LINCOLN UNIVERSITY CONTINUING STUDENT SATISFACTION SURVEY (CSSS) DATA ANALYSIS FOR ACADEMIC YEARS 2004-2007



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 2004-2007

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, 2006 and 2007. 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 1267 students during academic year 2004 (340 students), 2005 (247 students), 2006 (297 students) and 2007 (383). 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. Of those students completing the survey during academic year 2007, 40.2% were male, 58.7% were female and 1% 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, 2006 and 2007. Tables 1-8 (pages 1-8) 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 49-53 (pages 49-53) provide summaries of this analysis.

Findings:

Section 1: Comparison of Percentages

Analysis of survey items 9-40 reveals that CSSS respondents for all four academic years agree the most with the following statements: I feel welcome on this campus; class change (drop/add) policies are reasonable and understood; I have experienced intellectual growth while attending Lincoln University; there are sufficient places to study on campus; my academic major requirements are reasonable and understandable; bookstore personnel are courteous and helpful and Lincoln University's library resources and services meet my student needs. See Appendix A.

Executive Summary Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2004-2007

Findings:

Section 1: Comparison of Percentages continued

The analysis also reveals that CSSS respondents for all four academic years agree the least with the following statements: financial aid awards are announced in time to be helpful in college planning; policies and procedures exist for expressing student complaints/appeals; student activity fees (\$5.00 per credit hour) are reasonable; the athletic programs contribute to a strong sense of school spirit; adequate parking exists for the number of students on this campus; there is an adequate selection of well-prepared, nutritional food in the cafeteria; when I think of Lincoln University, I feel a "sense of pride" and I seldom get the "run-around" when seeking information on this campus. See Appendix B.

Section 2: Comparison of Means

Analysis of survey items 9-40 reveals that that statements I feel welcome on this campus; the LU Student Handbook provides helpful information about campus life; class change (drop/add) policies are reasonable and understood; I have experienced intellectual growth while attending Lincoln University; there are sufficient places to study on campus; instructional classrooms meet my needs and expectations; my academic major requirements are reasonable and understandable; bookstore personnel are courteous and helpful and Lincoln University's library resources and services meet my student needs ranked in the top 10 for all four academic years. See Appendix A.

The analysis also reveals that the statements financial aid awards are announced in time to be helpful in college planning; policies and procedures exist for expressing student complaints/appeals; student activity fees (\$5.00 per credit hour) are reasonable; the athletic programs contribute to a strong sense of school spirit; adequate parking exists for the number of students on this campus; there is an adequate selection of well-prepared, nutritional food in the cafeteria; when I think of Lincoln University, I feel a "sense of pride" and I seldom get the "run-around" when seeking information on this campus ranked in the bottom 10 for all four academic years. See Appendix B.

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, class change (drop/add) policies, the intellectual growth they have experienced while attending LU, places to study on campus, academic major requirements, the courteousness and helpfulness of bookstore personnel and the resources and services of LU's library while they are least satisfied with announcement of financial aid awards, policies and procedures for expressing student complaints/appeals, student activity fees, the contribution of the athletic programs to the sense of school spirit parking, food in the cafeteria, sense of pride in LU and seeking information at LU. 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					gree
Pleas	e rate your agreement with the following statements:	2004	2005	2006	2007
9	I feel welcome on this campus.	83.8	78.1	76.4	78.3
10	Student Accounts staff are knowledgeable, courteous and helpful.	40.9	36.4	44.4	61.4
11	Faculty and staff display concern for students as individuals.	73.2	69.2	65.0	71.5
12	Financial aid awards are announced in time to be helpful in college planning.	35.0	30.0	37.0	41.0
13	Policies and procedures exist for expressing student complaints/appeals.	52.6	47.0	47.1	47.0
14	The LU Student Handbook provides helpful information about campus life.	74.4	70.9	67.0	71.5
15	Class change (drop/add) policies are reasonable and understood.	79.4	82.2	72.4	75.2
16	Lincoln University's Scruggs Student Center meets my student needs.	60.6	57.5	47.8	48.3
17	Student activity fees (\$5.00 per credit hour) are reasonable.	50.0	42.5	49.5	50.9
18	The Lincoln University tuition I have paid is a worthwhile investment.	71.5	62.8	66.7	70.2
19	The athletic programs contribute to a strong sense of school spirit.	45.6	36.4	36.0	32.6
20	I have experienced intellectual growth while attending Lincoln University.	81.5	81.8	79.5	82.0
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	62.4	50.6	51.9	50.4
22	Adequate parking exists for the number of students on this campus.	27.1	15.8	17.5	15.9
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	35.9	25.1	25.6	29.0
24	There are sufficient places to study on campus.	75.6	70.9	68.0	71.0
25	The computer labs are open during days and times that are convenient for me.	70.6	68.4	68.0	64.8
26	Instructional classrooms meet my needs and expectations.	80.0	68.8	75.4	72.3
27	I am able to register for the courses I need when I need them.	66.8	55.9	58.2	62.4
28	The campus is attractive and well maintained.	75.0	68.4	65.3	65.8
29	The campus is equipped with adequate lighting.	69.7	61.9	63.3	65.5
30	My academic major requirements are reasonable and understandable.	80.0	80.6	76.4	77.0
31	When I think of Lincoln University, I feel a "sense of pride".	58.5	46.6	46.8	50.9
32	I seldom get the "run-around" when seeking information on this campus.	41.2	30.8	36.0	32.9
33	Bookstore personnel are courteous and helpful.	81.5	84.6	82.8	85.9
34	Adequate financial aid was received and allowed me to attend Lincoln University.	62.4	51.8	53.9	59.0
35	Student disciplinary procedures are fair and understandable.	67.9	58.3	59.6	59.3
36	Lincoln University's library resources and services meet my student needs.	80.3	78.1	77.1	78.1
37	There is a strong commitment to diversity on this campus.	66.5	64.0	62.0	62.4
38	Classes are scheduled on days and at times that are convenient for me.	72.1	66.8	64.0	67.9
39	The campus is safe and secure for all students.	68.2	56.3	58.2	59.8
40	Overall, I am satisfied with my LU experience.	78.2	72.1	67.7	70.8

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:	2004	2005	2006	2007
9 I feel welcome on this campus.	11.8	15.0	18.2	14.9
10 Student Accounts staff are knowledgeable, courteous and helpful.	51.5	55.1	46.5	32.1
11 Faculty and staff display concern for students as individuals.	22.4	24.3	31.3	20.9
12 Financial aid awards are announced in time to be helpful in college planning.	50.3	50.2	42.8	34.7
13 Policies and procedures exist for expressing student complaints/appeals.	32.1	36.0	37.4	31.3
14 The LU Student Handbook provides helpful information about campus life.	15.6	17.4	17.8	12.5
15 Class change (drop/add) policies are reasonable and understood.	17.1	13.0	18.2	14.4
16 Lincoln University's Scruggs Student Center meets my student needs.	22.1	23.5	29.3	22.7
17 Student activity fees (\$5.00 per credit hour) are reasonable.	38.8	47.4	42.1	35.5
18 The Lincoln University tuition I have paid is a worthwhile investment.	21.5	29.1	25.3	21.1
19 The athletic programs contribute to a strong sense of school spirit.	37.9	48.6	43.4	42.8
20 I have experienced intellectual growth while attending Lincoln University.	11.8	13.4	14.8	9.4
21 Campus cultural events/activities promote a deeper understanding and appreciation of or	ther cultures. 24.4	32.0	31.3	28.2
22 Adequate parking exists for the number of students on this campus.	61.8	76.1	77.1	78.1
23 There is an adequate selection of well-prepared, nutritional food in the cafeteria.	30.9	34.0	32.0	26.9
24 There are sufficient places to study on campus.	16.5	21.9	24.2	20.4
25 The computer labs are open during days and times that are convenient for me.	18.8	24.3	26.6	24.3
26 Instructional classrooms meet my needs and expectations.	13.5	17.8	14.8	16.2
27 I am able to register for the courses I need when I need them.	27.9	40.5	36.0	33.7
28 The campus is attractive and well maintained.	19.4	23.9	27.3	27.4
29 The campus is equipped with adequate lighting.	22.6	31.6	26.9	26.4
30 My academic major requirements are reasonable and understandable.	15.0	17.4	19.2	20.4
31 When I think of Lincoln University, I feel a "sense of pride".	28.2	36.0	40.1	35.2
32 I seldom get the "run-around" when seeking information on this campus.	49.4	60.3	58.6	59.0
33 Bookstore personnel are courteous and helpful.	13.8	10.5	12.5	10.2
34 Adequate financial aid was received and allowed me to attend Lincoln University.	27.1	27.5	29.0	23.5
35 Student disciplinary procedures are fair and understandable.	14.4	16.2	16.5	17.2
36 Lincoln University's library resources and services meet my student needs.	9.4	14.2	14.1	12.5
37 There is a strong commitment to diversity on this campus.	22.1	25.5	29.6	28.2
38 Classes are scheduled on days and at times that are convenient for me.	21.8	28.3	30.6	27.2
39 The campus is safe and secure for all students.	22.6	32.4	31.3	29.2
40 Overall, I am satisfied with my LU experience.	14.1	21.1	23.9	19.6

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			
Pleas	e rate your agreement with the following statements:	2004	2005	2006	2007
9	I feel welcome on this campus.	4.4	6.9	5.4	6.8
10	Student Accounts staff are knowledgeable, courteous and helpful.	7.6	7.7	9.1	6.5
11	Faculty and staff display concern for students as individuals.	4.4	6.1	3.7	7.6
12	Financial aid awards are announced in time to be helpful in college planning.	14.4	19.4	19.5	23.8
13	Policies and procedures exist for expressing student complaints/appeals.	15.3	16.6	14.8	21.4
14	The LU Student Handbook provides helpful information about campus life.	10.0	11.7	15.2	15.9
15	Class change (drop/add) policies are reasonable and understood.	3.5	4.9	9.4	10.2
16	Lincoln University's Scruggs Student Center meets my student needs.	17.4	19.0	22.2	28.5
17	Student activity fees (\$5.00 per credit hour) are reasonable.	11.2	10.1	7.4	13.3
18	The Lincoln University tuition I have paid is a worthwhile investment.	7.1	6.9	7.7	8.6
19	The athletic programs contribute to a strong sense of school spirit.	16.2	13.8	19.9	24.5
20	I have experienced intellectual growth while attending Lincoln University.	4.7	3.6	5.1	7.0
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	10.9	16.6	16.2	20.4
22	Adequate parking exists for the number of students on this campus.	8.8	7.3	5.1	5.7
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	30.9	39.7	41.8	43.1
24	There are sufficient places to study on campus.	5.6	6.9	7.4	8.1
25	The computer labs are open during days and times that are convenient for me.	8.2	6.9	4.7	10.4
26	Instructional classrooms meet my needs and expectations.	4.1	12.6	8.8	11.0
27	I am able to register for the courses I need when I need them.	2.9	3.2	5.1	3.7
28	The campus is attractive and well maintained.	3.2	6.9	6.7	6.5
29	The campus is equipped with adequate lighting.	5.3	6.1	8.8	7.8
30	My academic major requirements are reasonable and understandable.	2.6	1.2	3.7	2.1
31	When I think of Lincoln University, I feel a "sense of pride".	10.9	16.6	12.1	13.6
32	I seldom get the "run-around" when seeking information on this campus.	6.5	8.1	4.7	7.8
33	Bookstore personnel are courteous and helpful.	2.4	4.5	3.7	3.4
34	Adequate financial aid was received and allowed me to attend Lincoln University.	7.9	19.8	16.2	16.7
35	Student disciplinary procedures are fair and understandable.	15.3	24.7	22.6	22.7
36	Lincoln University's library resources and services meet my student needs.	7.6	6.9	8.1	8.9
37	There is a strong commitment to diversity on this campus.	9.1	9.7	7.7	8.9
38	Classes are scheduled on days and at times that are convenient for me.	3.8	4.0	4.7	4.7
39	The campus is safe and secure for all students.	6.8	10.5	9.8	10.4
40	Overall, I am satisfied with my LU experience.	5.0	6.5	7.7	9.1

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					ıd
Please	e rate your agreement with the following statements:	2004	2005	2006	2007
9	I feel welcome on this campus.	0.0	0.0	0.0	0.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	0.0	0.8	0.0	0.0
11	Faculty and staff display concern for students as individuals.	0.0	0.4	0.0	0.0
12	Financial aid awards are announced in time to be helpful in college planning.	0.3	0.4	0.7	0.5
13	Policies and procedures exist for expressing student complaints/appeals.	0.0	0.4	0.7	0.3
14	The LU Student Handbook provides helpful information about campus life.	0.0	0.0	0.0	0.0
15	Class change (drop/add) policies are reasonable and understood.	0.0	0.0	0.0	0.3
16	Lincoln University's Scruggs Student Center meets my student needs.	0.0	0.0	0.7	0.5
17	Student activity fees (\$5.00 per credit hour) are reasonable.	0.0	0.0	1.0	0.3
18	The Lincoln University tuition I have paid is a worthwhile investment.	0.0	1.2	0.3	0.0
19	The athletic programs contribute to a strong sense of school spirit.	0.3	1.2	0.7	0.0
20	I have experienced intellectual growth while attending Lincoln University.	2.1	1.2	0.7	1.6
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	2.4	0.8	0.7	1.0
22	Adequate parking exists for the number of students on this campus.	2.4	0.8	0.3	0.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.4	1.2	0.7	1.0
24	There are sufficient places to study on campus.	2.4	0.4	0.3	0.5
25	The computer labs are open during days and times that are convenient for me.	2.4	0.4	0.7	0.5
26	Instructional classrooms meet my needs and expectations.	2.4	0.8	1.0	0.5
27	I am able to register for the courses I need when I need them.	2.4	0.0	0.7	0.3
28	The campus is attractive and well maintained.	2.4	0.8	0.7	0.3
29	The campus is equipped with adequate lighting.	2.4	0.4	1.0	0.3
30	My academic major requirements are reasonable and understandable.	2.4	0.8	0.7	0.5
31	When I think of Lincoln University, I feel a "sense of pride".	2.4	0.8	1.0	0.3
32	I seldom get the "run-around" when seeking information on this campus.	2.9	0.8	0.7	0.3
33	Bookstore personnel are courteous and helpful.	2.4	0.4	1.0	0.5
34	Adequate financial aid was received and allowed me to attend Lincoln University.	2.6	0.8	1.0	8.0
35	Student disciplinary procedures are fair and understandable.	2.4	0.8	1.3	0.8
36	Lincoln University's library resources and services meet my student needs.	2.6	0.8	0.7	0.5
37	There is a strong commitment to diversity on this campus.	2.4	0.8	0.7	0.5
38	Classes are scheduled on days and at times that are convenient for me.	2.4	0.8	0.7	0.3
39	The campus is safe and secure for all students.	2.4	0.8	0.7	0.5
40	Overall, I am satisfied with my LU experience.	2.6	0.4	0.7	0.5

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

	2004 Continuing Student Satisfaction Survey Items	SA/A	D/SD	N/AD	NR	RANK
Please	e rate your agreement with the following statements:	Percent	Percent	Percent	Percent	KANK
	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

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

	2005 Continuing Student Satisfaction Survey Items	SA/A	D/SD	N/AD	NR	RANK
Please	e rate your agreement with the following statements:	Percent	Percent	Percent	Percent	IVAIII
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	8.0	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	8.0	14
37	There is a strong commitment to diversity on this campus.	64.0	25.5	9.7	8.0	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	8.0	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	8.0	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	8.0	22
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	50.6	32.0	16.6	8.0	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	8.0	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

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

	2006 Continuing Student Satisfaction Survey Items	SA/A	D/SD	N/AD	NR	RANK
Please	e rate your agreement with the following statements:	Percent	Percent	Percent	Percent	KANK
	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
	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

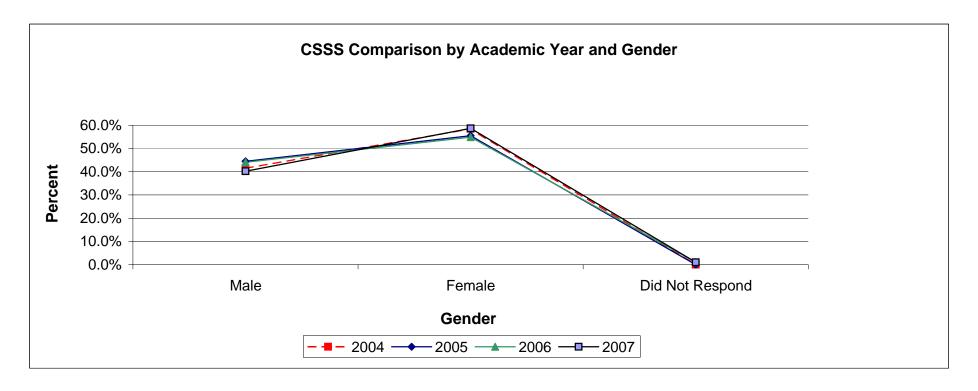
Table 8: 2007 CSSS Items 9-40 in Ranked Order by Percentage

