# LINCOLN UNIVERSITY CONTINUING STUDENT SATISFACTION SURVEY (CSSS) DATA ANALYSIS FOR ACADEMIC YEARS 2004-2005



#### PREPARED BY THE STAFF OF THE CENTER FOR ASSESSMENT, INSTITUTIONAL RESEARCH AND PLANNING

FEBRUARY 2006

#### **Executive Summary**

#### Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2004-2005

#### 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 and 2005. 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 587 students during academic year 2004 (340 students) and 2005 (247 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.

#### **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 year 2004 and during academic year 2005. Table 1 (page 1) provides a summary 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. Table 42 (page 42) provides a summary of this analysis.

#### **Findings:**

**Section 1:** As indicated in Table 1, there are four survey items: Question 10- Student Accounts, Question 12-Financial Aid Awards, Question 22-Adequate Parking and Question 32-Seeking Information, that less than 50% of the survey respondents strongly agreed or agreed with and more than 50% of the survey respondents disagreed or strongly disagreed with for both academic years 2004 and 2005. On subsequent pages, results are broken down by individual survey items and are displayed graphically.

**Section 2:** As indicated in Table 42, there are four survey items: Question 10-Student Accounts, Question 12- Financial Aid Awards, Question 22-Adequate Parking and Question 32-Seeking Information, that generated a mean of less than 3.0 on a scale of 1 to 5 for both academic years 2004 and 2005. On subsequent pages, results are broken down by individual survey items and are displayed graphically.

#### **Conclusions/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, has identified areas of the university in which these particular students are clearly dissatisfied. The CAIRP recommends the continued administration of the CSSS and analysis of the data collected to determine if future analyses will yield similar results.

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#### SECTION I

Lincoln University CSSS Comparison

By Academic Year and Percentage of Survey Respondents

Table 1

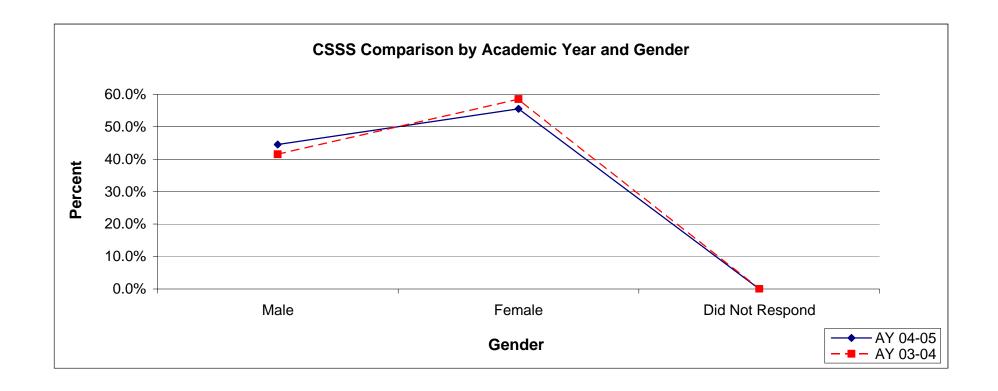
rable		2003-2004			2004-2005				
	Continuing Student Satisfaction Survey Items	SA/A	D/SD	N/AD	NR	SA/A	D/SD	N/AD	NR
		Percent	Percent	Percent	Percent	Percent	Percent	Percent	Percent
9	Welcome	83.8	11.8	4.4	0.0	78.1	15.0	6.9	0.0
10	Student Accounts	40.9	51.5	7.6	0.0	36.4	55.1	7.7	8.0
11	Faculty and Staff	73.2	22.4	4.4	0.0	69.2	24.3	6.1	0.4
12	Financial Aid Awards	35.0	50.3	14.4	0.3	30.0	50.2	19.4	0.4
13	Student Complaints	52.6	32.1	15.3	0.0	47.0	36.0	16.6	0.4
14	LU Student Handbook	74.4	15.6	10.0	0.0	70.9	17.4	11.7	0.0
15	Class Change Policies	79.4	17.1	3.5	0.0	82.2	13.0	4.9	0.0
16	Scruggs Student Center	60.6	22.1	17.4	0.0	57.5	23.5	19.0	0.0
17	Student Activity Fees	50.0	38.8	11.2	0.0	42.5	47.4	10.1	0.0
18	Tuition	71.5	21.5	7.1	0.0	62.8	29.1	6.9	1.2
19	Athletic Programs	45.6	37.9	16.2	0.3	36.4	48.6	13.8	1.2
20	Intellectual Growth	81.5	11.8	4.7	2.1	81.8	13.4	3.6	1.2
21	Cultural Events/Activities	62.4	24.4	10.9	2.4	50.6	32.0	16.6	8.0
22	Adequate Parking	27.1	61.8	8.8	2.4	15.8	76.1	7.3	8.0
23	Cafeteria Food	35.9	30.9	30.9	2.4	25.1	34.0	39.7	1.2
24	Places to Study	75.6	16.5	5.6	2.4	70.9	21.9	6.9	0.4
25	Computer Labs	70.6	18.8	8.2	2.4	68.4	24.3	6.9	0.4
26	Classrooms	80.0	13.5	4.1	2.4	68.8	17.8	12.6	8.0
27	Registering for Courses	66.8	27.9	2.9	2.4	55.9	40.5	3.2	0.0
28	Campus Appearance	75.0	19.4	3.2	2.4	68.4	23.9	6.9	0.8
29	Campus Lighting	69.7	22.6	5.3	2.4	61.9	31.6	6.1	0.4
30	Major Requirements	80.0	15.0	2.6	2.4	80.6	17.4	1.2	0.8
31	Sense of Pride	58.5	28.2	10.9	2.4	46.6	36.0	16.6	0.8
32	Seeking Information	41.2	49.4	6.5	2.9	30.8	60.3	8.1	0.8
33	Bookstore Personnel	81.5	13.8	2.4	2.4	84.6	10.5	4.5	0.4
34	Financial Aid Received	62.4	27.1	7.9	2.6	51.8	27.5	19.8	0.8
	Student Disciplinary Procedures	67.9	14.4	15.3	2.4	58.3	16.2	24.7	0.8
36	Library Resources	80.3	9.4	7.6	2.6	78.1	14.2	6.9	0.8
37	Commitment to Diversity	66.5	22.1	9.1	2.4	64.0	25.5	9.7	0.8
38	Class Schedules	72.1	21.8	3.8	2.4	66.8	28.3	4.0	0.8
39	Campus Safety	68.2	22.6	6.8	2.4	56.3	32.4	10.5	0.8
40	Overall Satisfaction	78.2	14.1	5.0	2.6	72.1	21.1	6.5	0.4

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

# Lincoln University Continuing Student Satisfaction Survey Comparison By Academic Year and Gender

Table 2

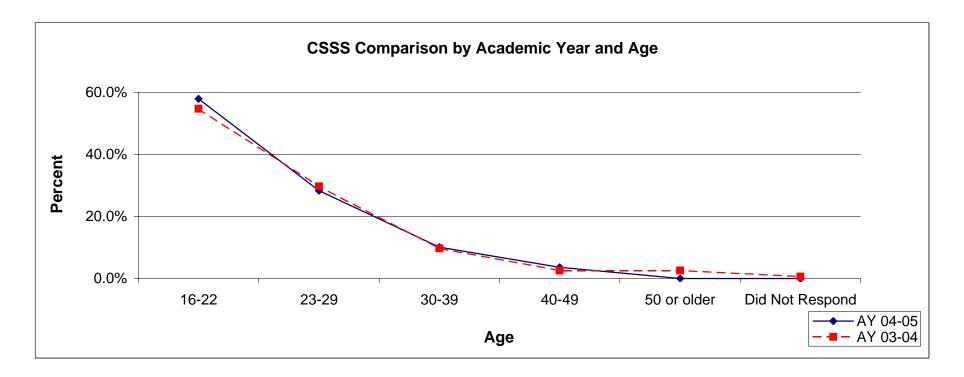
Survey Response	Academic Year				Academic Year	
	2003-2004	2004-2005				
Male	41.5%	44.5%				
Female	58.5%	55.5%				
Did Not Respond	0.0%	0.0%				
PERCENT TOTAL	100.0%	100.0%				



# Lincoln University Continuing Student Satisfaction Survey Comparison By Academic Year and Age

Table 3

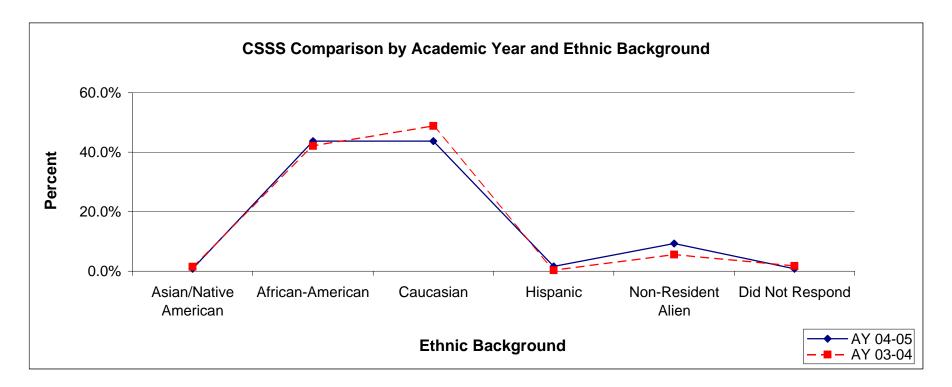
Survey Response	Academic Year		
	2003-2004	2004-2005	
16-22	54.7%	57.9%	
23-29	29.7%	28.3%	
30-39	9.7%	10.1%	
40-49	2.6%	3.6%	
50 or older	2.6%	0.0%	
Did Not Respond	0.6%	0.0%	
PERCENT TOTAL	99.9%	99.9%	



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

Table 4

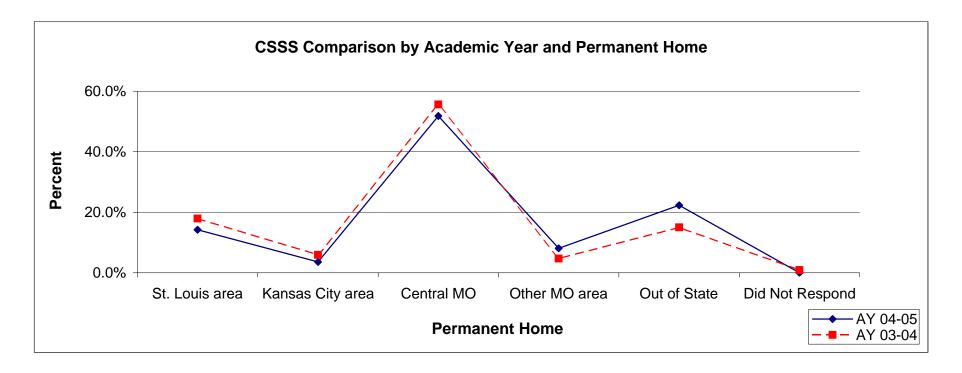
Survey Response	Academic Year		
	2003-2004	2004-2005	
Asian/Native American	1.5%	0.8%	
African-American	42.1%	43.7%	
Caucasian	48.8%	43.7%	
Hispanic	0.3%	1.6%	
Non-Resident Alien	5.6%	9.3%	
Did Not Respond	1.8%	0.8%	
PERCENT TOTAL	100.1%	99.9%	



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

Table 5

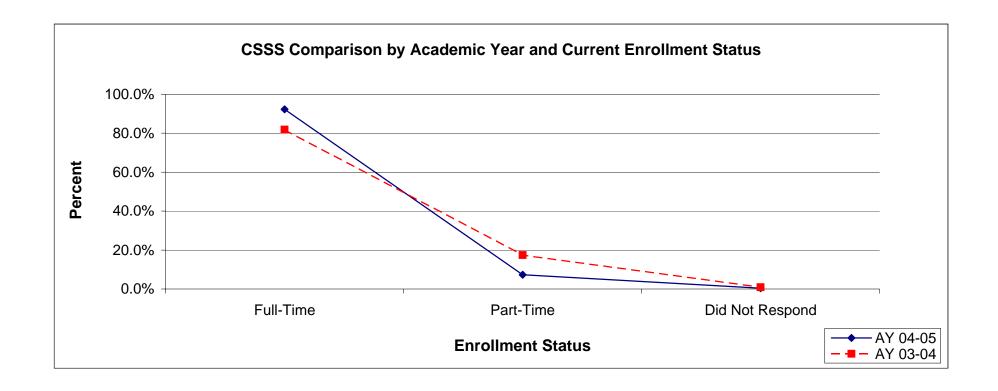
Survey Response	Academic Year		
	2003-2004	2004-2005	
St. Louis area	17.9%	14.2%	
Kansas City area	5.9%	3.6%	
Central MO	55.6%	51.8%	
Other MO area	4.7%	8.1%	
Out of State	15.0%	22.3%	
Did Not Respond	0.9%	0.0%	
PERCENT TOTAL	100.0%	100.0%	



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

Table 6

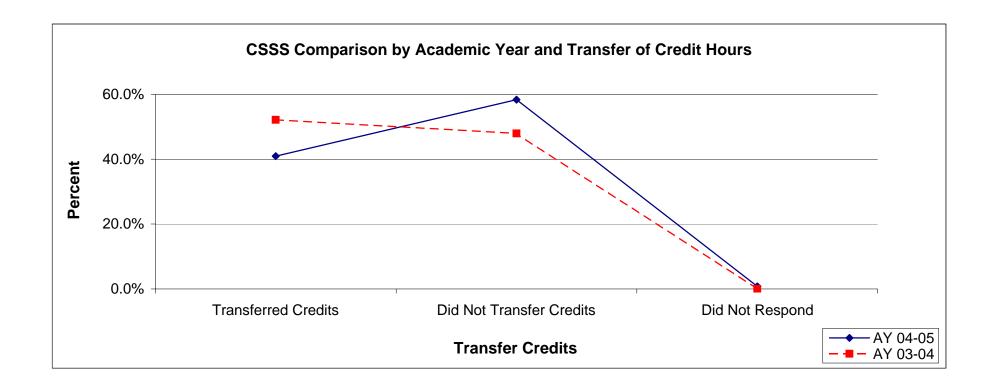
Survey Response	Academic Year				Academic Year	
	2003-2004	2004-2005				
Full-Time	81.8%	92.3%				
Part-Time	17.4%	7.3%				
Did Not Respond	0.9%	0.4%				
PERCENT TOTAL	100.1%	100.0%				



