

**LINCOLN UNIVERSITY**  
**CONTINUING STUDENT SATISFACTION SURVEY (CSSS) DATA ANALYSIS**  
**FOR ACADEMIC YEARS 2008-2012**



**PREPARED BY THE OFFICE OF**  
**INSTITUTIONAL RESEARCH AND ASSESSMENT**

**September 2012**

# Executive Summary

## Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2008-2012

### **Introduction:**

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

The Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis, prepared by the Office of Institutional Research and Assessment (OIRA), provides information regarding the students that have completed the CSSS during academic years 2008, 2009, 2010, 2011 and 2012. All information used to complete this analysis was obtained from the CSSS database that is maintained by the OIRA.

### **Methodology:**

This analysis is focused on the responses of 1,611 students that completed the CSSS during academic years 2008 (323 students), 2009 (313 students), 2010 (326 students), 2011 (324 students) and 2012 (325 students). In order to provide Lincoln University with the most useful information, data in the CSSS database is analyzed using two different methods: Method 1: Comparison of Percentages; Method 2: Comparison of Means.

#### **Method 1: Comparison of Percentages**

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

#### **Method 2: Comparison of Means**

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

# Executive Summary

## Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2008-2012

### **Findings:**

#### **Section 1: Comparison of Percentages**

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

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

#### **Section 2: Comparison of Means**

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

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

### **Conclusions and Recommendations:**

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

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

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**Lincoln University CSSS Comparison  
Most Satisfied and Least Satisfied by Percentage**

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

Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		Strongly Agree/Agree	Disagree/Strongly Disagree
		5-Year Average	5-Year Average
30	My academic major requirements are reasonable and understandable.	84.1	12.1
9	I feel welcome on this campus.	84.0	9.9
20	I have experienced intellectual growth while attending Lincoln University.	83.1	9.2
36	Lincoln University's library resources and services meet my student needs.	82.7	7.2
26	Instructional classrooms meet my needs and expectations.	80.1	8.4
15	Class change (drop/add) policies are reasonable and understandable.	80.1	11.9
40	Overall, I am satisfied with my LU experience.	76.2	13.8
24	There are sufficient places to study on campus.	75.4	16.2
29	The campus is equipped with adequate lighting.	75.1	16.3
28	The campus is attractive and well maintained.	74.6	17.1
11	Faculty and staff display concern for students as individuals.	73.8	18.9
18	The Lincoln University tuition I have paid is a worthwhile investment.	73.4	17.4
14	The LU Student Handbook provides helpful information about campus life.	72.8	11.6
38	Classes are scheduled on days and at times that are convenient for me.	71.6	20.7
25	The computer labs are open during days and times that are convenient for me.	71.2	18.6
33	Bookstore personnel are courteous and helpful.	70.8	20.5

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

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

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

Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		Strongly Agree/Agree	Disagree/Strongly Disagree
		5 Year Average	5 Year Average
22	Adequate parking exists for the number of students on this campus.	19.0	72.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.1	32.0
19	The athletic programs contribute to a strong sense of school spirit.	35.9	40.5
32	I seldom get the "run-around" when seeking information on this campus.	39.9	50.4
12	Financial aid awards are announced in time to be helpful in college planning.	51.8	32.6
17	Student activity fees (\$5.00 per credit hour) are reasonable.	54.3	31.8
27	I am able to register for the courses I need when I need them.	63.7	30.5

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

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

# **SECTION 1-B**

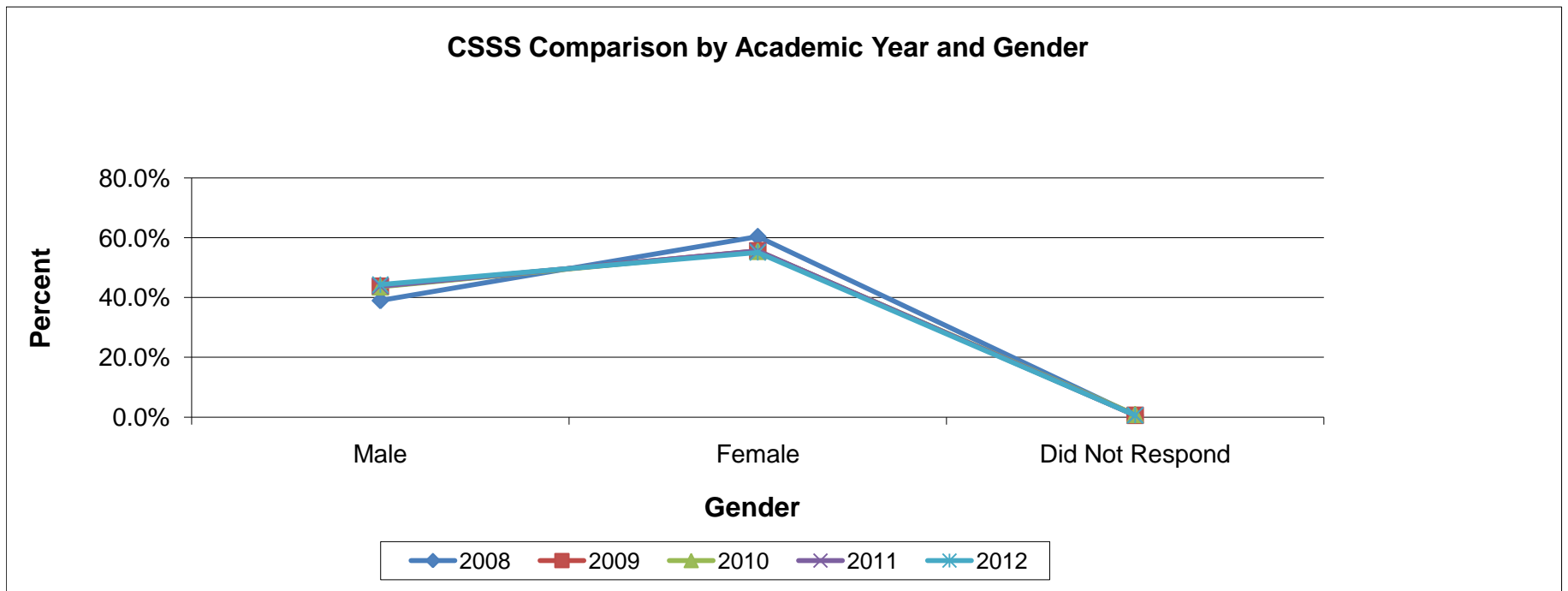
**Lincoln University CSSS Comparison  
by Academic Year and Percentage of Survey Respondents**

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

Table 3

Survey Response						
	2008	2009	2010	2011	2012	5-Yr Avg
Male	39.0%	43.8%	43.6%	43.8%	44.3%	42.9%
Female	60.4%	55.6%	55.5%	55.6%	55.1%	56.4%
Did Not Respond	0.6%	0.6%	0.9%	0.6%	0.6%	0.7%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

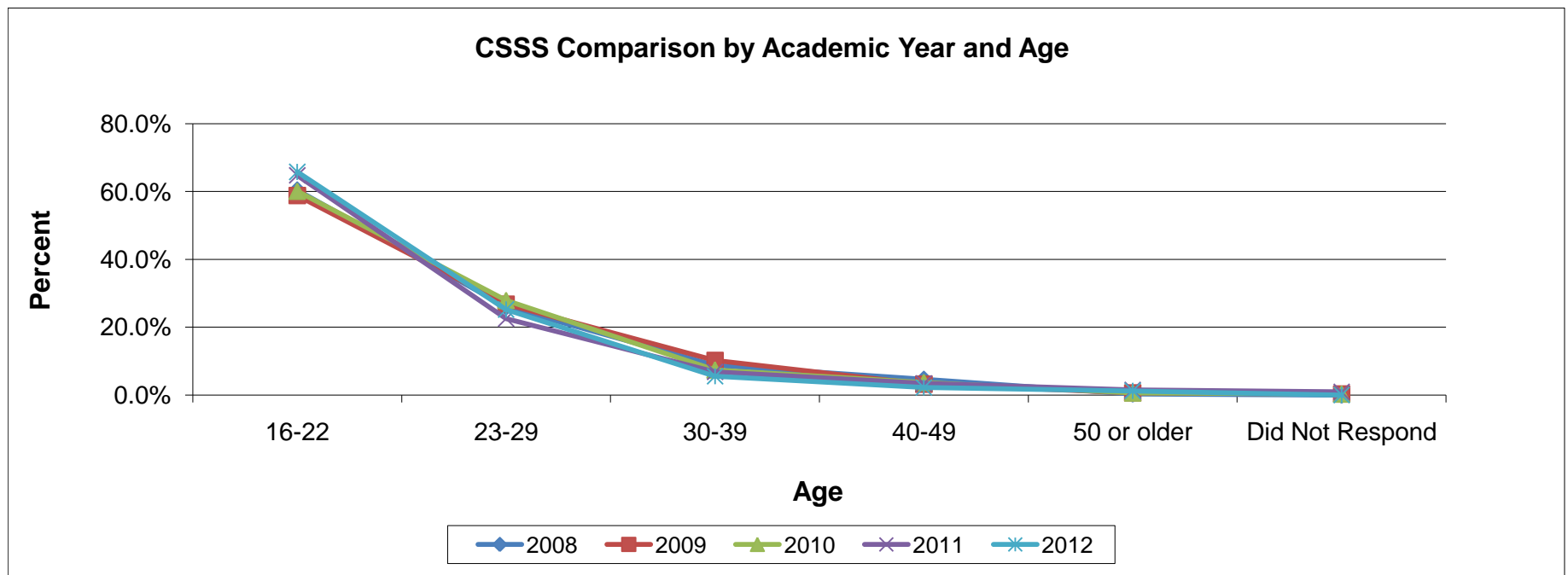


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Age

Table 4

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
16-22	60.4%	58.8%	60.1%	64.8%	65.8%	62.0%
23-29	26.0%	26.8%	27.9%	22.5%	25.2%	25.7%
30-39	8.7%	10.2%	7.4%	6.8%	5.5%	7.7%
40-49	4.6%	3.2%	3.7%	3.4%	2.2%	3.4%
50 or older	0.3%	0.6%	0.6%	1.5%	1.2%	0.8%
Did Not Respond	0.0%	0.3%	0.3%	0.9%	0.0%	0.3%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>

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

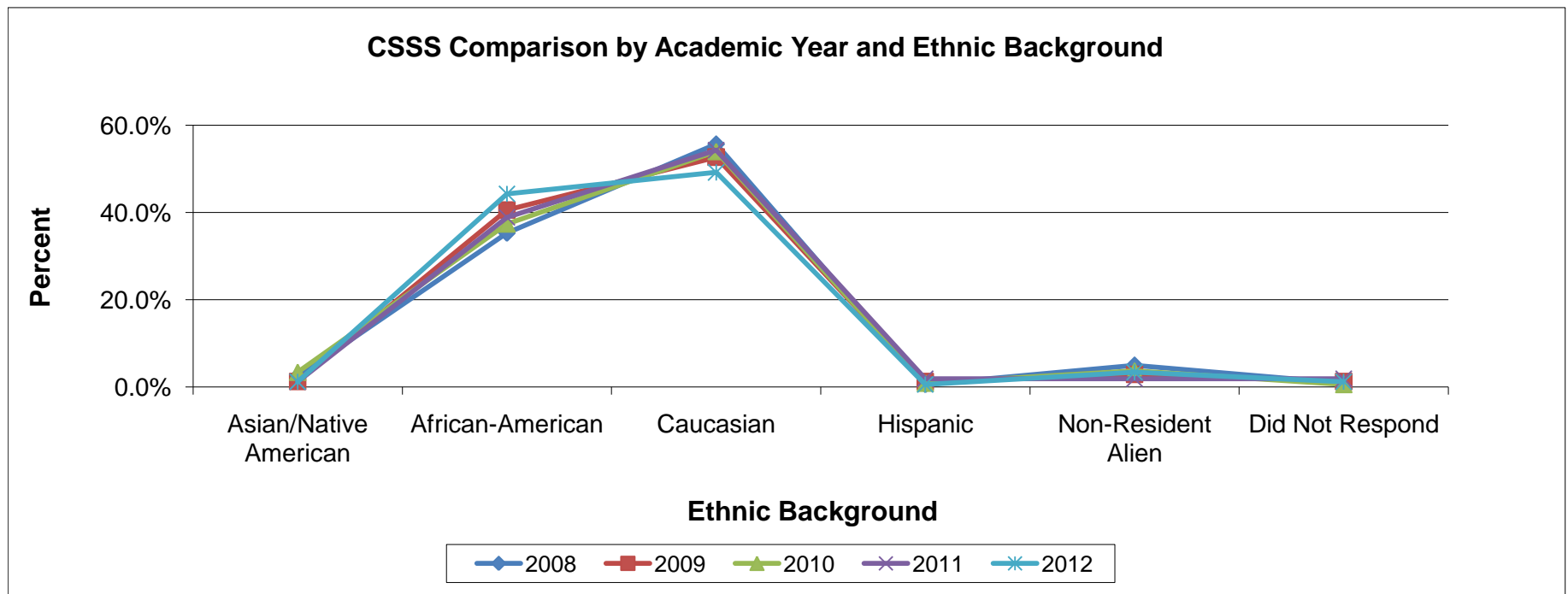


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Ethnic Background

Table 5

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Asian/Native American	2.5%	1.3%	3.4%	1.2%	1.2%	1.9%
African-American	35.3%	40.6%	37.4%	38.9%	44.3%	39.3%
Caucasian	55.7%	52.7%	54.0%	54.3%	49.2%	53.2%
Hispanic	0.6%	1.3%	0.9%	1.9%	0.6%	1.1%
Non-Resident Alien	5.0%	2.9%	3.7%	1.9%	3.4%	3.4%
Did Not Respond	0.9%	1.3%	0.6%	1.9%	1.2%	1.2%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>99.9%</b>	<b>100.0%</b>