	2007 Continuing Student Satisfaction Survey Items	SA/A	D/SD	N/AD	NR	RANK
Please	e rate your agreement with the following statements:	Percent	Percent	Percent	Percent	KANK
33	Bookstore personnel are courteous and helpful.	85.9	10.2	3.4	0.5	1
20	I have experienced intellectual growth while attending Lincoln University.	82.0	9.4	7.0	1.6	2
9	I feel welcome on this campus.	78.3	14.9	6.8	0.0	3
36	Lincoln University's library resources and services meet my student needs.	78.1	12.5	8.9	0.5	4
30	My academic major requirements are reasonable and understandable.	77.0	20.4	2.1	0.5	5
15	Class change (drop/add) policies are reasonable and understood.	75.2	14.4	10.2	0.3	6
26	Instructional classrooms meet my needs and expectations.	72.3	16.2	11.0	0.5	7
11	Faculty and staff display concern for students as individuals.	71.5	20.9	7.6	0.0	8
14	The LU Student Handbook provides helpful information about campus life.	71.5	12.5	15.9	0.0	9
24	There are sufficient places to study on campus.	71.0	20.4	8.1	0.5	10
40	Overall, I am satisfied with my LU experience.	70.8	19.6	9.1	0.5	11
18	The Lincoln University tuition I have paid is a worthwhile investment.	70.2	70.2	8.6	0.0	12
38	Classes are scheduled on days and at times that are convenient for me.	67.9	27.2	4.7	0.3	13
28	The campus is attractive and well maintained.	65.8	27.4	6.5	0.3	14
29	The campus is equipped with adequate lighting.	65.5	26.4	7.8	0.3	15
25	The computer labs are open during days and times that are convenient for me.	64.8	24.3	10.4	0.5	16
27	I am able to register for the courses I need when I need them.	62.4	33.7	3.7	0.3	17
37	There is a strong commitment to diversity on this campus.	62.4	28.2	8.9	0.5	18
10	Student Accounts staff are knowledgeable, courteous and helpful.	61.4	32.1	6.5	0.0	19
39	The campus is safe and secure for all students.	59.8	29.2	10.4	0.5	20
35	Student disciplinary procedures are fair and understandable.	59.3	17.2	22.7	0.8	21
34	Adequate financial aid was received and allowed me to attend Lincoln University.	59.0	23.5	16.7	0.8	22
17	Student activity fees (\$5.00 per credit hour) are reasonable.	50.9	35.5	13.3	0.3	23
31	When I think of Lincoln University, I feel a "sense of pride".	50.9	35.2	13.6	0.3	24
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	50.4	28.2	20.4	1.0	25
16	Lincoln University's Scruggs Student Center meets my student needs.	48.3	22.7	28.5	0.5	26
13	Policies and procedures exist for expressing student complaints/appeals.	47.0	31.3	21.4	0.3	27
12	Financial aid awards are announced in time to be helpful in college planning.	41.0	34.7	23.8	0.5	28
32	I seldom get the "run-around" when seeking information on this campus.	32.9	59.0	7.8	0.3	29
19	The athletic programs contribute to a strong sense of school spirit.	32.6	42.8	24.5	0.0	30
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	29.0	26.9	43.1	1.0	31
22	Adequate parking exists for the number of students on this campus.	15.9	78.1	5.7	0.3	32

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

Table 9

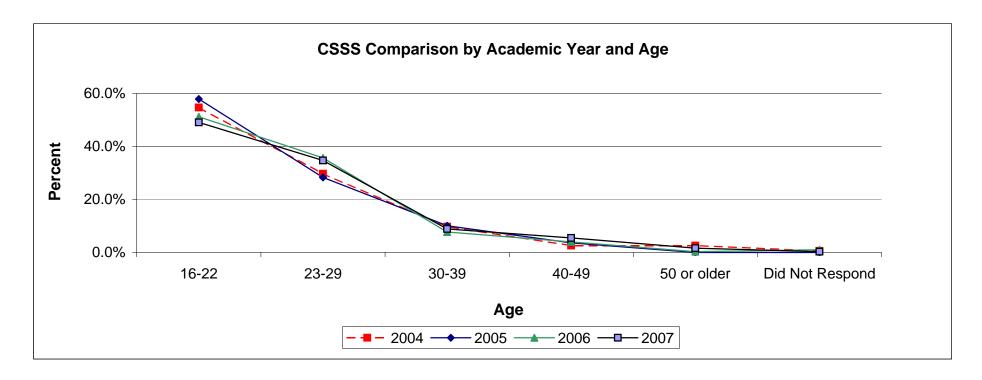
Survey Response	Academic Year					
	2004	2005	2006	2007		
Male	41.5%	44.5%	44.1%	40.2%		
Female	58.5%	55.5%	54.9%	58.7%		
Did Not Respond	0.0%	0.0%	1.0%	1.0%		
PERCENT TOTAL	100.0%	100.0%	100.0%	99.9%		



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

Table 10

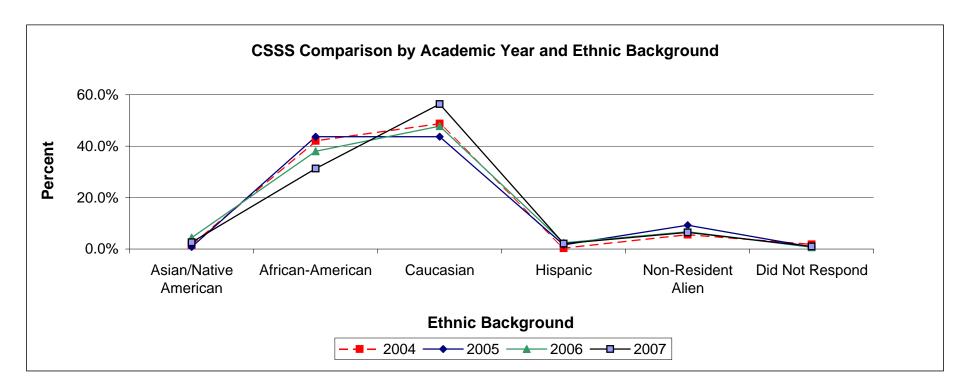
Survey Response	Academic Year					
	2004	2005	2006	2007		
16-22	54.7%	57.9%	51.2%	49.1%		
23-29	29.7%	28.3%	35.7%	34.7%		
30-39	9.7%	10.1%	7.7%	8.9%		
40-49	2.6%	3.6%	4.0%	5.5%		
50 or older	2.6%	0.0%	0.3%	1.6%		
Did Not Respond	0.6%	0.0%	1.0%	0.3%		
PERCENT TOTAL	99.9%	99.9%	99.9%	100.1%		



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

Table 11

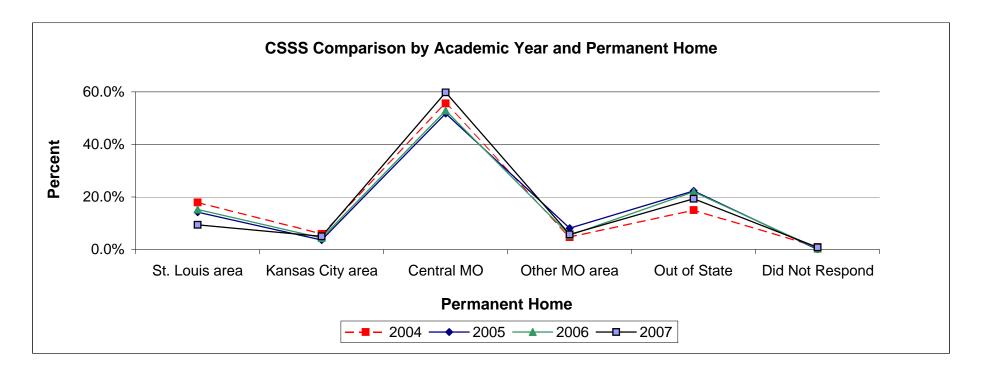
Survey Response	Academic Year					
	2004	2005	2006	2007		
Asian/Native American	1.5%	0.8%	4.4%	2.6%		
African-American	42.1%	43.7%	38.0%	31.3%		
Caucasian	48.8%	43.7%	47.8%	56.4%		
Hispanic	0.3%	1.6%	2.4%	2.1%		
Non-Resident Alien	5.6%	9.3%	6.7%	6.5%		
Did Not Respond	1.8%	0.8%	0.7%	1.0%		
PERCENT TOTAL	100.1%	99.9%	100.0%	99.9%		



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

Table 12

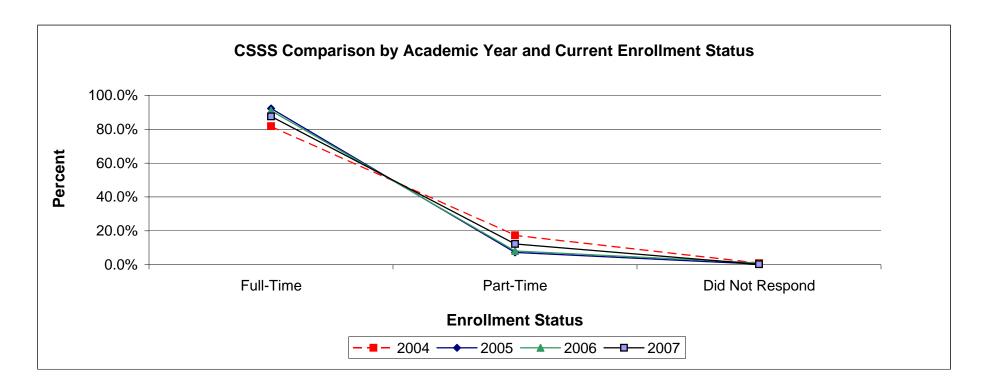
Survey Response	Academic Year					
	2004	2005	2006	2007		
St. Louis area	17.9%	14.2%	15.2%	9.4%		
Kansas City area	5.9%	3.6%	4.4%	5.0%		
Central MO	55.6%	51.8%	52.9%	59.8%		
Other MO area	4.7%	8.1%	5.4%	5.7%		
Out of State	15.0%	22.3%	21.9%	19.3%		
Did Not Respond	0.9%	0.0%	0.3%	0.8%		
PERCENT TOTAL	100.0%	100.0%	100.1%	100.0%		



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

Table 13

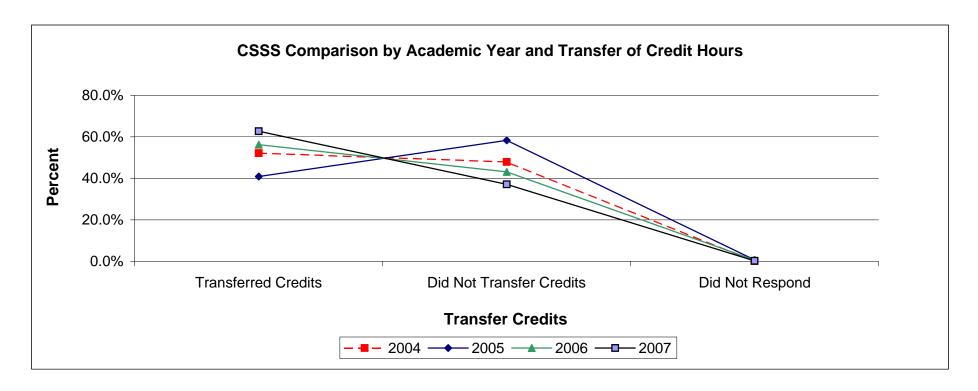
Survey Response	Academic Year				
	2004	2005	2006	2007	
Full-Time	81.8%	92.3%	90.9%	87.5%	
Part-Time	17.4%	7.3%	8.1%	12.3%	
Did Not Respond	0.9%	0.4%	1.0%	0.3%	
PERCENT TOTAL	100.1%	100.0%	100.0%	100.1%	



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

Table 14

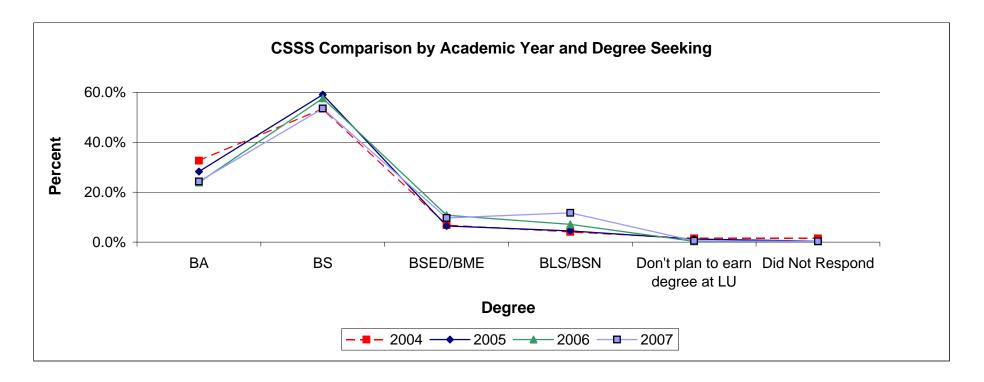
Survey Response	Academic Year				
	2004	2005	2006	2007	
Transferred Credits	52.1%	40.9%	56.2%	62.7%	
Did Not Transfer Credits	47.9%	58.3%	43.1%	37.1%	
Did Not Respond	0.0%	0.8%	0.7%	0.3%	
PERCENT TOTAL	100.0%	100.0%	100.0%	100.1%	



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

Table 15

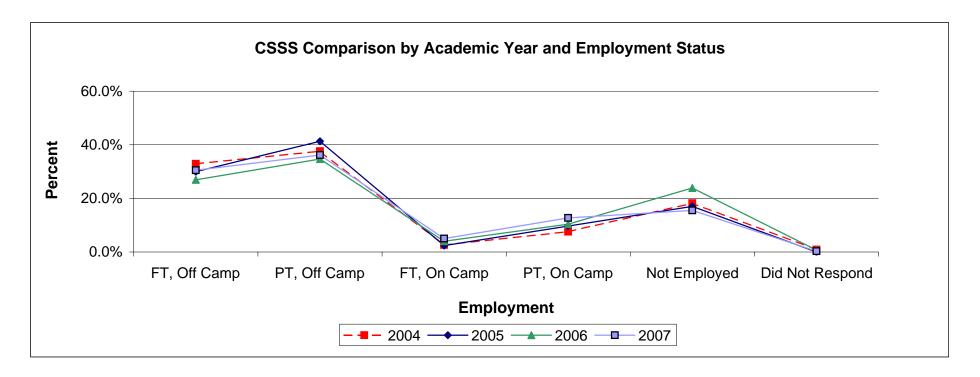
Survey Response	Academic Year				
	2004	2005	2006	2007	
ВА	32.6%	28.3%	23.9%	24.3%	
BS	53.5%	59.1%	57.6%	53.5%	
BSED/BME	6.8%	6.5%	10.8%	9.7%	
BLS/BSN	4.1%	4.5%	7.1%	11.7%	
Don't plan to earn degree at LU	1.5%	1.2%	0.3%	0.5%	
Did Not Respond	1.5%	0.4%	0.3%	0.3%	
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%	



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

Table 16

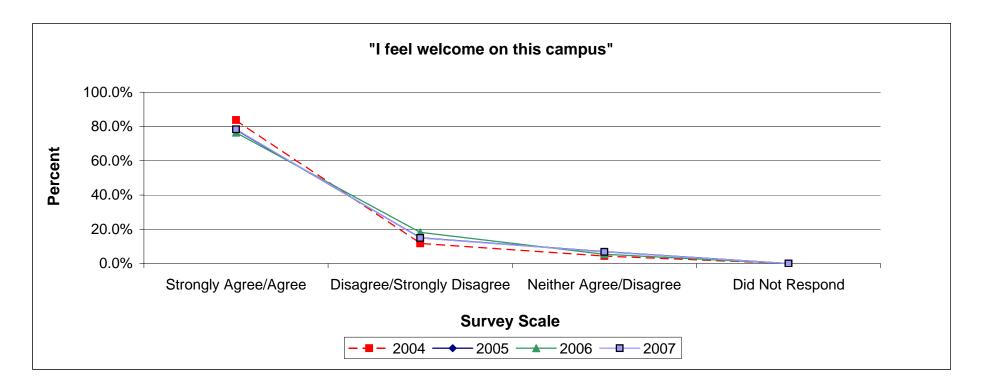
Survey Response	Academic Year					
	2004	2005	2006	2007		
FT, Off Camp	32.9%	30.0%	26.9%	30.5%		
PT, Off Camp	37.6%	41.3%	34.7%	36.2%		
FT, On Camp	2.6%	2.4%	4.0%	5.0%		
PT, On Camp	7.6%	9.7%	10.4%	12.7%		
Not Employed	18.2%	17.0%	23.9%	15.5%		
Did Not Respond	0.9%	0.0%	0.7%	0.3%		
PERCENT TOTAL	99.8%	100.4%	100.6%	100.2%		



"I feel welcome on this campus"

Table 17

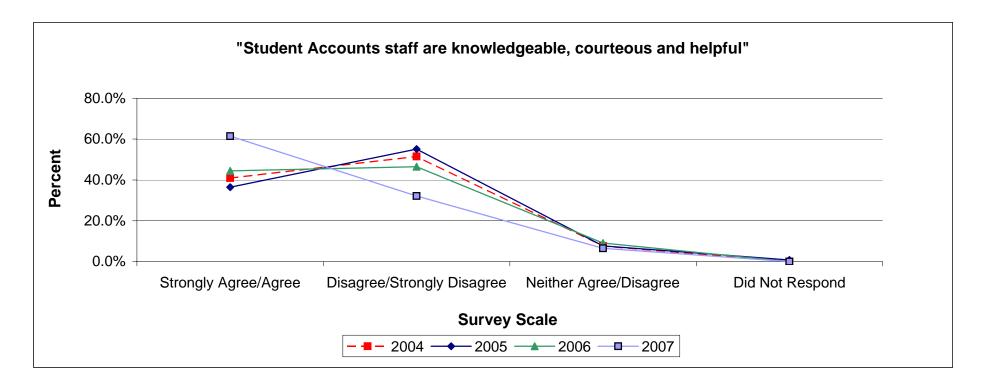
Survey Response	Academic Year					
	2004	2005	2006	2007		
Strongly Agree/Agree	83.8%	78.1%	76.4%	78.3%		
Disagree/Strongly Disagree	11.8%	15.0%	18.2%	14.9%		
Neither Agree/Disagree	4.4%	6.9%	5.4%	6.8%		
Did Not Respond	0.0%	0.0%	0.0%	0.0%		
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%		