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

Table 7

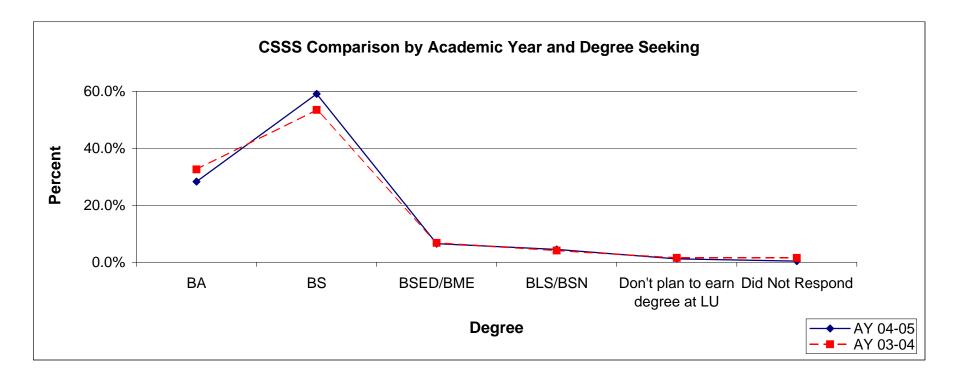
Survey Response	Academic Year			
	2003-2004	2004-2005		
Transferred Credits	52.1%	40.9%		
Did Not Transfer Credits	47.9%	58.3%		
Did Not Respond	0.0%	0.8%		
PERCENT TOTAL	100.0%	100.0%		



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

Table 8

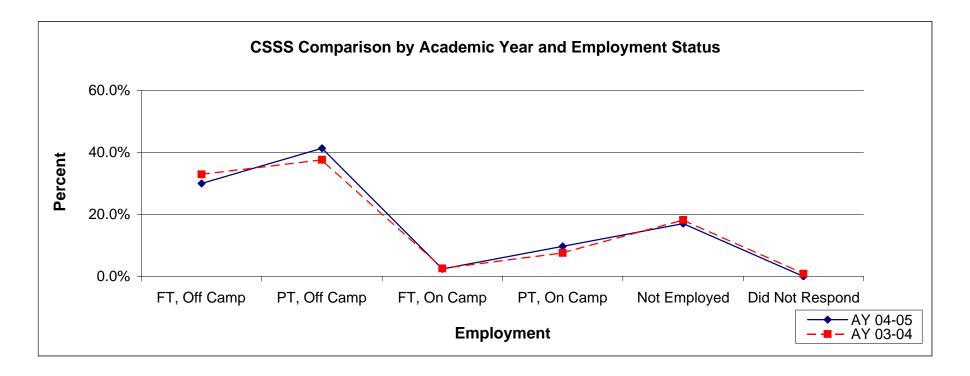
Survey Response	Academic Year	
	2003-2004	2004-2005
BA	32.6%	28.3%
BS	53.5%	59.1%
BSED/BME	6.8%	6.5%
BLS/BSN	4.1%	4.5%
Don't plan to earn degree at LU	1.5%	1.2%
Did Not Respond	1.5%	0.4%
PERCENT TOTAL	100.0%	100.0%



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

Table 9

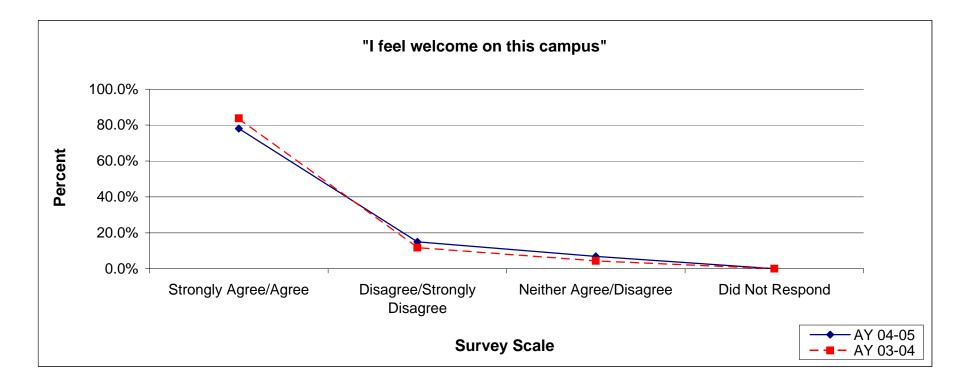
Survey Response	Academic Year	
	2003-2004	2004-2005
FT, Off Camp	32.9%	30.0%
PT, Off Camp	37.6%	41.3%
FT, On Camp	2.6%	2.4%
PT, On Camp	7.6%	9.7%
Not Employed	18.2%	17.0%
Did Not Respond	0.9%	0.0%
PERCENT TOTAL	99.8%	100.4%



#### "I feel welcome on this campus"

Table 10

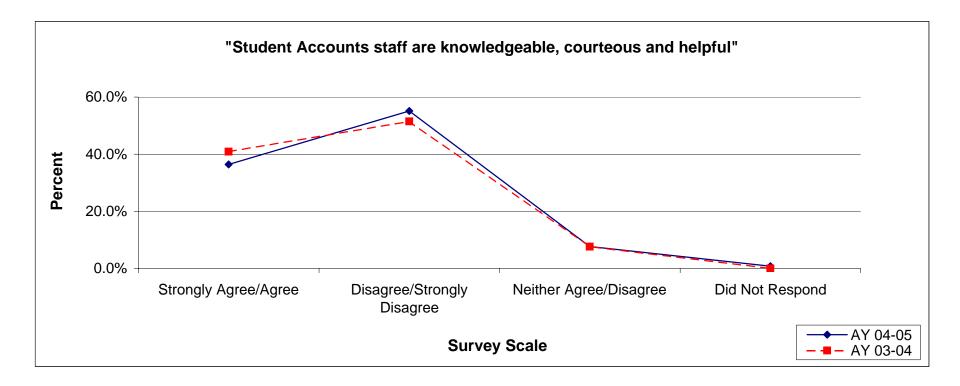
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	83.8%	78.1%
Disagree/Strongly Disagree	11.8%	15.0%
Neither Agree/Disagree	4.4%	6.9%
Did Not Respond	0.0%	0.0%
PERCENT TOTAL	100.0%	100.0%



#### "Student Accounts staff are knowledgeable, courteous and helpful"

Table 11

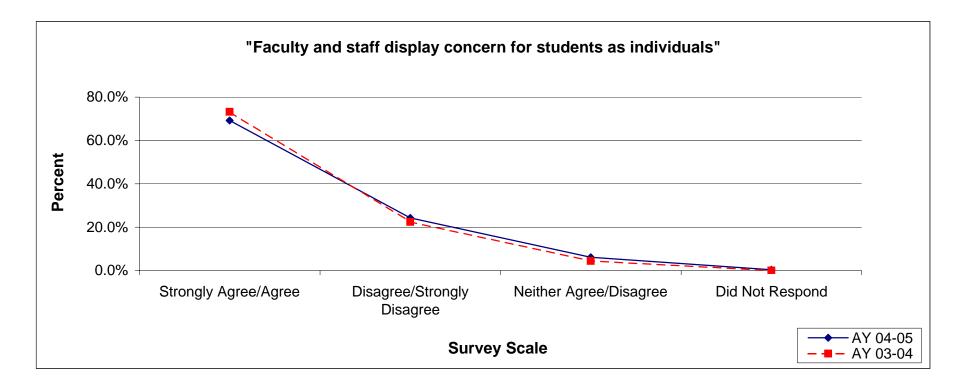
Survey Response	Acaden	nic Year
	2003-2004	2004-2005
Strongly Agree/Agree	40.9%	36.4%
Disagree/Strongly Disagree	51.5%	55.1%
Neither Agree/Disagree	7.6%	7.7%
Did Not Respond	0.0%	0.8%
PERCENT TOTAL	100.0%	100.0%



#### "Faculty and staff display concern for students as individuals"

Table 12

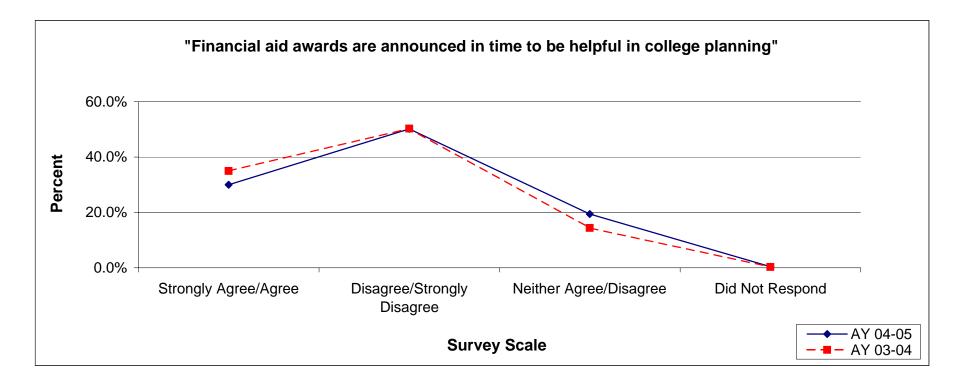
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	73.2%	69.2%
Disagree/Strongly Disagree	22.4%	24.3%
Neither Agree/Disagree	4.4%	6.1%
Did Not Respond	0.0%	0.4%
PERCENT TOTAL	100.0%	100.0%



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

Table 13

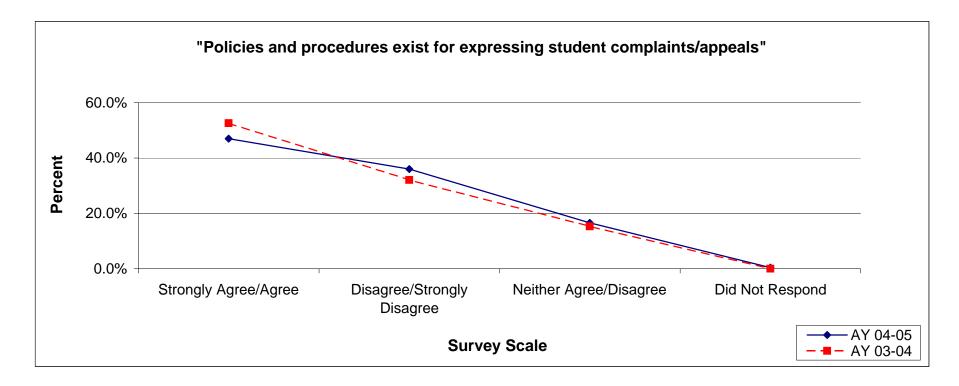
Survey Response	Acaden	nic Year
	2003-2004	2004-2005
Strongly Agree/Agree	35.0%	30.0%
Disagree/Strongly Disagree	50.3%	50.2%
Neither Agree/Disagree	14.4%	19.4%
Did Not Respond	0.3%	0.4%
PERCENT TOTAL	100.0%	100.0%



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

Table 14

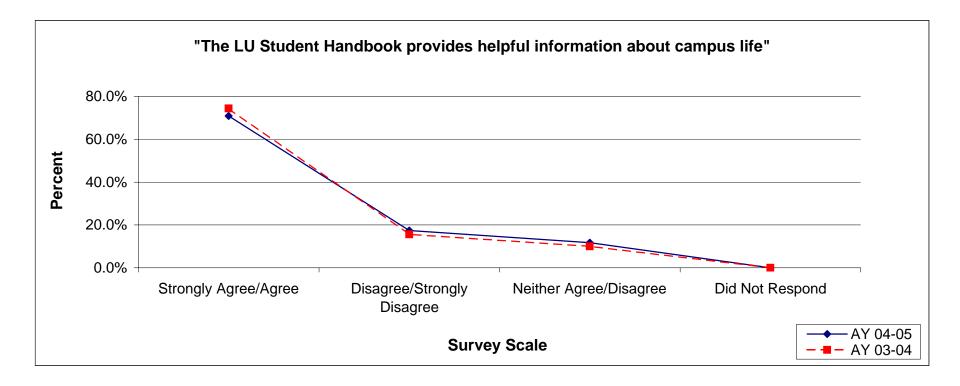
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	52.6%	47.0%
Disagree/Strongly Disagree	32.1%	36.0%
Neither Agree/Disagree	15.3%	16.6%
Did Not Respond	0.0%	0.4%
PERCENT TOTAL	100.0%	100.0%



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

Table 15

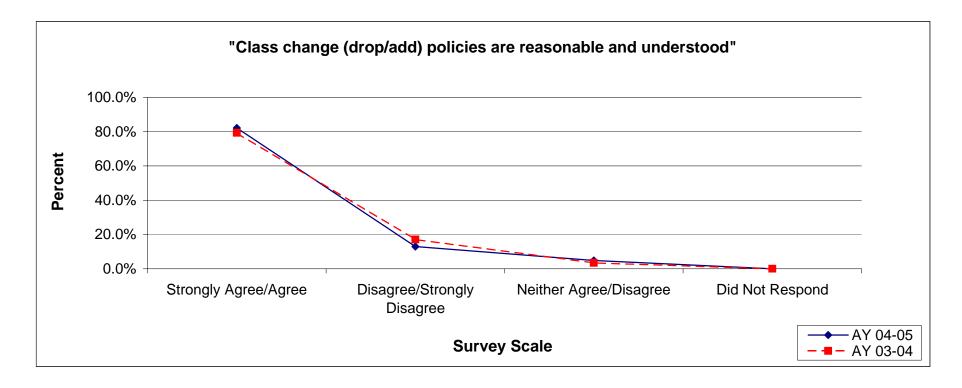
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	74.4%	70.9%
Disagree/Strongly Disagree	15.6%	17.4%
Neither Agree/Disagree	10.0%	11.7%
Did Not Respond	0.0%	0.0%
PERCENT TOTAL	100.0%	100.0%



