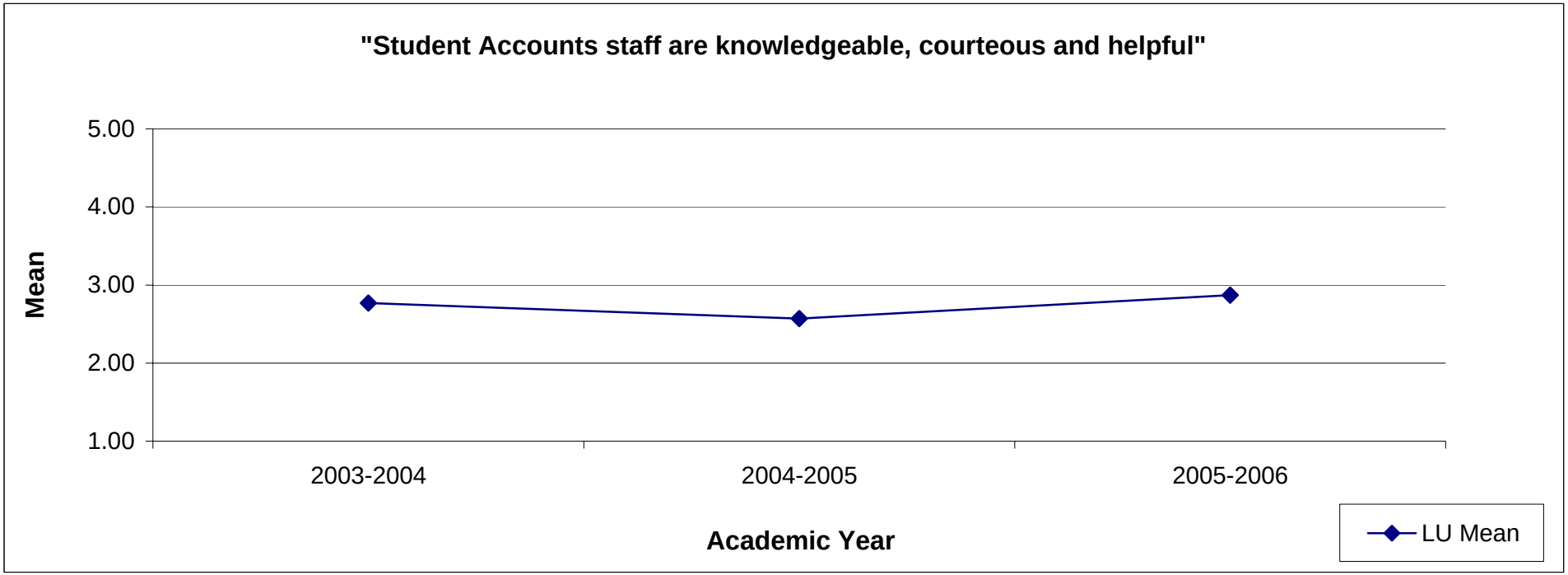
Data Source: Center for Assessment, Institutional Research and Planning

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

"Student Accounts staff are knowledgeable, courteous and helpful"

Table 53

Academic Year	Lincoln University Mean
2003-2004	2.77
2004-2005	2.57
2005-2006	2.87



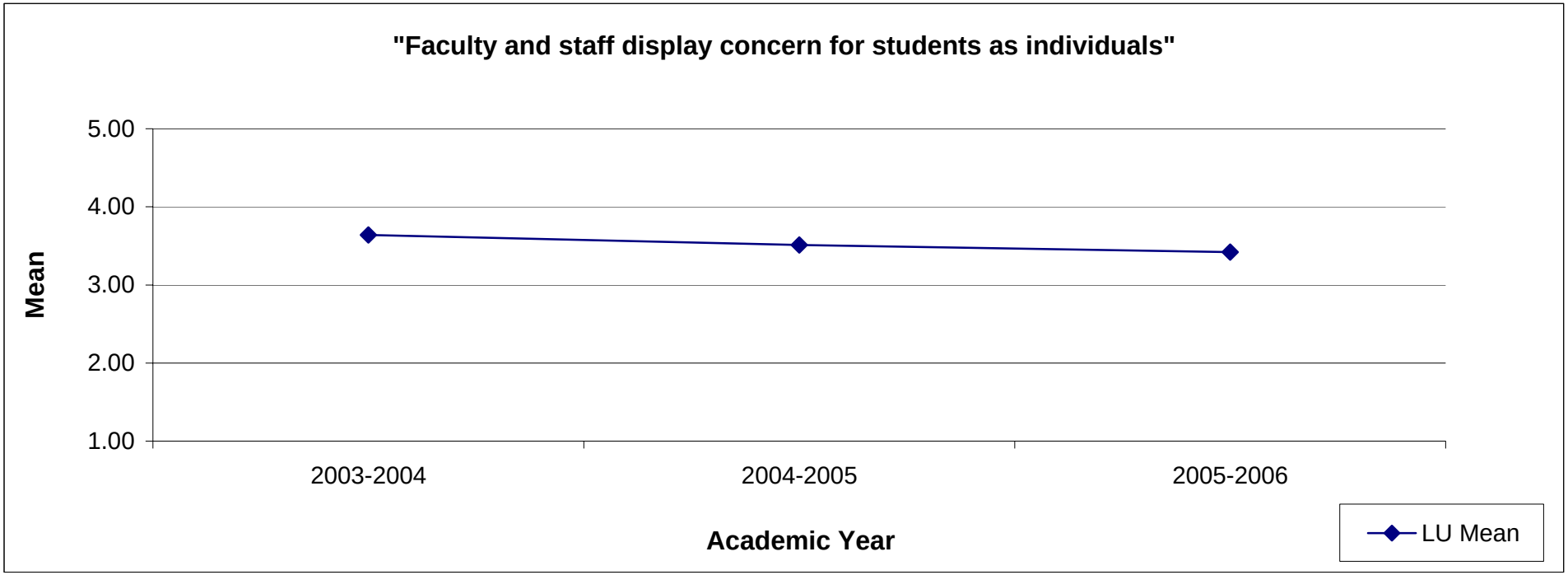
Data Source: Center for Assessment, Institutional Research and Planning

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 54

Academic Year	Lincoln University Mean
2003-2004	3.64
2004-2005	3.51
2005-2006	3.42

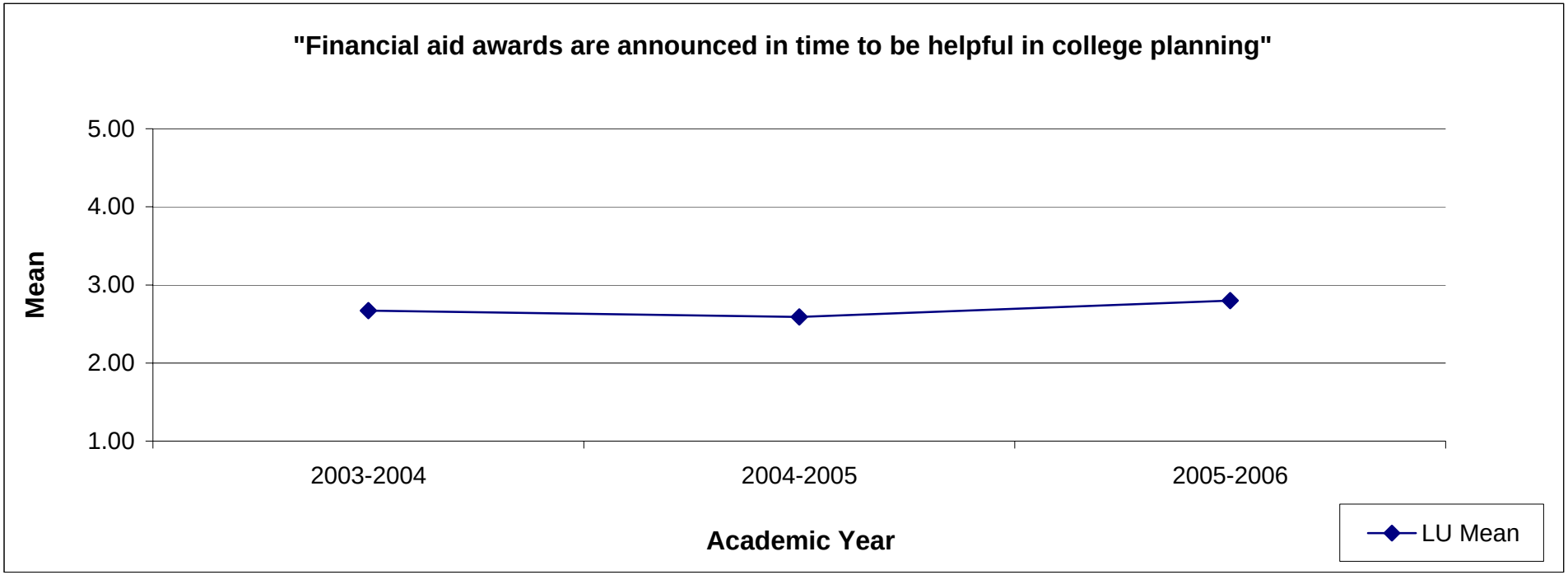


Data Source: Center for Assessment, Institutional Research and Planning

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 55

Academic Year	Lincoln University Mean
2003-2004	2.67
2004-2005	2.59
2005-2006	2.80



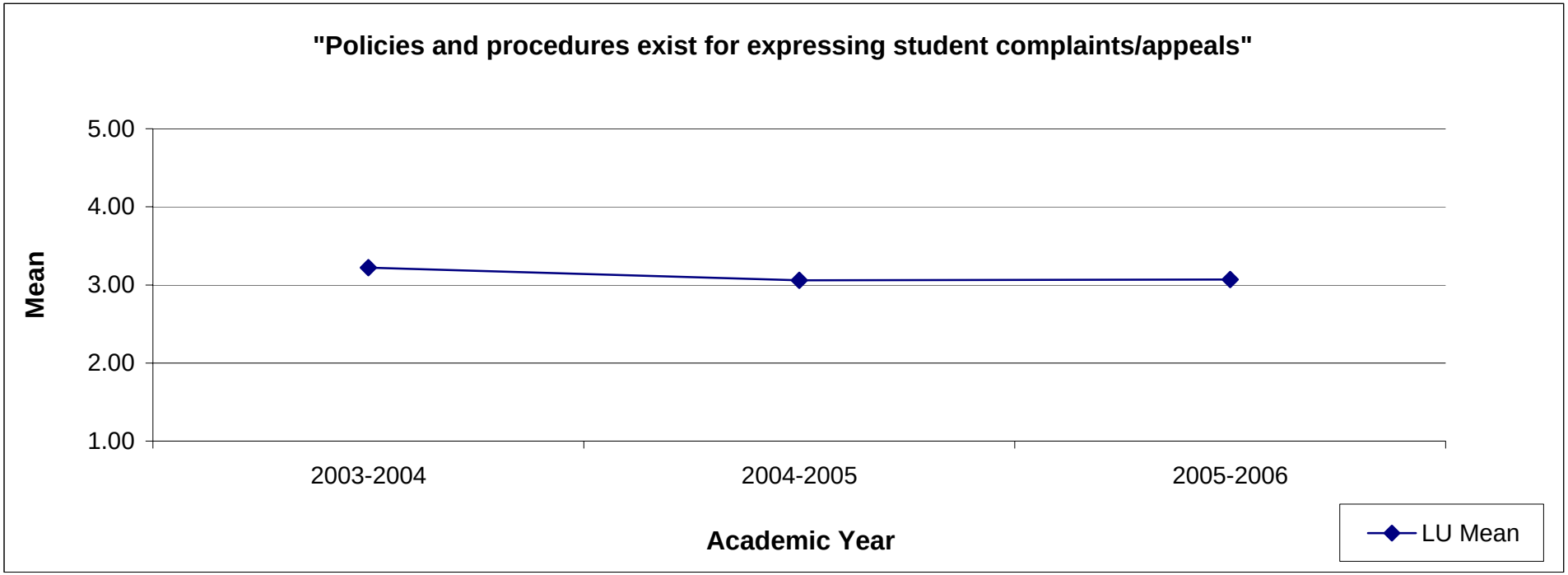
Data Source: Center for Assessment, Institutional Research and Planning