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



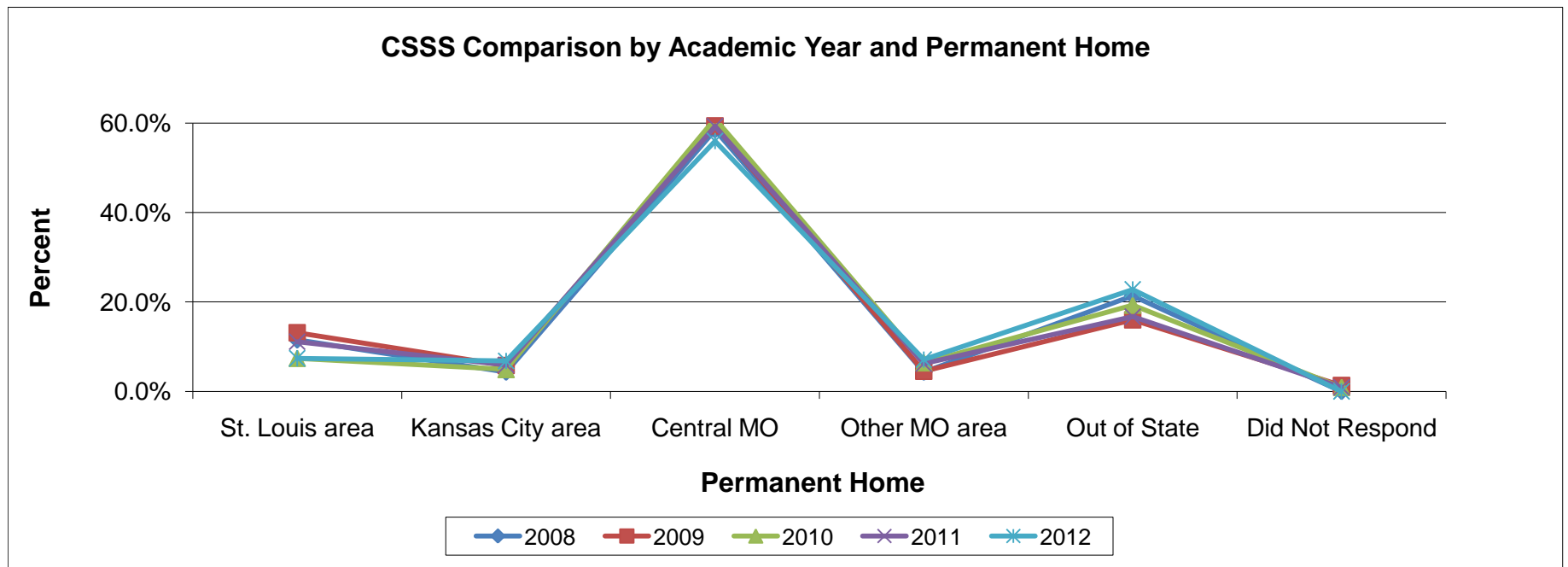


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Permanent Home

Table 6

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
St. Louis area	11.5%	13.1%	7.4%	11.1%	7.4%	10.1%
Kansas City area	4.3%	5.8%	4.9%	5.9%	6.8%	5.5%
Central MO	58.5%	59.4%	61.0%	59.3%	56.0%	58.8%
Other MO area	4.3%	4.5%	6.4%	6.2%	7.1%	5.7%
Out of State	21.4%	16.0%	19.3%	16.7%	22.8%	19.2%
Did Not Respond	0.0%	1.3%	0.9%	0.9%	0.0%	0.6%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>99.9%</b>	<b>100.1%</b>	<b>100.1%</b>	<b>100.0%</b>

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

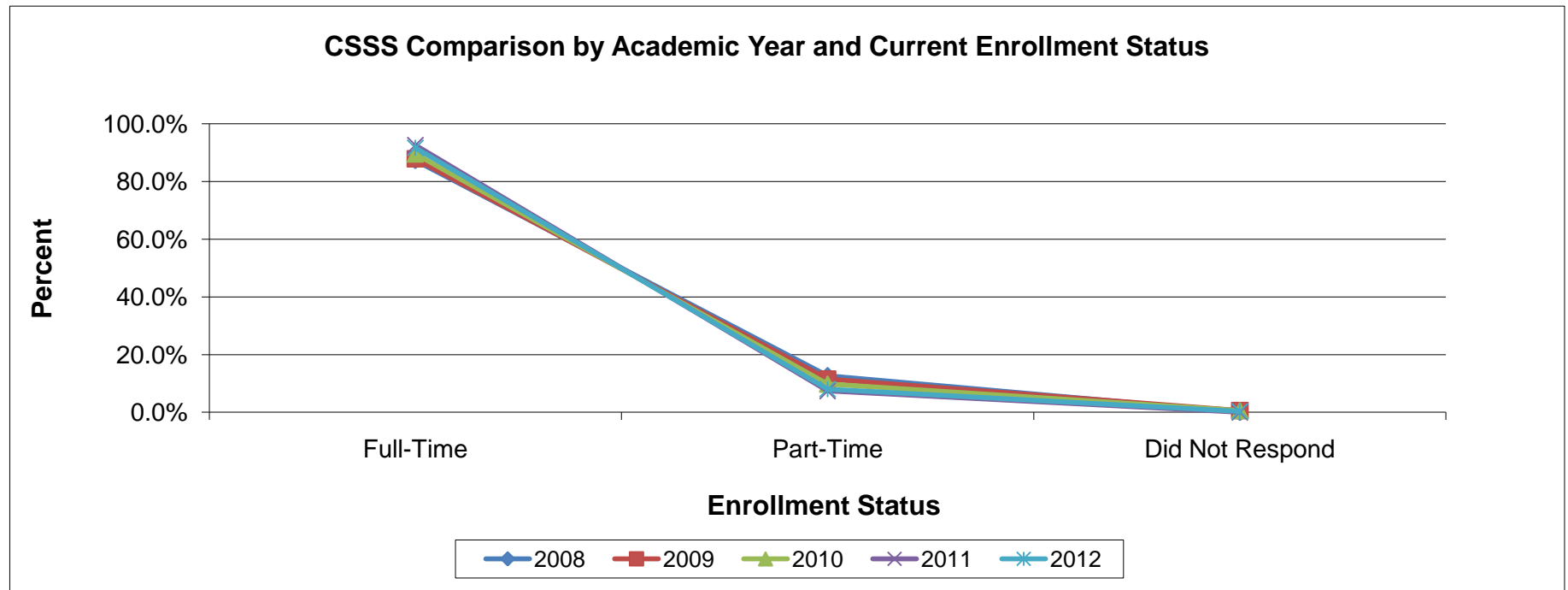


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Current Enrollment Status

Table 7

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Full-Time	87.3%	87.9%	89.6%	92.6%	91.7%	89.8%
Part-Time	12.7%	11.5%	9.8%	7.4%	8.0%	9.9%
Did Not Respond	0.0%	0.6%	0.6%	0.0%	0.3%	0.3%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

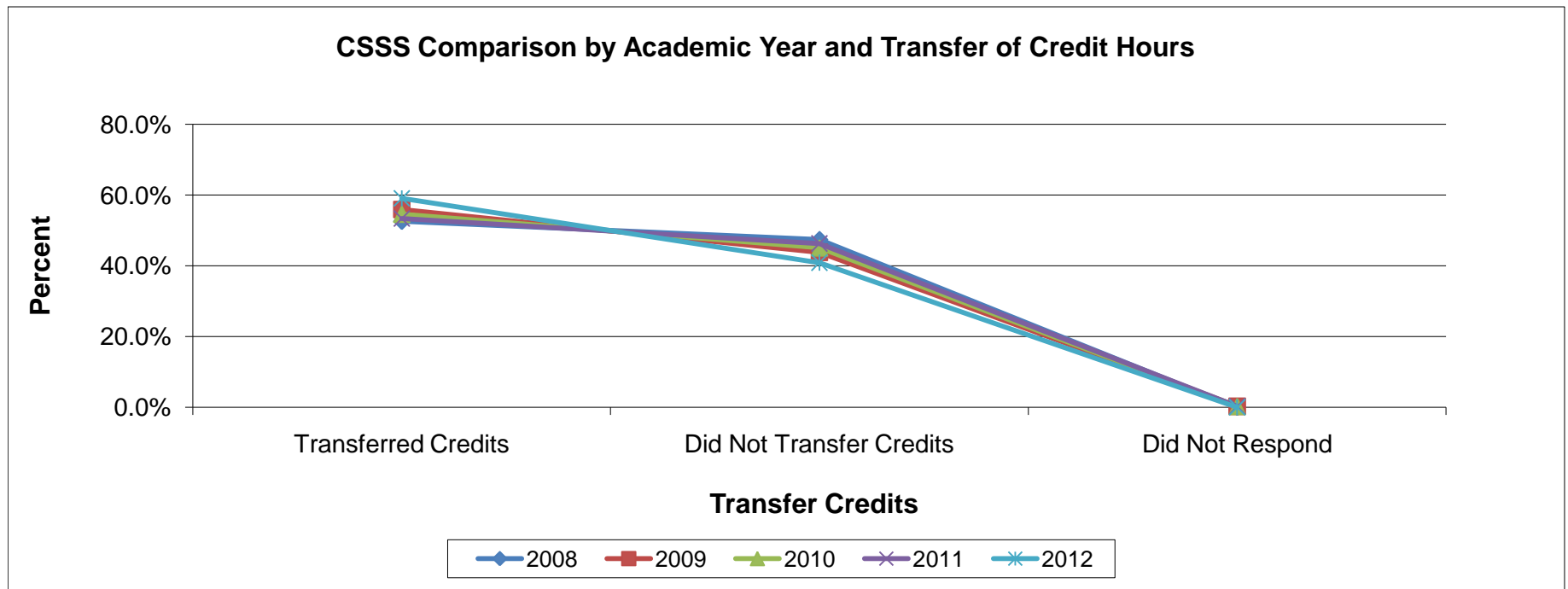


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Transfer of Credit Hours

Table 8

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Transferred Credits	52.6%	55.9%	54.6%	53.4%	59.1%	55.1%
Did Not Transfer Credits	47.4%	43.8%	45.1%	46.3%	40.9%	44.7%
Did Not Respond	0.0%	0.3%	0.3%	0.3%	0.0%	0.2%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