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

Table 16

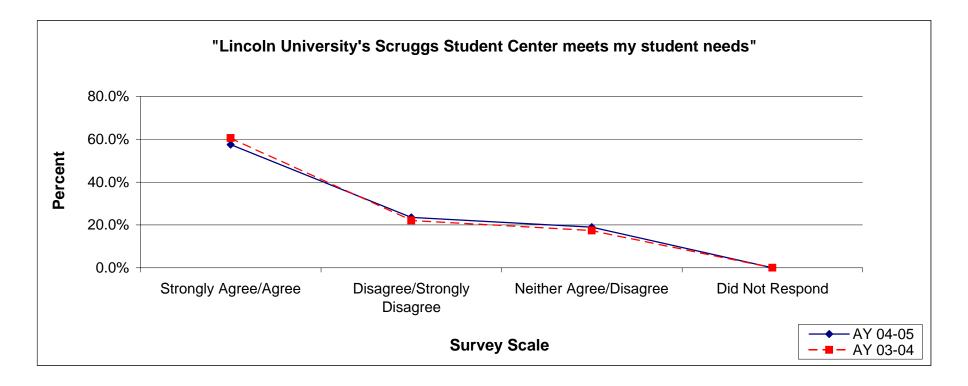
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	79.4%	82.2%
Disagree/Strongly Disagree	17.1%	13.0%
Neither Agree/Disagree	3.5%	4.9%
Did Not Respond	0.0%	0.0%
PERCENT TOTAL	100.0%	100.1%



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

Table 17

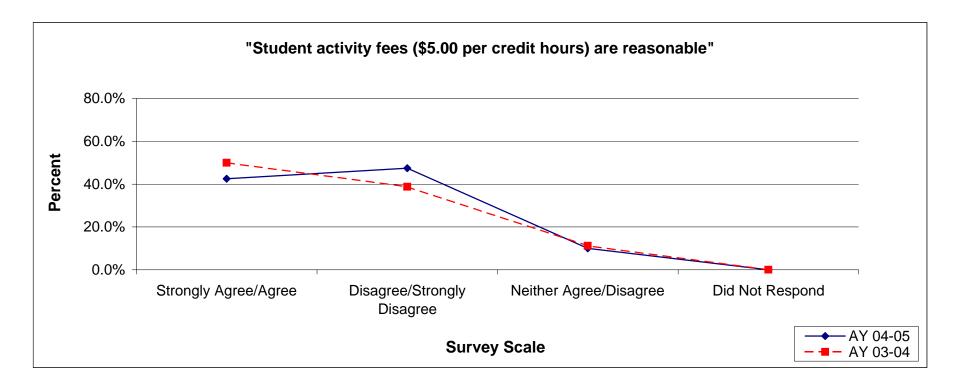
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	60.6%	57.5%
Disagree/Strongly Disagree	22.1%	23.5%
Neither Agree/Disagree	17.4%	19.0%
Did Not Respond	0.0%	0.0%
PERCENT TOTAL	100.1%	100.0%



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

Table 18

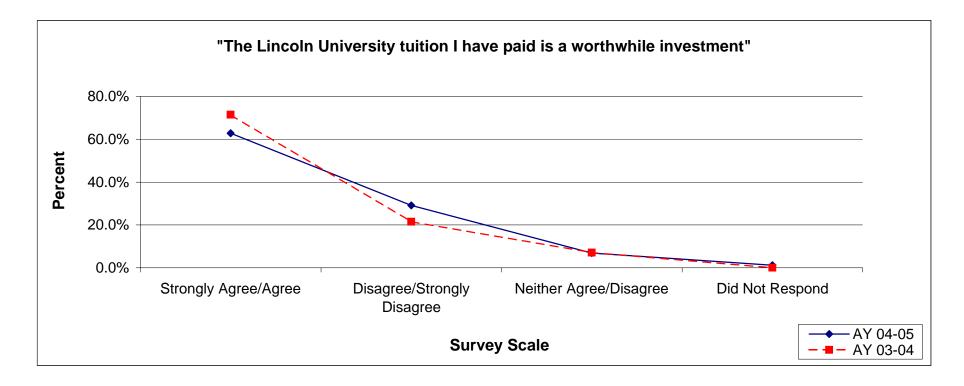
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	50.0%	42.5%
Disagree/Strongly Disagree	38.8%	47.4%
Neither Agree/Disagree	11.2%	10.0%
Did Not Respond	0.0%	0.0%
PERCENT TOTAL	100.0%	99.9%



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

Table 19

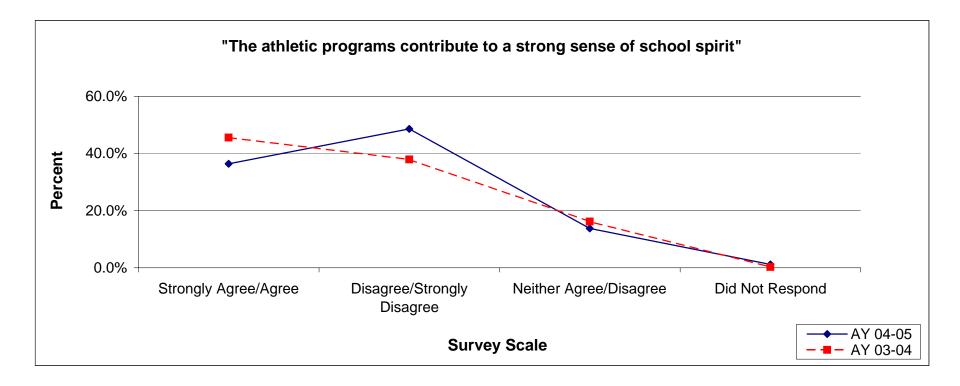
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	71.5%	62.8%
Disagree/Strongly Disagree	21.5%	29.1%
Neither Agree/Disagree	7.1%	6.9%
Did Not Respond	0.0%	1.2%
PERCENT TOTAL	100.1%	100.0%



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

Table 20

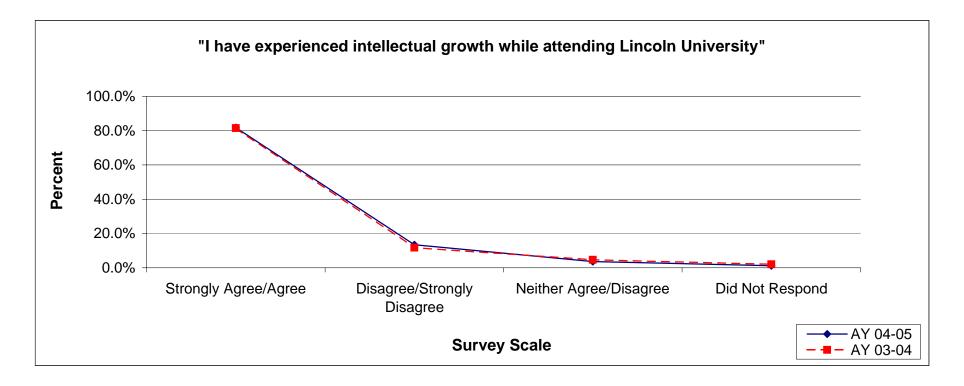
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	45.6%	36.4%
Disagree/Strongly Disagree	37.9%	48.6%
Neither Agree/Disagree	16.2%	13.8%
Did Not Respond	0.3%	1.2%
PERCENT TOTAL	100.0%	100.0%



#### "I have experienced intellectual growth while attending Lincoln University"

Table 21

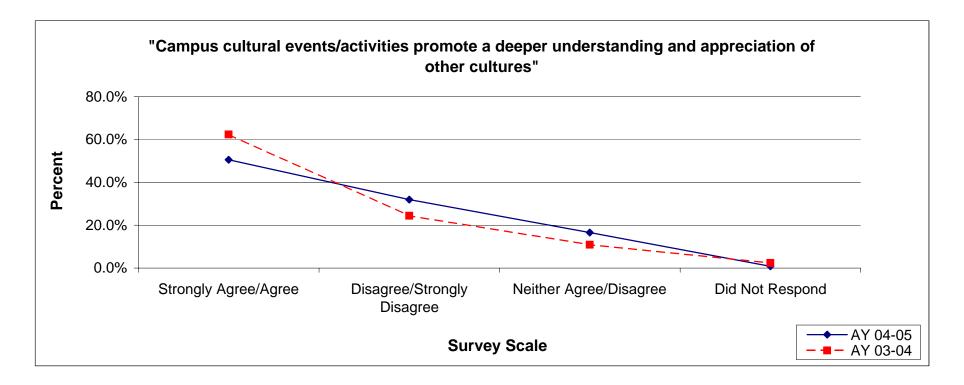
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	81.5%	81.8%
Disagree/Strongly Disagree	11.8%	13.4%
Neither Agree/Disagree	4.7%	3.6%
Did Not Respond	2.1%	1.2%
PERCENT TOTAL	100.1%	100.0%



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

Table 22

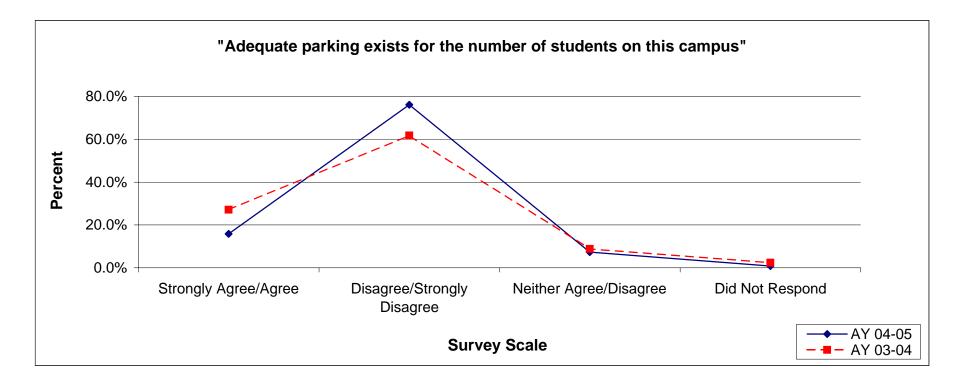
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	62.4%	50.6%
Disagree/Strongly Disagree	24.4%	32.0%
Neither Agree/Disagree	10.9%	16.6%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.1%	100.0%



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

Table 23

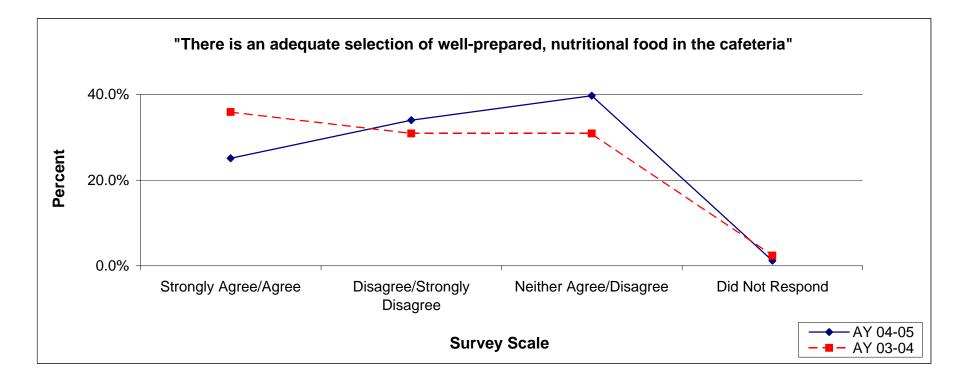
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	27.1%	15.8%
Disagree/Strongly Disagree	61.8%	76.1%
Neither Agree/Disagree	8.8%	7.3%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.1%	100.0%



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

Table 24

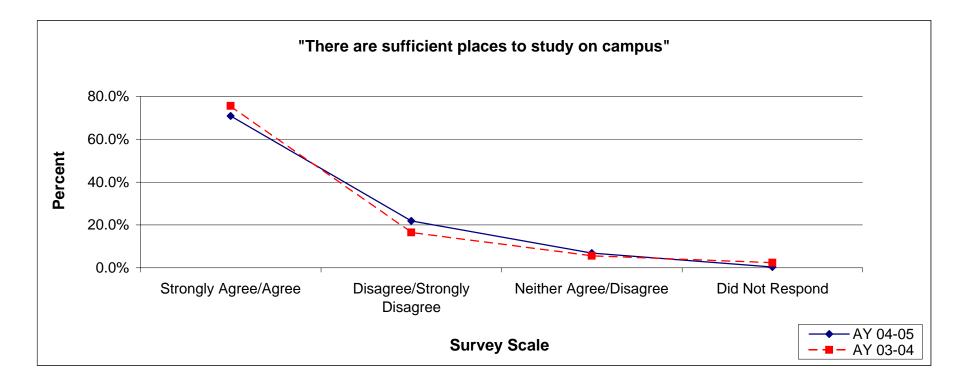
Survey Response	Acaden	nic Year
	2003-2004	2004-2005
Strongly Agree/Agree	35.9%	25.1%
Disagree/Strongly Disagree	30.9%	34.0%
Neither Agree/Disagree	30.9%	39.7%
Did Not Respond	2.4%	1.2%
PERCENT TOTAL	100.1%	100.0%



"There are sufficient places to study on campus"

Table 25

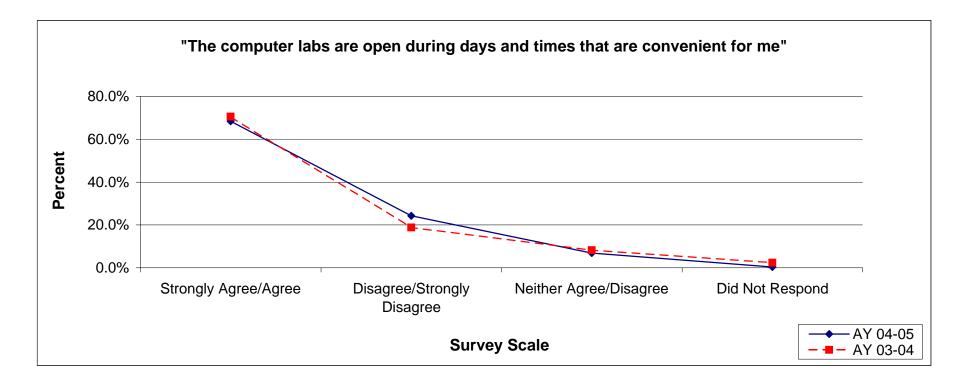
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	75.6%	70.9%
Disagree/Strongly Disagree	16.5%	21.9%
Neither Agree/Disagree	5.6%	6.9%
Did Not Respond	2.4%	0.4%
PERCENT TOTAL	100.1%	100.1%