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 56

Academic Year	Lincoln University Mean
2003-2004	3.22
2004-2005	3.06
2005-2006	3.07



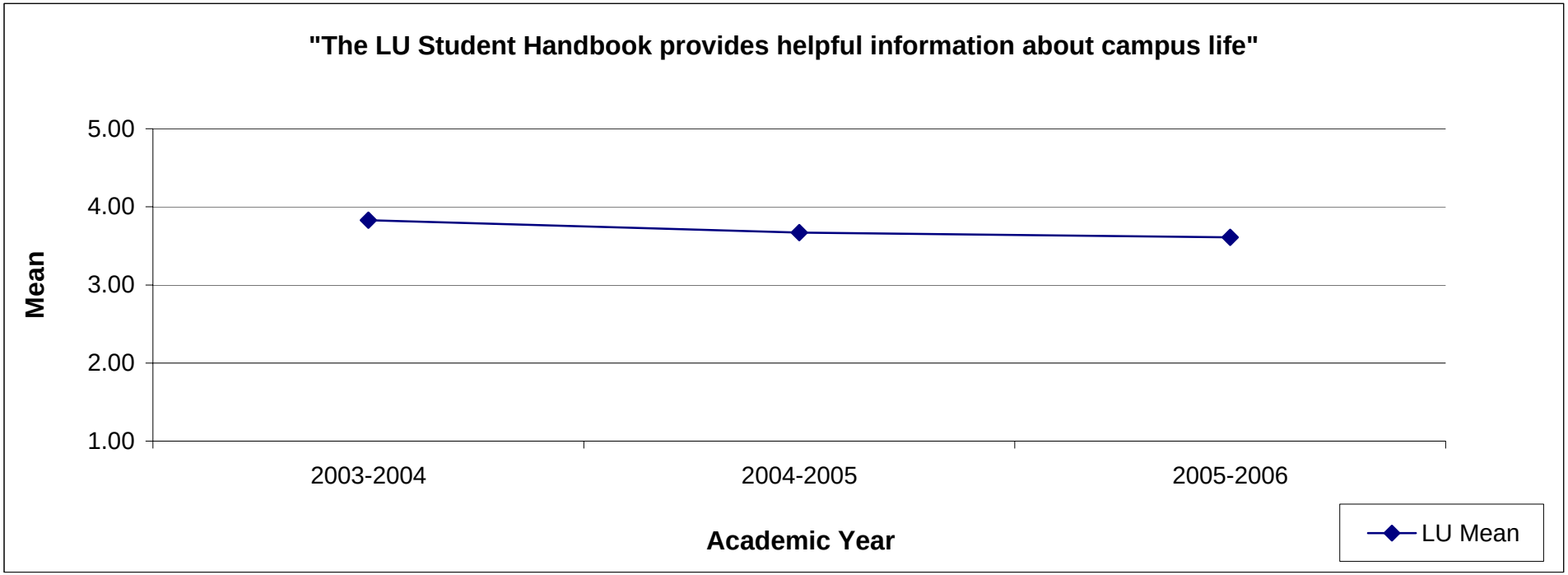
Data Source: Center for Assessment, Institutional Research and Planning

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 57

Academic Year	Lincoln University Mean
2003-2004	3.83
2004-2005	3.67
2005-2006	3.61



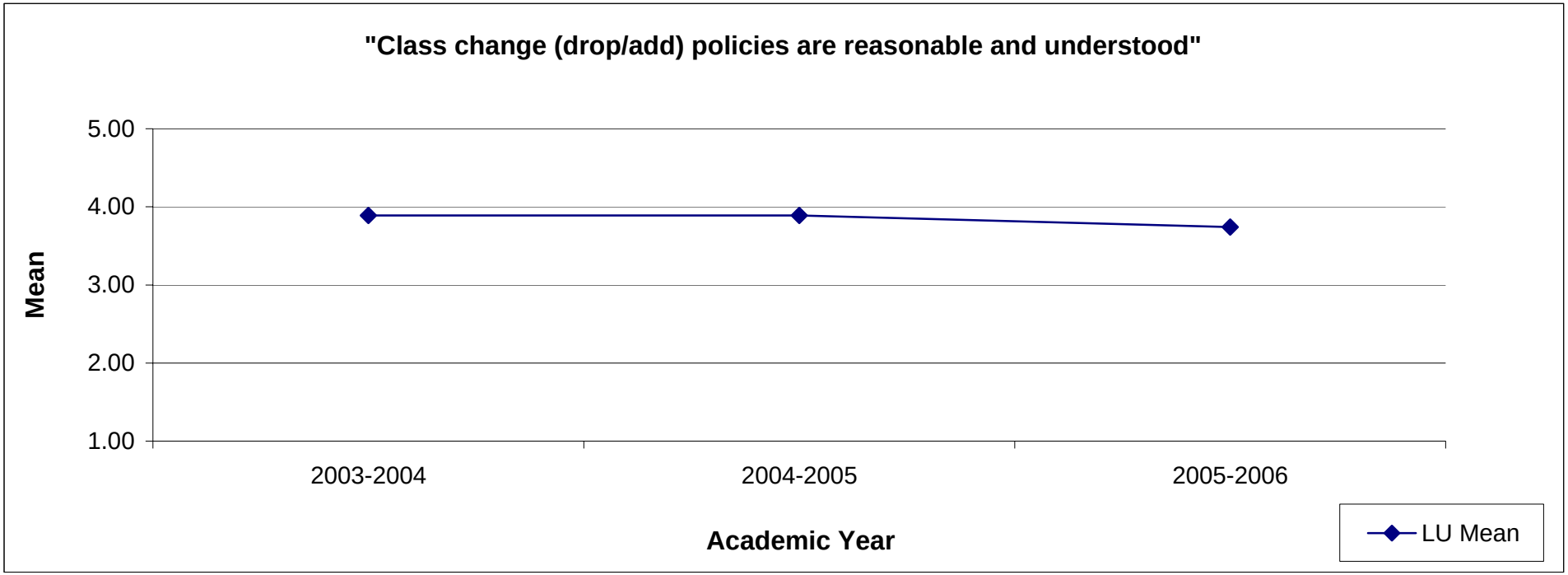
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 58

Academic Year	Lincoln University Mean
2003-2004	3.89
2004-2005	3.89
2005-2006	3.74



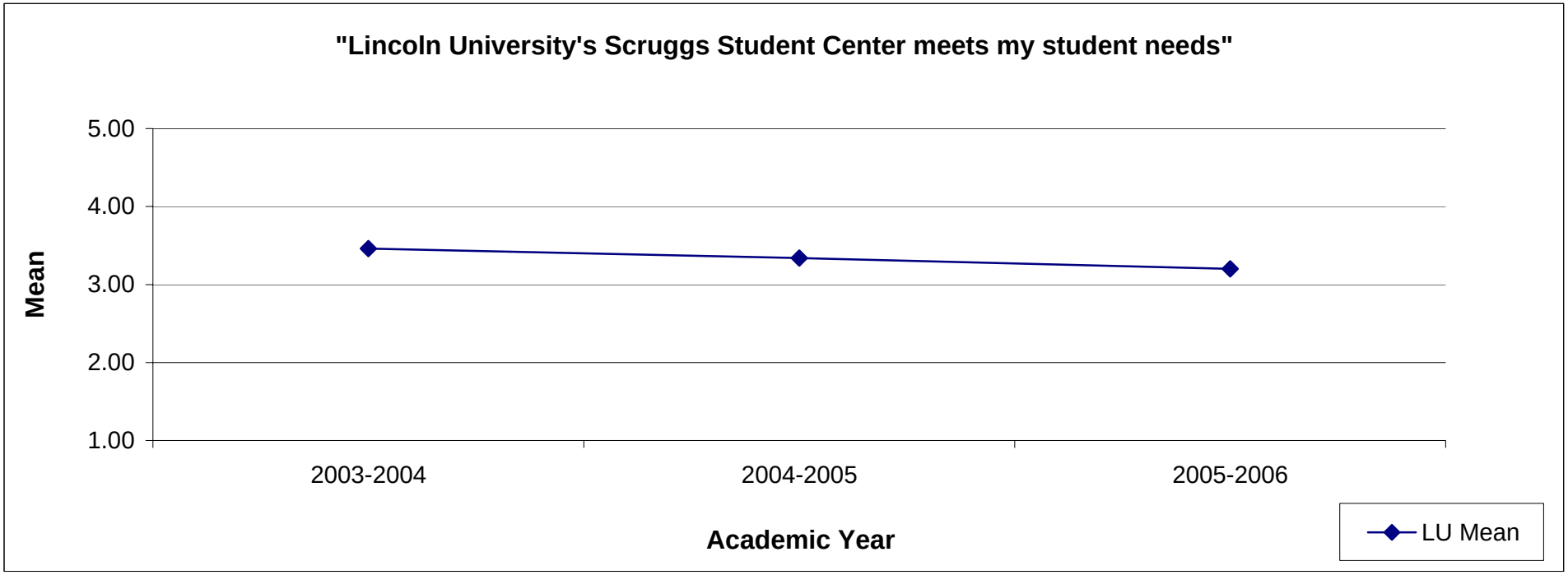
Data Source: Center for Assessment, Institutional Research and Planning

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 59

Academic Year	Lincoln University Mean
2003-2004	3.46
2004-2005	3.34
2005-2006	3.20



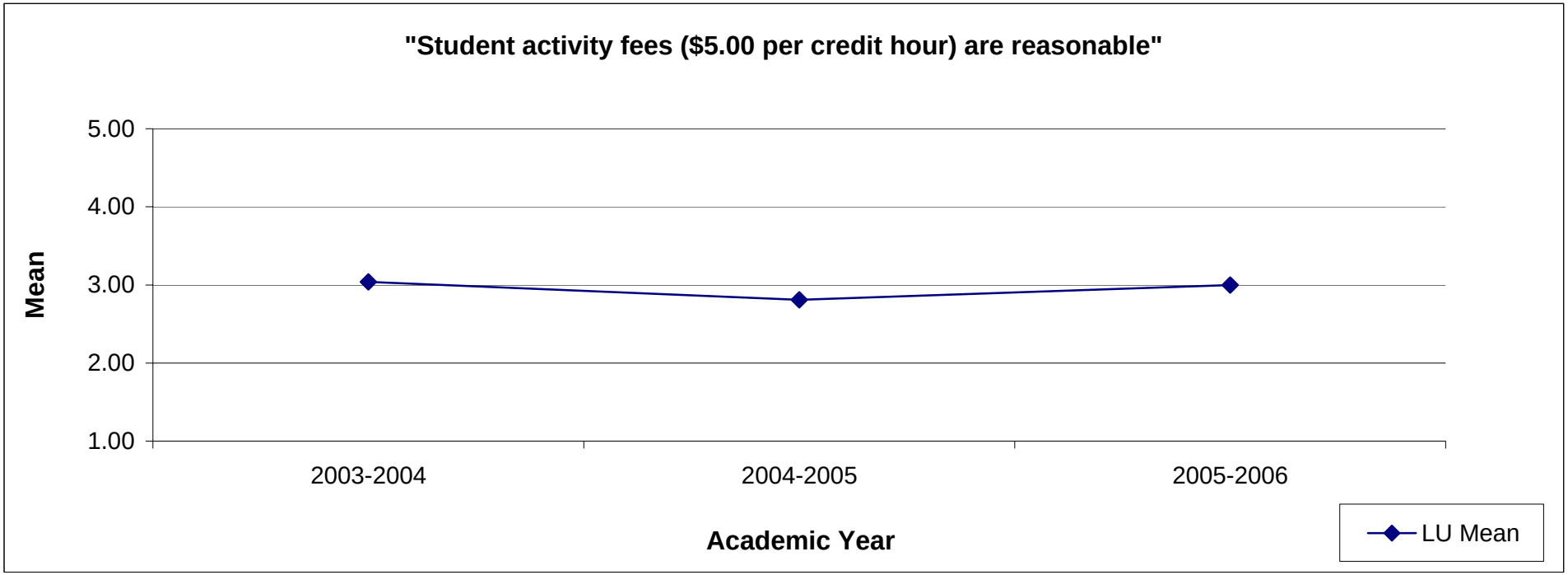
Data Source: Center for Assessment, Institutional Research and Planning