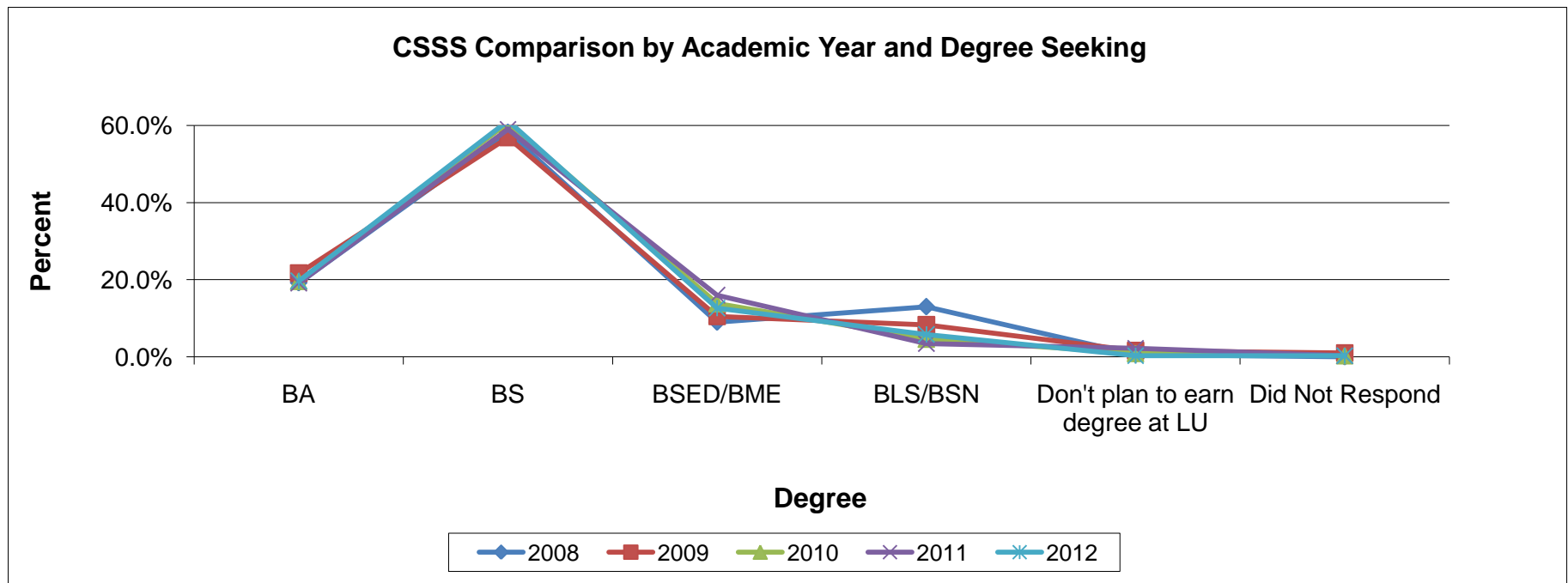


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Degree Seeking

Table 9

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
BA	19.2%	21.7%	19.6%	19.1%	19.7%	19.9%
BS	58.2%	56.9%	60.7%	59.0%	61.2%	59.2%
BSED/BME	9.0%	10.5%	13.8%	16.0%	12.6%	12.4%
BLS/BSN	13.0%	8.3%	4.6%	3.4%	5.8%	7.0%
Don't plan to earn degree at LU	0.6%	1.6%	0.9%	2.2%	0.3%	1.1%
Did Not Respond	0.0%	1.0%	0.3%	0.3%	0.3%	0.4%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>

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

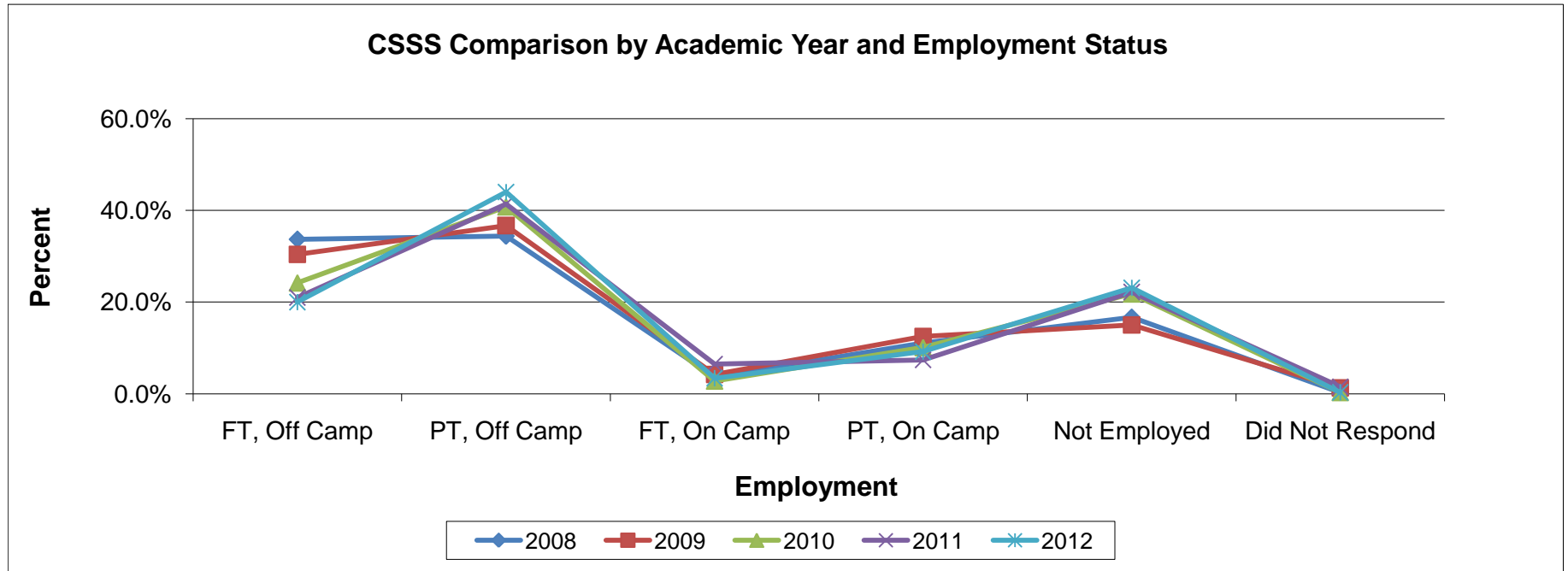


## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Employment Status

Table 10

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
FT, Off Camp	33.7%	30.4%	24.2%	21.0%	20.0%	25.9%
PT, Off Camp	34.4%	36.7%	40.8%	41.4%	44.0%	39.5%
FT, On Camp	3.7%	4.2%	2.8%	6.5%	3.4%	4.1%
PT, On Camp	11.1%	12.5%	10.1%	7.4%	9.2%	10.1%
Not Employed	16.7%	15.0%	21.8%	22.2%	23.1%	19.8%
Did Not Respond	0.3%	1.3%	0.3%	1.5%	0.3%	0.7%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

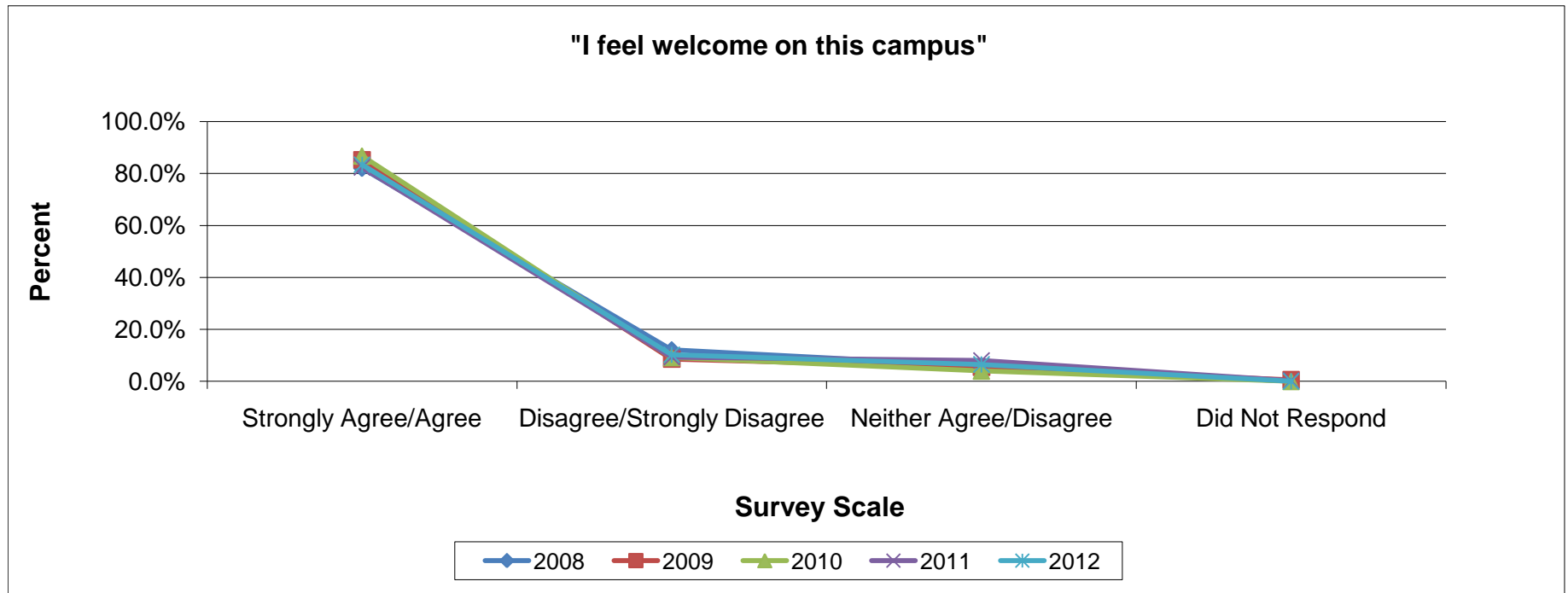


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #9  
"I feel welcome on this campus"**

Table 11

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	82.0%	85.3%	86.8%	82.4%	83.4%	84.0%
Disagree/Strongly Disagree	12.1%	8.6%	9.2%	9.3%	10.2%	9.9%
Neither Agree/Disagree	5.9%	5.4%	4.0%	8.0%	6.5%	6.0%
Did Not Respond	0.0%	0.6%	0.0%	0.3%	0.0%	0.2%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>

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



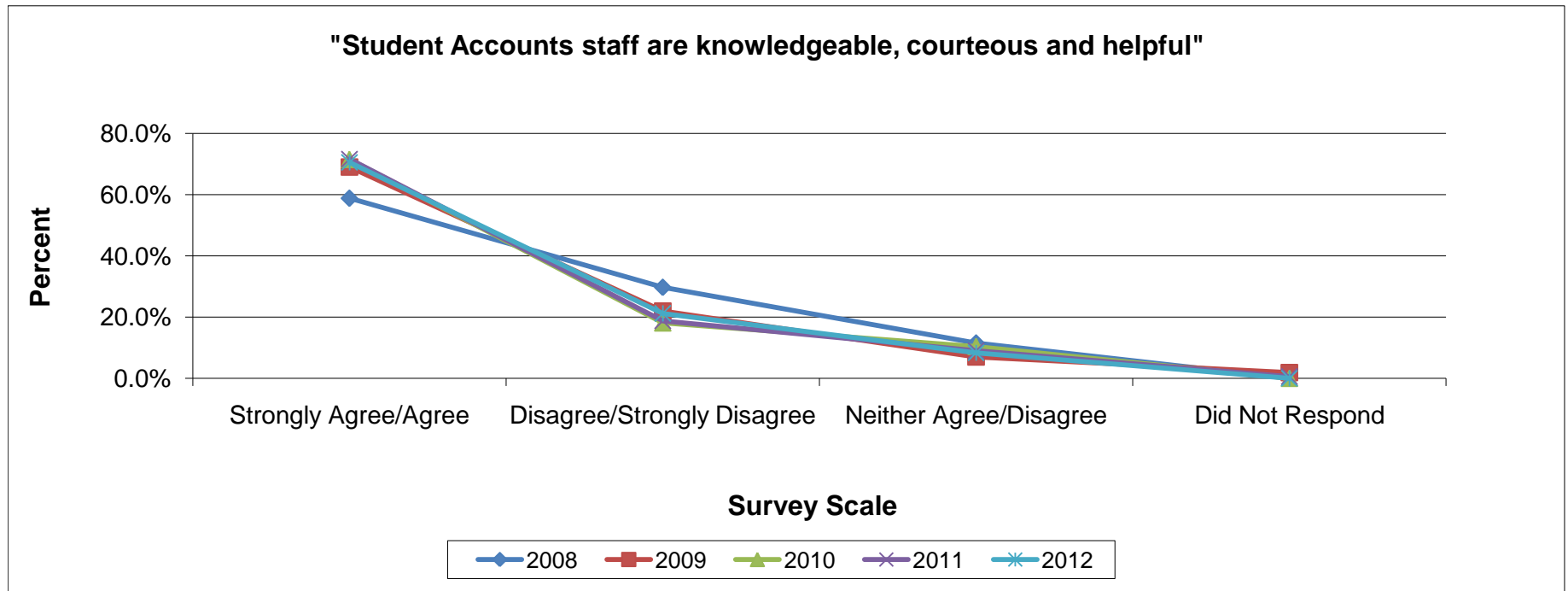
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #10