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

Table 26

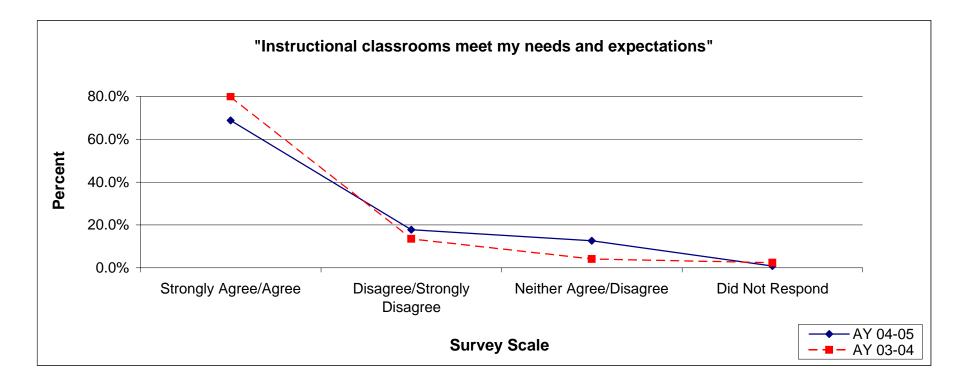
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	70.6%	68.4%
Disagree/Strongly Disagree	18.8%	24.3%
Neither Agree/Disagree	8.2%	6.9%
Did Not Respond	2.4%	0.4%
PERCENT TOTAL	100.0%	100.0%



#### "Instructional classrooms meet my needs and expectations"

Table 27

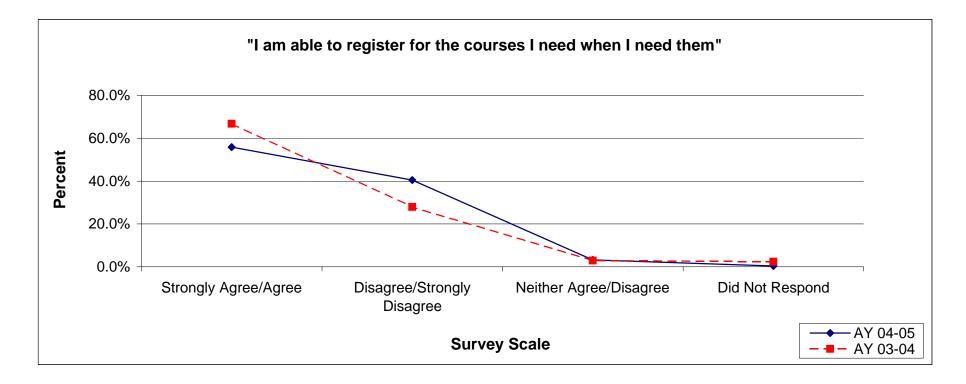
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	80.0%	68.8%
Disagree/Strongly Disagree	13.5%	17.8%
Neither Agree/Disagree	4.1%	12.6%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.0%	100.0%



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

Table 28

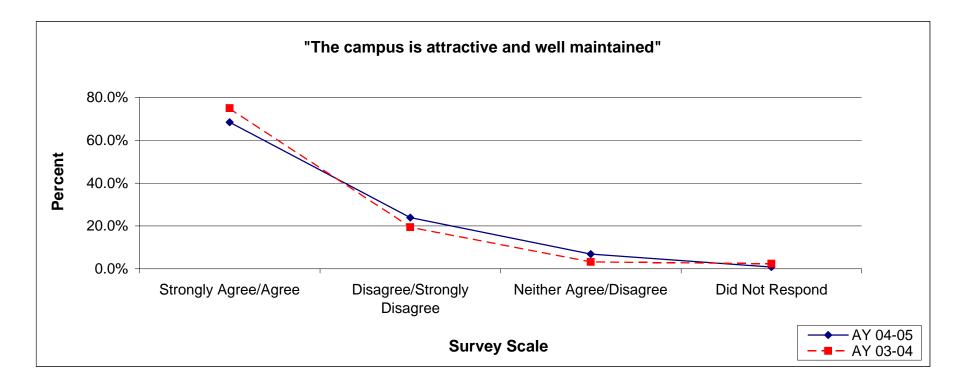
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	66.8%	55.9%
Disagree/Strongly Disagree	27.9%	40.5%
Neither Agree/Disagree	2.9%	3.2%
Did Not Respond	2.4%	0.4%
PERCENT TOTAL	100.0%	100.0%



"The campus is attractive and well maintained"

Table 29

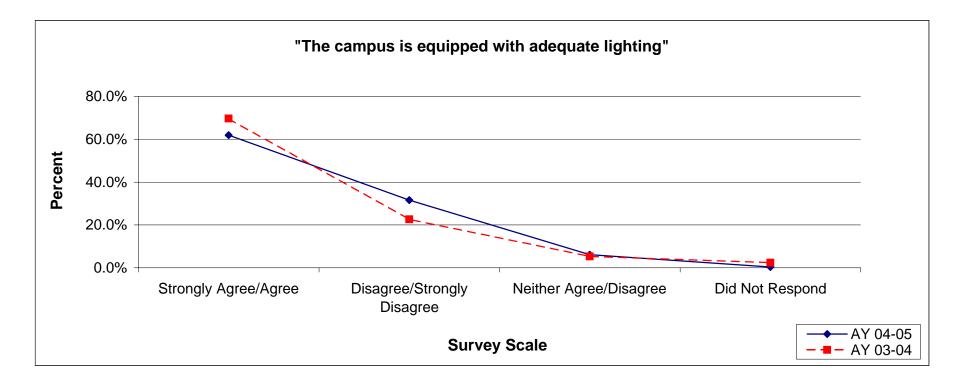
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	75.0%	68.4%
Disagree/Strongly Disagree	19.4%	23.9%
Neither Agree/Disagree	3.2%	6.9%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.0%	100.0%



"The campus is equipped with adequate lighting"

Table 30

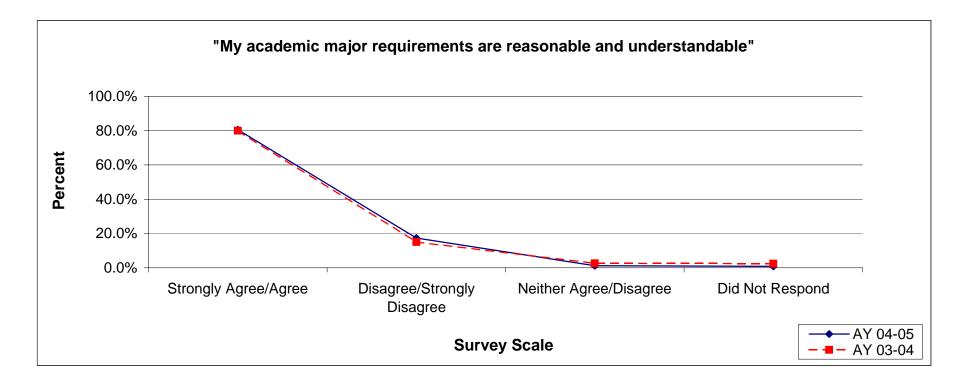
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	69.7%	61.9%
Disagree/Strongly Disagree	22.6%	31.6%
Neither Agree/Disagree	5.3%	6.1%
Did Not Respond	2.4%	0.4%
PERCENT TOTAL	100.0%	100.0%



"My academic major requirements are reasonable and understandable"

Table 31

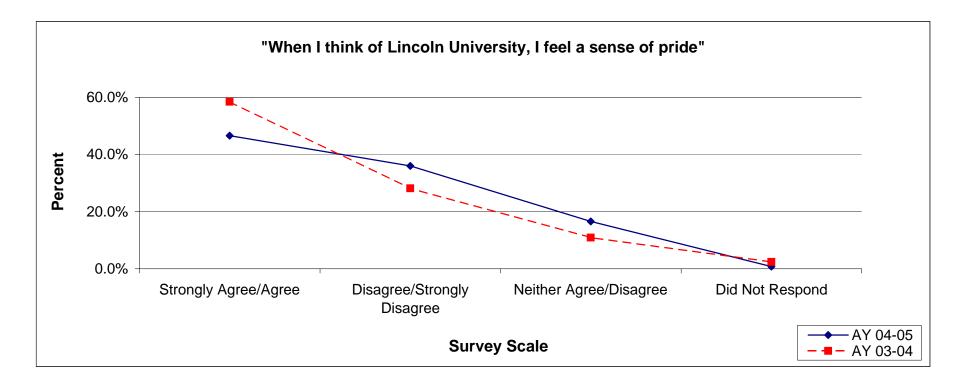
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	80.0%	80.6%
Disagree/Strongly Disagree	15.0%	17.4%
Neither Agree/Disagree	2.6%	1.2%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.0%	100.0%



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

Table 32

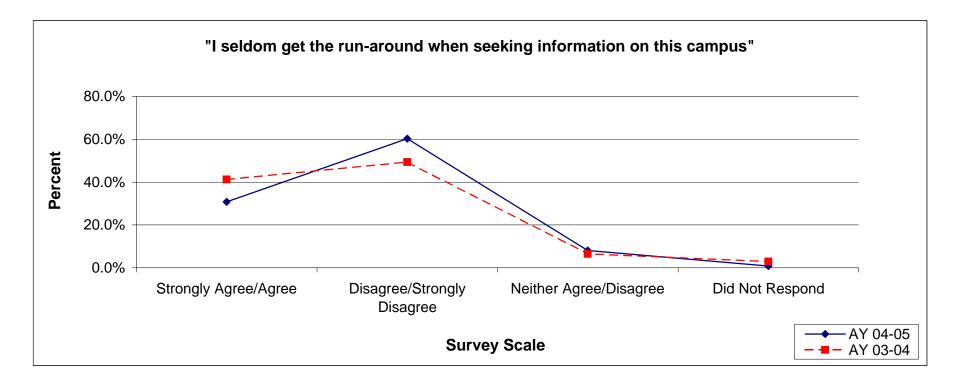
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	58.5%	46.6%
Disagree/Strongly Disagree	28.2%	36.0%
Neither Agree/Disagree	10.9%	16.6%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.0%	100.0%



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

Table 33

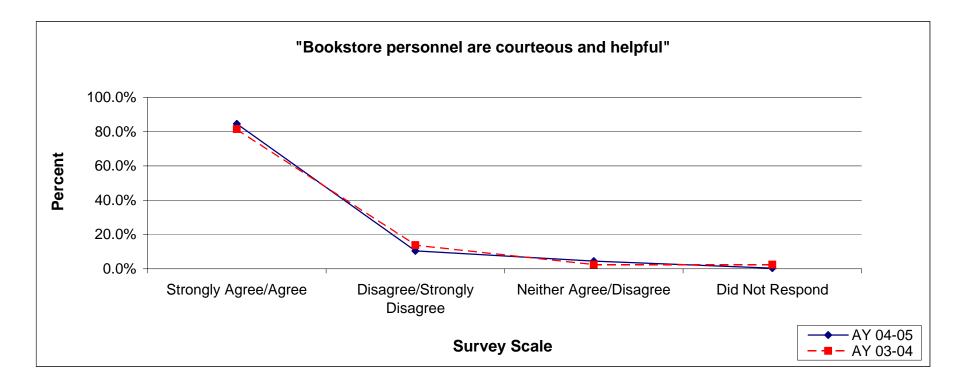
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	41.2%	30.8%
Disagree/Strongly Disagree	49.4%	60.3%
Neither Agree/Disagree	6.5%	8.1%
Did Not Respond	2.9%	0.8%
PERCENT TOTAL	100.0%	100.0%



"Bookstore personnel are courteous and helpful"

Table 34

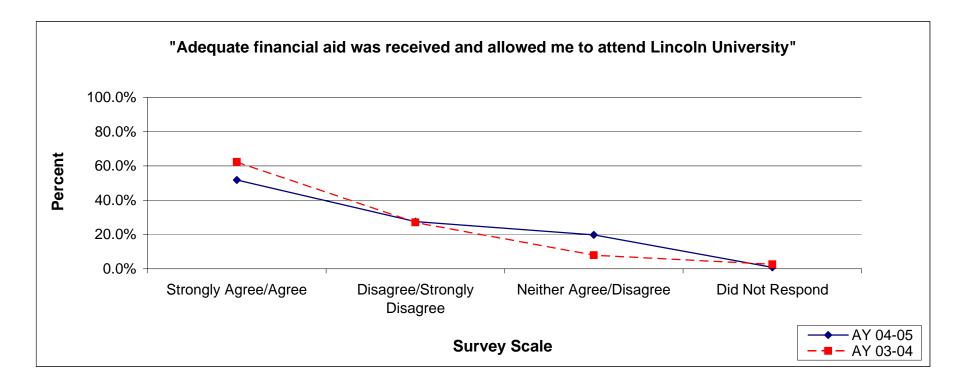
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	81.5%	84.6%
Disagree/Strongly Disagree	13.8%	10.5%
Neither Agree/Disagree	2.4%	4.5%
Did Not Respond	2.4%	0.4%
PERCENT TOTAL	100.1%	100.0%