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 60

Academic Year	Lincoln University Mean
2003-2004	3.04
2004-2005	2.81
2005-2006	3.00



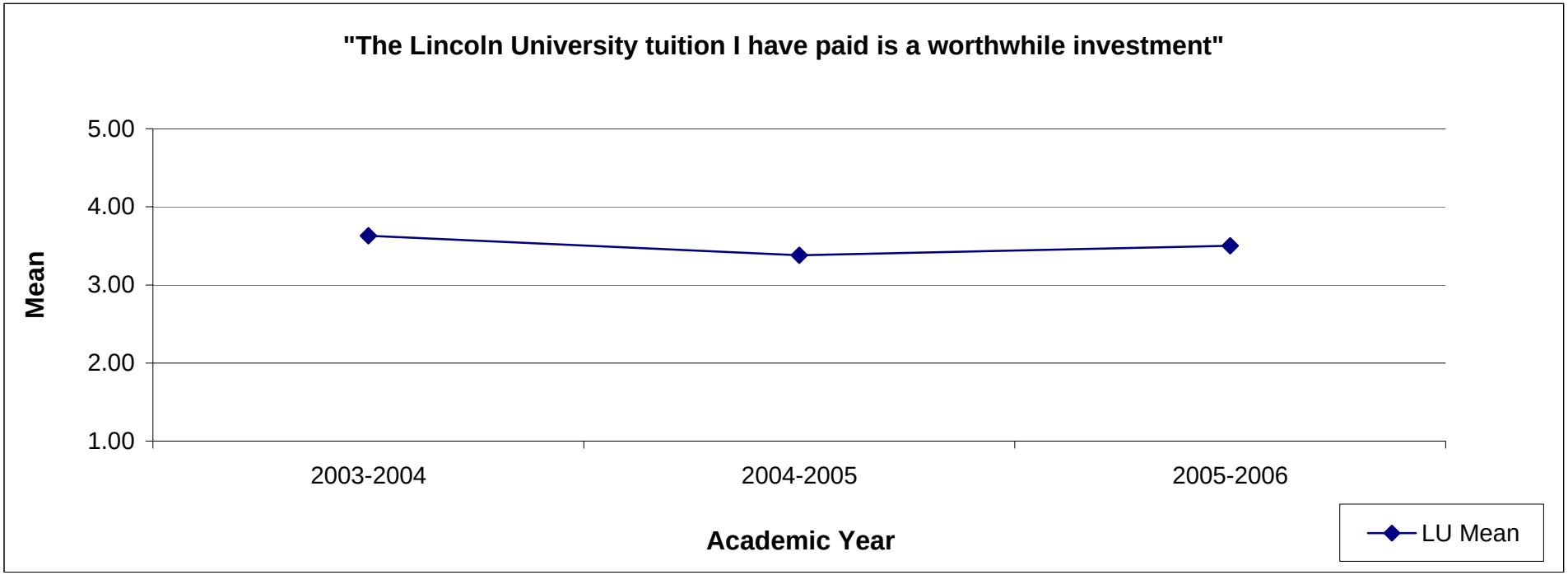
Data Source: Center for Assessment, Institutional Research and Planning

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 61

Academic Year	Lincoln University Mean
2003-2004	3.63
2004-2005	3.38
2005-2006	3.50



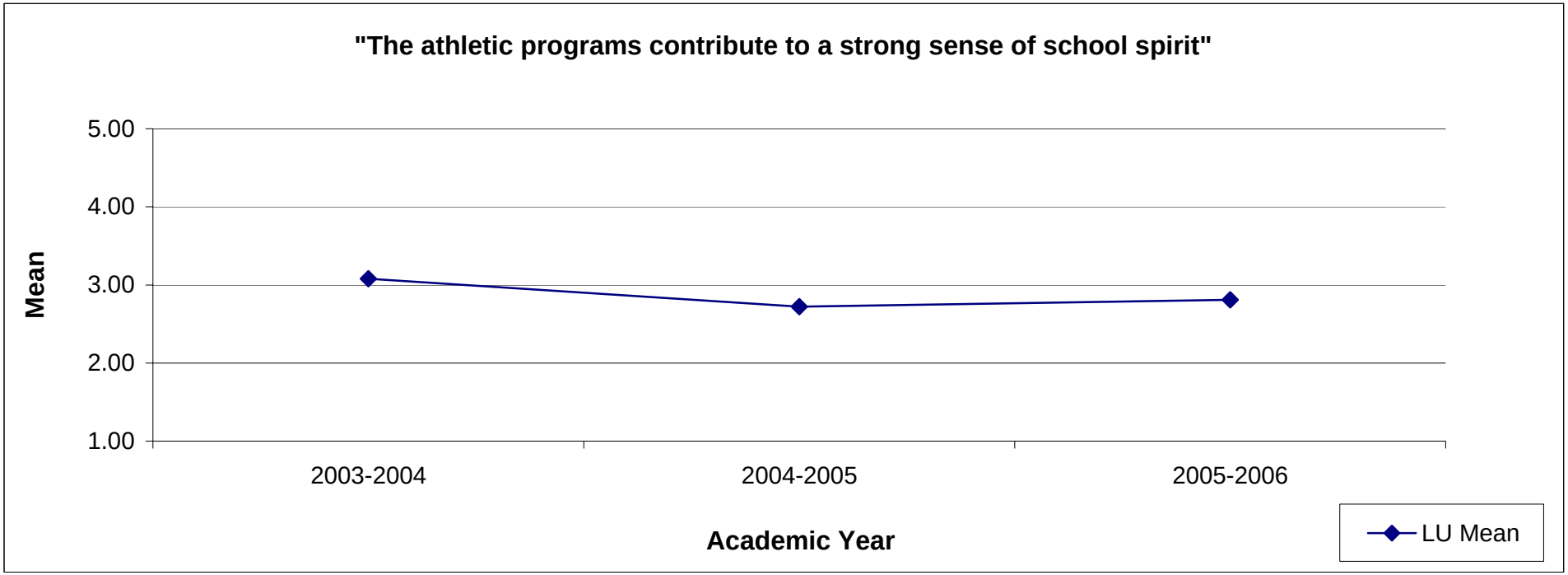
Data Source: Center for Assessment, Institutional Research and Planning

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 62

Academic Year	Lincoln University Mean
2003-2004	3.08
2004-2005	2.72
2005-2006	2.81



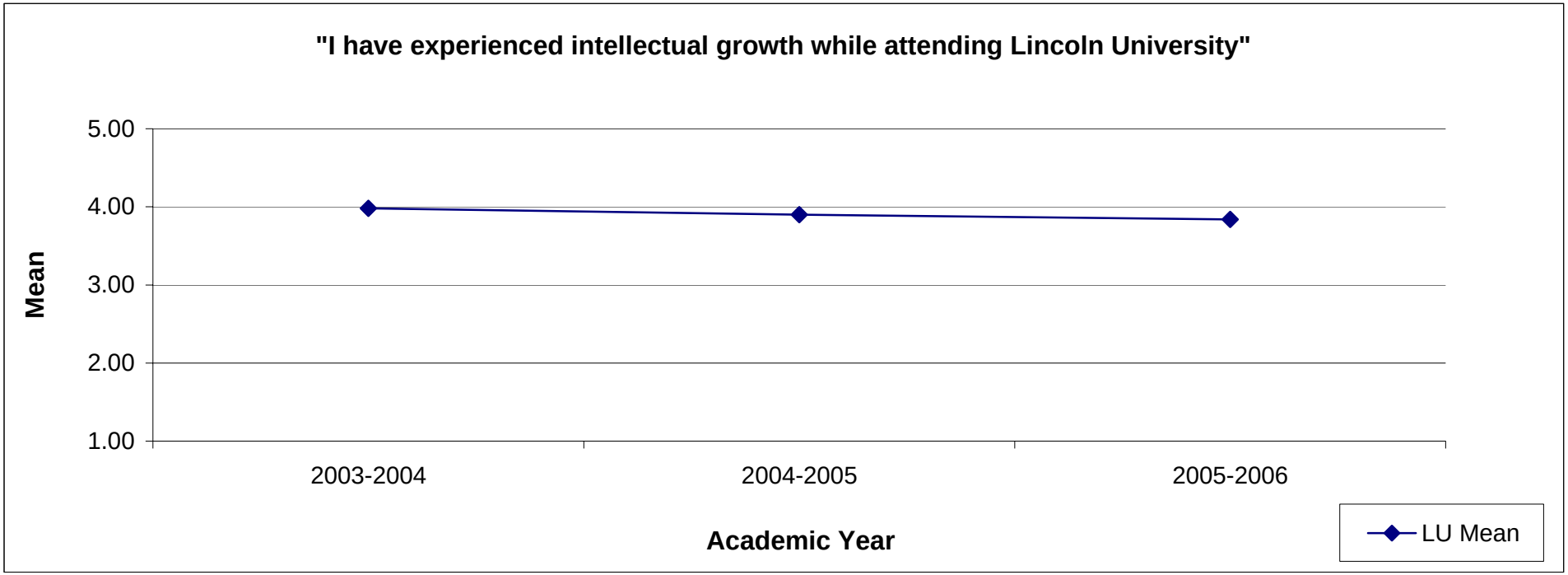
Data Source: Center for Assessment, Institutional Research and Planning

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 63

Academic Year	Lincoln University Mean
2003-2004	3.98
2004-2005	3.90
2005-2006	3.84



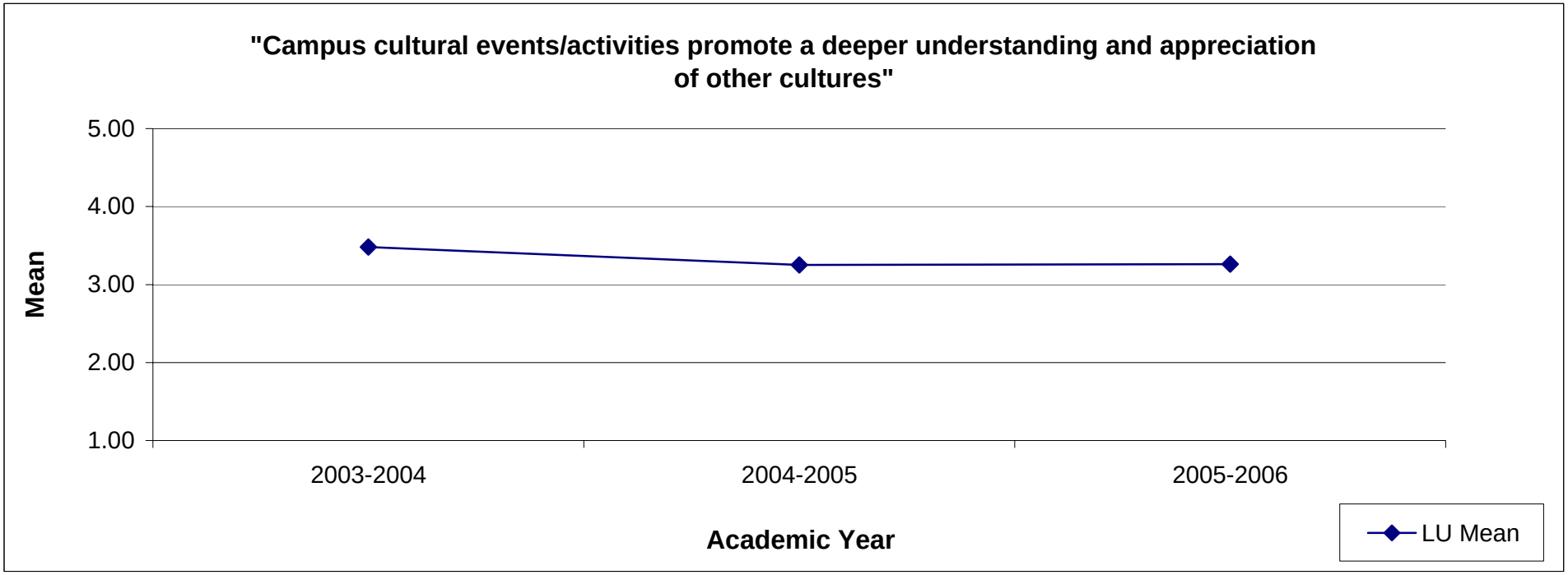
Data Source: Center for Assessment, Institutional Research and Planning