"Student Accounts staff are knowledgeable, courteous and helpful"

Table 18

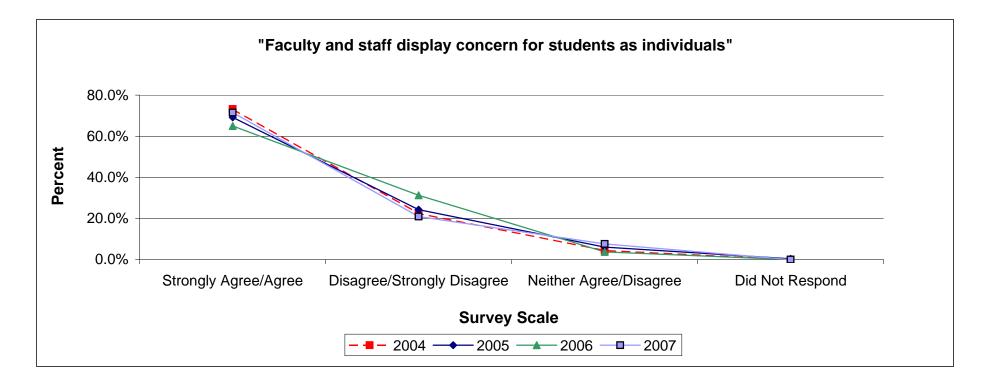
Survey Response	Academic Year				
	2004	2005	2006	2007	
Strongly Agree/Agree	40.9%	36.4%	44.4%	61.4%	
Disagree/Strongly Disagree	51.5%	55.1%	46.5%	32.1%	
Neither Agree/Disagree	7.6%	7.7%	9.1%	6.5%	
Did Not Respond	0.0%	0.8%	0.0%	0.0%	
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%	



"Faculty and staff display concern for students as individuals"

Table 19

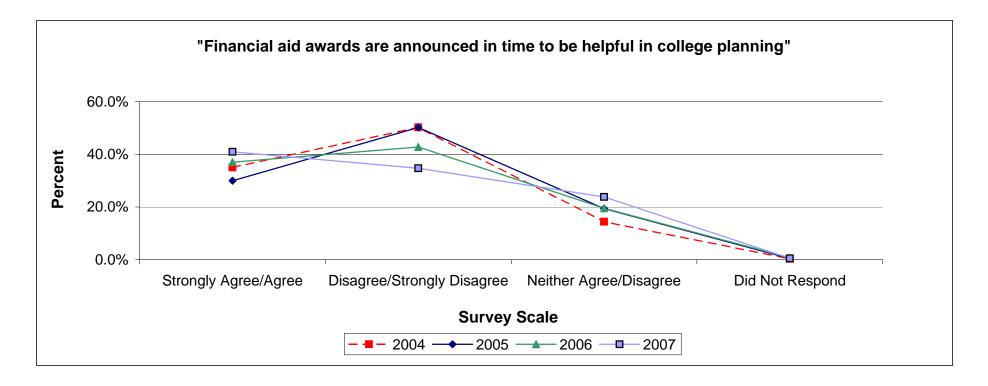
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	73.2%	69.2%	65.0%	71.5%
Disagree/Strongly Disagree	22.4%	24.3%	31.3%	20.9%
Neither Agree/Disagree	4.4%	6.1%	3.7%	7.6%
Did Not Respond	0.0%	0.4%	0.0%	0.0%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 20

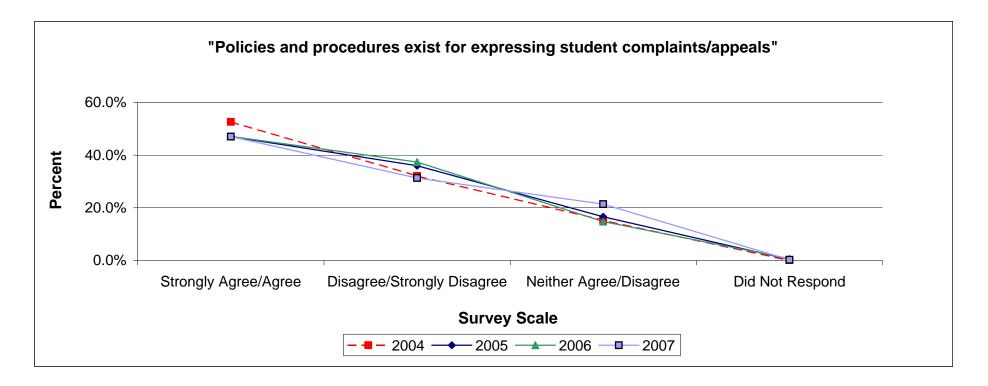
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	35.0%	30.0%	37.0%	41.0%
Disagree/Strongly Disagree	50.3%	50.2%	42.8%	34.7%
Neither Agree/Disagree	14.4%	19.4%	19.5%	23.8%
Did Not Respond	0.3%	0.4%	0.7%	0.5%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 21

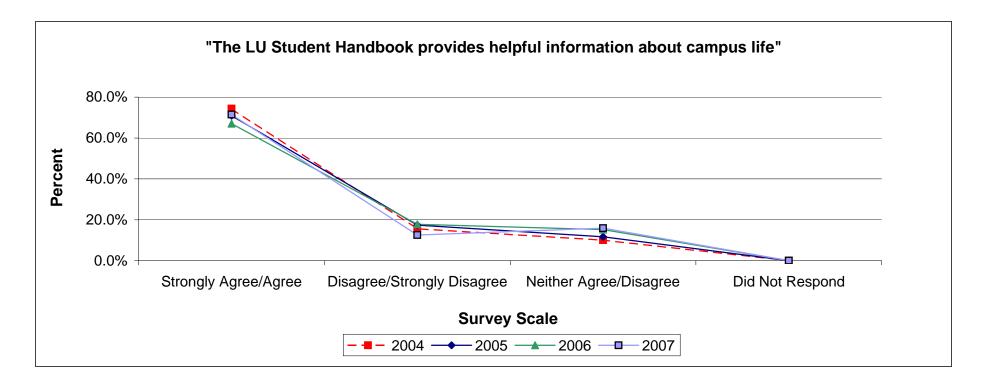
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	52.6%	47.0%	47.1%	47.0%
Disagree/Strongly Disagree	32.1%	36.0%	37.4%	31.3%
Neither Agree/Disagree	15.3%	16.6%	14.8%	21.4%
Did Not Respond	0.0%	0.4%	0.7%	0.3%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 22

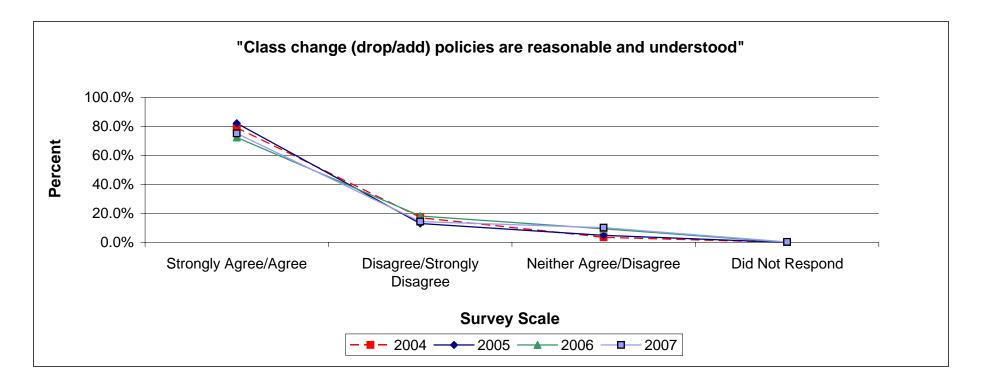
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	74.4%	70.9%	67.0%	71.5%
Disagree/Strongly Disagree	15.6%	17.4%	17.8%	12.5%
Neither Agree/Disagree	10.0%	11.7%	15.2%	15.9%
Did Not Respond	0.0%	0.0%	0.0%	0.0%
PERCENT TOTAL	100.0%	100.0%	100.0%	99.9%



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

Table 23

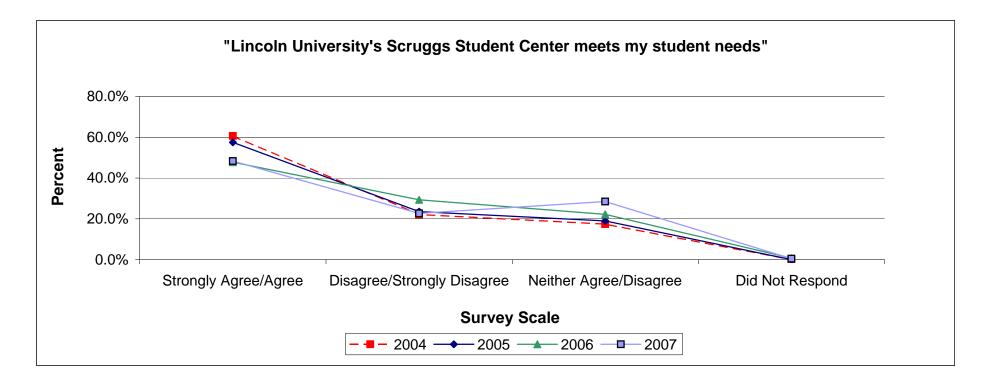
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	79.4%	82.2%	72.4%	75.2%
Disagree/Strongly Disagree	17.1%	13.0%	18.2%	14.4%
Neither Agree/Disagree	3.5%	4.9%	9.4%	10.2%
Did Not Respond	0.0%	0.0%	0.0%	0.3%
PERCENT TOTAL	100.0%	100.1%	100.0%	100.1%



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

Table 24

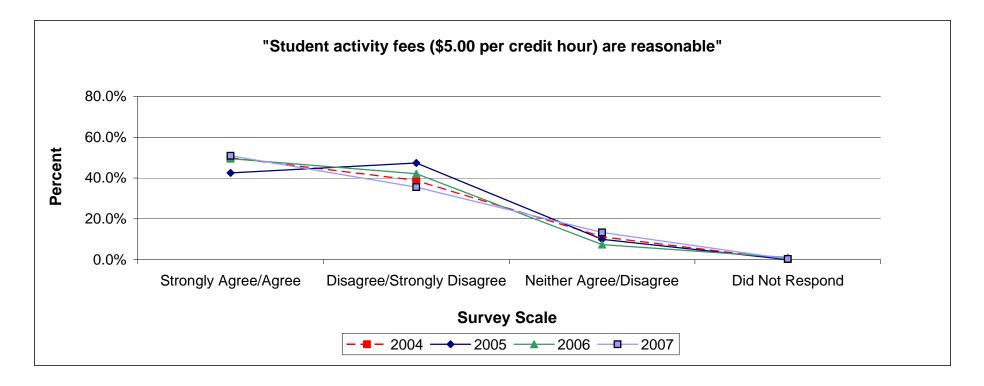
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	60.6%	57.5%	47.8%	48.3%
Disagree/Strongly Disagree	22.1%	23.5%	29.3%	22.7%
Neither Agree/Disagree	17.4%	19.0%	22.2%	28.5%
Did Not Respond	0.0%	0.0%	0.7%	0.5%
PERCENT TOTAL	100.1%	100.0%	100.0%	100.0%



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

Table 25

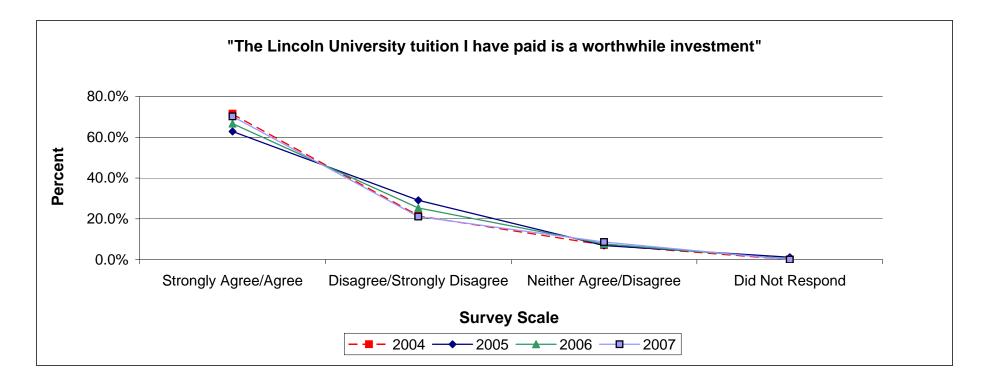
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	50.0%	42.5%	49.5%	50.9%
Disagree/Strongly Disagree	38.8%	47.4%	42.1%	35.5%
Neither Agree/Disagree	11.2%	10.0%	7.4%	13.3%
Did Not Respond	0.0%	0.0%	1.0%	0.3%
PERCENT TOTAL	100.0%	99.9%	100.0%	100.0%



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

Table 26

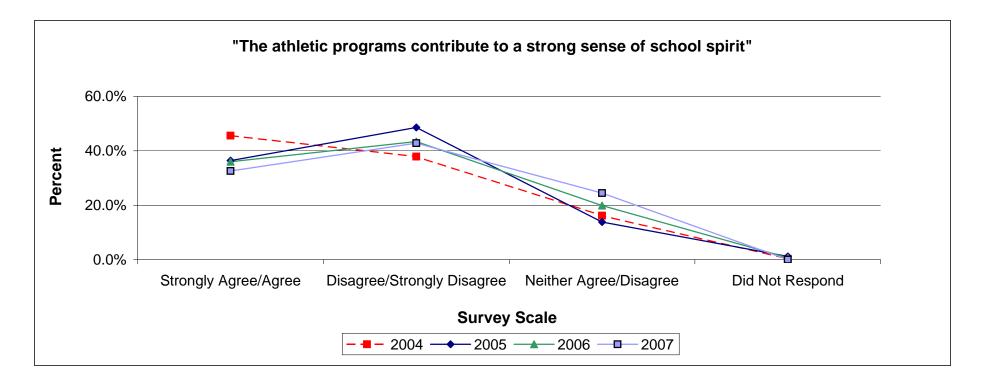
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	71.5%	62.8%	66.7%	70.2%
Disagree/Strongly Disagree	21.5%	29.1%	25.3%	21.1%
Neither Agree/Disagree	7.1%	6.9%	7.7%	8.6%
Did Not Respond	0.0%	1.2%	0.3%	0.0%
PERCENT TOTAL	100.1%	100.0%	100.0%	99.9%



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

Table 27

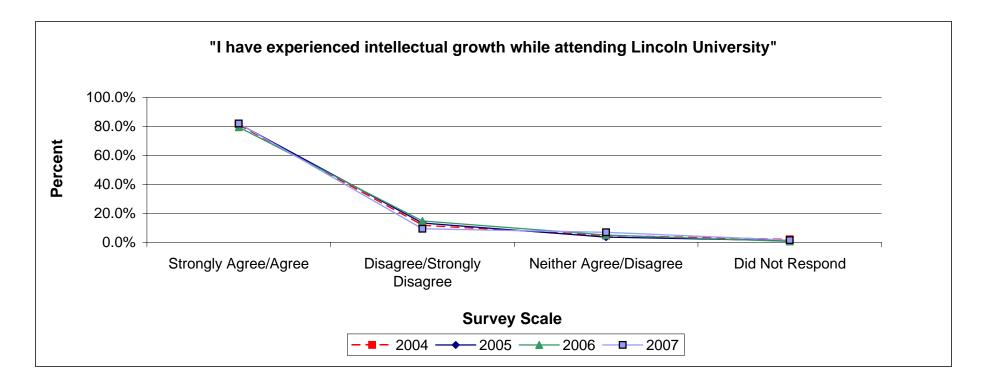
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	45.6%	36.4%	36.0%	32.6%
Disagree/Strongly Disagree	37.9%	48.6%	43.4%	42.8%
Neither Agree/Disagree	16.2%	13.8%	19.9%	24.5%
Did Not Respond	0.3%	1.2%	0.7%	0.0%
PERCENT TOTAL	100.0%	100.0%	100.0%	99.9%



"I have experienced intellectual growth while attending Lincoln University"

Table 28

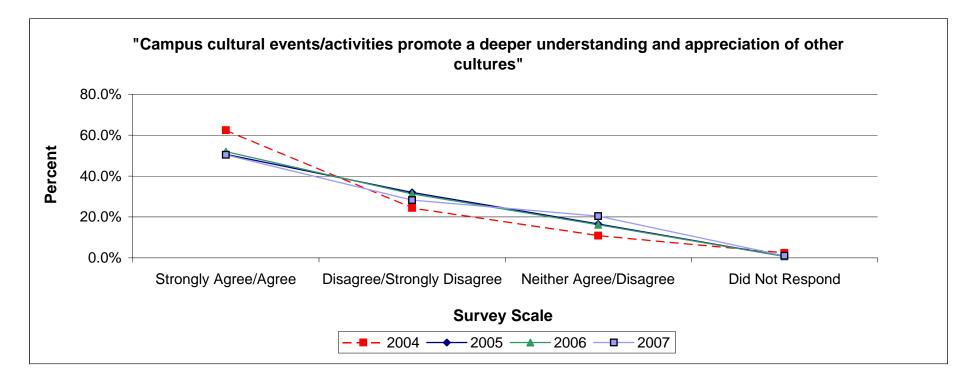
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	81.5%	81.8%	79.5%	82.0%
Disagree/Strongly Disagree	11.8%	13.4%	14.8%	9.4%
Neither Agree/Disagree	4.7%	3.6%	5.1%	7.0%
Did Not Respond	2.1%	1.2%	0.7%	1.6%
PERCENT TOTAL	100.1%	100.0%	100.1%	100.0%