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

Table 35

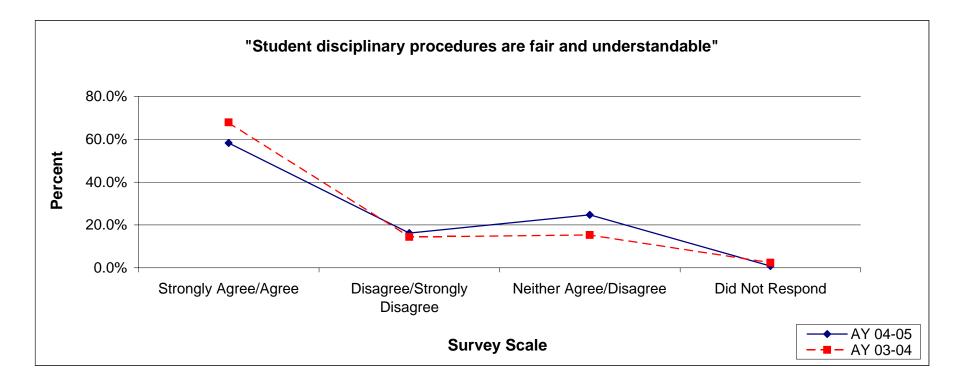
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	62.4%	51.8%
Disagree/Strongly Disagree	27.1%	27.5%
Neither Agree/Disagree	7.9%	19.8%
Did Not Respond	2.6%	0.8%
PERCENT TOTAL	100.0%	99.9%



#### "Student disciplinary procedures are fair and understandable"

Table 36

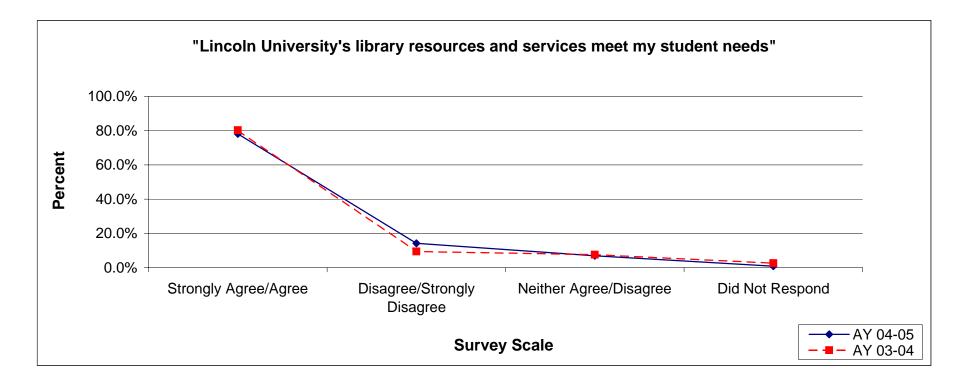
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	67.9%	58.3%
Disagree/Strongly Disagree	14.4%	16.2%
Neither Agree/Disagree	15.3%	24.7%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.0%	100.0%



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

Table 37

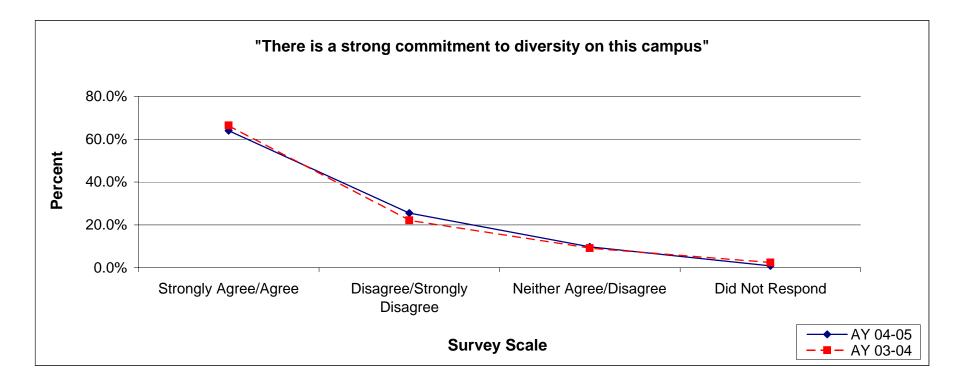
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	80.3%	78.1%
Disagree/Strongly Disagree	9.4%	14.2%
Neither Agree/Disagree	7.6%	6.9%
Did Not Respond	2.6%	0.8%
PERCENT TOTAL	99.9%	100.0%



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

Table 38

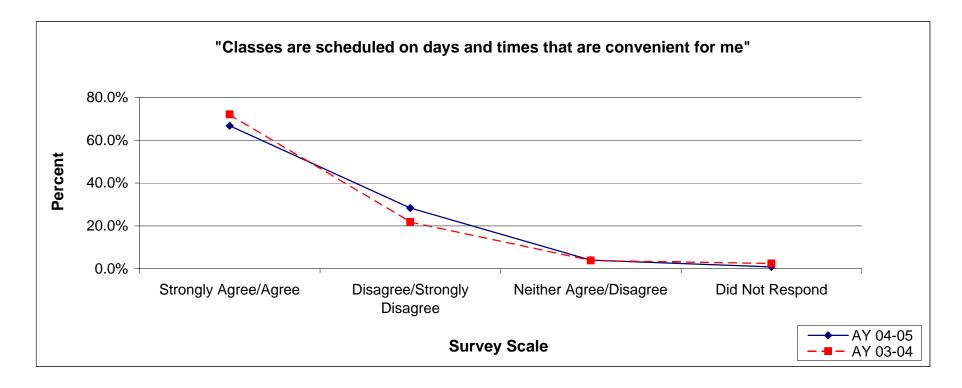
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	66.5%	64.0%
Disagree/Strongly Disagree	22.1%	25.5%
Neither Agree/Disagree	9.1%	9.7%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.1%	100.0%



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

Table 39

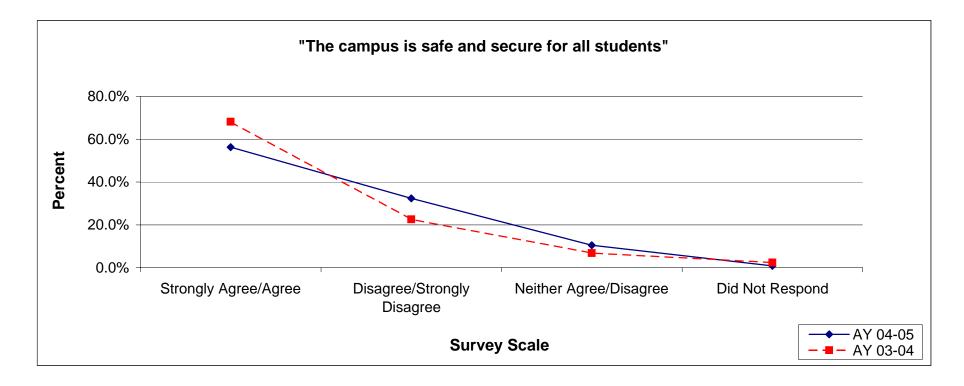
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	72.1%	66.8%
Disagree/Strongly Disagree	21.8%	28.3%
Neither Agree/Disagree	3.8%	4.0%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.1%	99.9%



"The campus is safe and secure for all students"

Table 40

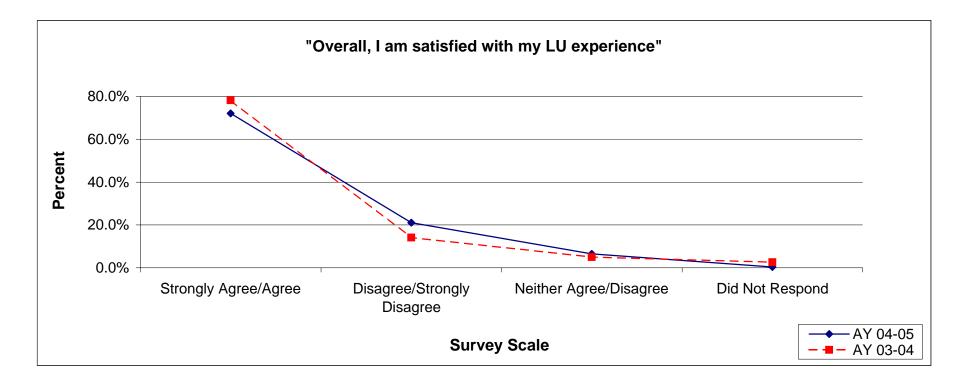
Survey Response	Academic Year	
	2003-2004	2004-2005
Strongly Agree/Agree	68.2%	56.3%
Disagree/Strongly Disagree	22.6%	32.4%
Neither Agree/Disagree	6.8%	10.5%
Did Not Respond	2.4%	0.8%
PERCENT TOTAL	100.0%	100.0%



"Overall, I am satisfied with my LU experience"

Table 41

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



#### SECTION II

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

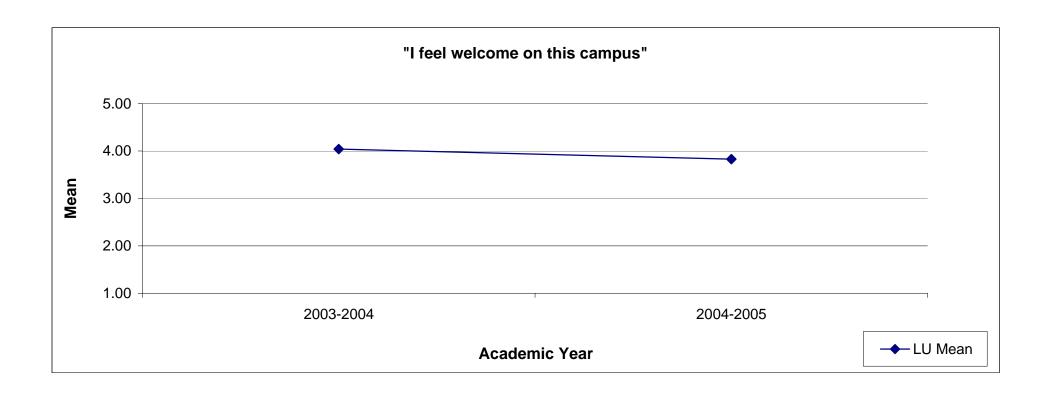
Table 42

Continuing Student Satisfaction Survey Items	AY 03-04 Mean	AY 04-05 Mean	Difference
9 Welcome	4.04	3.83	-0.21
10 Student Accounts	2.77	2.57	-0.20
11 Faculty and Staff	3.64	3.51	-0.13
12 Financial Aid Awards	2.67	2.59	-0.08
13 Student Complaints	3.22	3.06	-0.16
14 LU Student Handbook	3.83	3.67	-0.16
15 Class Change Policies	3.89	3.89	0.00
16 Scruggs Student Center	3.46	3.34	-0.12
17 Student Activity Fees	3.04	2.81	-0.23
18 Tuition	3.63	3.38	-0.25
19 Athletic Programs	3.08	2.72	-0.36
20 Intellectual Growth	3.98	3.90	-0.08
21 Cultural Events/Activities	3.48	3.25	-0.23
22 Adequate Parking	2.18	1.76	-0.42
23 Cafeteria Food	3.06	2.76	-0.30
24 Places to Study	3.86	3.62	-0.24
25 Computer Labs	3.77	3.54	-0.23
26 Classrooms	3.90	3.67	-0.23
27 Registering for Courses	3.52	3.17	-0.35
28 Campus Appearance	3.78	3.53	-0.25
29 Campus Lighting	3.66	3.35	-0.31
30 Major Requirements	3.94	3.81	-0.13
31 Sense of Pride	3.43	3.14	-0.29
32 Seeking Information	2.72	2.40	-0.32
33 Bookstore Personnel	3.99	4.03	0.04
34 Financial Aid Received	3.48	3.30	-0.18
35 Student Disciplinary Procedures	3.78	3.49	-0.29
36 Library Resources	4.08	3.90	-0.18
37 Commitment to Diversity	3.64	3.49	-0.15
38 Class Schedules	3.68	3.48	-0.20
39 Campus Safety	3.62	3.29	-0.33
40 Overall Satisfaction	3.88	3.63	-0.25

"I feel welcome on this campus"

Table 43

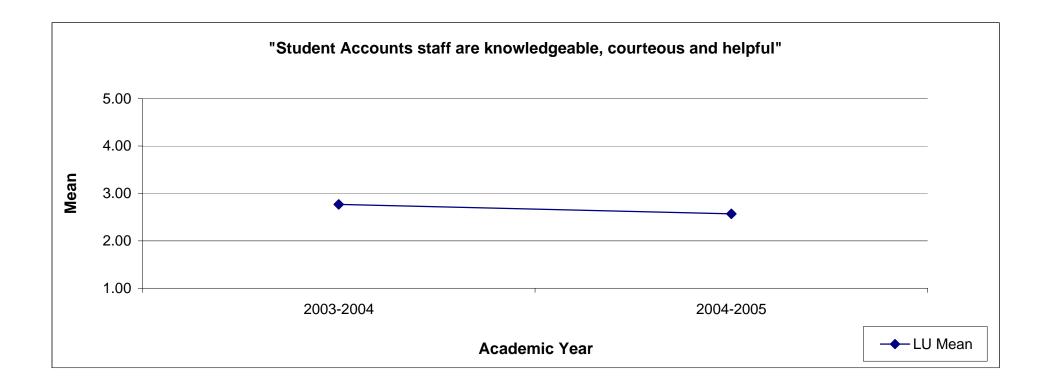
Academic Year	Lincoln University Mean
2003-2004	4.04
2004-2005	3.83
Difference	-0.21



#### "Student Accounts staff are knowledgeable, courteous and helpful"

Table 44

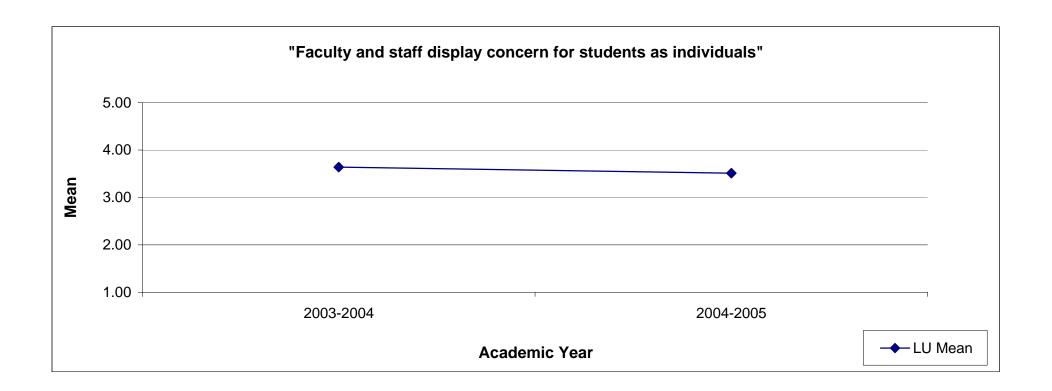
Academic Year	Lincoln University Mean
2003-2004	2.77
2004-2005	2.57
Difference	-0.20