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 64

Academic Year	Lincoln University Mean
2003-2004	3.48
2004-2005	3.25
2005-2006	3.26



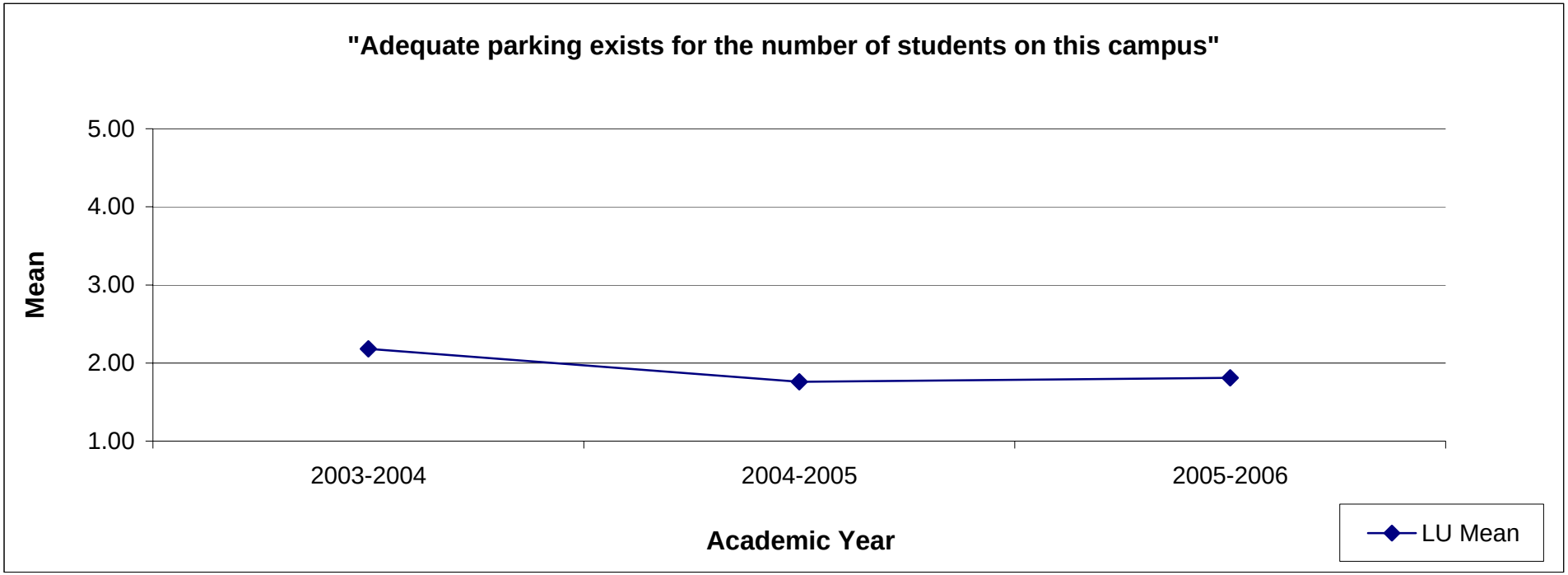
Data Source: Center for Assessment, Institutional Research and Planning

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 65

Academic Year	Lincoln University Mean
2003-2004	2.18
2004-2005	1.76
2005-2006	1.81

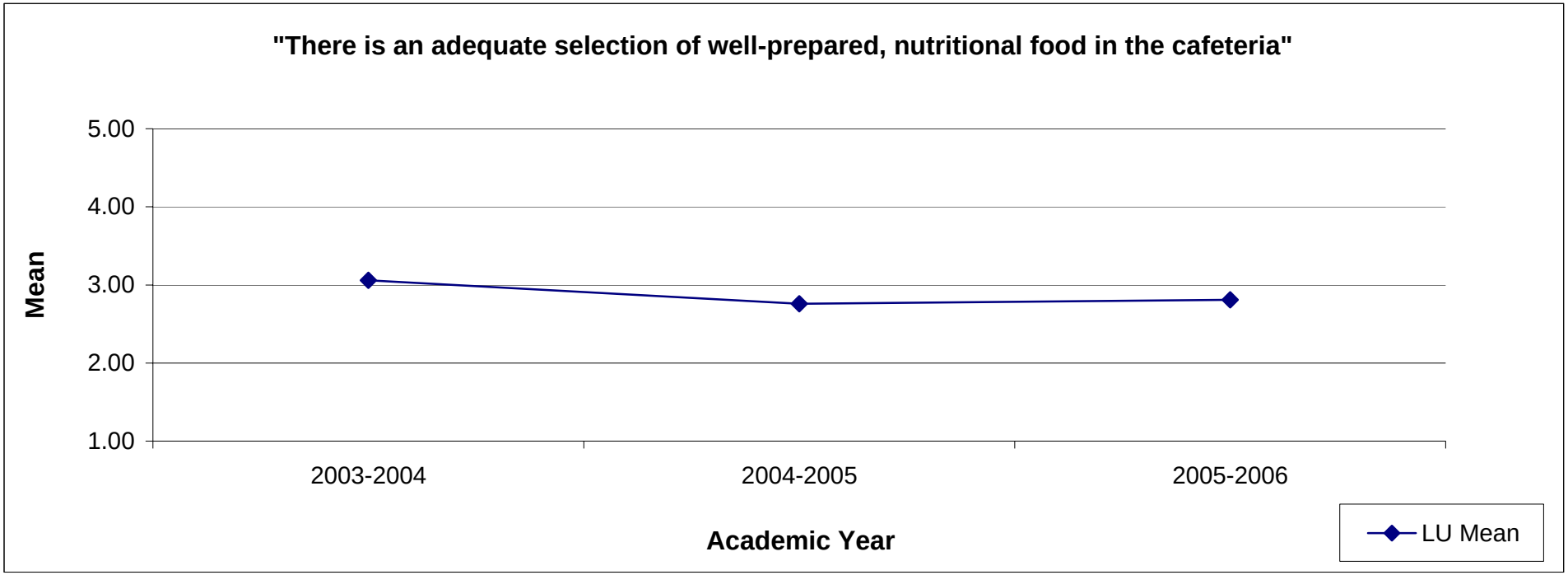


Data Source: Center for Assessment, Institutional Research and Planning

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 66

Academic Year	Lincoln University Mean
2003-2004	3.06
2004-2005	2.76
2005-2006	2.81



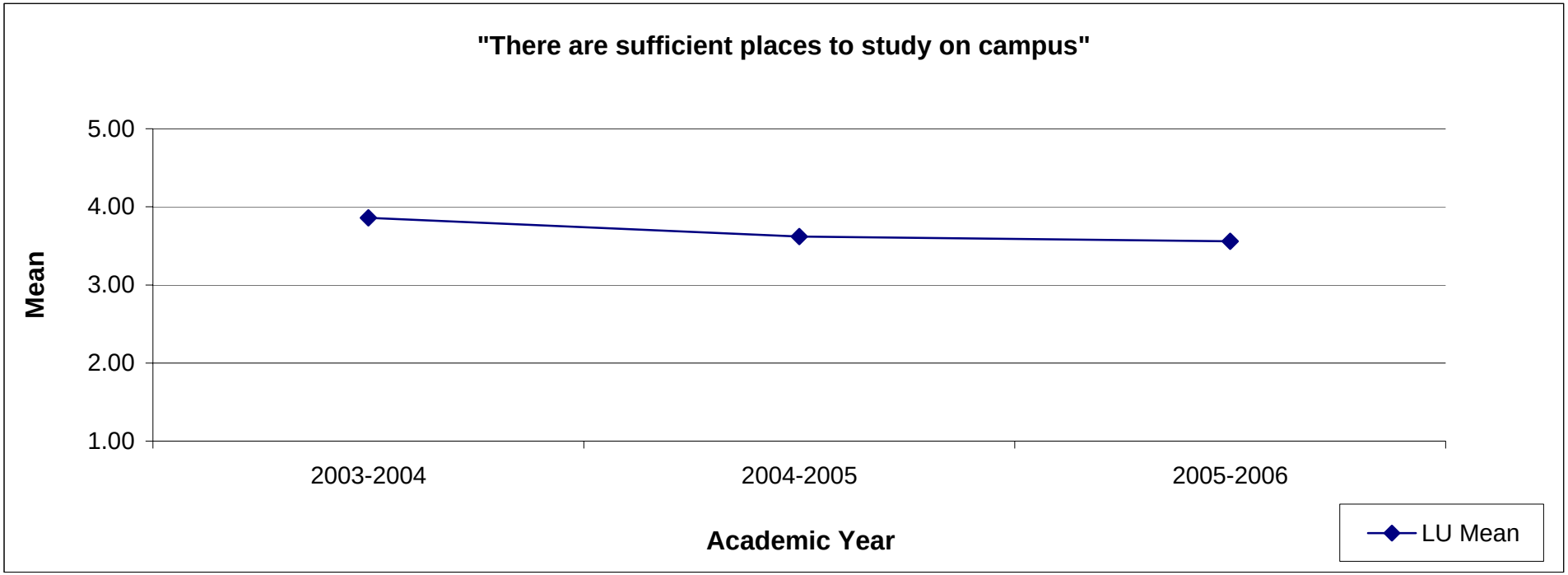
Data Source: Center for Assessment, Institutional Research and Planning

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

"There are sufficient places to study on campus"

Table 67

Academic Year	Lincoln University Mean
2003-2004	3.86
2004-2005	3.62
2005-2006	3.56

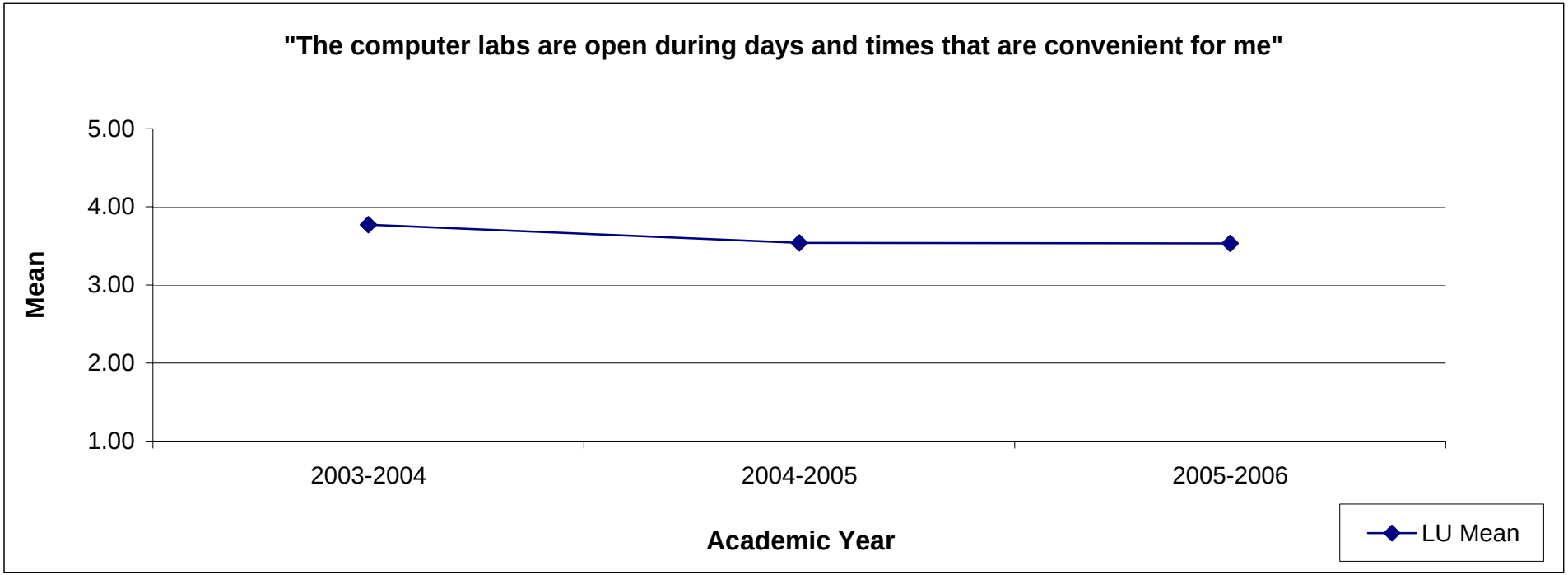


Data Source: Center for Assessment, Institutional Research and Planning

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 68

Academic Year	Lincoln University Mean
2003-2004	3.77
2004-2005	3.54
2005-2006	3.53