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

Table 29

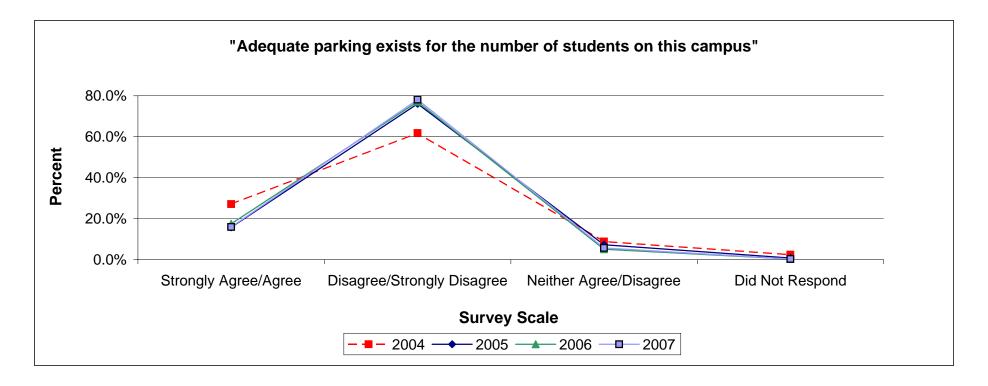
Survey Response		Academ	ic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	62.4%	50.6%	51.9%	50.4%
Disagree/Strongly Disagree	24.4%	32.0%	31.3%	28.2%
Neither Agree/Disagree	10.9%	16.6%	16.2%	20.4%
Did Not Respond	2.4%	0.8%	0.7%	1.0%
PERCENT TOTAL	100.1%	100.0%	100.1%	100.0%



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

Table 30

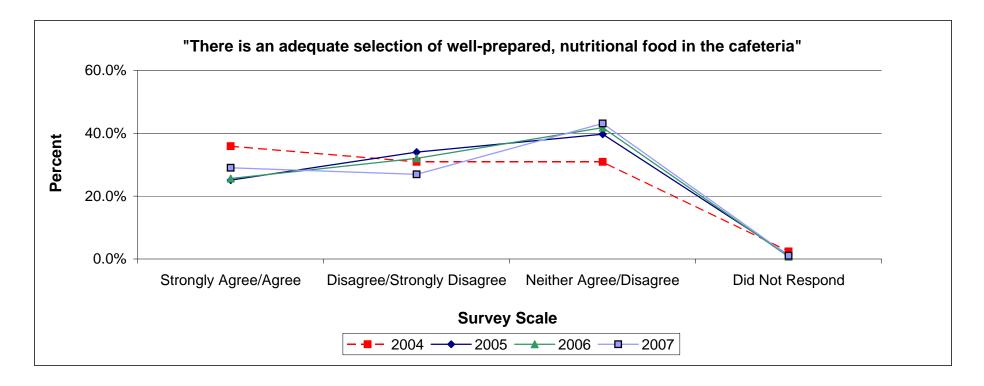
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	27.1%	15.8%	17.5%	15.9%
Disagree/Strongly Disagree	61.8%	76.1%	77.1%	78.1%
Neither Agree/Disagree	8.8%	7.3%	5.1%	5.7%
Did Not Respond	2.4%	0.8%	0.3%	0.3%
PERCENT TOTAL	100.1%	100.0%	100.0%	100.0%



"There is an adequate selection of well-prepared, nutritional food in the cafeteria"

Table 31

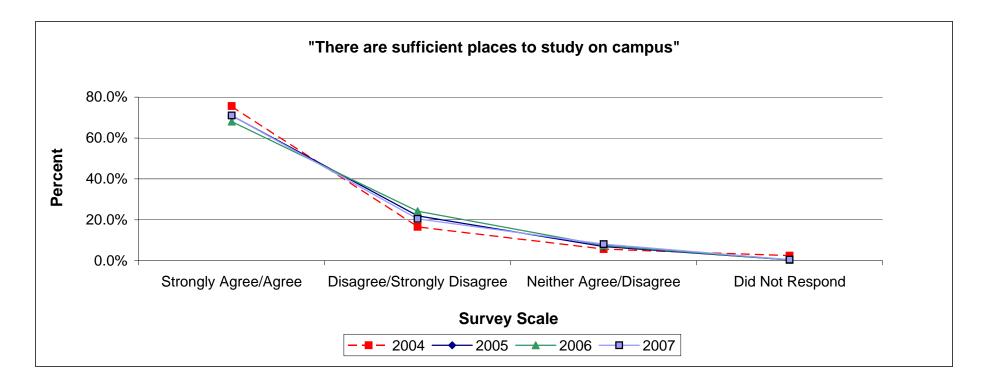
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	35.9%	25.1%	25.6%	29.0%
Disagree/Strongly Disagree	30.9%	34.0%	32.0%	26.9%
Neither Agree/Disagree	30.9%	39.7%	41.8%	43.1%
Did Not Respond	2.4%	1.2%	0.7%	1.0%
PERCENT TOTAL	100.1%	100.0%	100.1%	100.0%



"There are sufficient places to study on campus"

Table 32

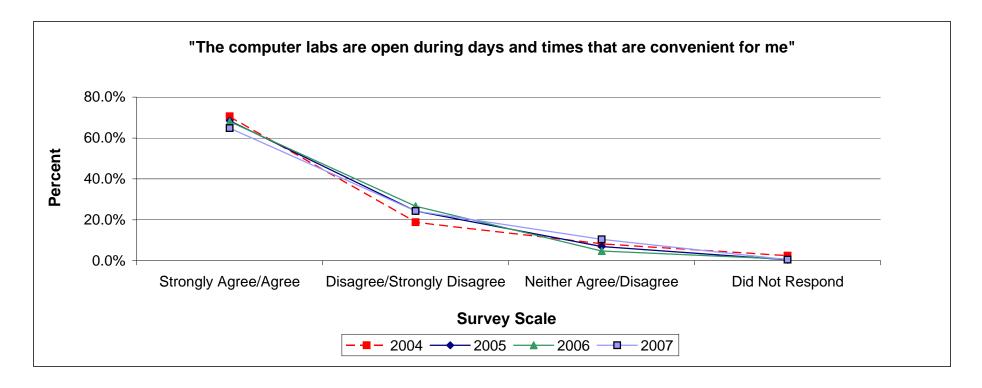
Survey Response		Academ	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	75.6%	70.9%	68.0%	71.0%
Disagree/Strongly Disagree	16.5%	21.9%	24.2%	20.4%
Neither Agree/Disagree	5.6%	6.9%	7.4%	8.1%
Did Not Respond	2.4%	0.4%	0.3%	0.5%
PERCENT TOTAL	100.1%	100.1%	99.9%	100.0%



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

Table 33

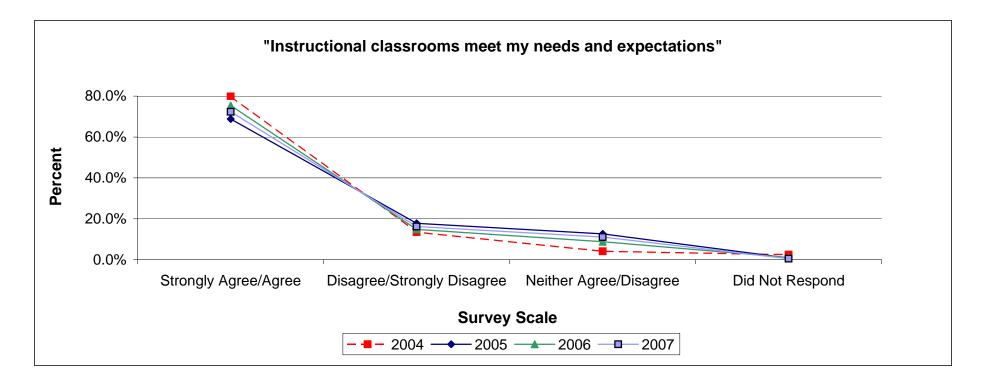
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	70.6%	68.4%	68.0%	64.8%
Disagree/Strongly Disagree	18.8%	24.3%	26.6%	24.3%
Neither Agree/Disagree	8.2%	6.9%	4.7%	10.4%
Did Not Respond	2.4%	0.4%	0.7%	0.5%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



"Instructional classrooms meet my needs and expectations"

Table 34

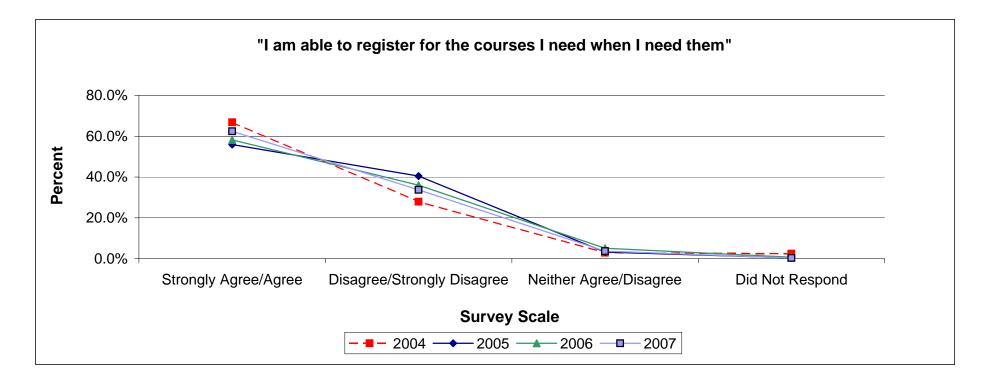
Survey Response	Academic Year			
	2004	2005	2006	2007
Strongly Agree/Agree	80.0%	68.8%	75.4%	72.3%
Disagree/Strongly Disagree	13.5%	17.8%	14.8%	16.2%
Neither Agree/Disagree	4.1%	12.6%	8.8%	11.0%
Did Not Respond	2.4%	0.8%	1.0%	0.5%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 35

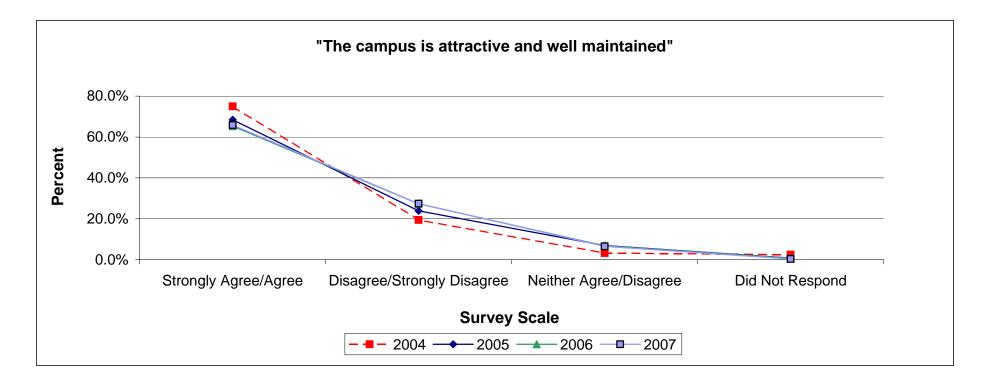
Survey Response				
	2004	2005	2006	2007
Strongly Agree/Agree	66.8%	55.9%	58.2%	62.4%
Disagree/Strongly Disagree	27.9%	40.5%	36.0%	33.7%
Neither Agree/Disagree	2.9%	3.2%	5.1%	3.7%
Did Not Respond	2.4%	0.4%	0.7%	0.3%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.1%



"The campus is attractive and well maintained"

Table 36

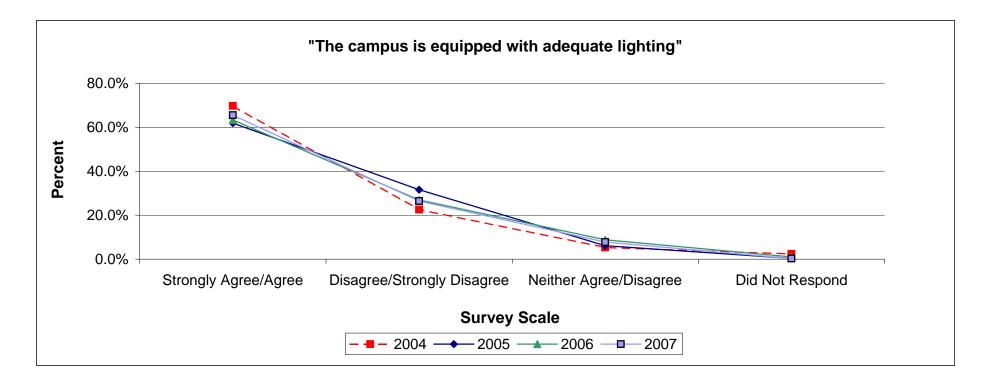
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	75.0%	68.4%	65.3%	65.8%
Disagree/Strongly Disagree	19.4%	23.9%	27.3%	27.4%
Neither Agree/Disagree	3.2%	6.9%	6.7%	6.5%
Did Not Respond	2.4%	0.8%	0.7%	0.3%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



"The campus is equipped with adequate lighting"

Table 37

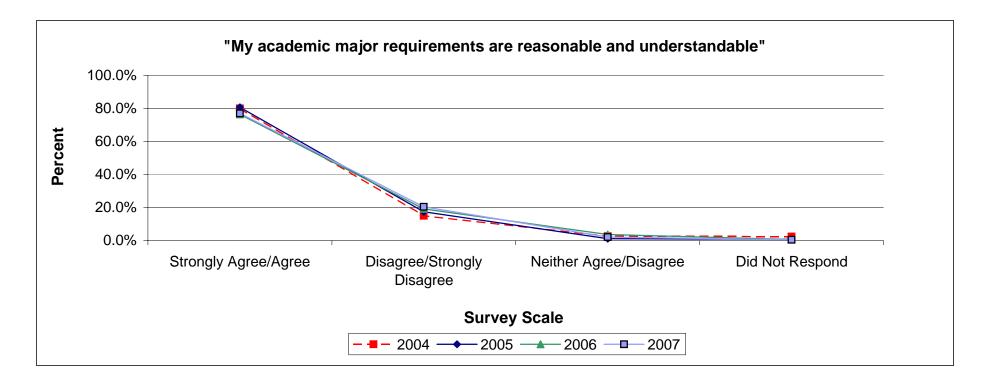
Survey Response		Acader	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	69.7%	61.9%	63.3%	65.5%
Disagree/Strongly Disagree	22.6%	31.6%	26.9%	26.4%
Neither Agree/Disagree	5.3%	6.1%	8.8%	7.8%
Did Not Respond	2.4%	0.4%	1.0%	0.3%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



"My academic major requirements are reasonable and understandable"

Table 38

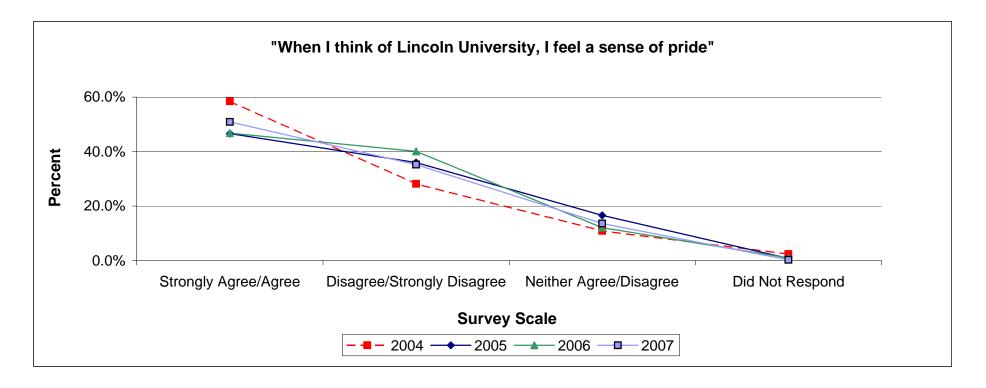
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	80.0%	80.6%	76.4%	77.0%
Disagree/Strongly Disagree	15.0%	17.4%	19.2%	20.4%
Neither Agree/Disagree	2.6%	1.2%	3.7%	2.1%
Did Not Respond	2.4%	0.8%	0.7%	0.5%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 39

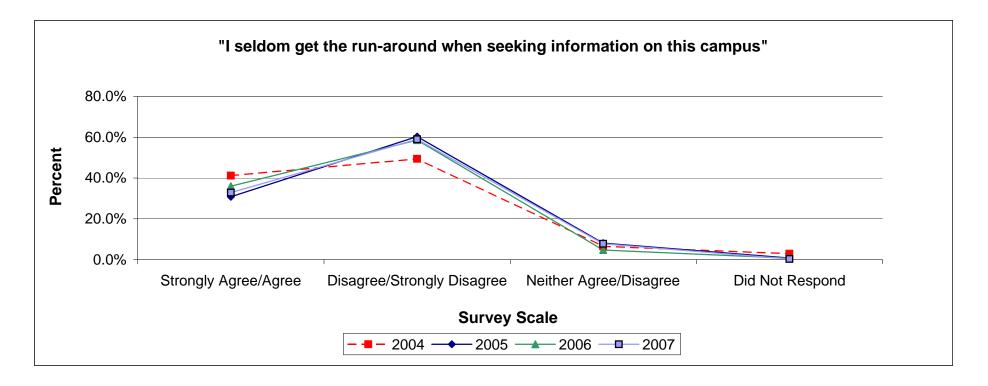
Survey Response		Academ	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	58.5%	46.6%	46.8%	50.9%
Disagree/Strongly Disagree	28.2%	36.0%	40.1%	35.2%
Neither Agree/Disagree	10.9%	16.6%	12.1%	13.6%
Did Not Respond	2.4%	0.8%	1.0%	0.3%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 40