#### "Faculty and staff display concern for students as individuals"

Table 45

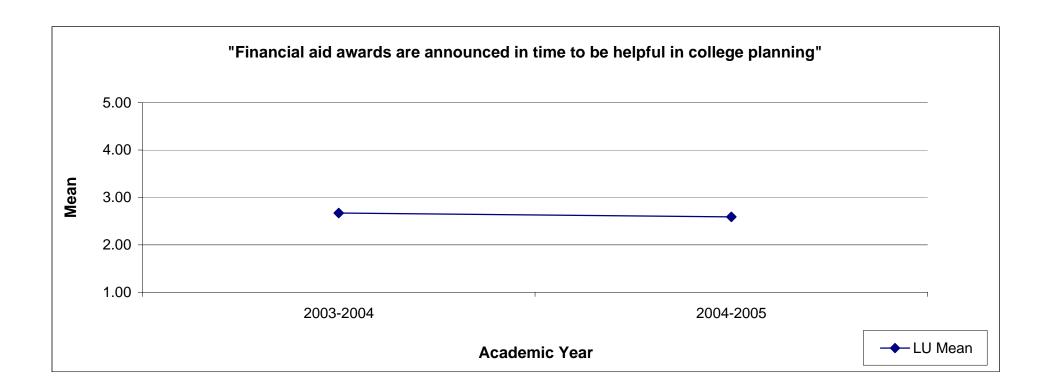
Academic Year	Lincoln University Mean
2003-2004	3.64
2004-2005	3.51
Difference	-0.13



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

Table 46

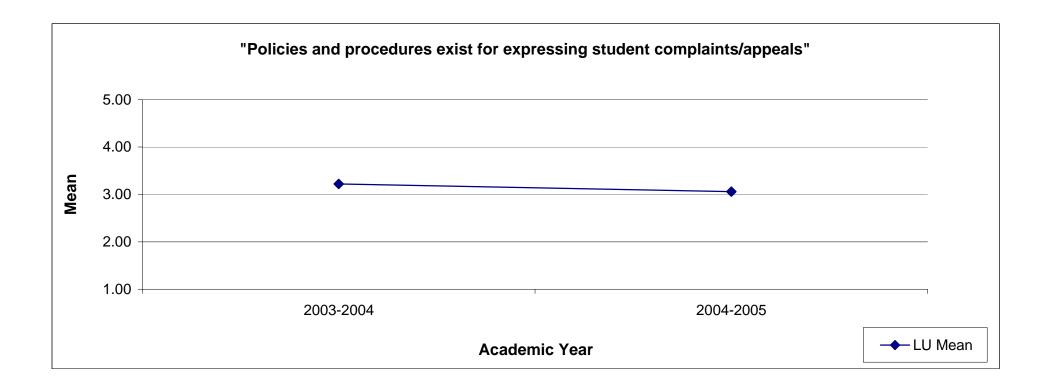
Academic Year	Lincoln University Mean
2003-2004	2.67
2004-2005	2.59
Difference	-0.08



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

Table 47

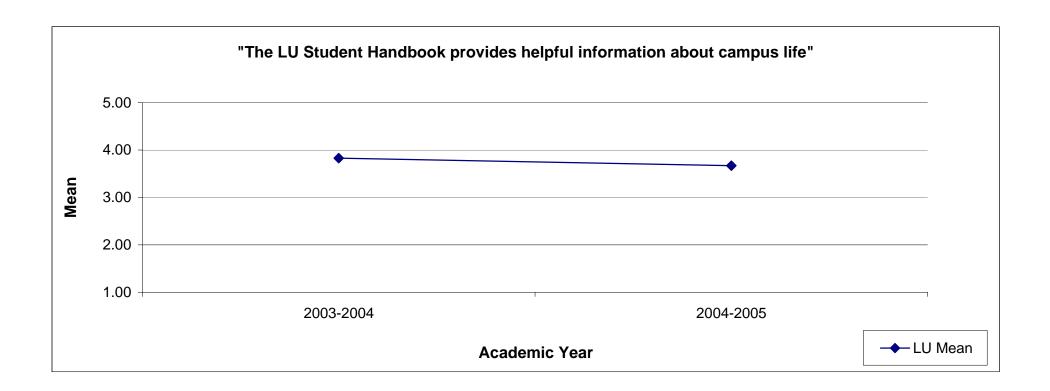
Academic Year	Lincoln University Mean
2003-2004	3.22
2004-2005	3.06
Difference	-0.16



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

Table 48

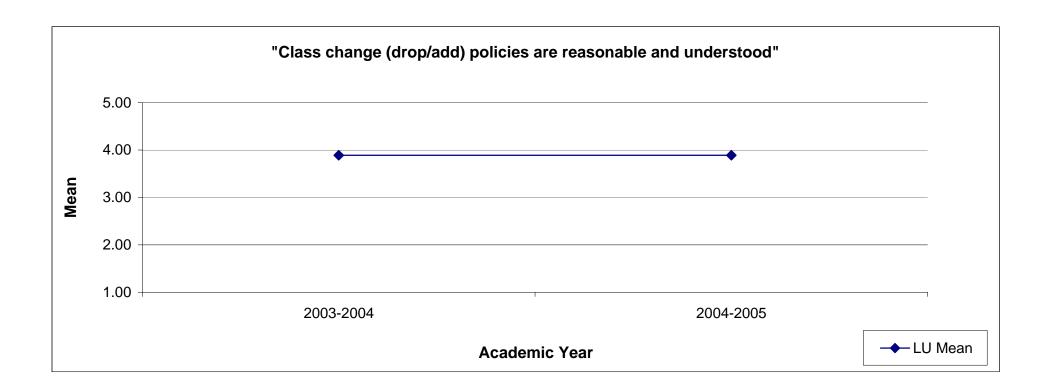
Academic Year	Lincoln University Mean
2003-2004	3.83
2004-2005	3.67
Difference	-0.16



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

Table 49

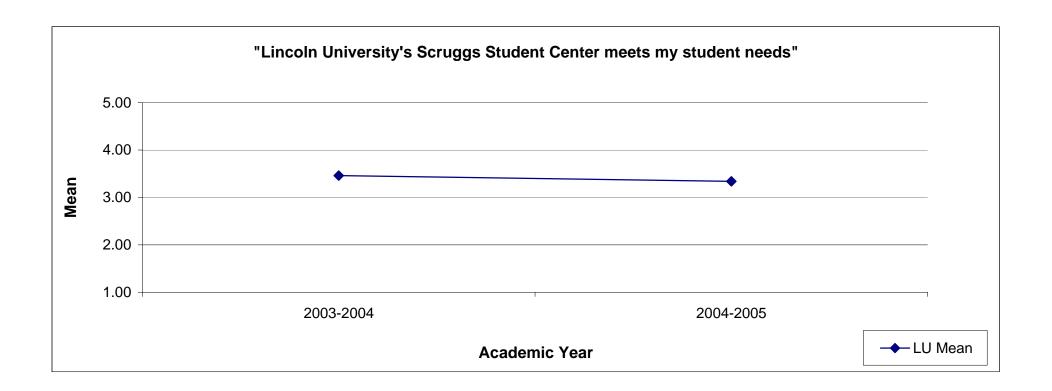
Academic Year	Lincoln University Mean
2003-2004	3.89
2004-2005	3.89
Difference	0.00



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

Table 50

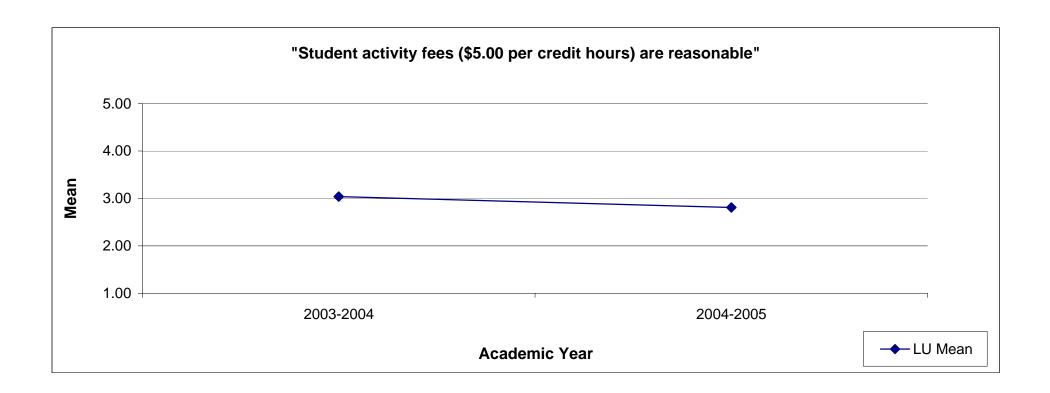
Academic Year	Lincoln University Mean
2003-2004	3.46
2004-2005	3.34
Difference	-0.12



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

Table 51

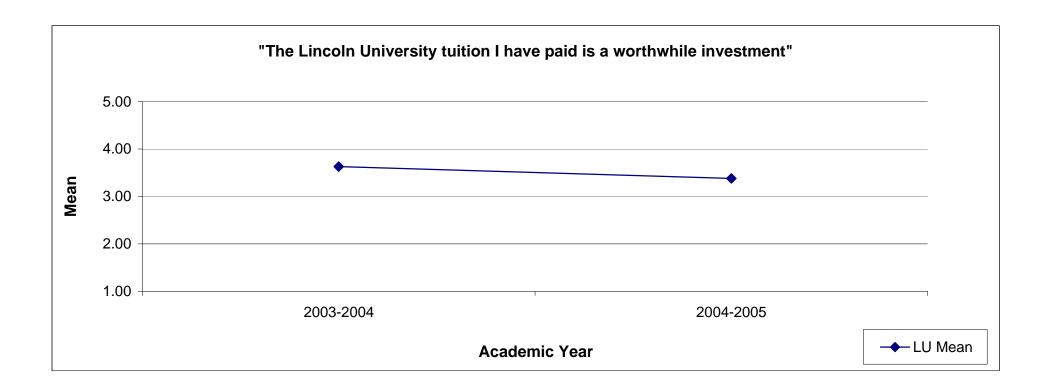
Academic Year	Lincoln University Mean
2003-2004	3.04
2004-2005	2.81
Difference	-0.23



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

Table 52

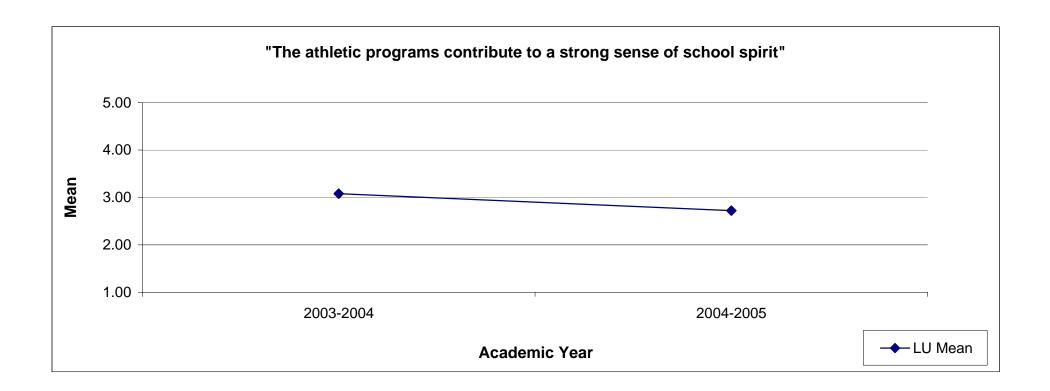
Academic Year	Lincoln University Mean
2003-2004	3.63
2004-2005	3.38
Difference	-0.25



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

Table 53

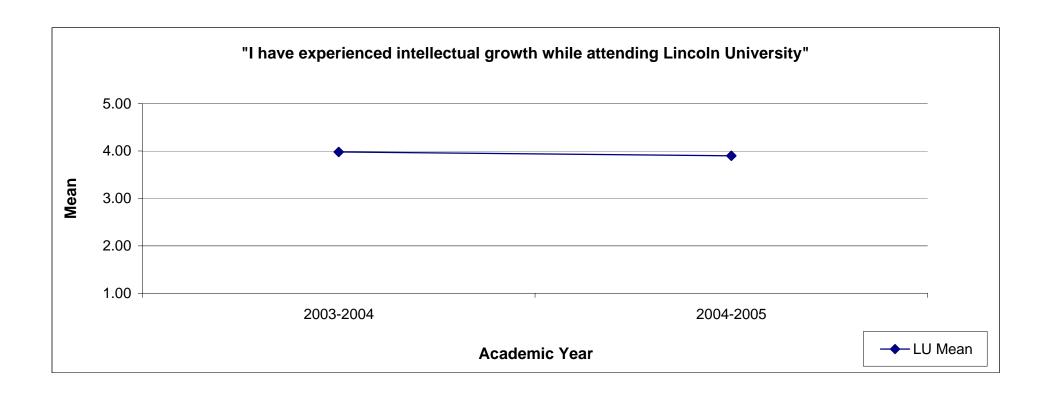
Academic Year	Lincoln University Mean
2003-2004	3.08
2004-2005	2.72
Difference	-0.36