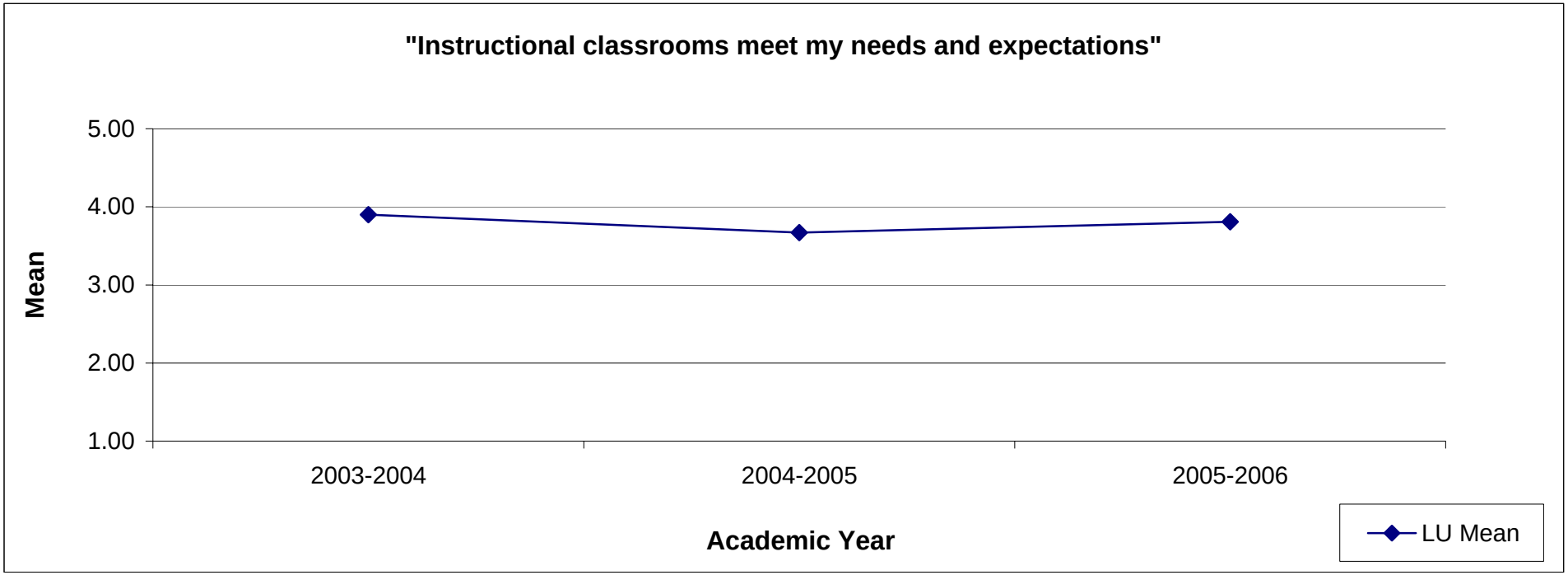
Data Source: Center for Assessment, Institutional Research and Planning

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #26

"Instructional classrooms meet my needs and expectations"

Table 69

Academic Year	Lincoln University Mean
2003-2004	3.90
2004-2005	3.67
2005-2006	3.81



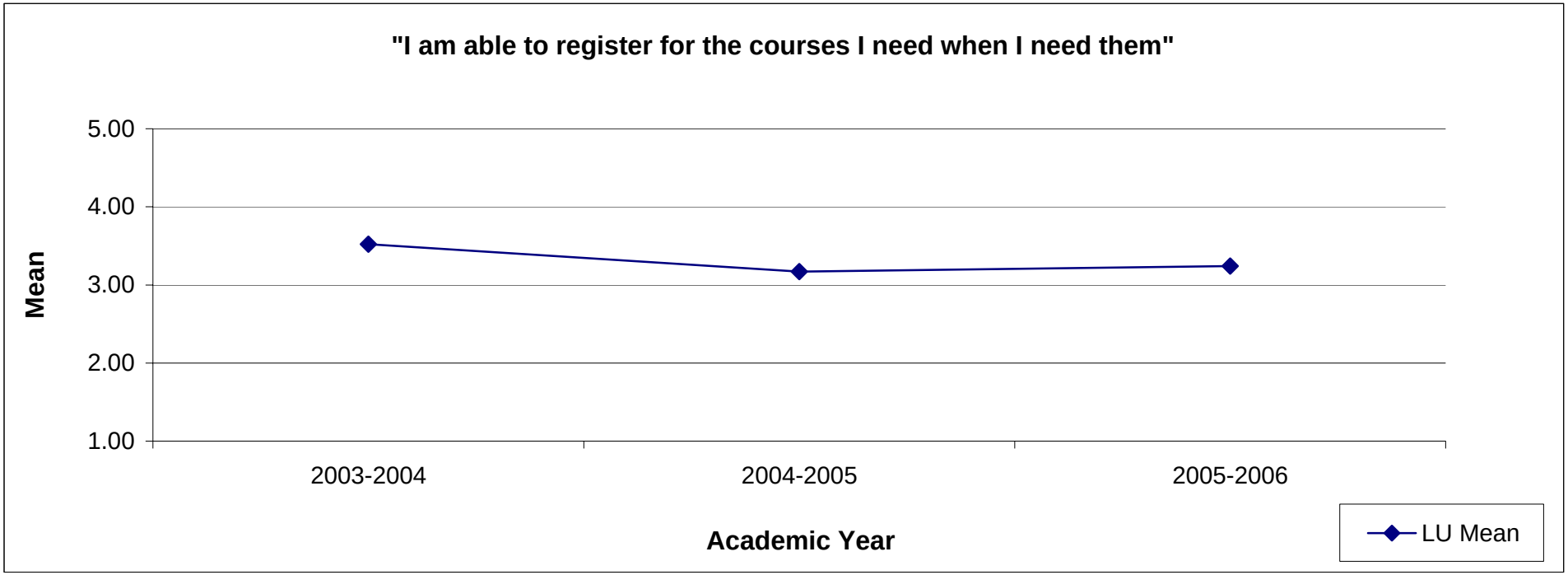
Data Source: Center for Assessment, Institutional Research and Planning

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 70

Academic Year	Lincoln University Mean
2003-2004	3.52
2004-2005	3.17
2005-2006	3.24



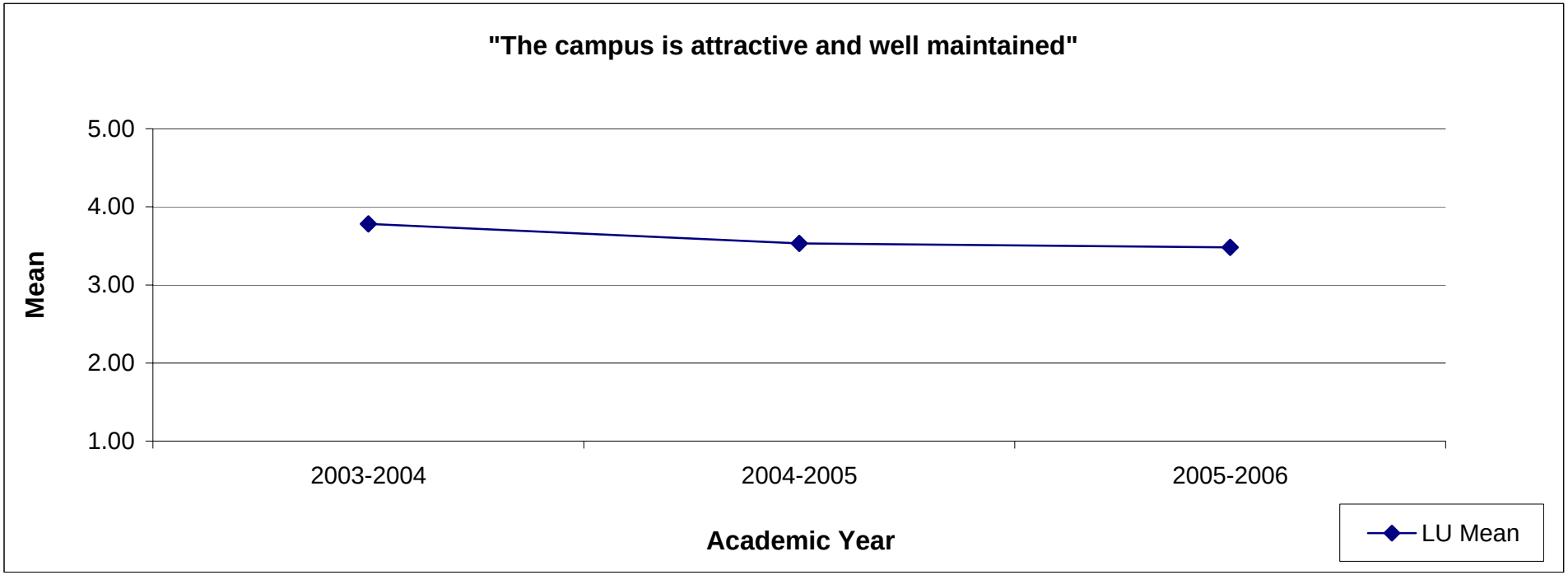
Data Source: Center for Assessment, Institutional Research and Planning

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

"The campus is attractive and well maintained"

Table 71

Academic Year	Lincoln University Mean
2003-2004	3.78
2004-2005	3.53
2005-2006	3.48