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

Table 12

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	58.8%	69.0%	71.5%	71.6%	70.5%	68.3%
Disagree/Strongly Disagree	29.7%	22.0%	18.1%	18.8%	21.2%	22.0%
Neither Agree/Disagree	11.5%	7.0%	10.4%	9.0%	8.3%	9.2%
Did Not Respond	0.0%	1.9%	0.0%	0.6%	0.0%	0.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

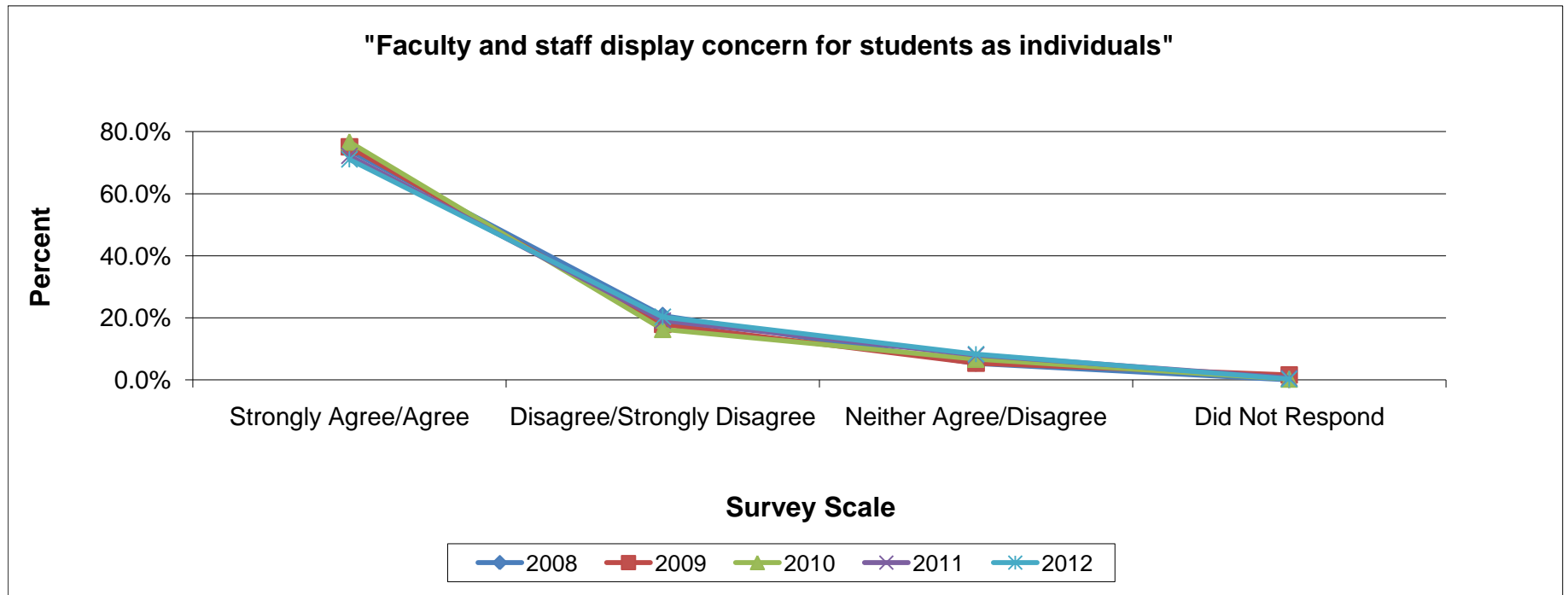


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #11  
"Faculty and staff display concern for students as individuals"**

Table 13

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	74.0%	75.1%	76.7%	72.2%	71.1%	73.8%
Disagree/Strongly Disagree	20.7%	17.9%	16.3%	19.1%	20.3%	18.9%
Neither Agree/Disagree	5.3%	5.4%	6.7%	8.0%	8.3%	6.7%
Did Not Respond	0.0%	1.6%	0.3%	0.6%	0.3%	0.6%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>

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





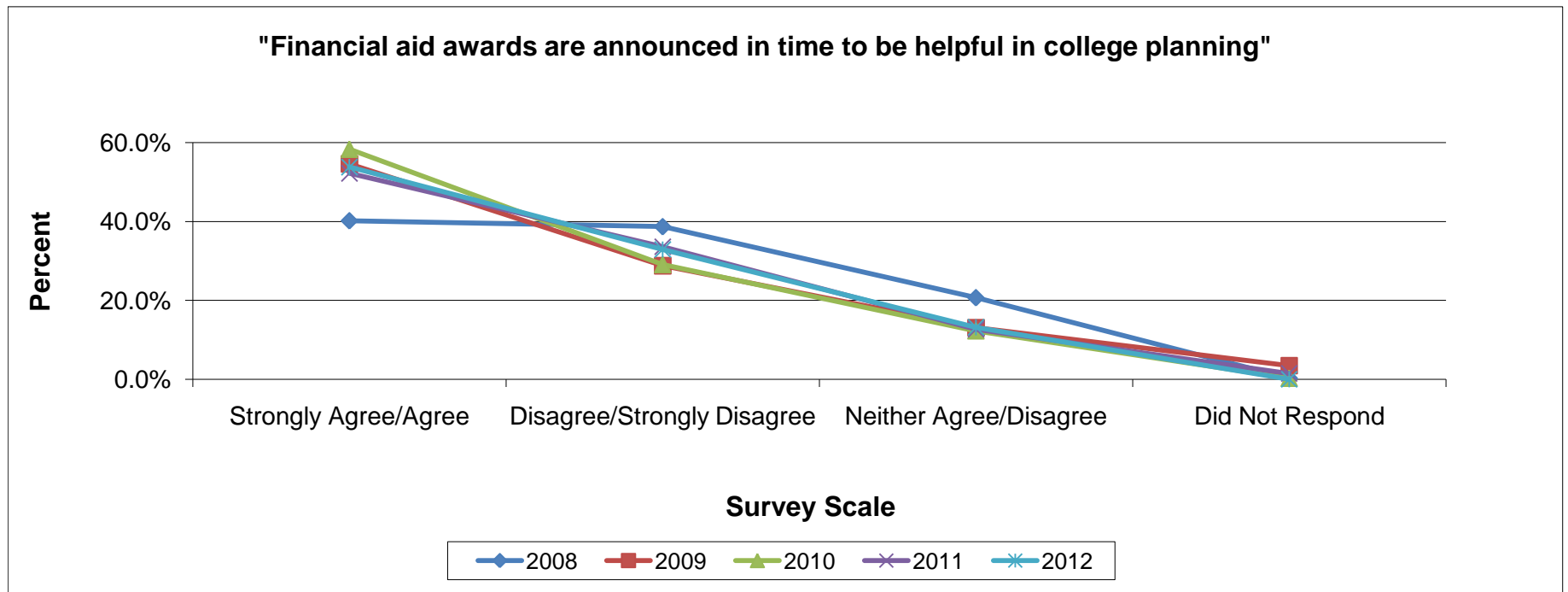
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #12

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

Table 14

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	40.2%	54.6%	58.3%	52.2%	53.8%	51.8%
Disagree/Strongly Disagree	38.7%	28.8%	29.1%	33.6%	32.9%	32.6%
Neither Agree/Disagree	20.7%	13.1%	12.3%	12.7%	13.2%	14.4%
Did Not Respond	0.3%	3.5%	0.3%	1.5%	0.0%	1.1%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>

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



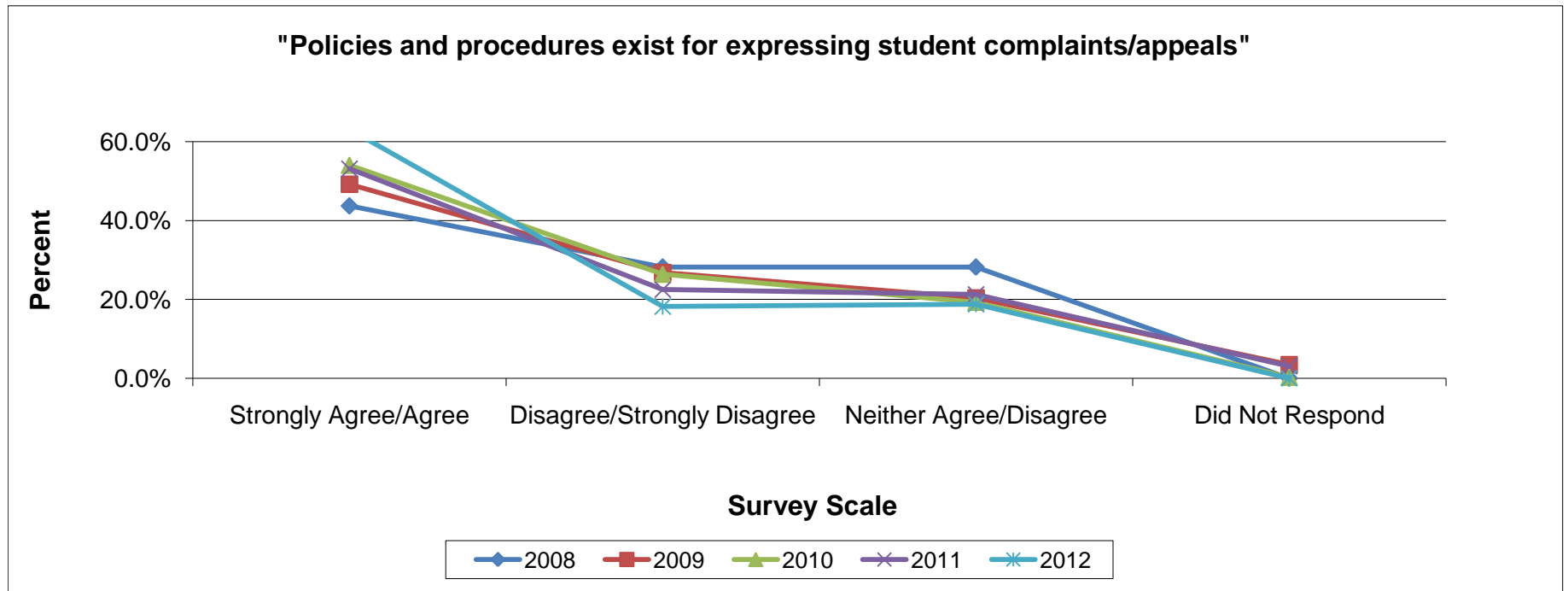
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #13

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

Table 15

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	43.7%	49.2%	54.0%	53.1%	63.1%	52.6%
Disagree/Strongly Disagree	28.2%	26.8%	26.4%	22.5%	18.2%	24.4%
Neither Agree/Disagree	28.2%	20.4%	19.3%	21.3%	18.8%	21.6%
Did Not Respond	0.0%	3.5%	0.3%	3.1%	0.0%	1.4%
<b>PERCENT TOTAL</b>	<b>100.1%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>