#### "I have experienced intellectual growth while attending Lincoln University"

Table 54

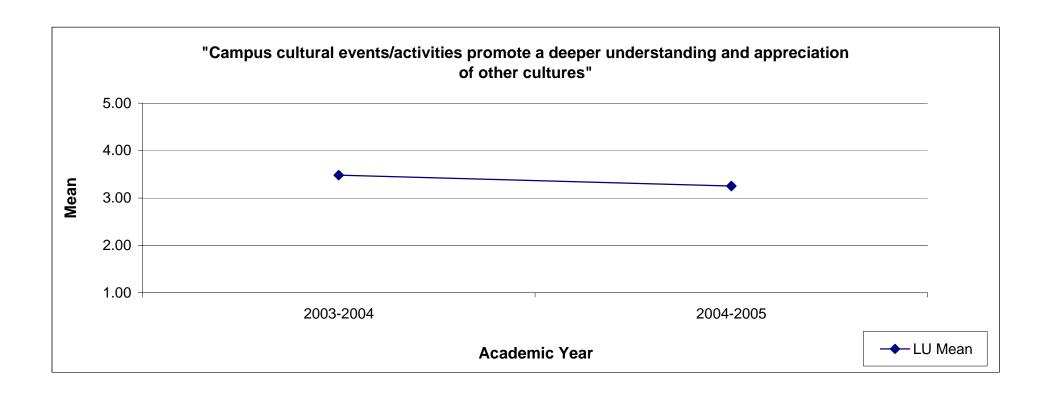
Academic Year	Lincoln University Mean
2003-2004	3.98
2004-2005	3.90
Difference	-0.08



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

Table 55

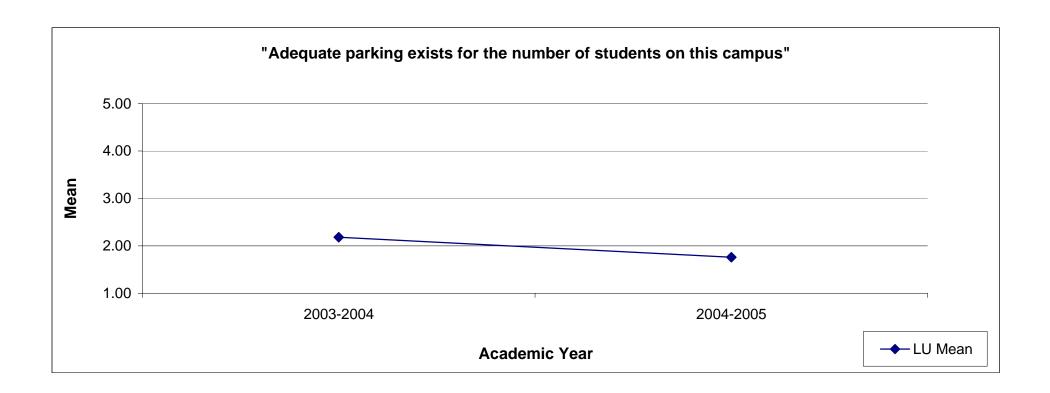
Academic Year	Lincoln University Mean
2003-2004	3.48
2004-2005	3.25
Difference	-0.23



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

Table 56

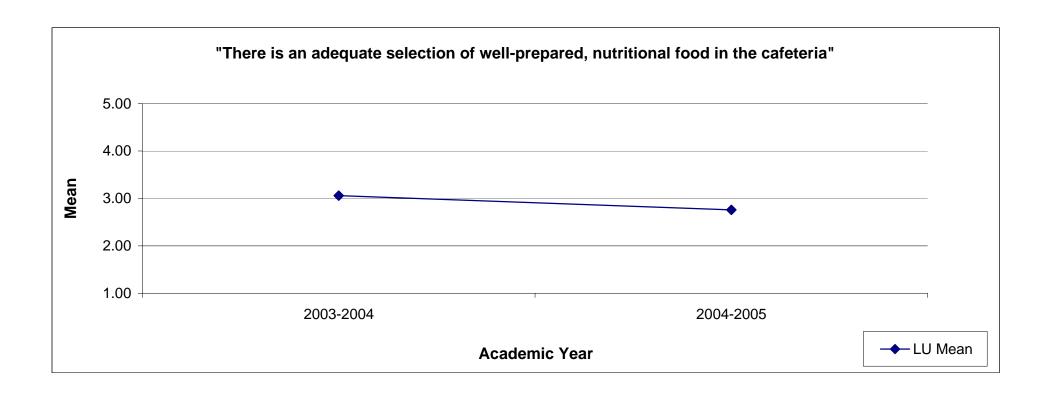
Academic Year	Lincoln University Mean
2003-2004	2.18
2004-2005	1.76
Difference	-0.42



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

Table 57

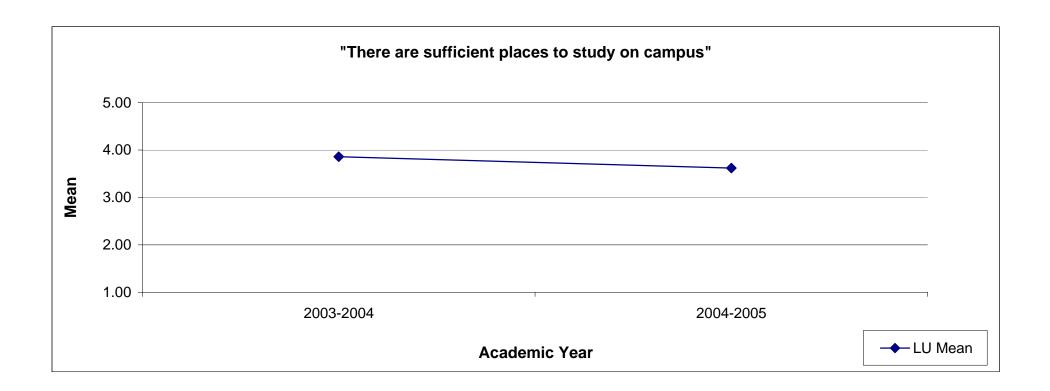
Academic Year	Lincoln University Mean
2003-2004	3.06
2004-2005	2.76
Difference	-0.30



"There are sufficient places to study on campus"

Table 58

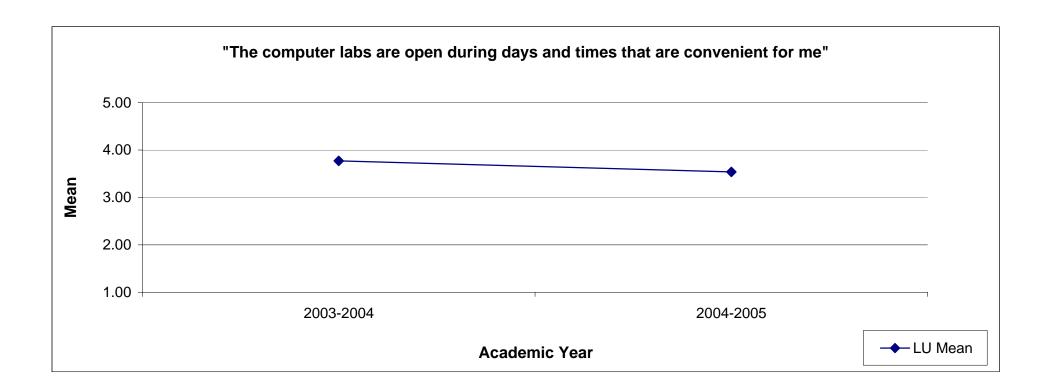
Academic Year	Lincoln University Mean
2003-2004	3.86
2004-2005	3.62
Difference	-0.24



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

Table 59

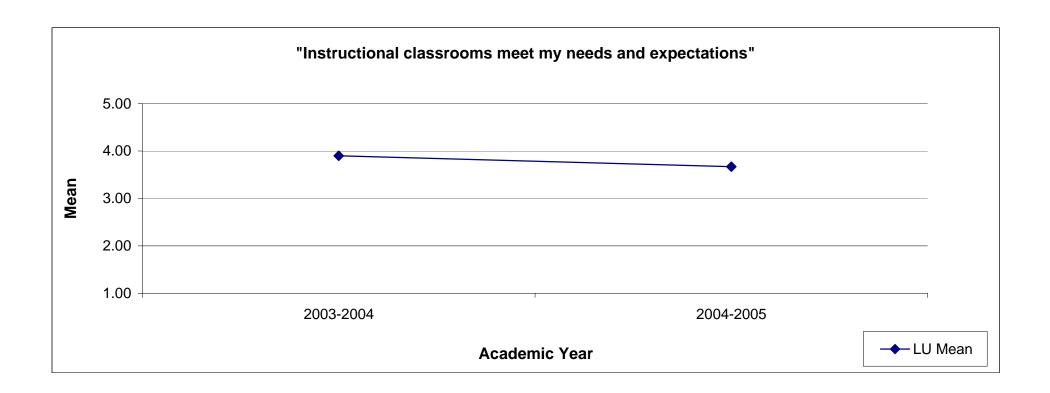
Academic Year	Lincoln University Mean
2003-2004	3.77
2004-2005	3.54
Difference	-0.23



#### "Instructional classrooms meet my needs and expectations"

Table 60

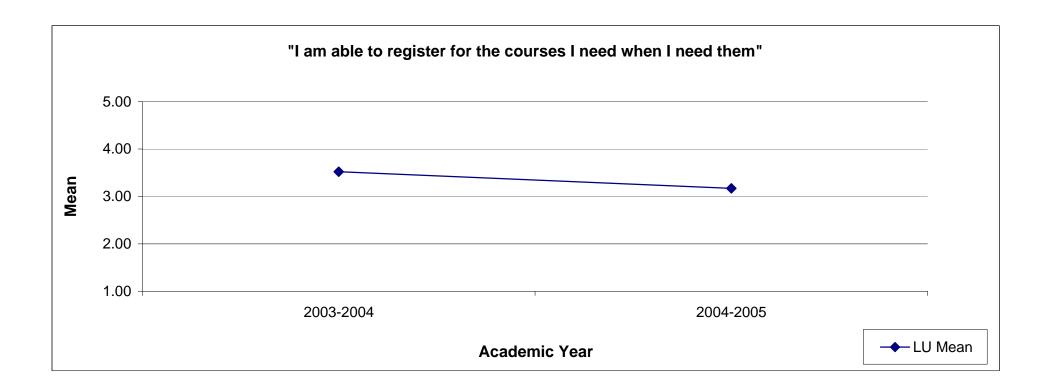
Academic Year	Lincoln University Mean
2003-2004	3.90
2004-2005	3.67
Difference	-0.23



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

Table 61

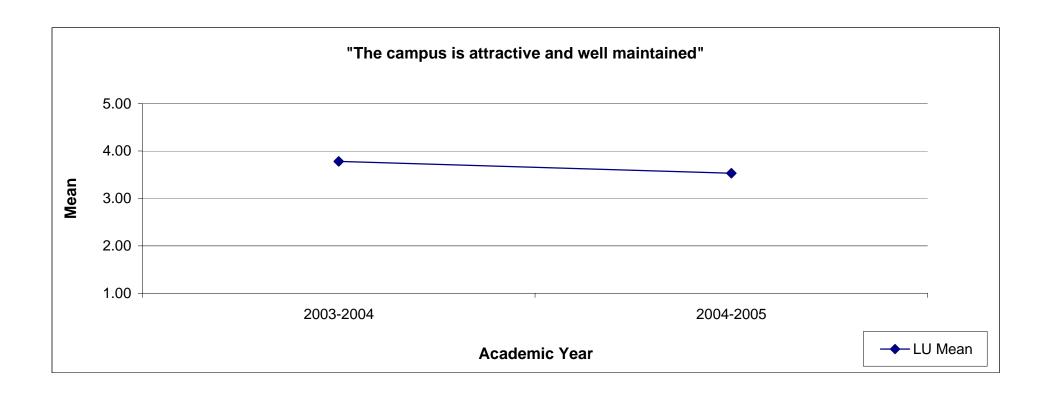
Academic Year	Lincoln University Mean
2003-2004	3.52
2004-2005	3.17
Difference	-0.35



"The campus is attractive and well maintained"

Table 62

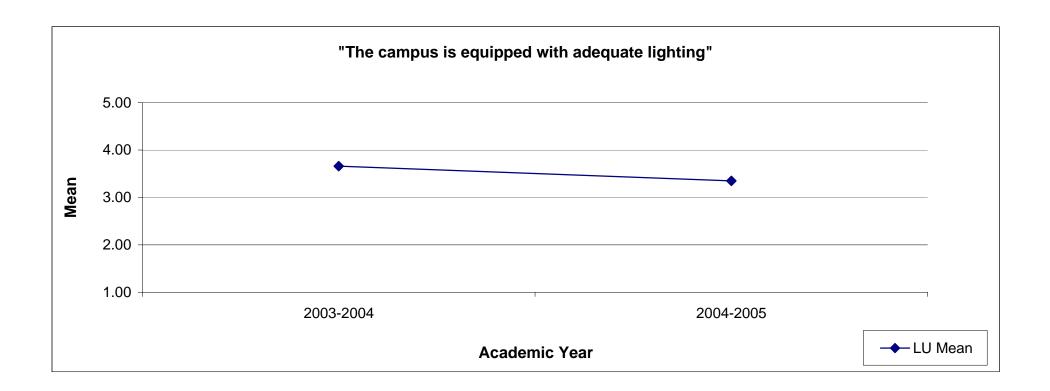
Academic Year	Lincoln University Mean
2003-2004	3.78
2004-2005	3.53
Difference	-0.25



"The campus is equipped with adequate lighting"

Table 63

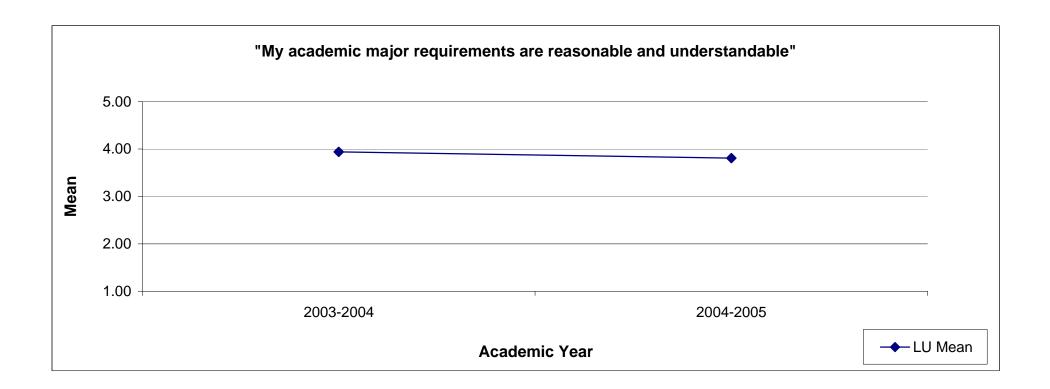
Academic Year	Lincoln University Mean
2003-2004	3.66
2004-2005	3.35
Difference	-0.31