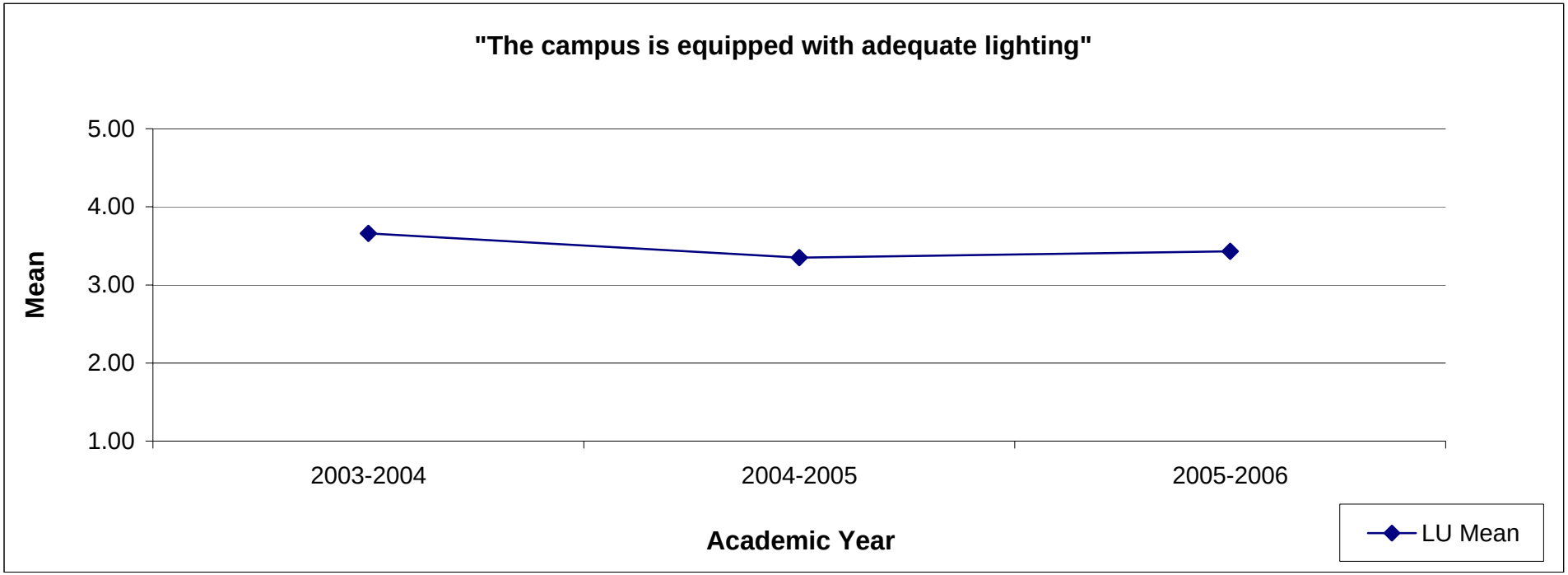
Data Source: Center for Assessment, Institutional Research and Planning

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

"The campus is equipped with adequate lighting"

Table 72

Academic Year	Lincoln University Mean
2003-2004	3.66
2004-2005	3.35
2005-2006	3.43



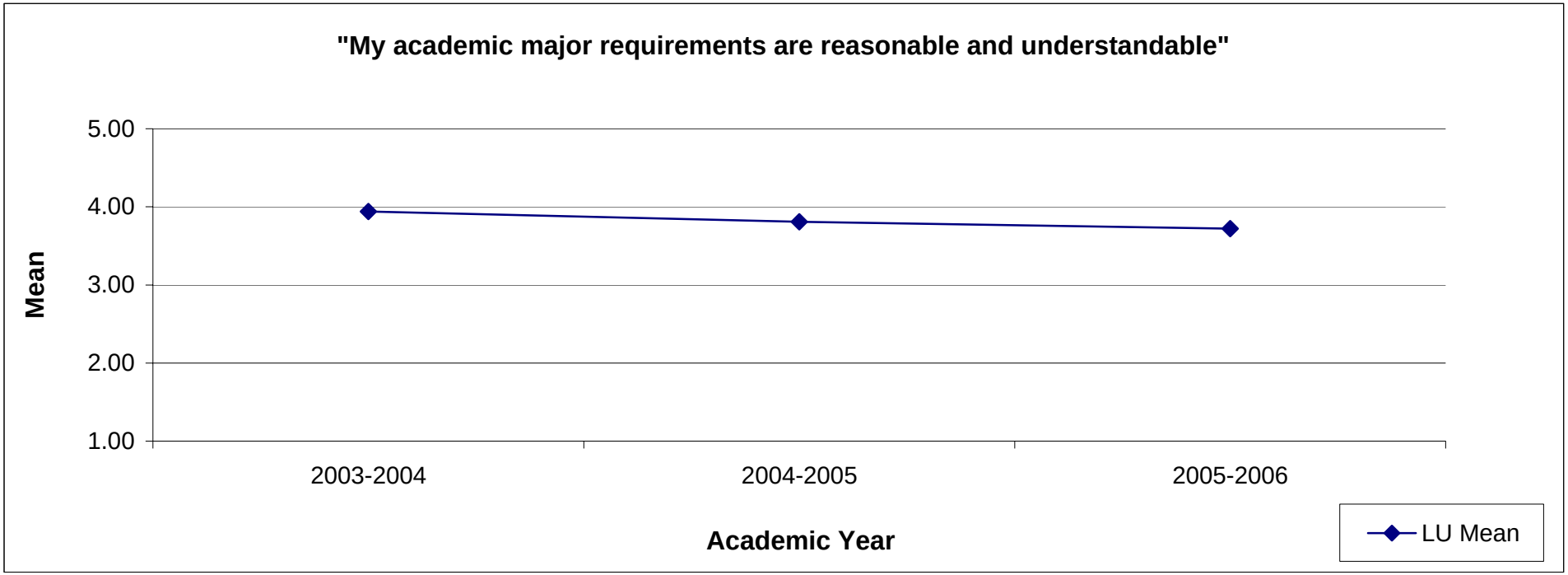
Data Source: Center for Assessment, Institutional Research and Planning

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

"My academic major requirements are reasonable and understandable"

Table 73

Academic Year	Lincoln University Mean
2003-2004	3.94
2004-2005	3.81
2005-2006	3.72



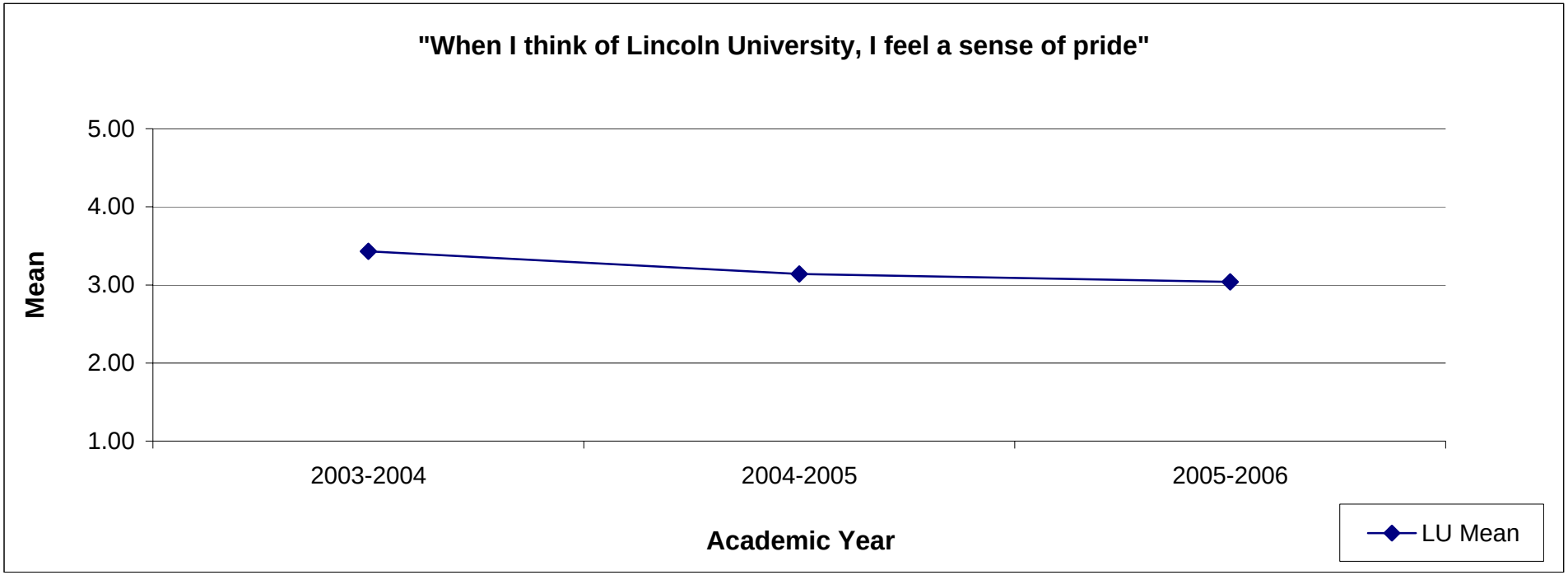
Data Source: Center for Assessment, Institutional Research and Planning

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 74

Academic Year	Lincoln University Mean
2003-2004	3.43
2004-2005	3.14
2005-2006	3.04



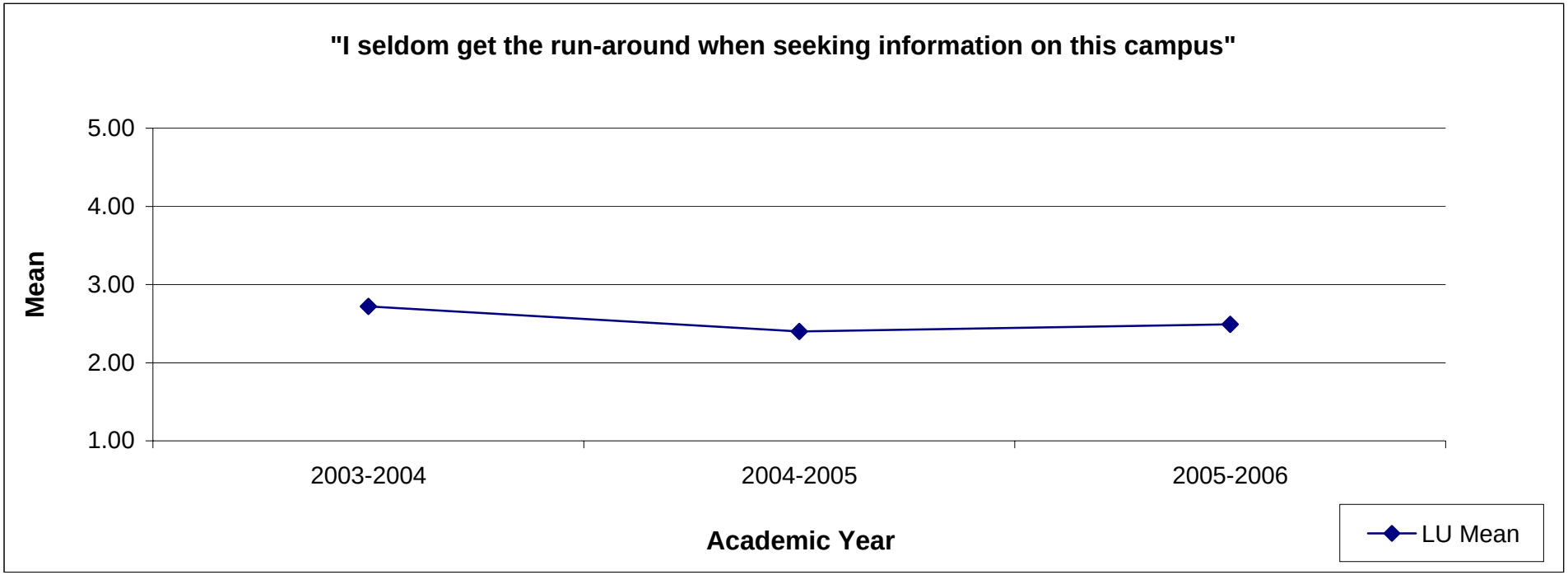
Data Source: Center for Assessment, Institutional Research and Planning

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 75

Academic Year	Lincoln University Mean
2003-2004	2.72
2004-2005	2.40
2005-2006	2.49