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

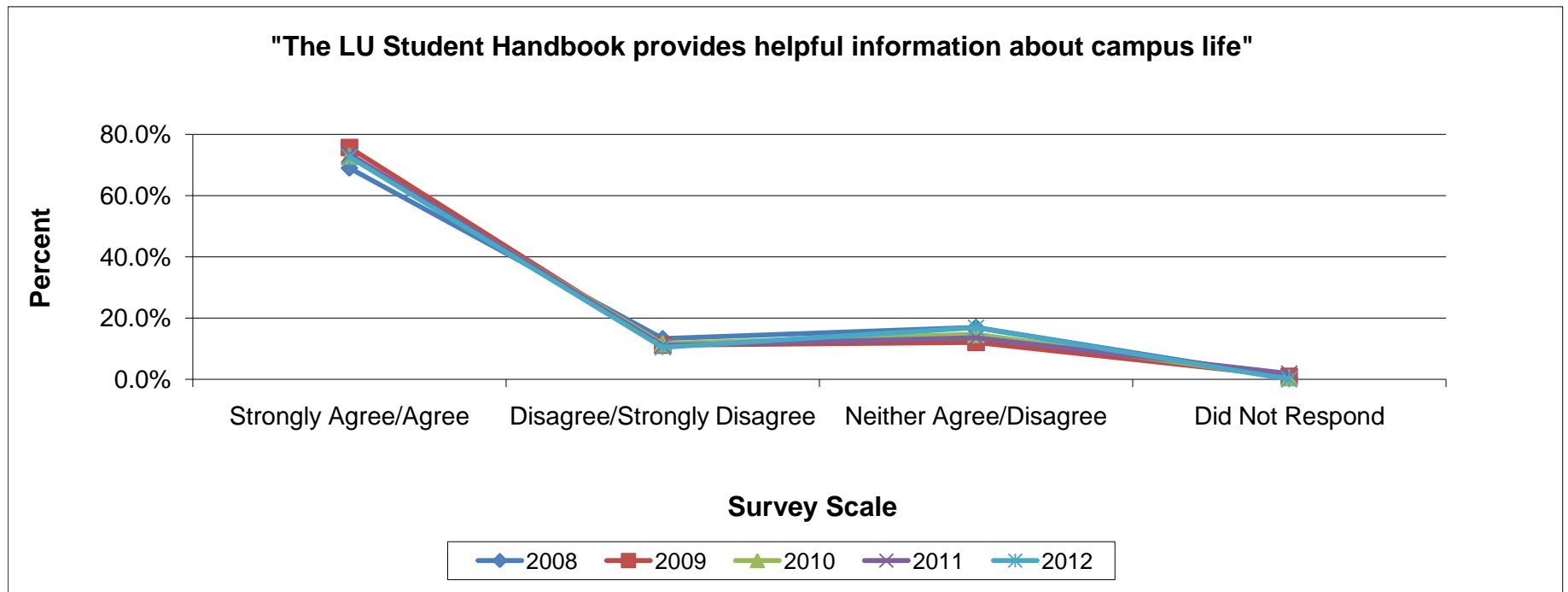


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #14  
"The LU Student Handbook provides helpful information about campus life"**

Table 16

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	69.0%	75.7%	73.0%	73.5%	72.6%	72.8%
Disagree/Strongly Disagree	13.3%	11.2%	11.7%	11.1%	10.5%	11.6%
Neither Agree/Disagree	17.0%	12.1%	14.7%	13.6%	16.9%	14.9%
Did Not Respond	0.6%	1.0%	0.6%	1.9%	0.0%	0.8%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>

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



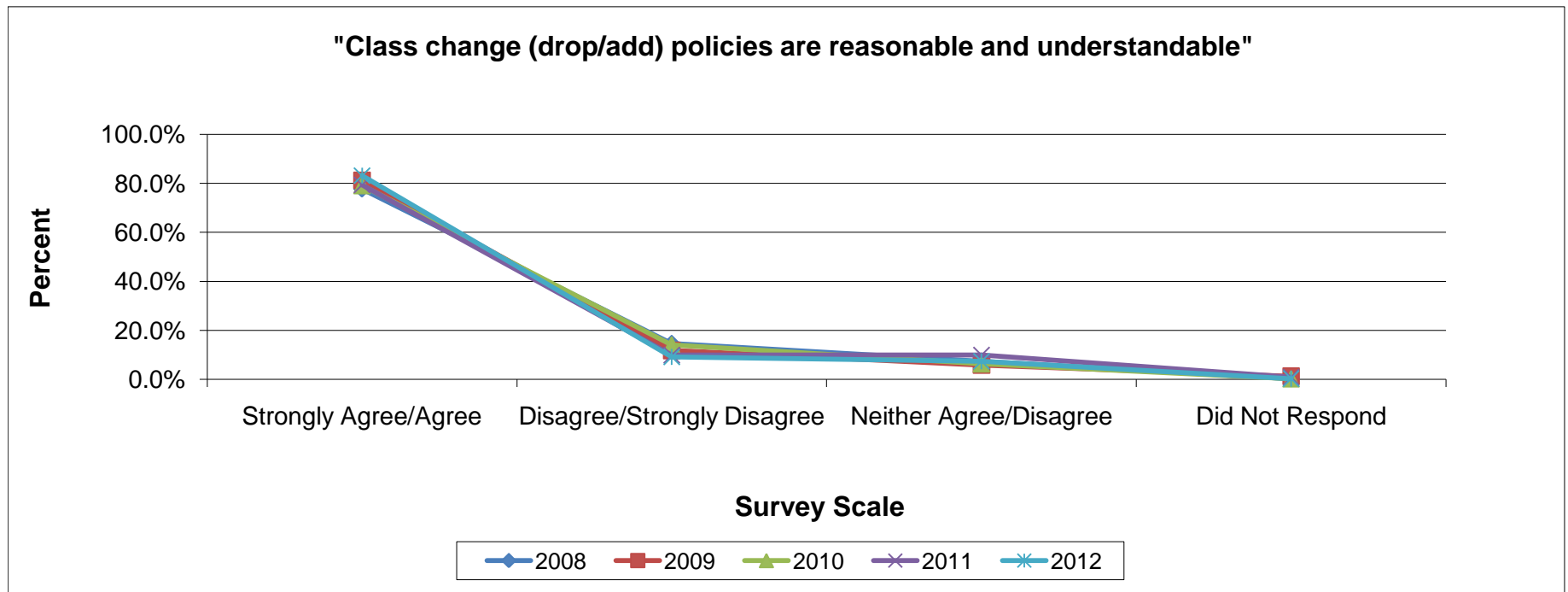
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #15

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

Table 17

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	77.7%	81.2%	79.1%	79.3%	83.1%	80.1%
Disagree/Strongly Disagree	14.6%	11.8%	14.1%	9.9%	9.2%	11.9%
Neither Agree/Disagree	7.4%	5.8%	6.4%	9.9%	7.4%	7.4%
Did Not Respond	0.3%	1.3%	0.3%	0.9%	0.3%	0.6%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

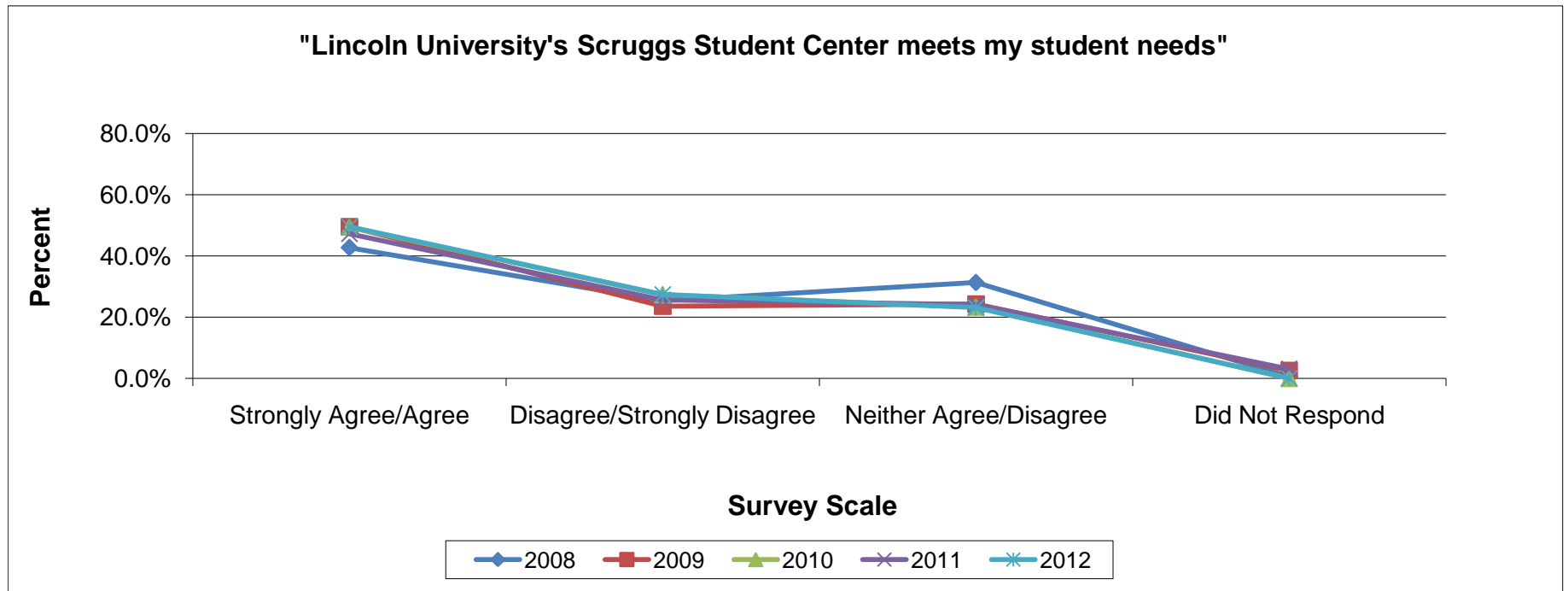


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #16  
"Lincoln University's Scruggs Student Center meets my student needs"**

Table 18

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	42.7%	49.5%	49.4%	47.2%	49.5%	47.7%
Disagree/Strongly Disagree	25.4%	23.6%	27.3%	25.6%	27.4%	25.9%
Neither Agree/Disagree	31.3%	24.3%	23.3%	24.1%	23.1%	25.2%
Did Not Respond	0.6%	2.6%	0.0%	3.1%	0.0%	1.3%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



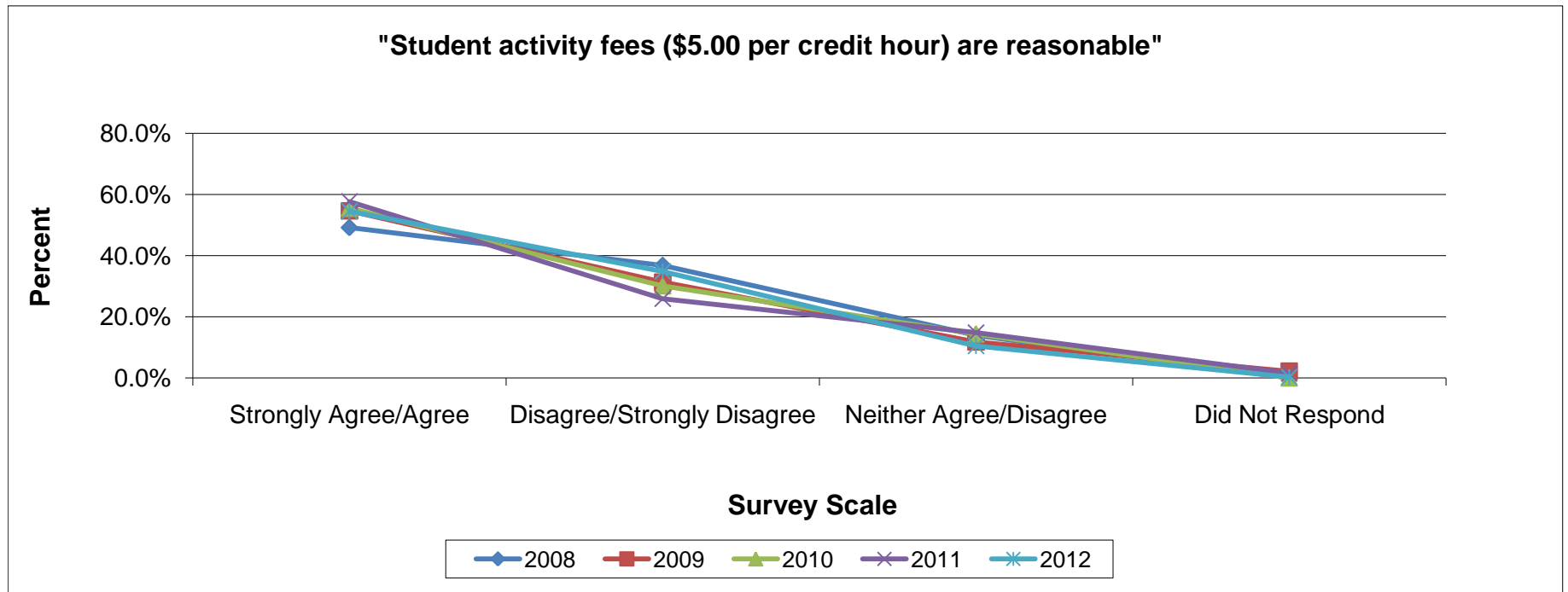
**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #17**