"My academic major requirements are reasonable and understandable"

Table 64

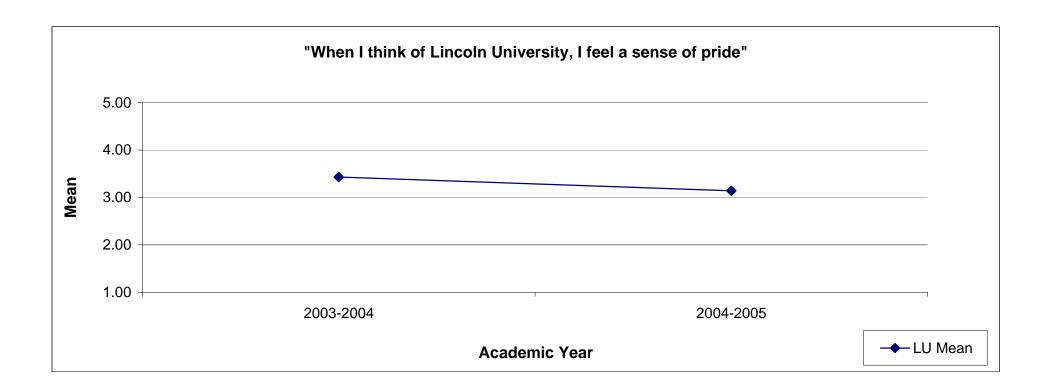
Academic Year	Lincoln University Mean
2003-2004	3.94
2004-2005	3.81
Difference	-0.13



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

Table 65

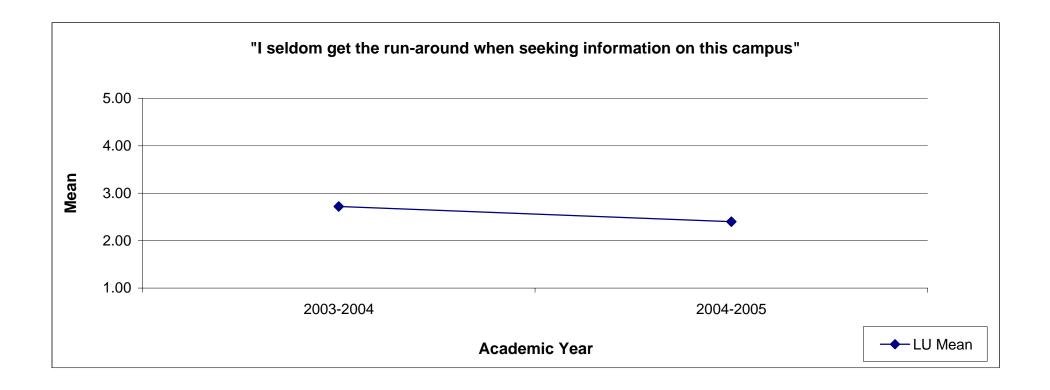
Academic Year	Lincoln University Mean
2003-2004	3.43
2004-2005	3.14
Difference	-0.29



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

Table 66

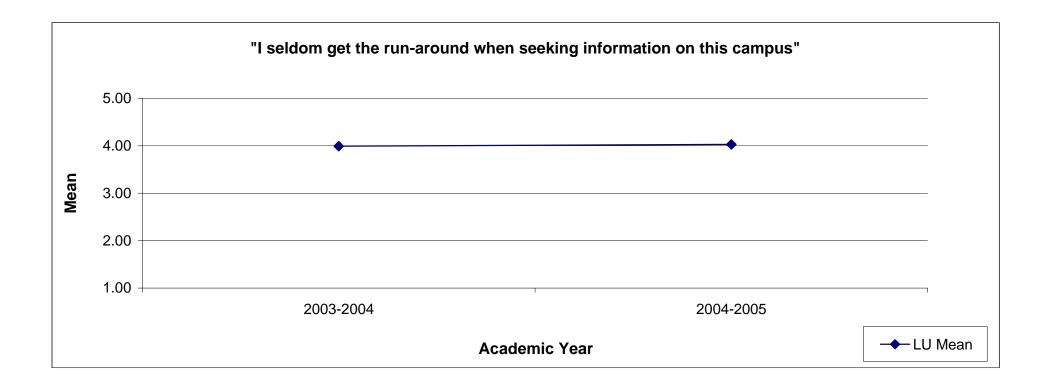
Academic Year	Lincoln University Mean
2003-2004	2.72
2004-2005	2.40
Difference	-0.32



#### "Bookstore personnel are courteous and helpful"

Table 67

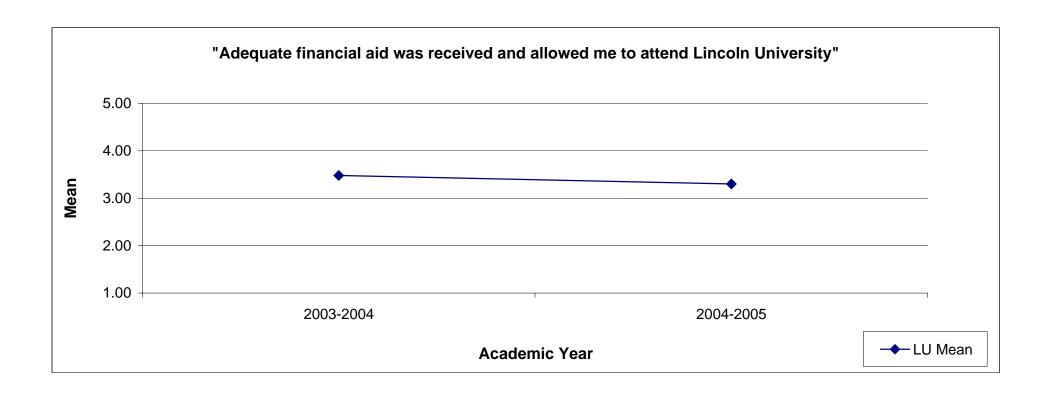
Academic Year	Lincoln University Mean
2003-2004	3.99
2004-2005	4.03
Difference	0.04



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

Table 68

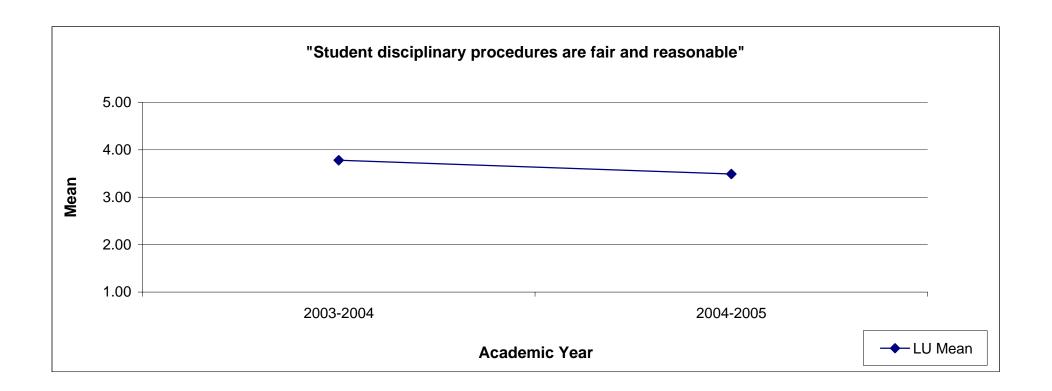
Academic Year	Lincoln University Mean
2003-2004	3.48
2004-2005	3.30
Difference	-0.18



#### "Student disciplinary procedures are fair and reasonable"

Table 69

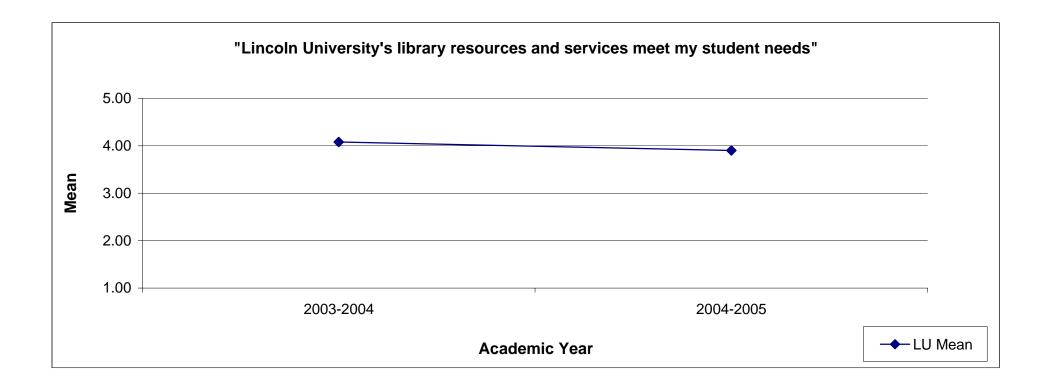
Academic Year	Lincoln University Mean
2003-2004	3.78
2004-2005	3.49
Difference	-0.29



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

Table 70

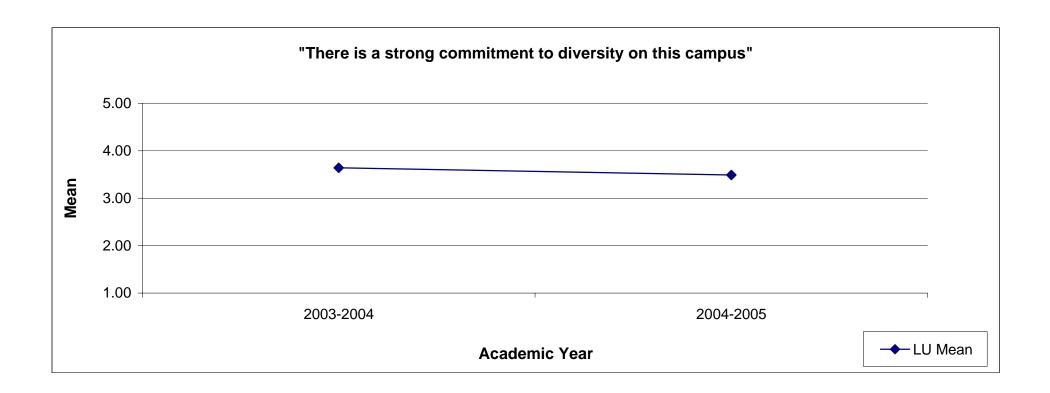
Academic Year	Lincoln University Mean
2003-2004	4.08
2004-2005	3.90
Difference	-0.18



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

Table 71

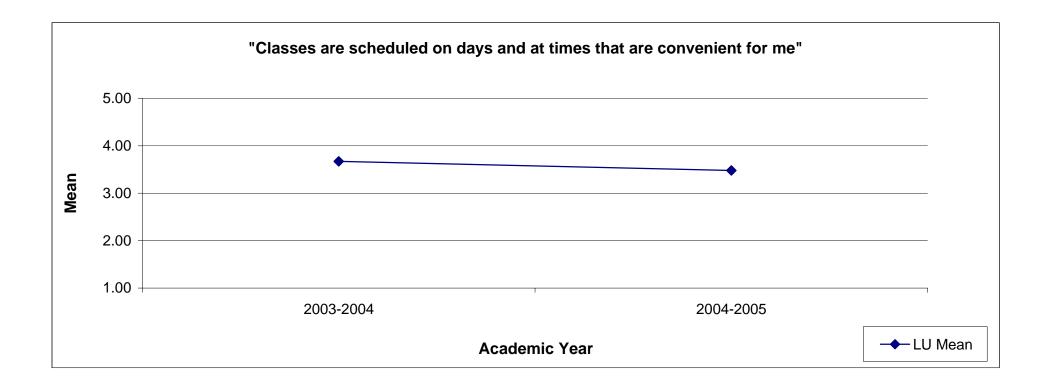
Academic Year	Lincoln University Mean
2003-2004	3.64
2004-2005	3.49
Difference	-0.15



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

Table 72

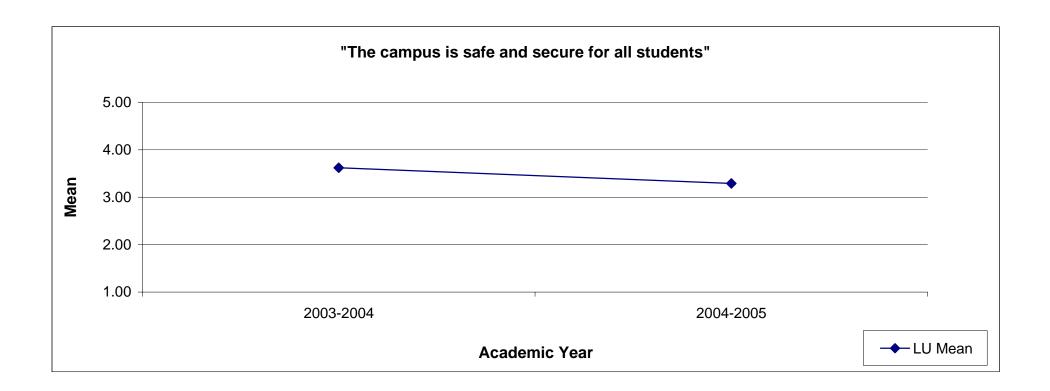
Academic Year	Lincoln University Mean
2003-2004	3.67
2004-2005	3.48
Difference	-0.19



"The campus is safe and secure for all students"

Table 73

Academic Year	Lincoln University Mean
2003-2004	3.62
2004-2005	3.29
Difference	-0.33



"Overall, I am satisfied with my LU experience"

Table 74

Academic Year	Lincoln University Mean
2003-2004	3.88
2004-2005	3.63
Difference	-0.25