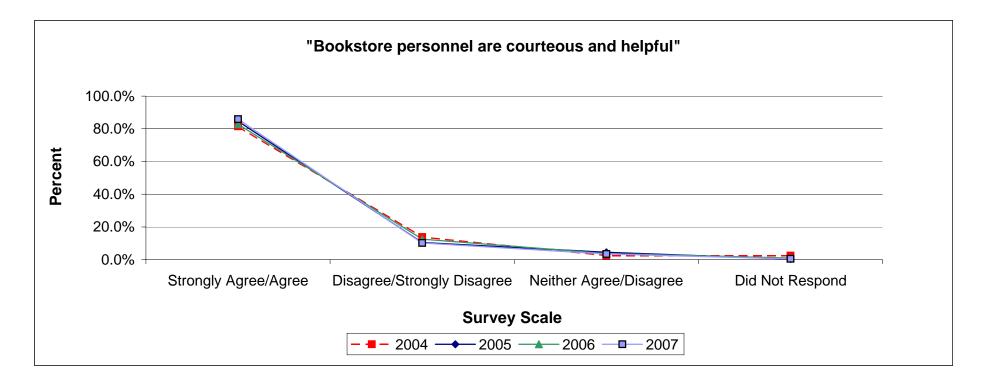
Survey Response		Academic Year		
	2004	2005	2006	2007
Strongly Agree/Agree	41.2%	30.8%	36.0%	32.9%
Disagree/Strongly Disagree	49.4%	60.3%	58.6%	59.0%
Neither Agree/Disagree	6.5%	8.1%	4.7%	7.8%
Did Not Respond	2.9%	0.8%	0.7%	0.3%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



"Bookstore personnel are courteous and helpful"

Table 41

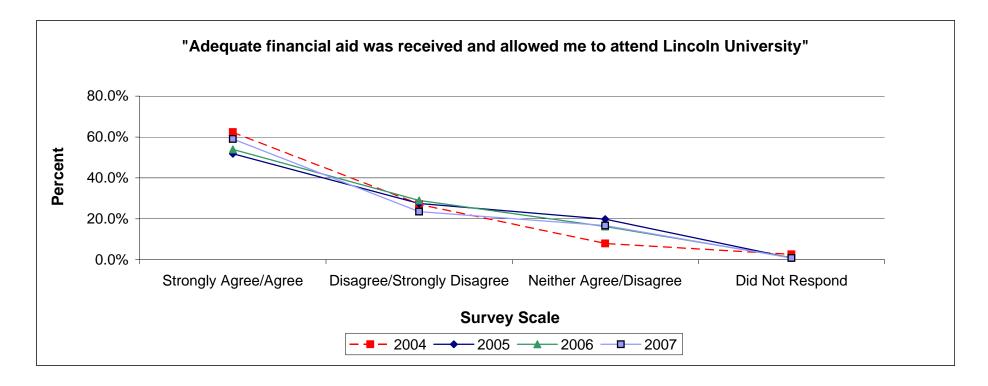
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	81.5%	84.6%	82.8%	85.9%
Disagree/Strongly Disagree	13.8%	10.5%	12.5%	10.2%
Neither Agree/Disagree	2.4%	4.5%	3.7%	3.4%
Did Not Respond	2.4%	0.4%	1.0%	0.5%
PERCENT TOTAL	100.1%	100.0%	100.0%	100.0%



"Adequate financial aid was received and allowed me to attend Lincoln University"

Table 42

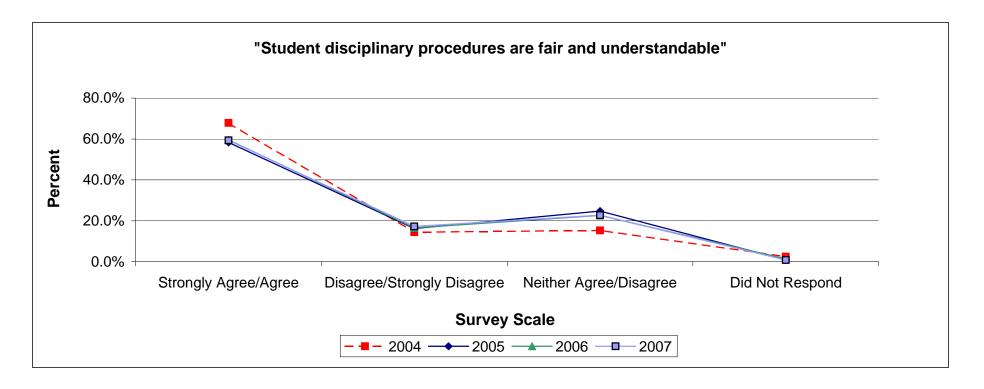
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	62.4%	51.8%	53.9%	59.0%
Disagree/Strongly Disagree	27.1%	27.5%	29.0%	23.5%
Neither Agree/Disagree	7.9%	19.8%	16.2%	16.7%
Did Not Respond	2.6%	0.8%	1.0%	0.8%
PERCENT TOTAL	100.0%	99.9%	100.1%	100.0%



"Student disciplinary procedures are fair and understandable"

Table 43

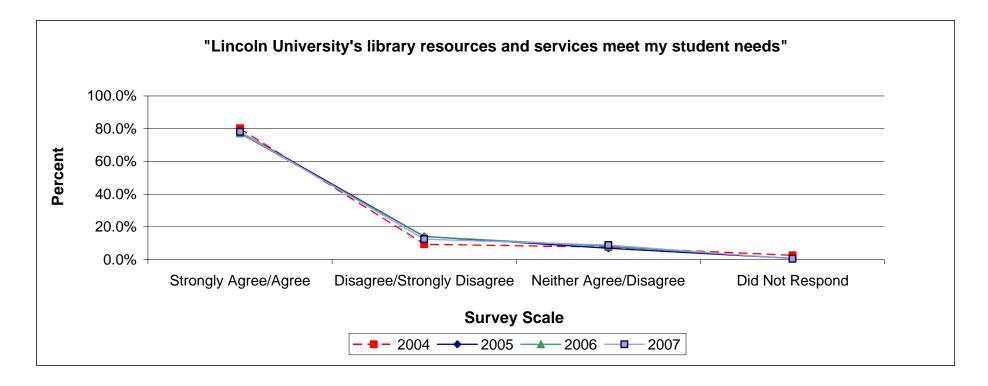
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	67.9%	58.3%	59.6%	59.3%
Disagree/Strongly Disagree	14.4%	16.2%	16.5%	17.2%
Neither Agree/Disagree	15.3%	24.7%	22.6%	22.7%
Did Not Respond	2.4%	0.8%	1.3%	0.8%
PERCENT TOTAL	100.0%	100.0%	100.0%	100.0%



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

Table 44

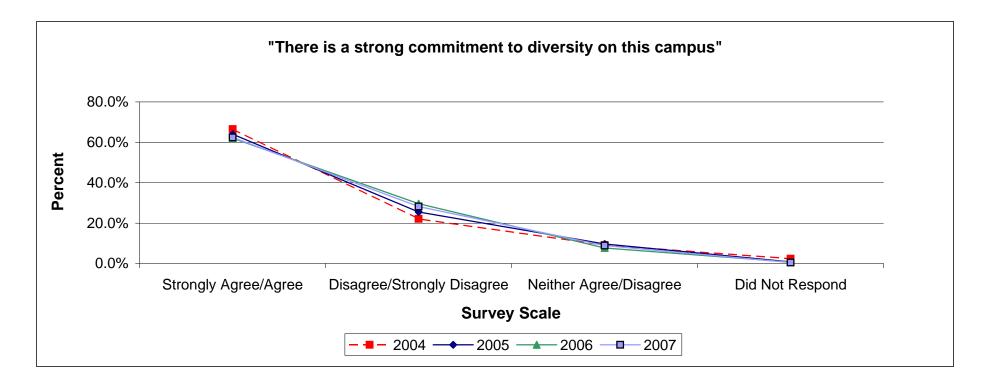
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	80.3%	78.1%	77.1%	78.1%
Disagree/Strongly Disagree	9.4%	14.2%	14.1%	12.5%
Neither Agree/Disagree	7.6%	6.9%	8.1%	8.9%
Did Not Respond	2.6%	0.8%	0.7%	0.5%
PERCENT TOTAL	99.9%	100.0%	100.0%	100.0%



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

Table 45

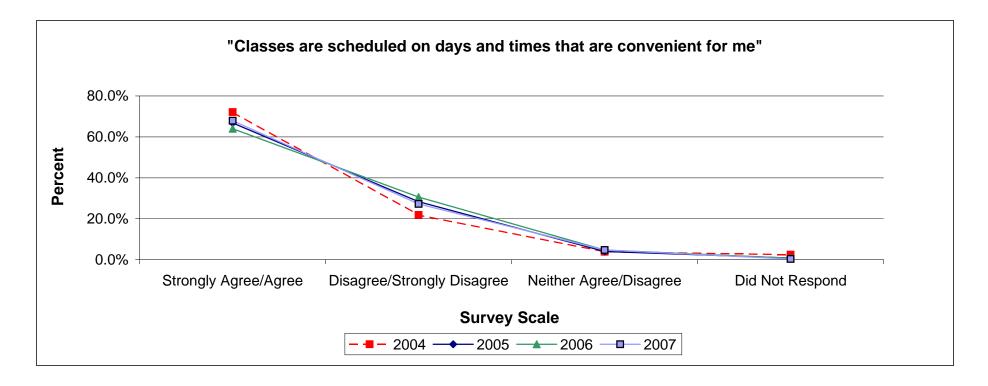
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	66.5%	64.0%	62.0%	62.4%
Disagree/Strongly Disagree	22.1%	25.5%	29.6%	28.2%
Neither Agree/Disagree	9.1%	9.7%	7.7%	8.9%
Did Not Respond	2.4%	0.8%	0.7%	0.5%
PERCENT TOTAL	100.1%	100.0%	100.0%	100.0%



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

Table 46

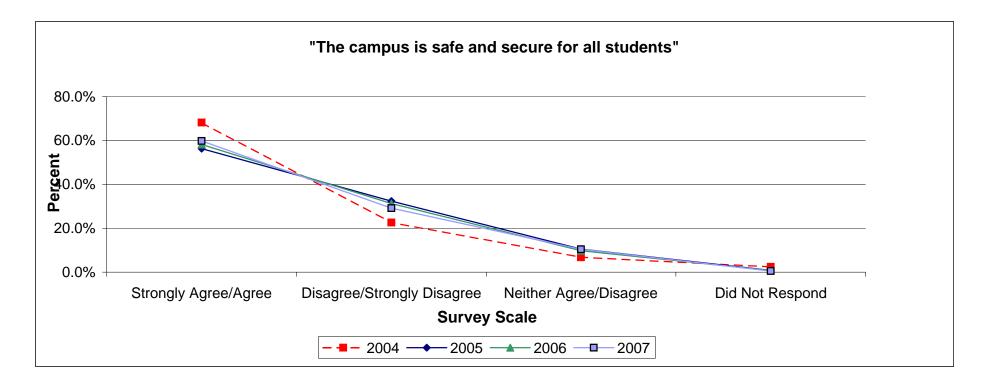
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	72.1%	66.8%	64.0%	67.9%
Disagree/Strongly Disagree	21.8%	28.3%	30.6%	27.2%
Neither Agree/Disagree	3.8%	4.0%	4.7%	4.7%
Did Not Respond	2.4%	0.8%	0.7%	0.3%
PERCENT TOTAL	100.1%	99.9%	100.0%	100.1%



"The campus is safe and secure for all students"

Table 47

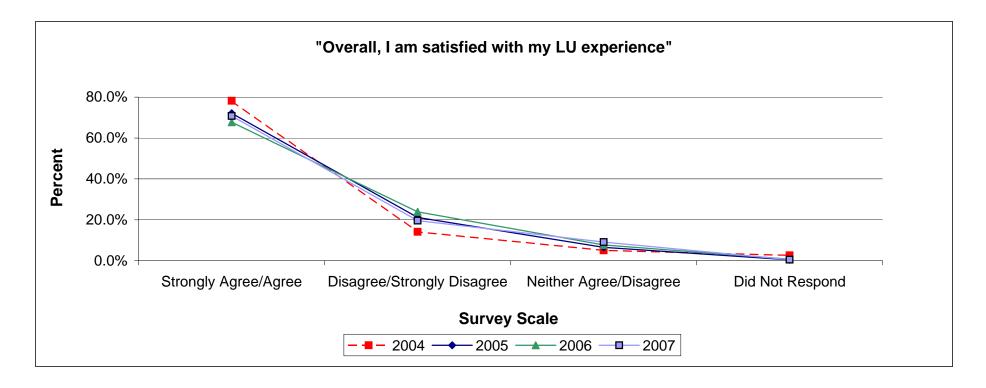
Survey Response		Acaden	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	68.2%	56.3%	58.2%	59.8%
Disagree/Strongly Disagree	22.6%	32.4%	31.3%	29.2%
Neither Agree/Disagree	6.8%	10.5%	9.8%	10.4%
Did Not Respond	2.4%	0.8%	0.7%	0.5%
PERCENT TOTAL	100.0%	100.0%	100.0%	99.9%



"Overall, I am satisfied with my LU experience"

Table 48

Survey Response		Acader	nic Year	
	2004	2005	2006	2007
Strongly Agree/Agree	78.2%	72.1%	67.7%	70.8%
Disagree/Strongly Disagree	14.1%	21.1%	23.9%	19.6%
Neither Agree/Disagree	5.0%	6.5%	7.7%	9.1%
Did Not Respond	2.6%	0.4%	0.7%	0.5%
PERCENT TOTAL	99.9%	100.1%	100.0%	100.0%



SECTION II

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

Table 49: CSSS Comparison Summary by Academic Year and Mean of Survey Questions 9-40

	Continuing Student Satisfaction Survey Items	Mean			
Pleas	se rate your agreement with the following statements:	2004	2005	2006	2007
9	I feel welcome on this campus.	4.04	3.83	3.80	3.88
10	Student Accounts staff are knowledgeable, courteous and helpful.	2.77	2.57	2.87	3.35
11	Faculty and staff display concern for students as individuals.	3.64	3.51	3.42	3.63
12	Financial aid awards are announced in time to be helpful in college planning.	2.67	2.59	2.80	3.03
13	Policies and procedures exist for expressing student complaints/appeals.	3.22	3.06	3.07	3.17
14	The LU Student Handbook provides helpful information about campus life.	3.83	3.67	3.61	3.82
15	Class change (drop/add) policies are reasonable and understood.	3.89	3.89	3.74	3.85
16	Lincoln University's Scruggs Student Center meets my student needs.	3.46	3.34	3.20	3.31
17	Student activity fees (\$5.00 per credit hour) are reasonable.	3.04	2.81	3.00	3.11
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.63	3.38	3.50	3.62
19	The athletic programs contribute to a strong sense of school spirit.	3.08	2.72	2.81	2.84
20	I have experienced intellectual growth while attending Lincoln University.	3.98	3.90	3.84	4.01
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.48	3.25	3.26	3.31
22	Adequate parking exists for the number of students on this campus.	2.18	1.76	1.81	1.79
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	3.06	2.76	2.81	2.94
24	There are sufficient places to study on campus.	3.86	3.62	3.56	3.67
25	The computer labs are open during days and times that are convenient for me.	3.77	3.54	3.53	3.52
26	Instructional classrooms meet my needs and expectations.	3.90	3.67	3.81	3.7
27	I am able to register for the courses I need when I need them.	3.52	3.17	3.24	3.35
28	The campus is attractive and well maintained.	3.78	3.53	3.48	3.49
29	The campus is equipped with adequate lighting.	3.66	3.35	3.43	3.47
30	My academic major requirements are reasonable and understandable.	3.94	3.81	3.72	3.74
31	When I think of Lincoln University, I feel a "sense of pride".	3.43	3.14	3.04	3.19
32	I seldom get the "run-around" when seeking information on this campus.	2.72	2.40	2.49	2.50
33	Bookstore personnel are courteous and helpful.	3.99	4.03	3.99	4.07
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.48	3.30	3.27	3.51
35	Student disciplinary procedures are fair and understandable.	3.78	3.49	3.54	3.56
36	Lincoln University's library resources and services meet my student needs.	4.08	3.90	3.85	3.89
37	There is a strong commitment to diversity on this campus.	3.64	3.49	3.41	3.5
38	Classes are scheduled on days and at times that are convenient for me.	3.68	3.48	3.39	3.51
39	The campus is safe and secure for all students.	3.62	3.29	3.29	3.35
40	Overall, I am satisfied with my LU experience.	3.88	3.63	3.51	3.66

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

	2004 Continuing Student Satisfaction Survey Items	MEAN	RANK
Pleas	e rate your agreement with the following statements:		
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

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

	MEAN	RANK	
Please rate your agreement with the following statements:			
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