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

Table 19

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	49.2%	54.6%	55.5%	57.7%	54.5%	54.3%
Disagree/Strongly Disagree	36.8%	31.3%	30.1%	25.9%	34.8%	31.8%
Neither Agree/Disagree	13.9%	11.8%	14.4%	14.8%	10.5%	13.1%
Did Not Respond	0.0%	2.2%	0.0%	1.5%	0.3%	0.8%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.1%</b>	<b>100.0%</b>

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



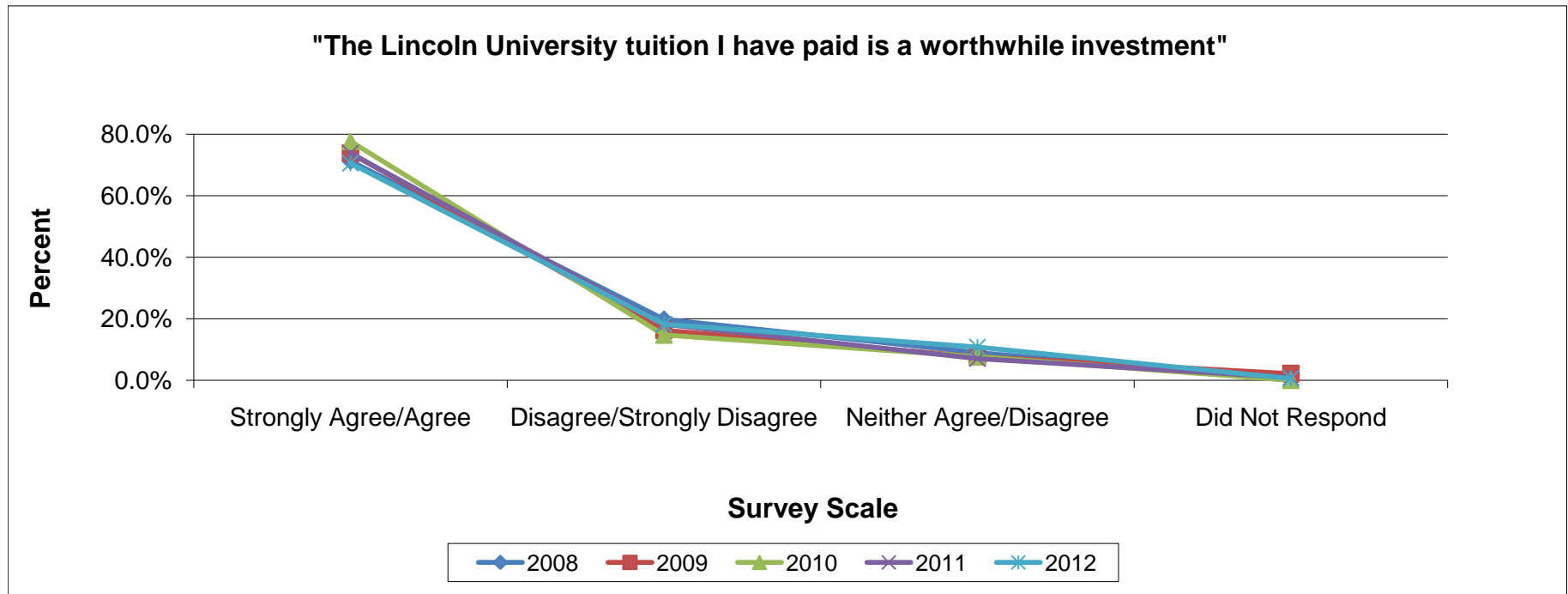
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #18

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

Table 20

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	71.2%	73.8%	77.6%	73.8%	70.5%	73.4%
Disagree/Strongly Disagree	19.8%	16.3%	14.7%	18.2%	18.2%	17.4%
Neither Agree/Disagree	9.0%	7.7%	7.7%	7.1%	10.8%	8.5%
Did Not Respond	0.0%	2.2%	0.0%	0.9%	0.6%	0.7%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>

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



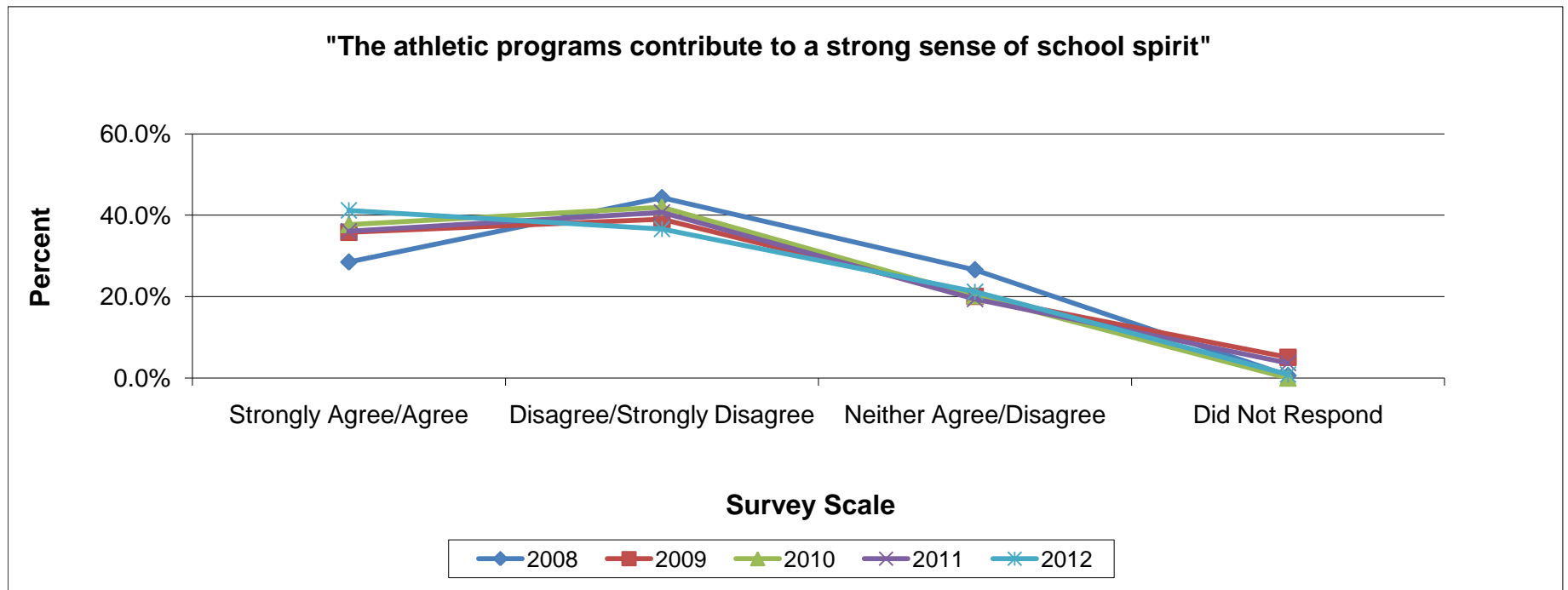
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #19

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

Table 21

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	28.5%	35.8%	37.7%	36.1%	41.2%	35.9%
Disagree/Strongly Disagree	44.3%	39.0%	42.0%	40.7%	36.6%	40.5%
Neither Agree/Disagree	26.6%	20.1%	20.2%	19.4%	21.2%	21.5%
Did Not Respond	0.6%	5.1%	0.0%	3.7%	0.9%	2.1%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>

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





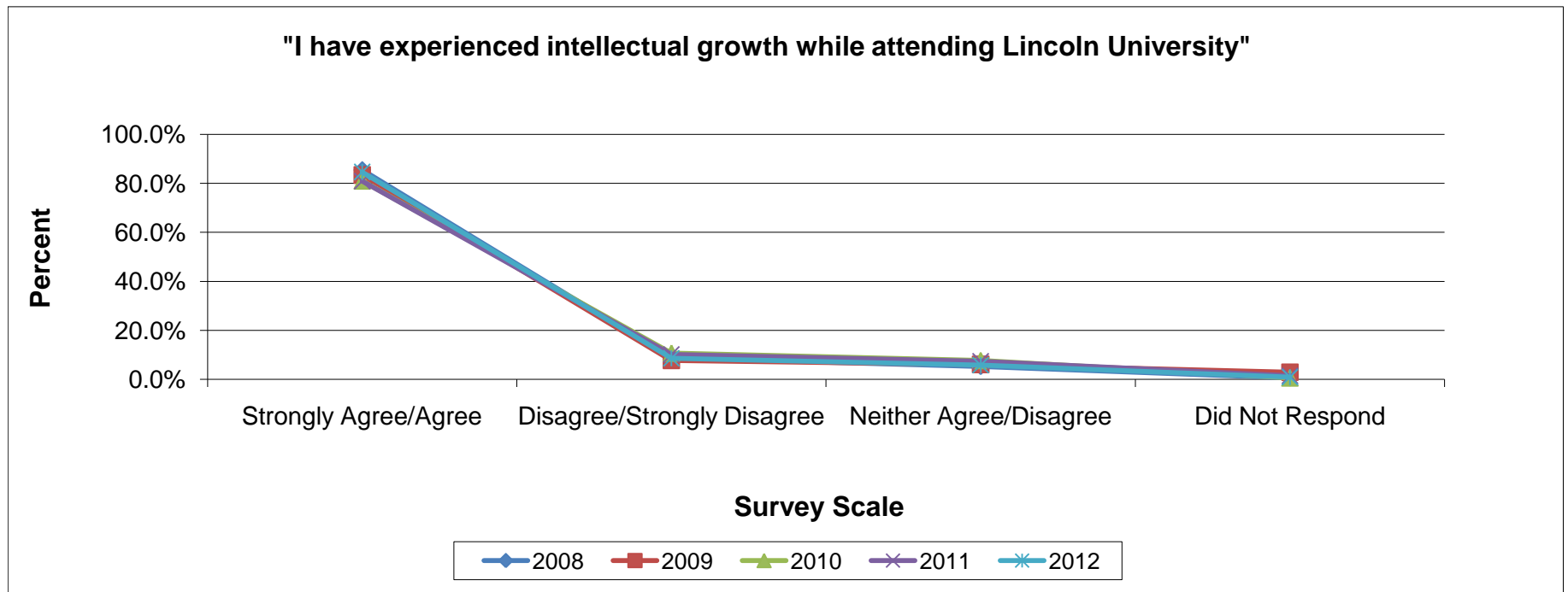
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #20

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

Table 22

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	85.4%	83.4%	81.0%	80.9%	84.6%	83.1%
Disagree/Strongly Disagree	8.7%	7.7%	10.7%	10.2%	8.6%	9.2%
Neither Agree/Disagree	5.3%	6.1%	7.7%	7.4%	5.8%	6.5%
Did Not Respond	0.6%	2.9%	0.6%	1.5%	0.9%	1.3%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>