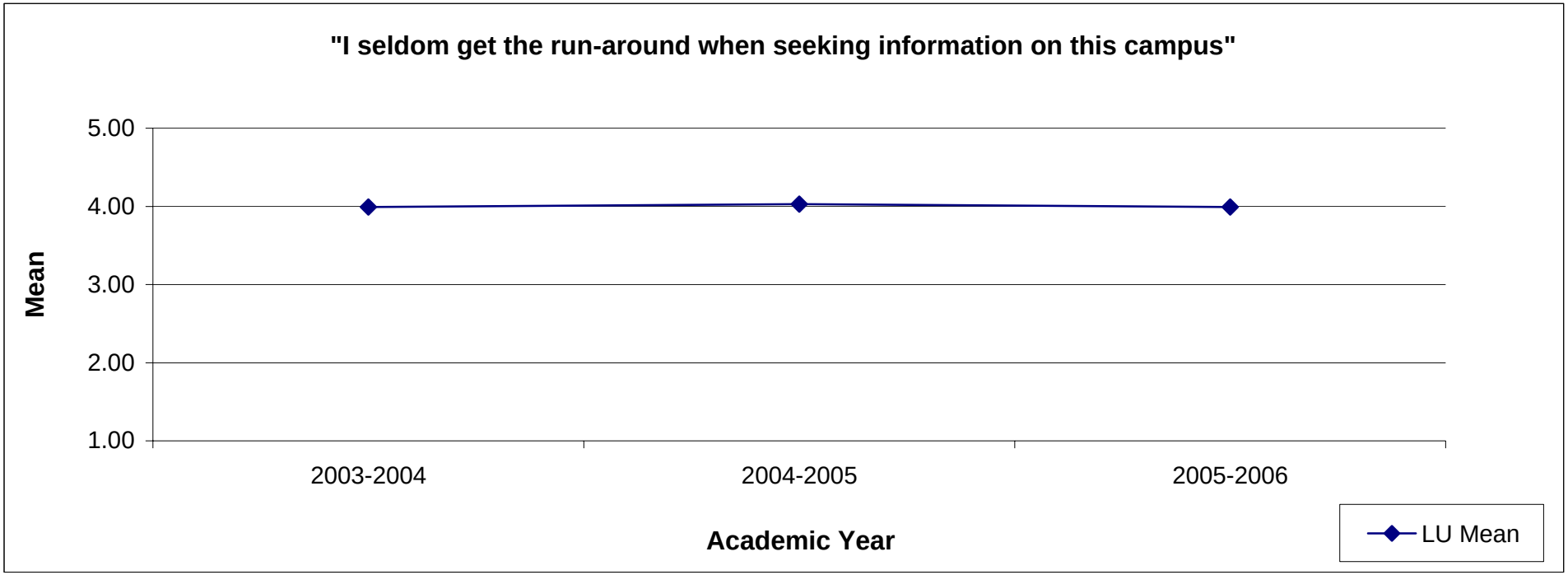


Data Source: Center for Assessment, Institutional Research and Planning

Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Mean of Question #33
"Bookstore personnel are courteous and helpful"

Table 76

Academic Year	Lincoln University Mean
2003-2004	3.99
2004-2005	4.03
2005-2006	3.99

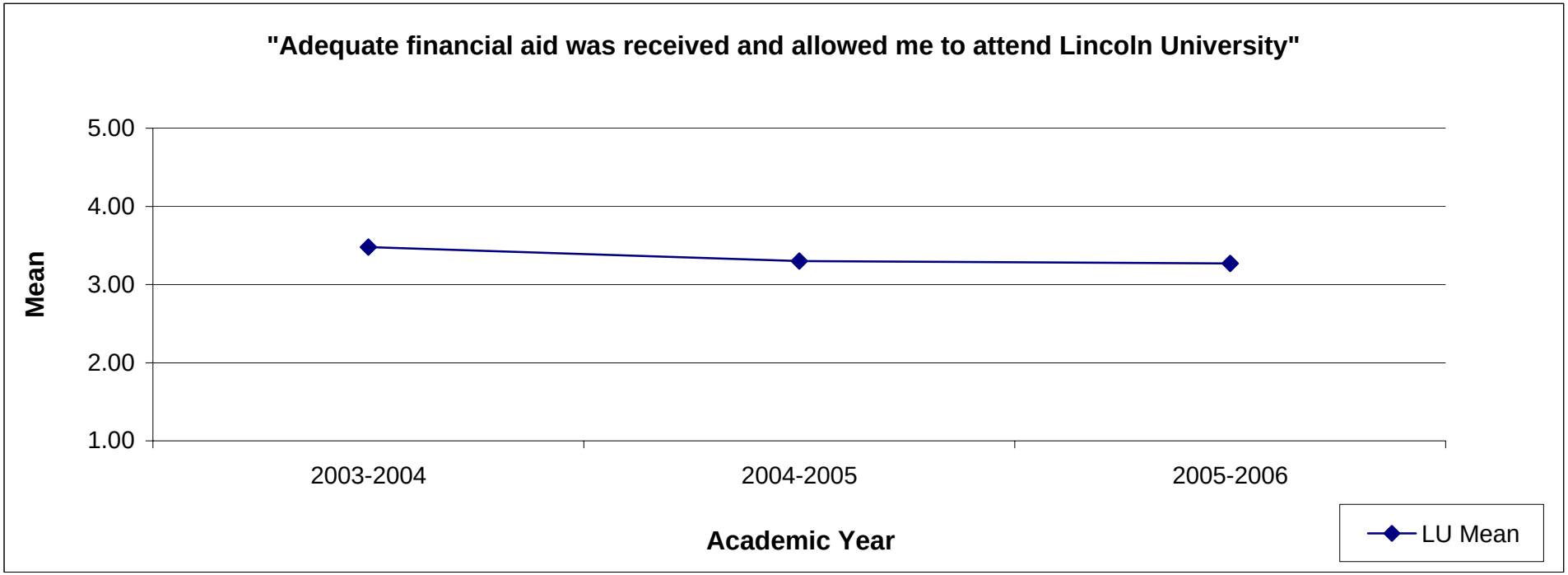


Data Source: Center for Assessment, Institutional Research and Planning

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 77

Academic Year	Lincoln University Mean
2003-2004	3.48
2004-2005	3.30
2005-2006	3.27



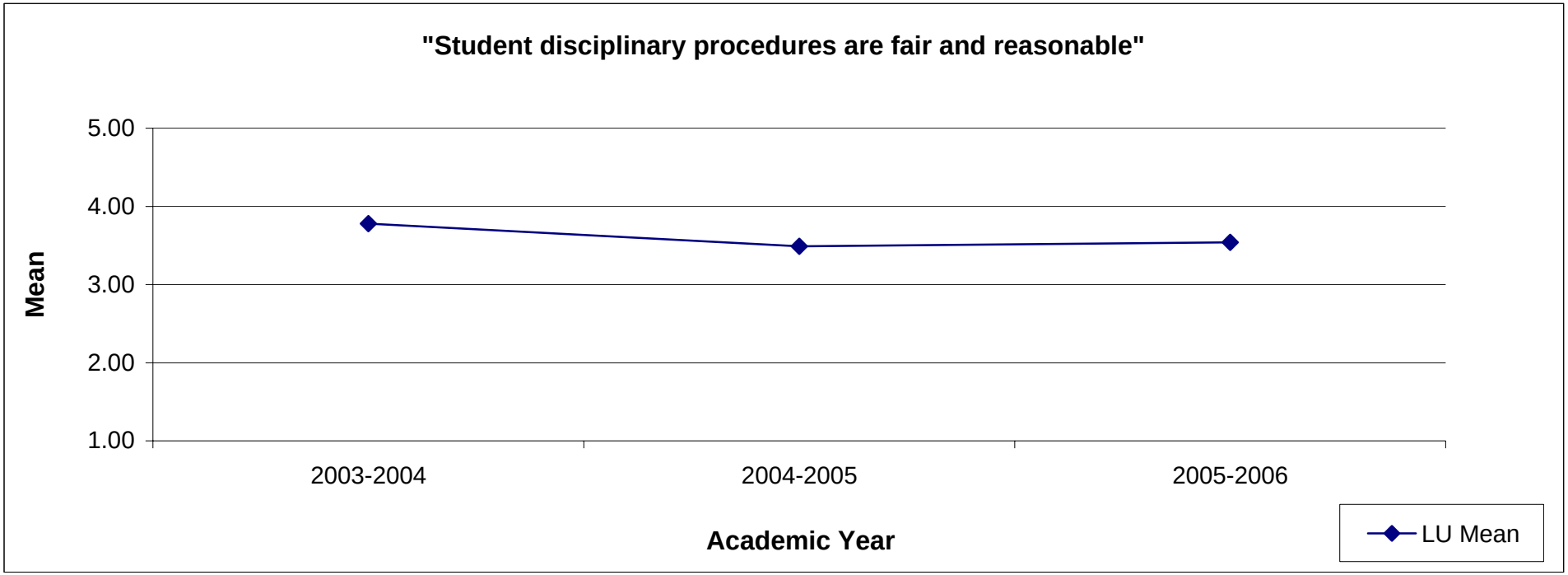
Data Source: Center for Assessment, Institutional Research and Planning

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #35

"Student disciplinary procedures are fair and reasonable"

Table 78

Academic Year	Lincoln University Mean
2003-2004	3.78
2004-2005	3.49
2005-2006	3.54

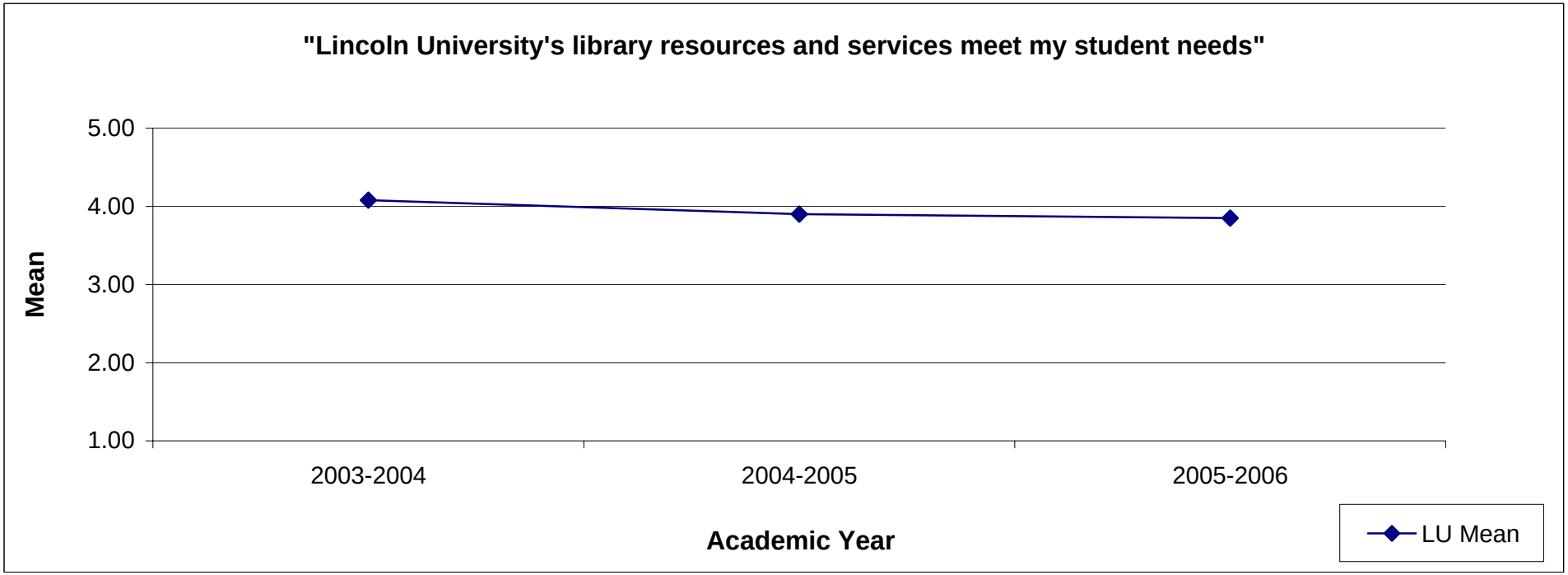


Data Source: Center for Assessment, Institutional Research and Planning

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 79

Academic Year	Lincoln University Mean
2003-2004	4.08
2004-2005	3.90
2005-2006	3.85