Table 52: 2006 CSSS Items 9-40 in Ranked Order by Mean

Table	MEAN	RANK			
Pleas	Please rate your agreement with the following statements:				
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		

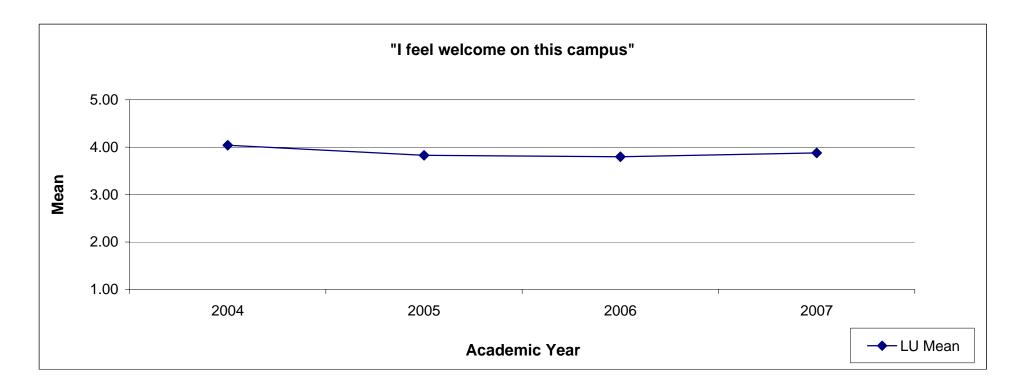
Table 53: 2007 CSSS Items 9-40 in Ranked Order by Mean

Table	MEAN	RANK	
Please rate your agreement with the following statements:			
33	Bookstore personnel are courteous and helpful.	4.07	1
20	I have experienced intellectual growth while attending Lincoln University.	4.01	2
36	Lincoln University's library resources and services meet my student needs.	3.89	3
9	I feel welcome on this campus.	3.88	4
15	Class change (drop/add) policies are reasonable and understood.	3.85	5
14	The LU Student Handbook provides helpful information about campus life.	3.82	6
30	My academic major requirements are reasonable and understandable.	3.74	7
26	Instructional classrooms meet my needs and expectations.	3.70	8
24	There are sufficient places to study on campus.	3.67	9
40	Overall, I am satisfied with my LU experience.	3.66	10
11	Faculty and staff display concern for students as individuals.	3.63	11
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.62	12
35	Student disciplinary procedures are fair and understandable.	3.56	13
25	The computer labs are open during days and times that are convenient for me.	3.52	14
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.51	15
38	Classes are scheduled on days and at times that are convenient for me.	3.51	16
37	There is a strong commitment to diversity on this campus.	3.50	17
28	The campus is attractive and well maintained.	3.49	18
29	The campus is equipped with adequate lighting.	3.47	19
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.35	20
27	I am able to register for the courses I need when I need them.	3.35	21
39	The campus is safe and secure for all students.	3.35	22
16	Lincoln University's Scruggs Student Center meets my student needs.	3.31	23
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.31	24
31	When I think of Lincoln University, I feel a "sense of pride".	3.19	25
13	Policies and procedures exist for expressing student complaints/appeals.	3.17	26
17	Student activity fees (\$5.00 per credit hour) are reasonable.	3.11	27
12	Financial aid awards are announced in time to be helpful in college planning.	3.03	28
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.94	29
19	The athletic programs contribute to a strong sense of school spirit.	2.84	30
32	I seldom get the "run-around" when seeking information on this campus.	2.50	31
22	Adequate parking exists for the number of students on this campus.	1.79	32

"I feel welcome on this campus"

Table 54

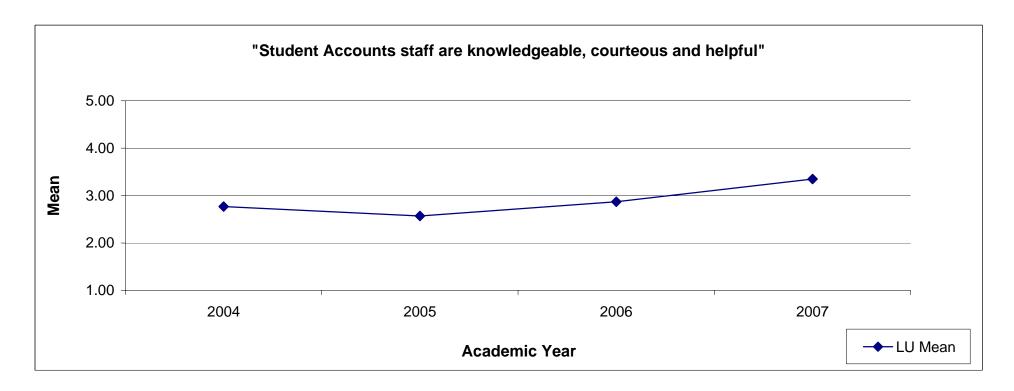
Academic Year	Lincoln University Mean
2004	4.04
2005	3.83
2006	3.80
2007	3.88



"Student Accounts staff are knowledgeable, courteous and helpful"

Table 55

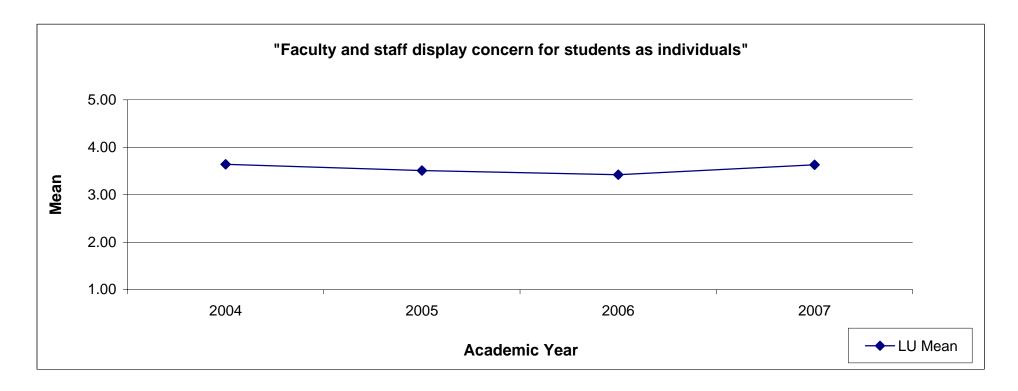
Academic Year	Lincoln University Mean
2004	2.77
2005	2.57
2006	2.87
2007	3.35



"Faculty and staff display concern for students as individuals"

Table 56

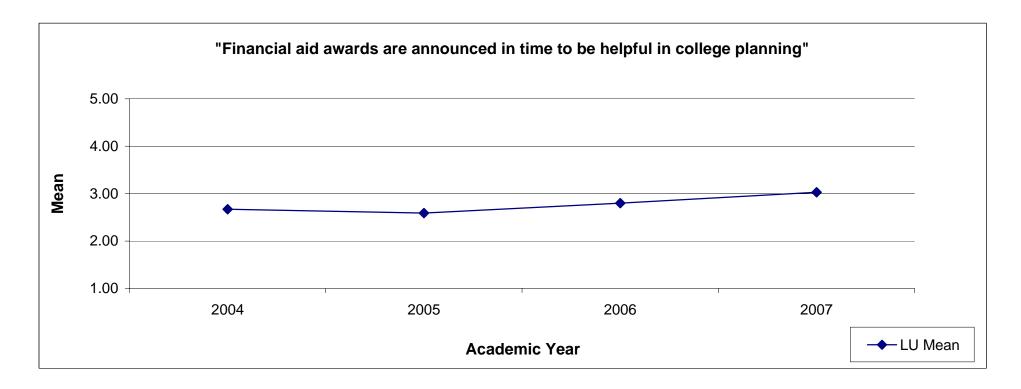
Academic Year	Lincoln University Mean
2004	3.64
2005	3.51
2006	3.42
2007	3.63



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

Table 57

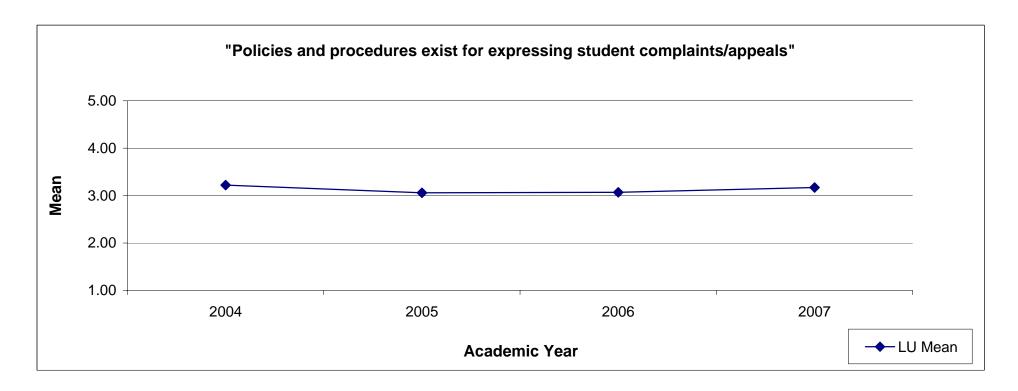
Academic Year	Lincoln University Mean
2004	2.67
2005	2.59
2006	2.80
2007	3.03



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

Table 58

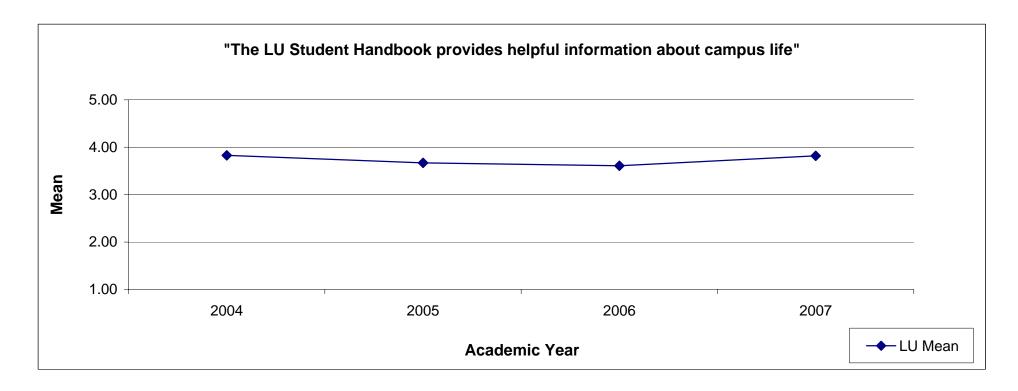
Academic Year	Lincoln University Mean
2004	3.22
2005	3.06
2006	3.07
2007	3.17



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

Table 59

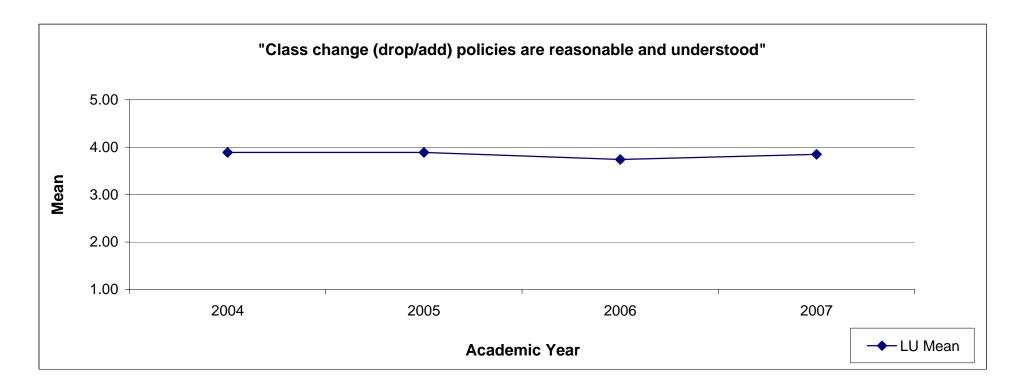
Academic Year	Lincoln University Mean
2004	3.83
2005	3.67
2006	3.61
2007	3.82



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

Table 60

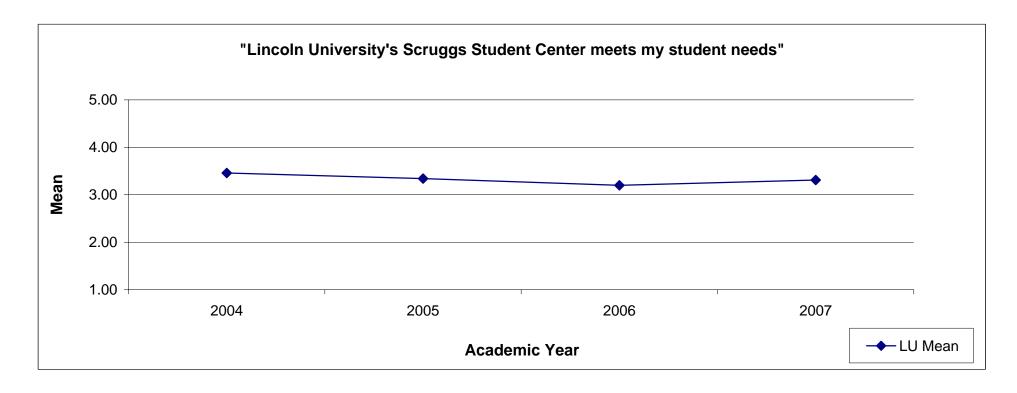
Academic Year	Lincoln University Mean
2004	3.89
2005	3.89
2006	3.74
2007	3.85



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

Table 61

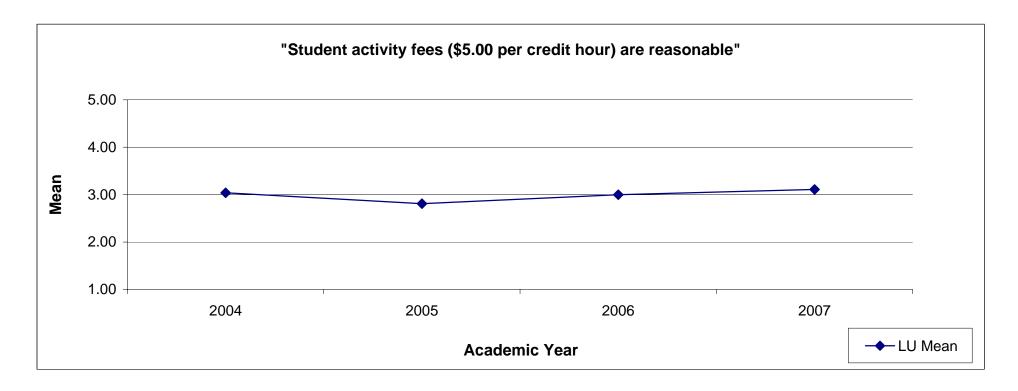
Academic Year	Lincoln University Mean
2004	3.46
2005	3.34
2006	3.20
2007	3.31



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

Table 62

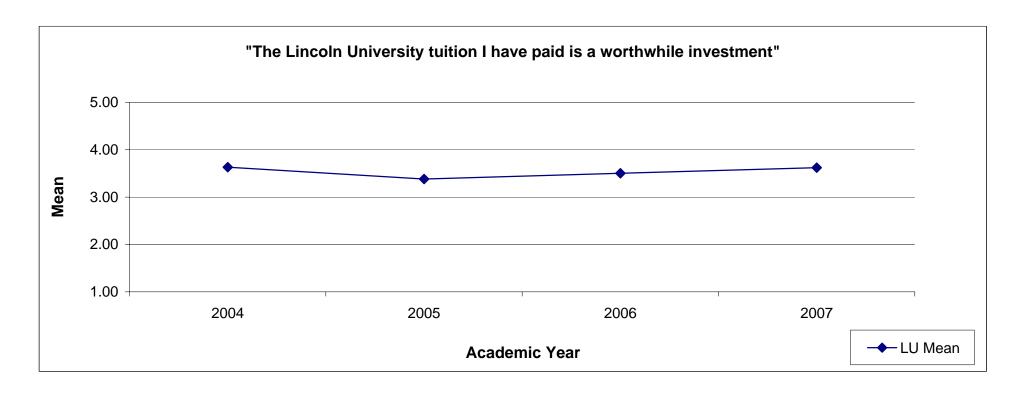
Academic Year	Lincoln University Mean
2004	3.04
2005	2.81
2006	3.00
2007	3.11



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

Table 63

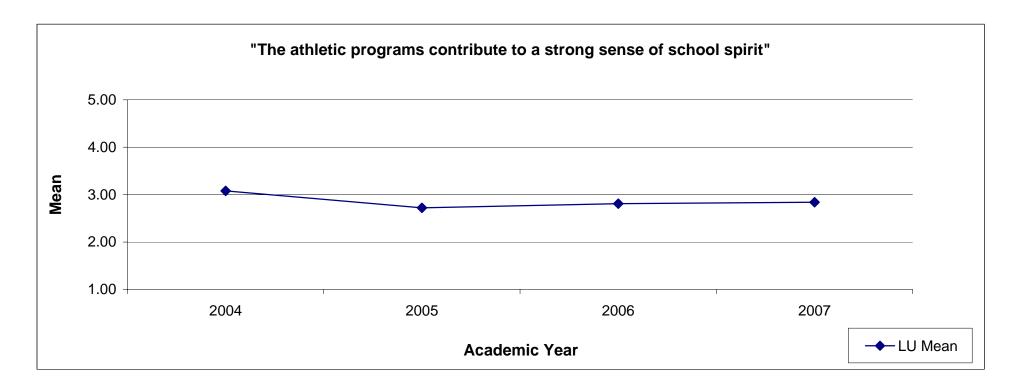
Academic Year	Lincoln University Mean
2004	3.63
2005	3.38
2006	3.50
2007	3.62