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



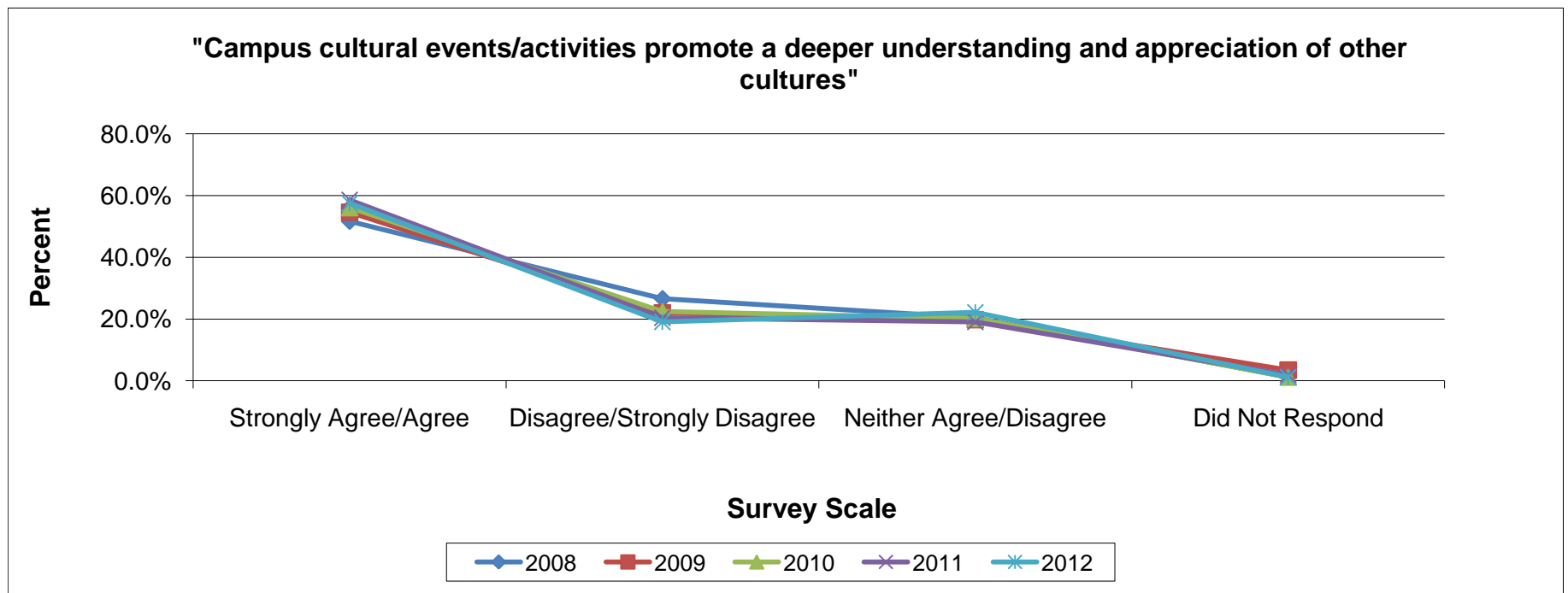
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #21

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

Table 23

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	51.7%	54.6%	56.1%	58.6%	57.5%	55.7%
Disagree/Strongly Disagree	26.6%	22.0%	22.4%	20.4%	19.1%	22.1%
Neither Agree/Disagree	20.4%	19.8%	20.2%	19.1%	22.2%	20.3%
Did Not Respond	1.2%	3.5%	1.2%	1.9%	1.2%	1.8%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>

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



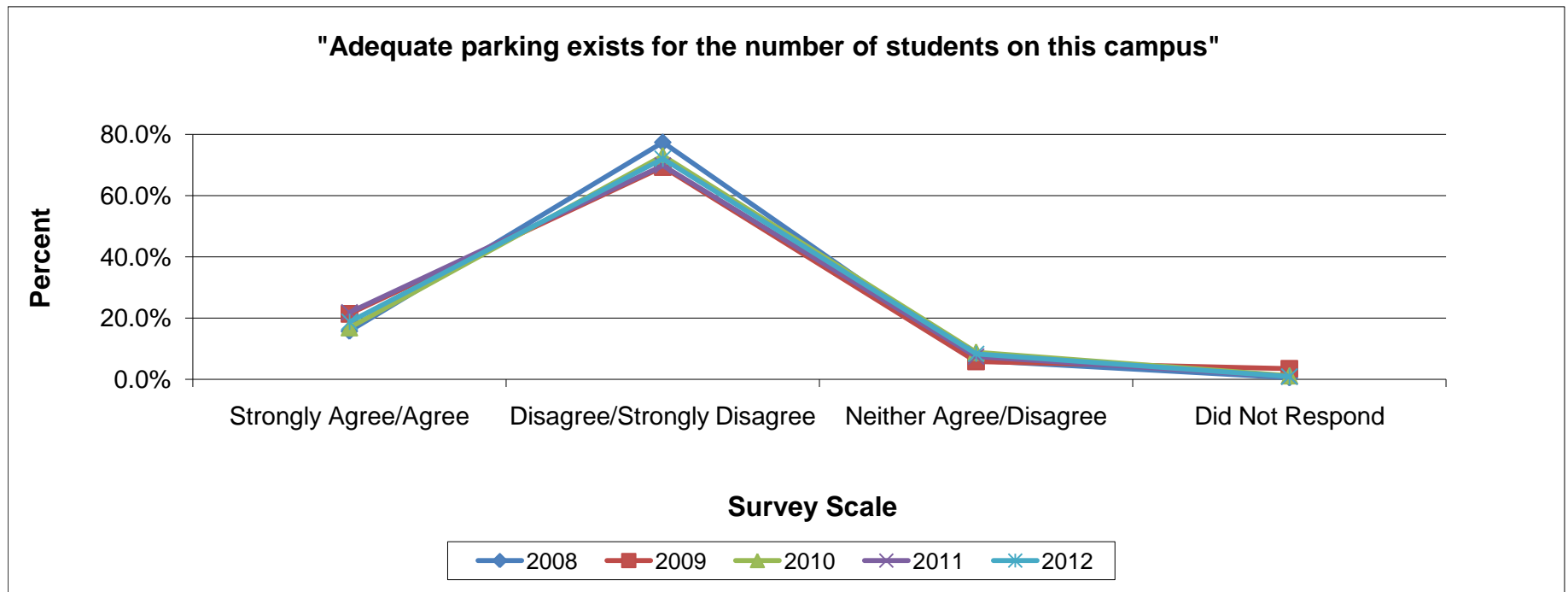
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #22

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

Table 24

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	15.8%	21.4%	16.9%	21.9%	18.8%	19.0%
Disagree/Strongly Disagree	77.4%	69.3%	73.0%	69.8%	72.0%	72.3%
Neither Agree/Disagree	6.2%	5.8%	8.9%	7.4%	8.3%	7.3%
Did Not Respond	0.6%	3.5%	1.2%	0.9%	0.9%	1.4%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



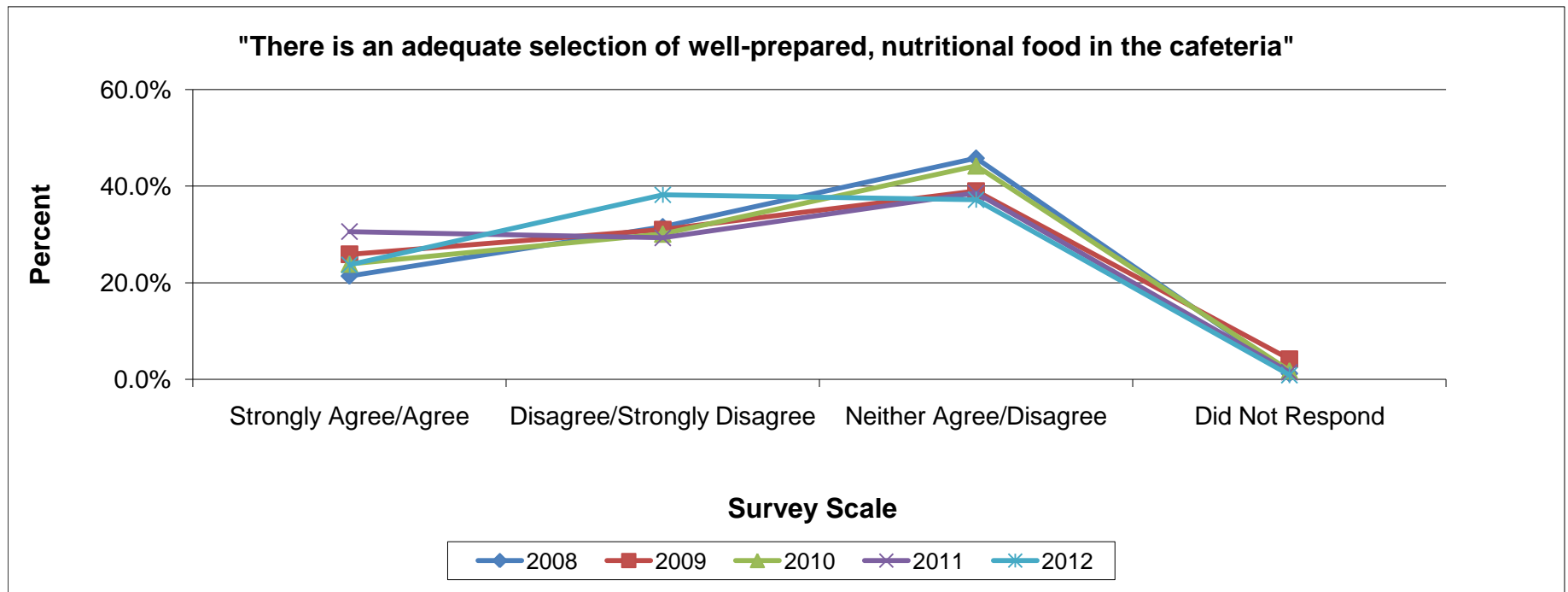
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #23

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

Table 25

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	21.4%	25.9%	23.9%	30.6%	23.7%	25.1%
Disagree/Strongly Disagree	31.6%	31.0%	30.1%	29.3%	38.2%	32.0%
Neither Agree/Disagree	45.8%	39.0%	44.2%	38.6%	37.2%	41.0%
Did Not Respond	1.2%	4.2%	1.8%	1.5%	0.9%	1.9%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

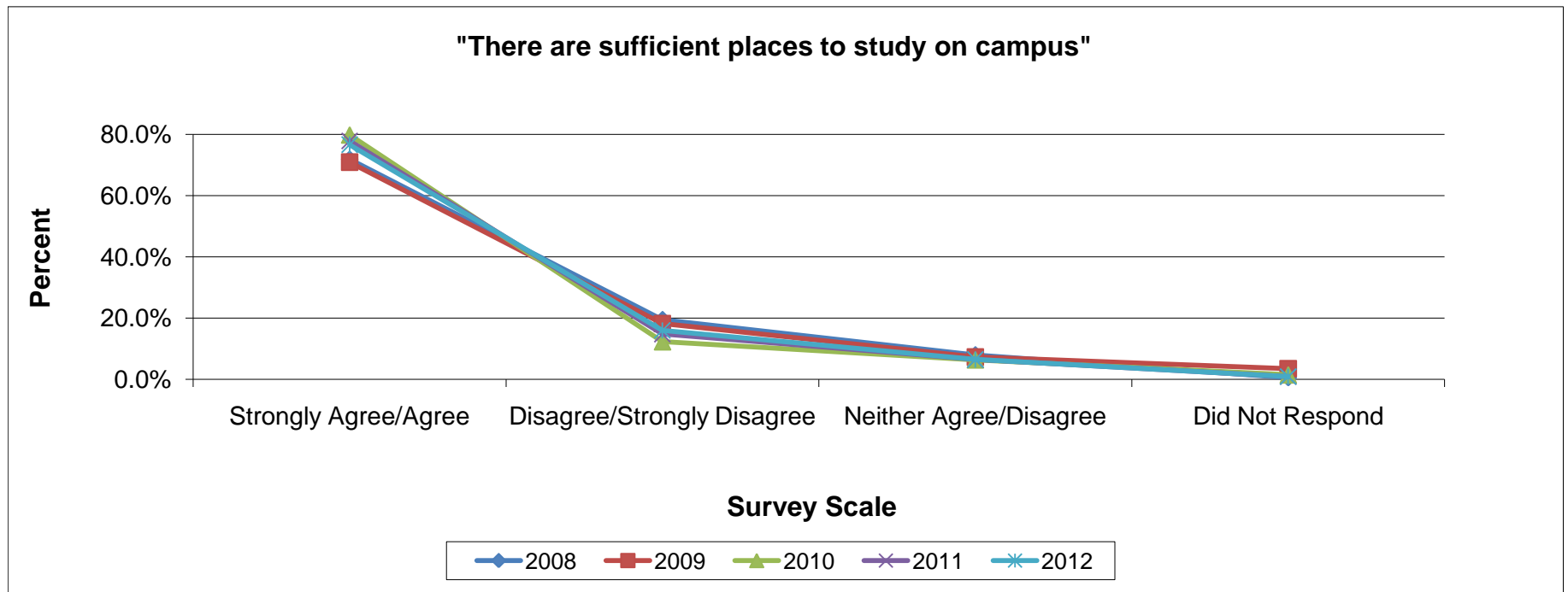


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #24  
"There are sufficient places to study on campus"**