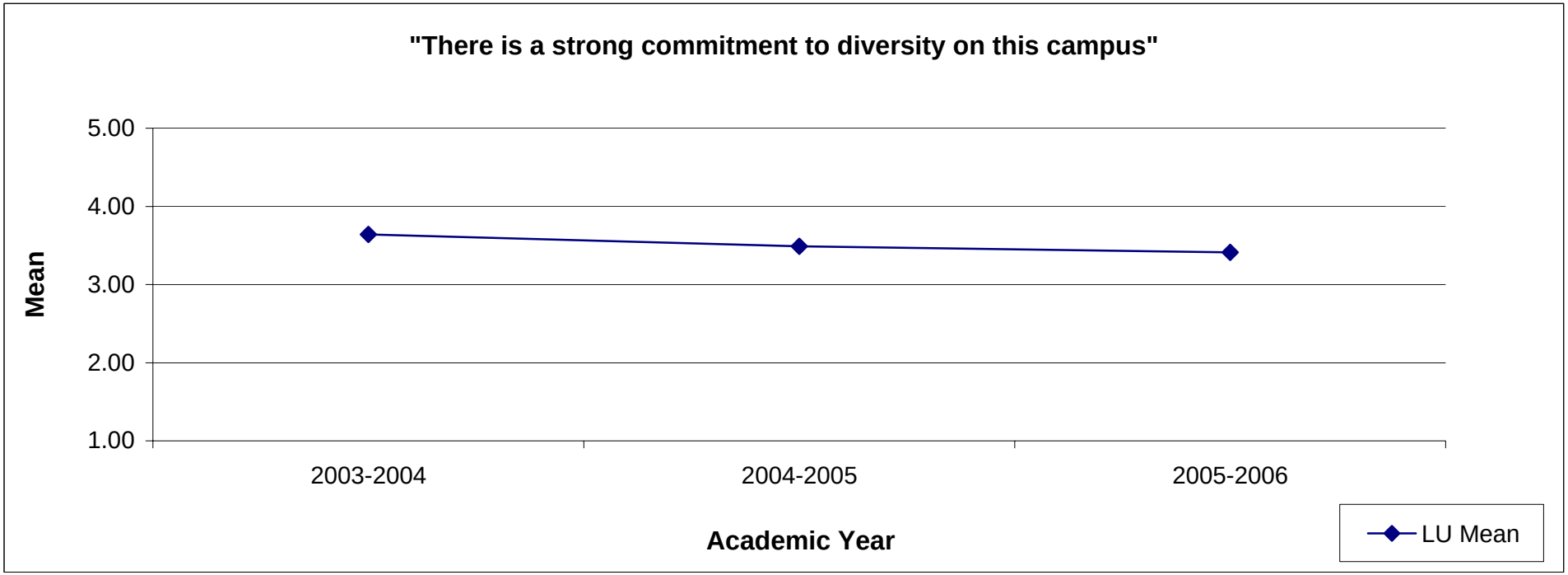
Data Source: Center for Assessment, Institutional Research and Planning

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 80

Academic Year	Lincoln University Mean
2003-2004	3.64
2004-2005	3.49
2005-2006	3.41



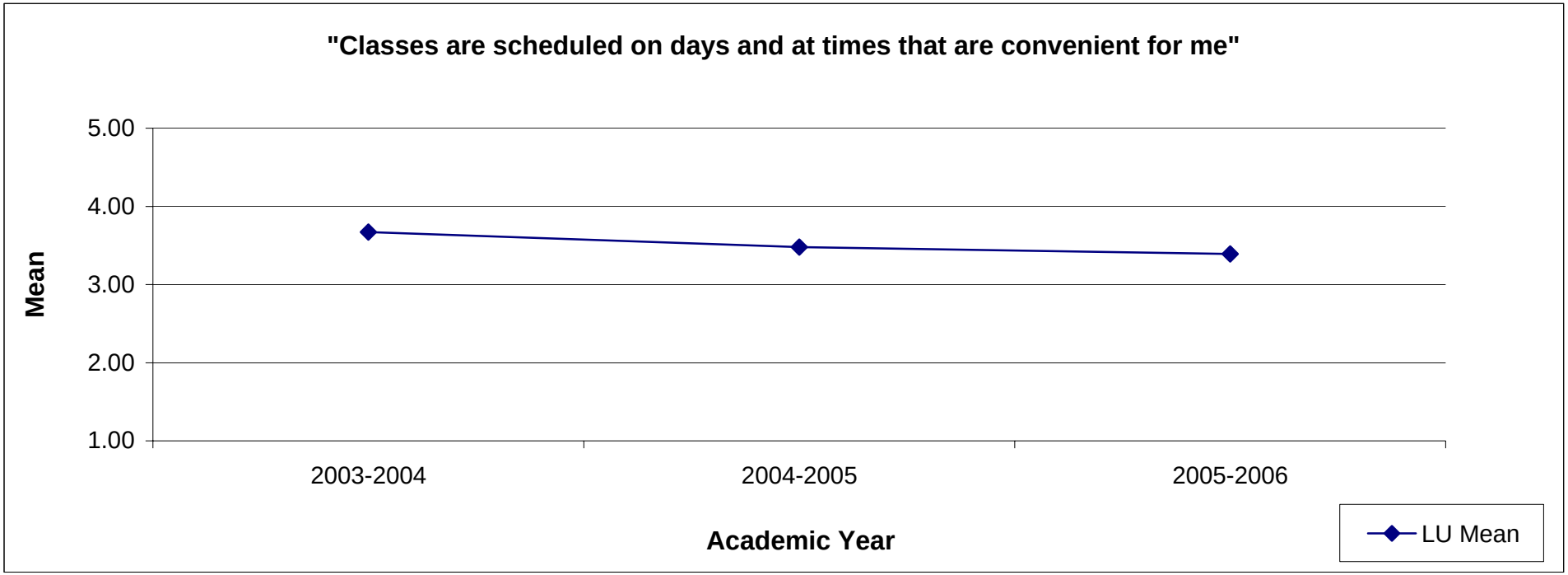
Data Source: Center for Assessment, Institutional Research and Planning

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 81

Academic Year	Lincoln University Mean
2003-2004	3.67
2004-2005	3.48
2005-2006	3.39



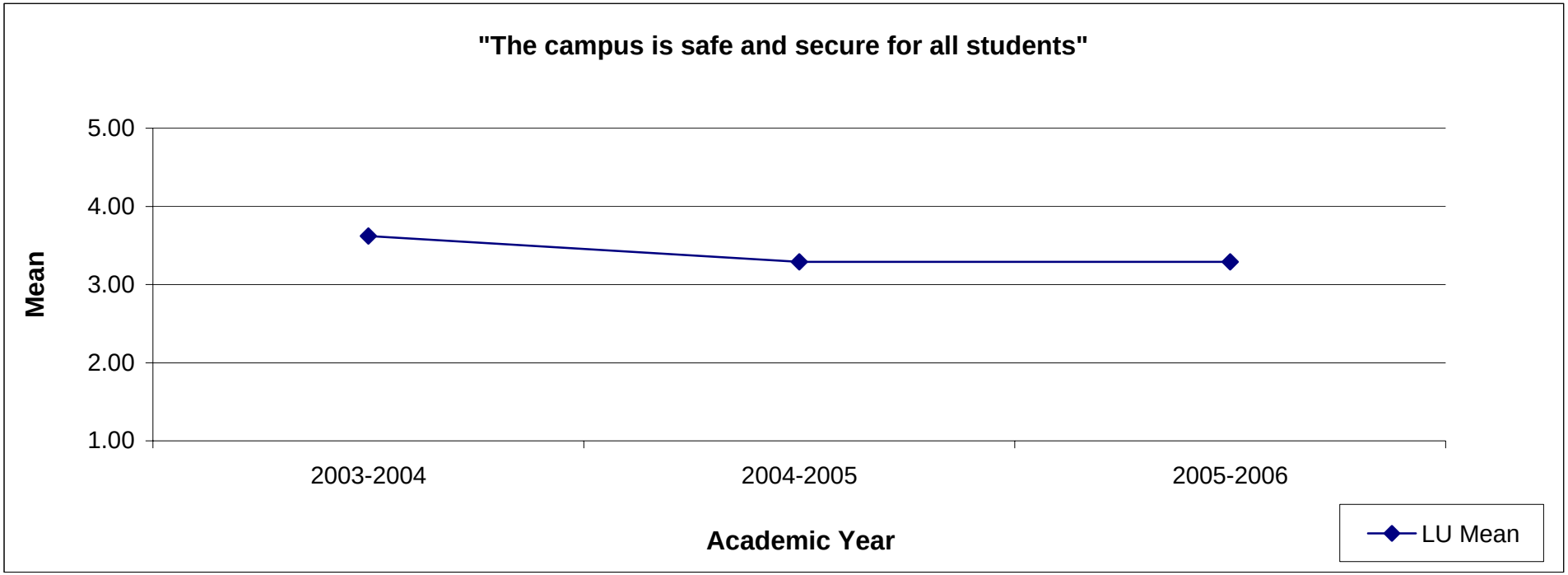
Data Source: Center for Assessment, Institutional Research and Planning

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 82

Academic Year	Lincoln University Mean
2003-2004	3.62
2004-2005	3.29
2005-2006	3.29



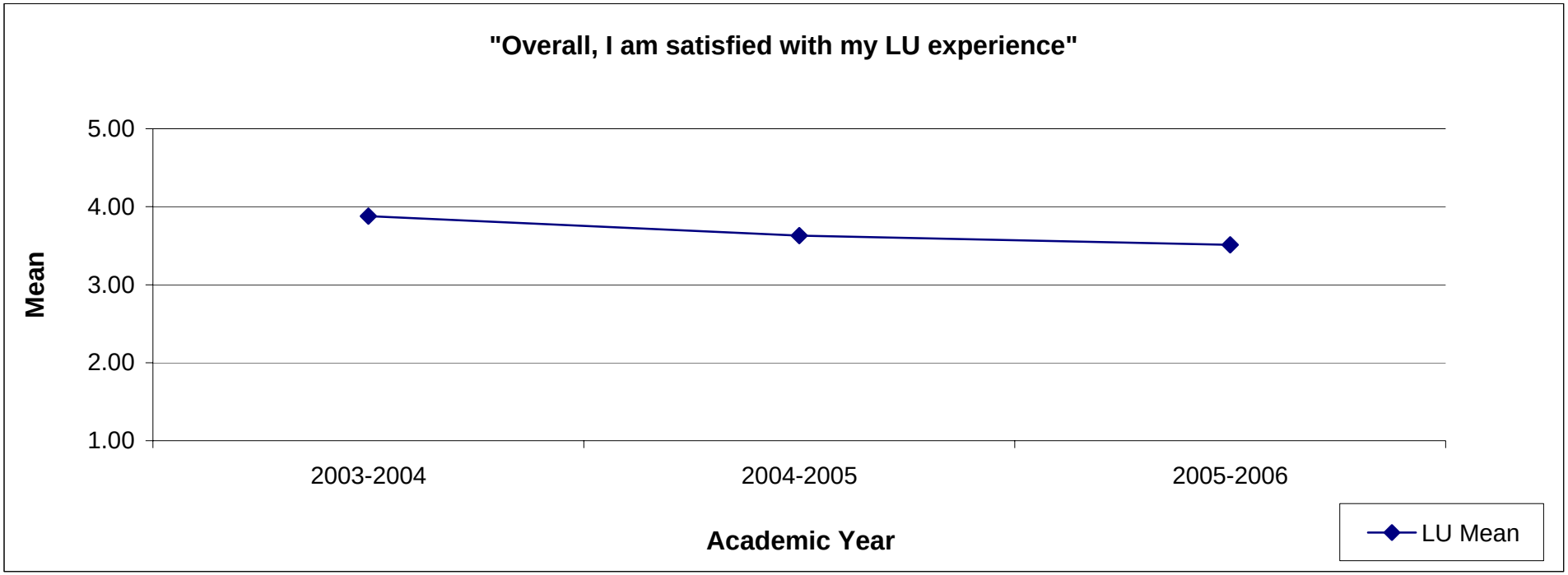
Data Source: Center for Assessment, Institutional Research and Planning

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

"Overall, I am satisfied with my LU experience"

Table 83

Academic Year	Lincoln University Mean
2003-2004	3.88
2004-2005	3.63
2005-2006	3.51



Data Source: Center for Assessment, Institutional Research and Planning