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

Table 64

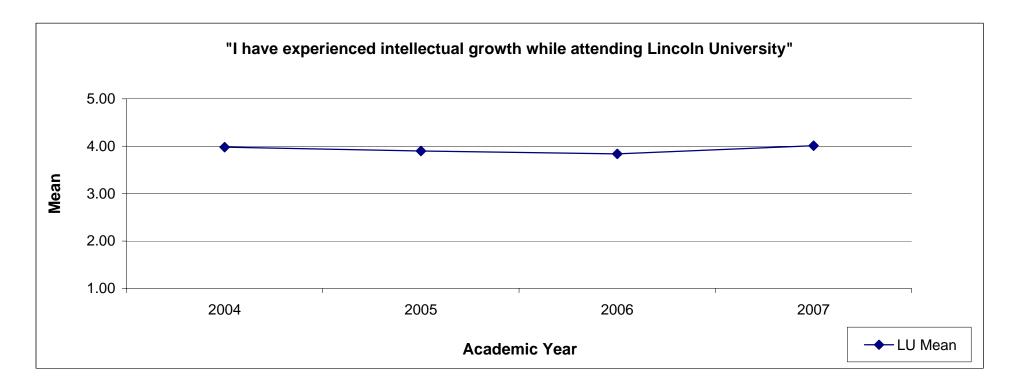
Academic Year	Lincoln University Mean
2004	3.08
2005	2.72
2006	2.81
2007	2.84



"I have experienced intellectual growth while attending Lincoln University"

Table 65

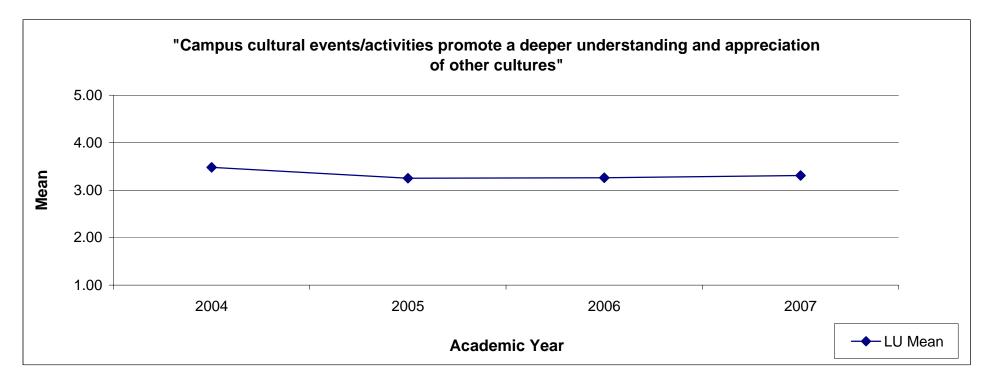
Academic Year	Lincoln University Mean
2004	3.98
2005	3.90
2006	3.84
2007	4.01



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

Table 66

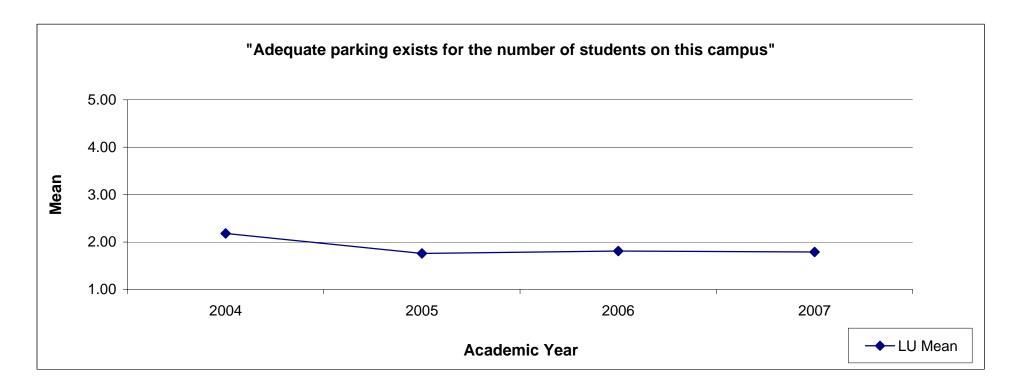
Academic Year	Lincoln University Mean
2004	3.48
2005	3.25
2006	3.26
2007	3.31



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

Table 67

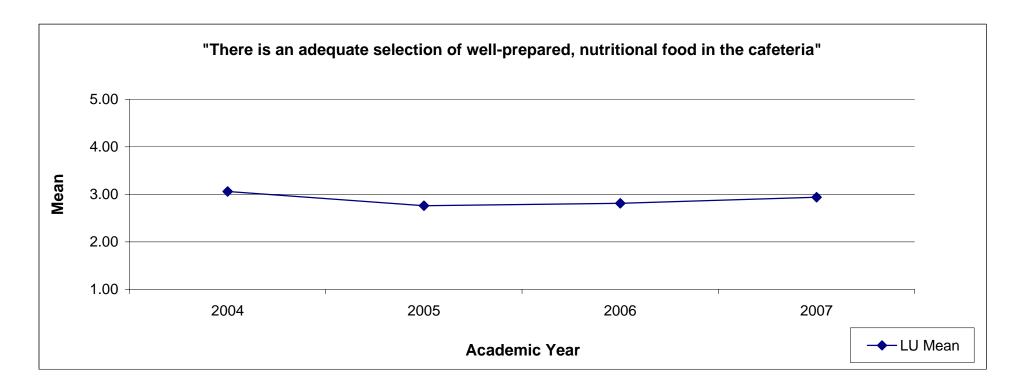
Academic Year	Lincoln University Mean
2004	2.18
2005	1.76
2006	1.81
2007	1.79



"There is an adequate selection of well-prepared, nutritional food in the cafeteria"

Table 68

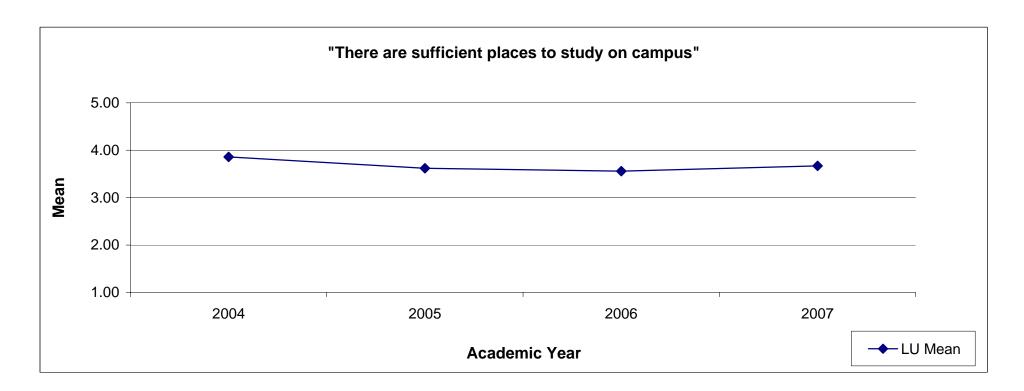
Academic Year	Lincoln University Mean
2004	3.06
2005	2.76
2006	2.81
2007	2.94



"There are sufficient places to study on campus"

Table 69

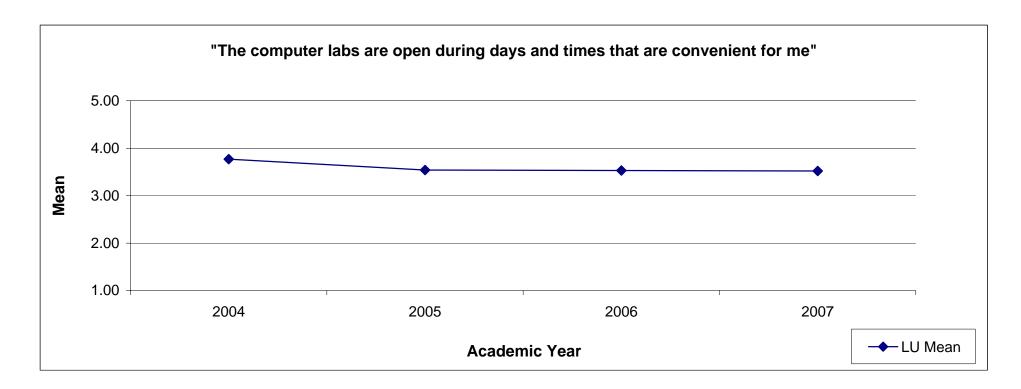
Academic Year	Lincoln University Mean
2004	3.86
2005	3.62
2006	3.56
2007	3.67



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

Table 70

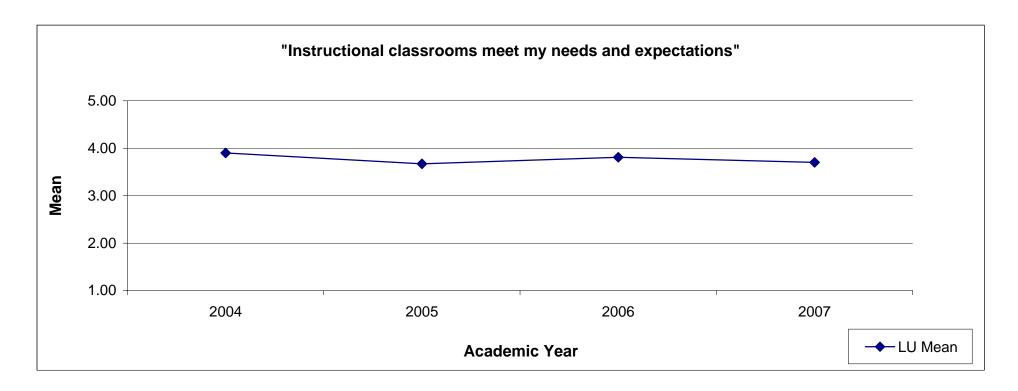
Academic Year	Lincoln University Mean
2004	3.77
2005	3.54
2006	3.53
2007	3.52



"Instructional classrooms meet my needs and expectations"

Table 71

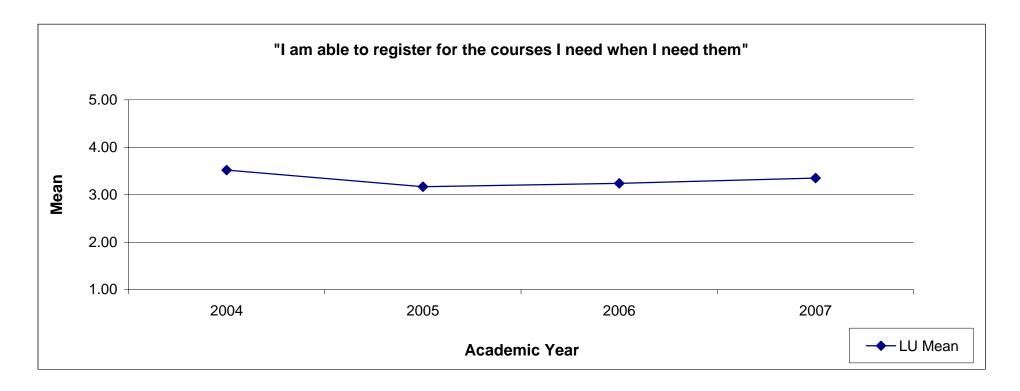
Academic Year	Lincoln University Mean
2004	3.90
2005	3.67
2006	3.81
2007	3.70



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

Table 72

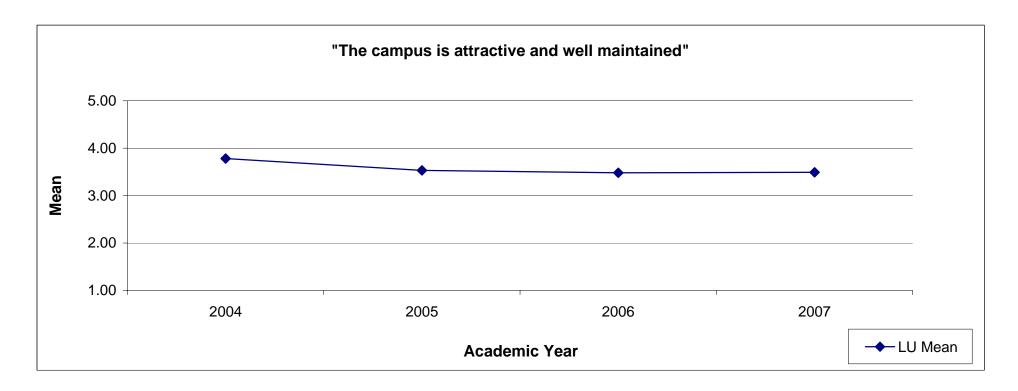
Academic Year	Lincoln University Mean
2004	3.52
2005	3.17
2006	3.24
2007	3.35



"The campus is attractive and well maintained"

Table 73

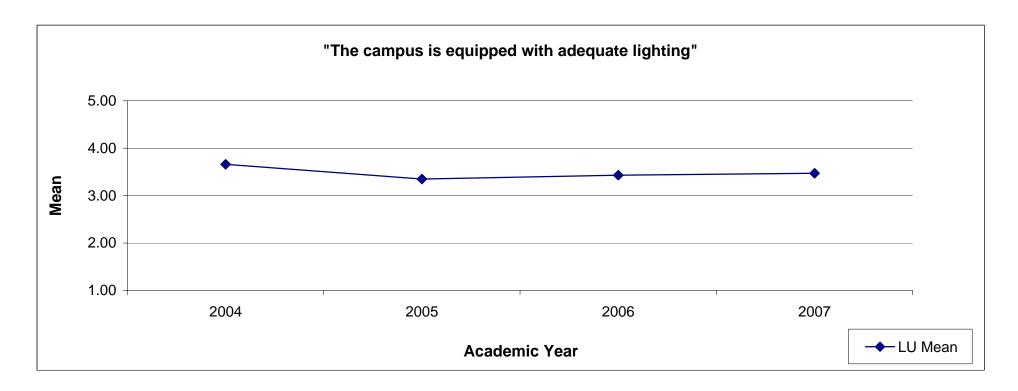
Academic Year	Lincoln University Mean
2004	3.78
2005	3.53
2006	3.48
2007	3.49



"The campus is equipped with adequate lighting"

Table 74

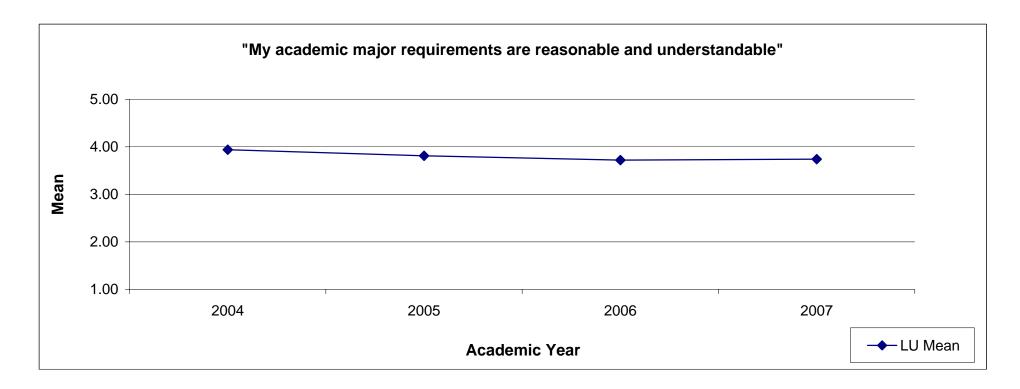
Academic Year	Lincoln University Mean
2004	3.66
2005	3.35
2006	3.43
2007	3.47



"My academic major requirements are reasonable and understandable"

Table 75

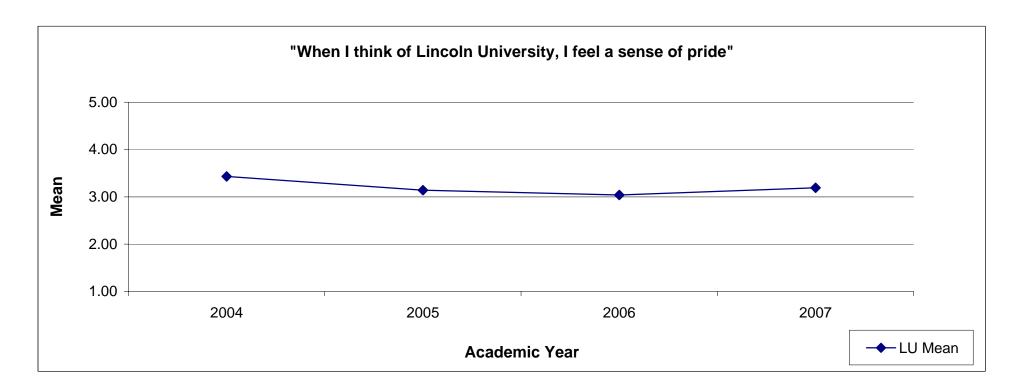
Academic Year	Lincoln University Mean
2004	3.94
2005	3.81
2006	3.72
2007	3.74



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

Table 76

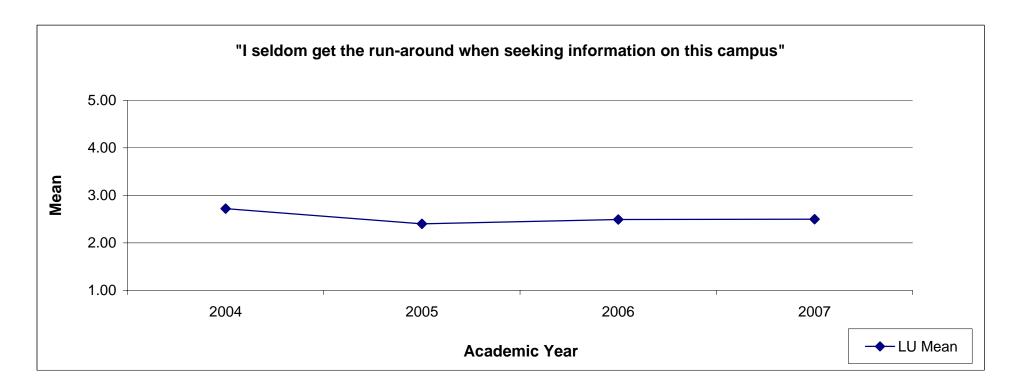
Academic Year	Lincoln University Mean
2004	3.43
2005	3.14
2006	3.04
2007	3.19



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

Table 77

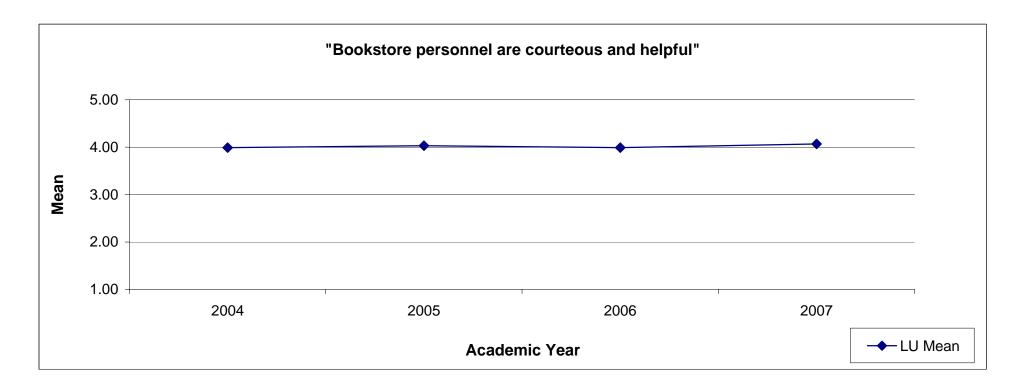
Academic Year	Lincoln University Mean
2004	2.72
2005	2.40
2006	2.49
2007	2.50



"Bookstore personnel are courteous and helpful"

Table 78

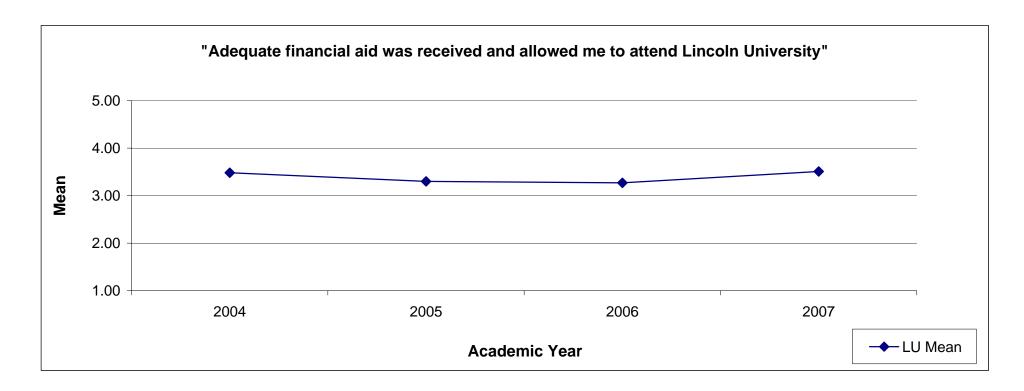
Academic Year	Lincoln University Mean
2004	3.99
2005	4.03
2006	3.99
2007	4.07



"Adequate financial aid was received and allowed me to attend Lincoln University"

Table 79

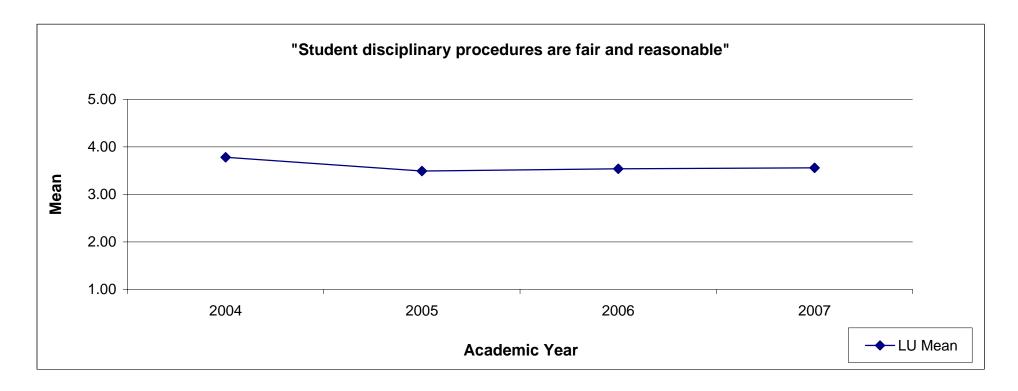
Academic Year	Lincoln University Mean
2004	3.48
2005	3.30
2006	3.27
2007	3.51



"Student disciplinary procedures are fair and reasonable"

Table 80

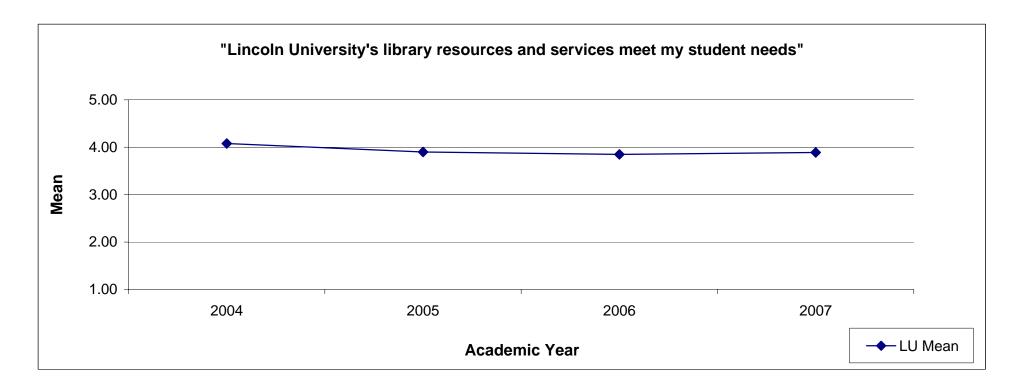
Academic Year	Lincoln University Mean
2004	3.78
2005	3.49
2006	3.54
2007	3.56



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

Table 81

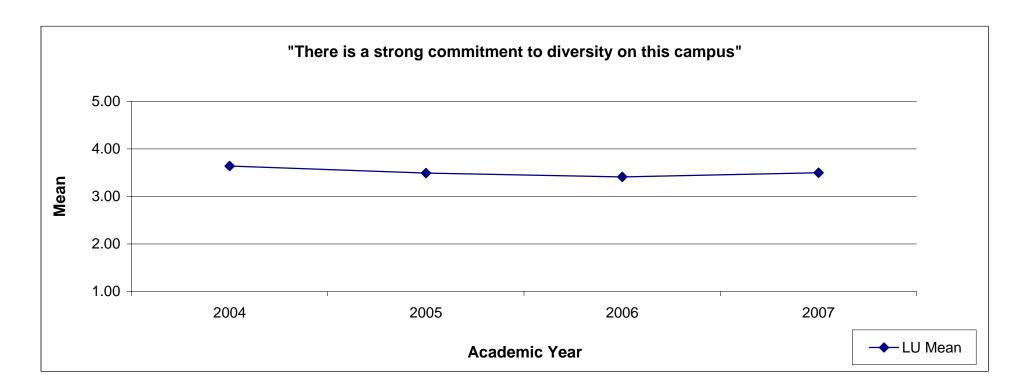
Academic Year	Lincoln University Mean
2004	4.08
2005	3.90
2006	3.85
2007	3.89



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

Table 82

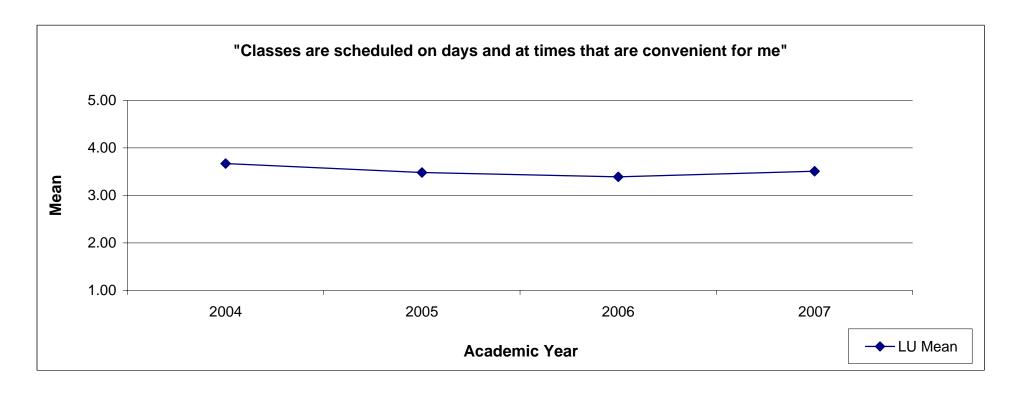
Academic Year	Lincoln University Mean
2004	3.64
2005	3.49
2006	3.41
2007	3.50



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

Table 83

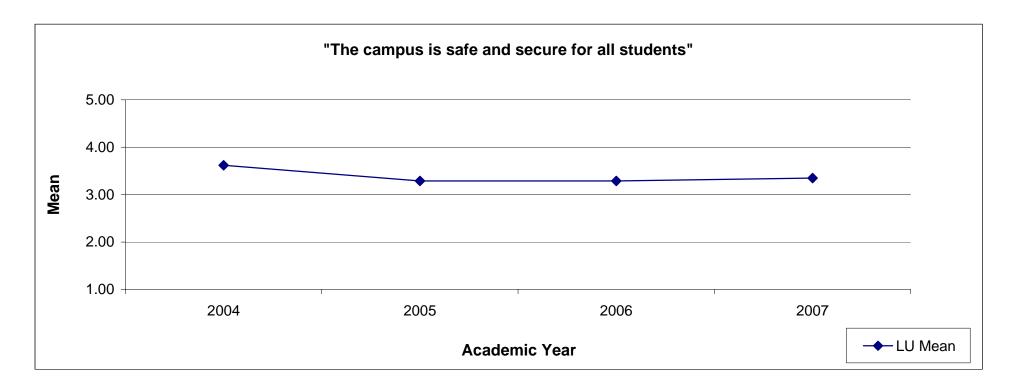
Academic Year	Lincoln University Mean
2004	3.67
2005	3.48
2006	3.39
2007	3.51



"The campus is safe and secure for all students"

Table 84

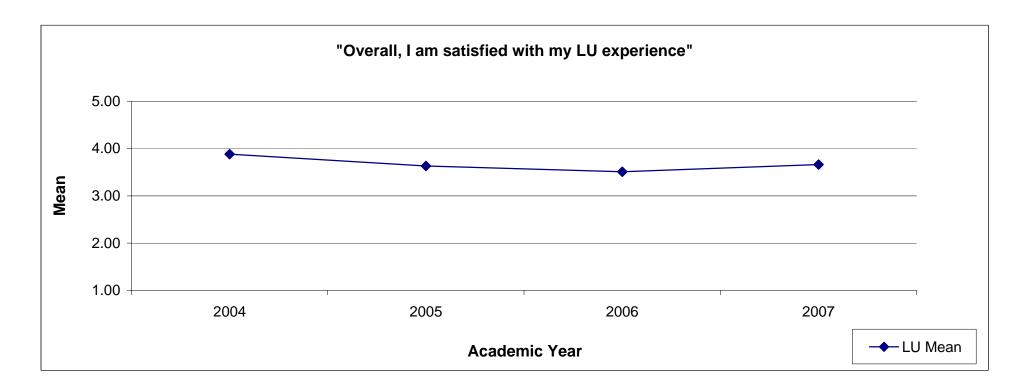
Academic Year	Lincoln University Mean
2004	3.62
2005	3.29
2006	3.29
2007	3.35



"Overall, I am satisfied with my LU experience"

Table 85

Academic Year	Lincoln University Mean
2004	3.88
2005	3.63
2006	3.51
2007	3.66



APPENDIX A

Table 86: 2004-2007 Top Ranking CSSS Items by Percentage

2004			2005			2006			2007		
Item	%	Rank	Item	%	Rank	Item	%	Rank	Item	%	Rank
9	83.8	1	9	78.1	6	9	76.4	5	9	78.3	3
11	Did not rar	nk in top 10	11	69.2	10	11	Did not rank in top 10		11	71.5	8
14	Did not rar	nk in top 10	14	70.9	8	14	Did not rar	k in top 10	14	71.5	9
15	79.4	7	15	82.2	2	15	72.4	7	15	75.2	6
20	81.5	2	20	81.8	3	20	79.5	2	20	82.0	2
24	75.6	9	24	70.9	9	24	68.0	9	24	71.0	10
25	Did not rar	nk in top 10	25	Did not rar	nk in top 10	25	68.0	8	25	Did not rar	k in top 10
26	80.0	5	26	Did not rar	nk in top 10	26	75.4	6	26	72.3	7
28	75.0	10	28	Did not rank in top 10		28	Did not rank in top 10		28	Did not rank in top 10	
30	80.0	6	30	80.6	4	30	76.4	4	30	77.0	5
33	81.5	3	33	84.6	1	33	82.8	1	33	85.9	1
36	80.3	4	36	78.1	5	36	77.1	3	36	78.1	4
40	78.2	8	40	72.1	7	40	67.7	10	40	Did not rar	nk in top 10

Table 87: 2004-2007 Top Ranking CSSS Items by Mean

2004			2005			2006			2007		
Item	Mean	Rank	Item	Mean	Rank	Item	Mean	Rank	Item	Mean	Rank
9	4.04	2	9	3.83	5	9	3.80	5	9	3.88	4
14	3.83	10	14	3.67	8	14	3.61	8	14	3.82	6
15	3.89	7	15	3.89	4	15	3.74	6	15	3.85	5
20	3.98	4	20	3.90	2	20	3.84	3	20	4.01	2
24	3.86	9	24	3.62	10	24	3.56	9	24	3.67	9
26	3.90	6	26	3.67	7	26	3.81	4	26	3.70	8
30	3.94	5	30	3.81	6	30	3.72	7	30	3.74	7
33	3.99	3	33	4.03	1	33	3.99	1	33	4.07	1
35	Did not rank in top 10		35	Did not rank in top 10		35	3.54	10	35	Did not rar	nk in top 10
36	4.08	1	36	3.90	3	36	3.85	2	36	3.89	3
40	3.88	8	40	3.63	9	40	Did not rar	nk in top 10	40	3.66	10

APPENDIX B

Table 88: 2004-2007 Bottom Ranking CSSS Items by Percentage

	2004		2005			2006			2007		
Item	%	Rank	Item	%	Rank	Item	%	Rank	Item	%	Rank
10	40.9	29	10	36.4	28	10	44.4	27	10	Did not rank	in bottom 10
12	35.0	31	12	30.0	30	12	37.0	28	12	41.0	28
13	52.6	25	13	47.0	24	13	47.1	25	13	47.0	27
16	60.6	23	16	Did not rank	Did not rank in bottom 10		47.8	24	16	48.3	26
17	50.0	26	17	42.5	26	17	49.5	23	17	50.9	23
19	45.6	27	19	36.4	27	19	36.0	30	19	32.6	30
21	Did not rank in bottom 10		21	50.6	23	21	Did not rank	in bottom 10	21	50.4	25
22	27.1	32	22	15.8	32	22	17.5	32	22	15.9	32
23	35.9	30	23	25.1	31	23	25.6	31	23	29.0	31
31	58.5	24	31	46.6	25	31	46.8	26	31	50.9	24
32	41.2	28	32	30.8	29	32	36.0	29	32	32.9	29

Table 89: 2004-2007 Bottom Ranking CSSS Items by Mean

2004			2005			2006			2007		
Item	Mean	Rank	Item	Mean	Rank	Item	Mean	Rank	Item	Mean	Rank
10	2.77	29	10	2.57	30	10	2.87	27	10	Did not rank	in bottom 10
12	2.67	31	12	2.59	29	12	2.80	30	12	3.03	28
13	3.22	25	13	3.06	25	13	3.07	24	13	3.17	26
16	3.46	23	16	Did not rank in bottom 10		16	3.20	23	16	3.31	23
17	3.04	28	17	2.81	26	17	3.00	26	17	3.11	27
19	3.08	26	19	2.72	28	19	2.81	28	19	2.84	30
21	Did not rank in bottom 10		21	Did not rank	in bottom 10	21	Did not rank	in bottom 10	21	3.31	24
22	2.18	32	22	1.76	32	22	1.81	32	22	1.79	32
23	3.06	27	23	2.76	27	23	2.81	29	23	2.94	29
27	Did not rank in bottom 10		27	3.17	23	27	Did not rank	in bottom 10	27	Did not rank	in bottom 10
31	3.43	24	31	3.14	24	31	3.04	25	31	3.19	25
32	2.72	30	32	2.40	31	32	2.49	31	32	2.50	31