Table 26

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	71.8%	70.9%	79.8%	77.8%	76.6%	75.4%
Disagree/Strongly Disagree	19.5%	18.2%	12.3%	14.8%	16.0%	16.2%
Neither Agree/Disagree	8.0%	7.3%	6.4%	6.5%	6.5%	6.9%
Did Not Respond	0.6%	3.5%	1.5%	0.9%	0.9%	1.5%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



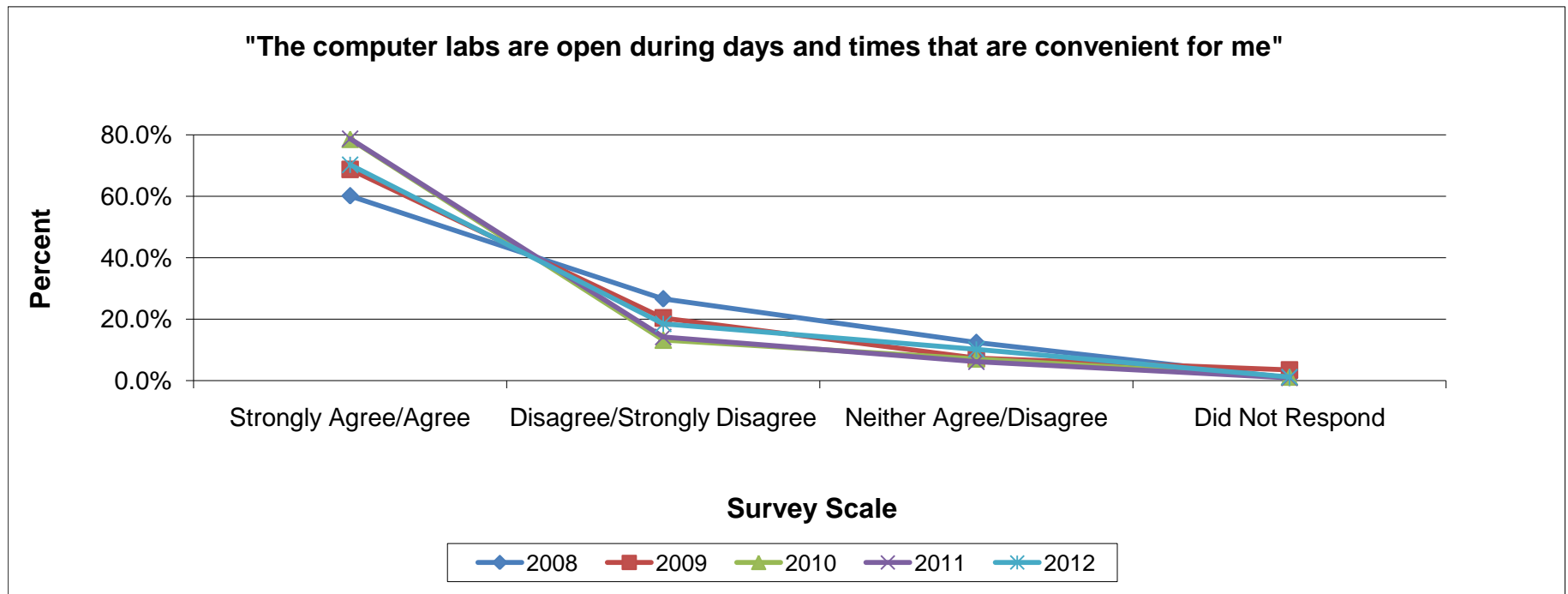
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #25

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

Table 27

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	60.1%	68.7%	78.5%	78.7%	70.2%	71.2%
Disagree/Strongly Disagree	26.6%	20.4%	13.2%	14.2%	18.5%	18.6%
Neither Agree/Disagree	12.4%	7.3%	7.1%	6.2%	10.2%	8.6%
Did Not Respond	0.9%	3.5%	1.2%	0.9%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>

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

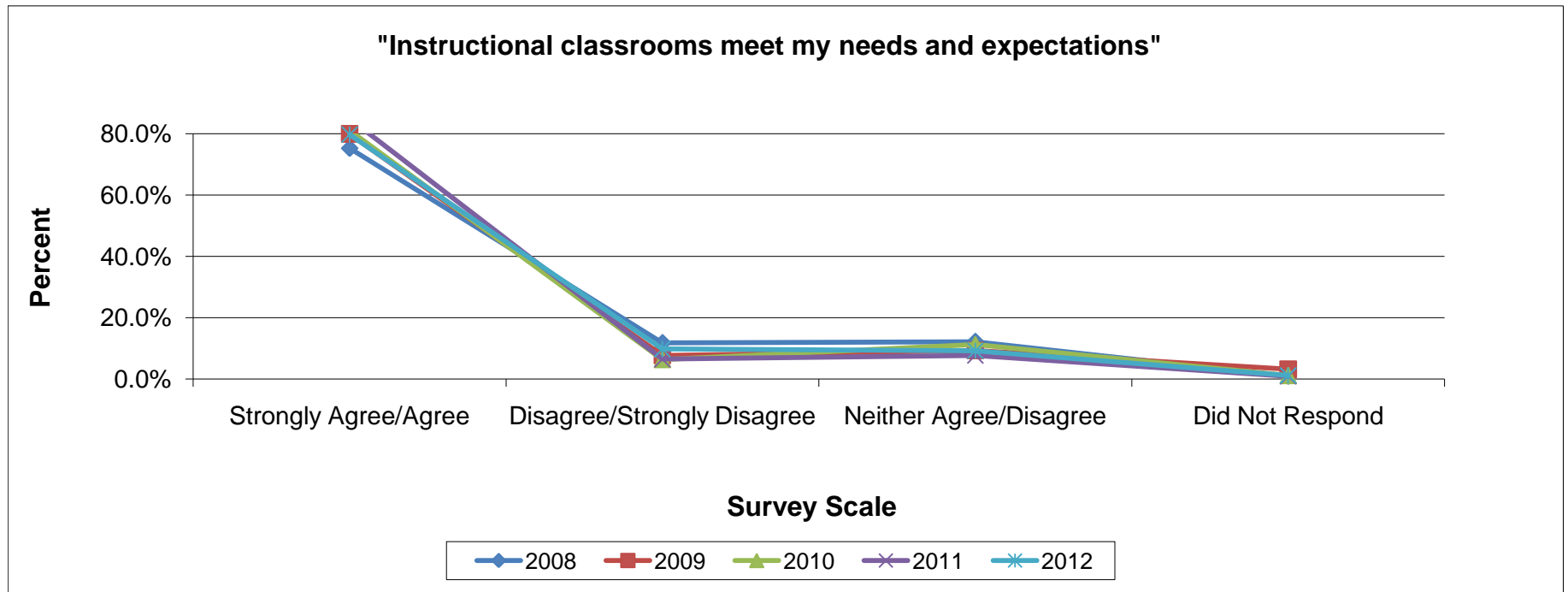


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #26  
"Instructional classrooms meet my needs and expectations"**

Table 28

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	75.2%	79.9%	81.0%	84.9%	79.7%	80.1%
Disagree/Strongly Disagree	11.8%	7.7%	6.4%	6.5%	9.8%	8.4%
Neither Agree/Disagree	12.2%	9.3%	11.3%	7.7%	9.2%	9.9%
Did Not Respond	0.9%	3.2%	1.2%	0.9%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>100.1%</b>	<b>100.1%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>

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



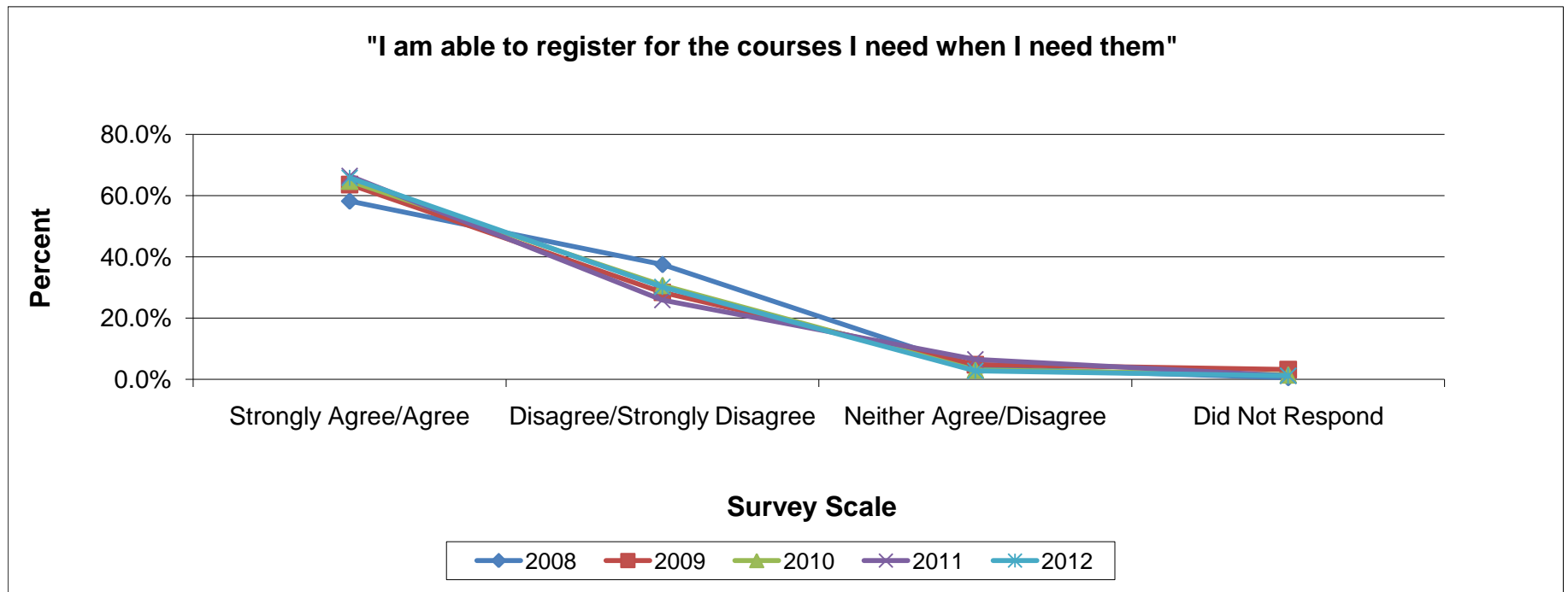
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #27

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

Table 29

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	58.2%	63.6%	64.7%	66.4%	65.8%	63.7%
Disagree/Strongly Disagree	37.5%	28.4%	30.7%	25.9%	30.2%	30.5%
Neither Agree/Disagree	3.7%	4.8%	3.1%	6.5%	2.8%	4.2%
Did Not Respond	0.6%	3.2%	1.5%	1.2%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



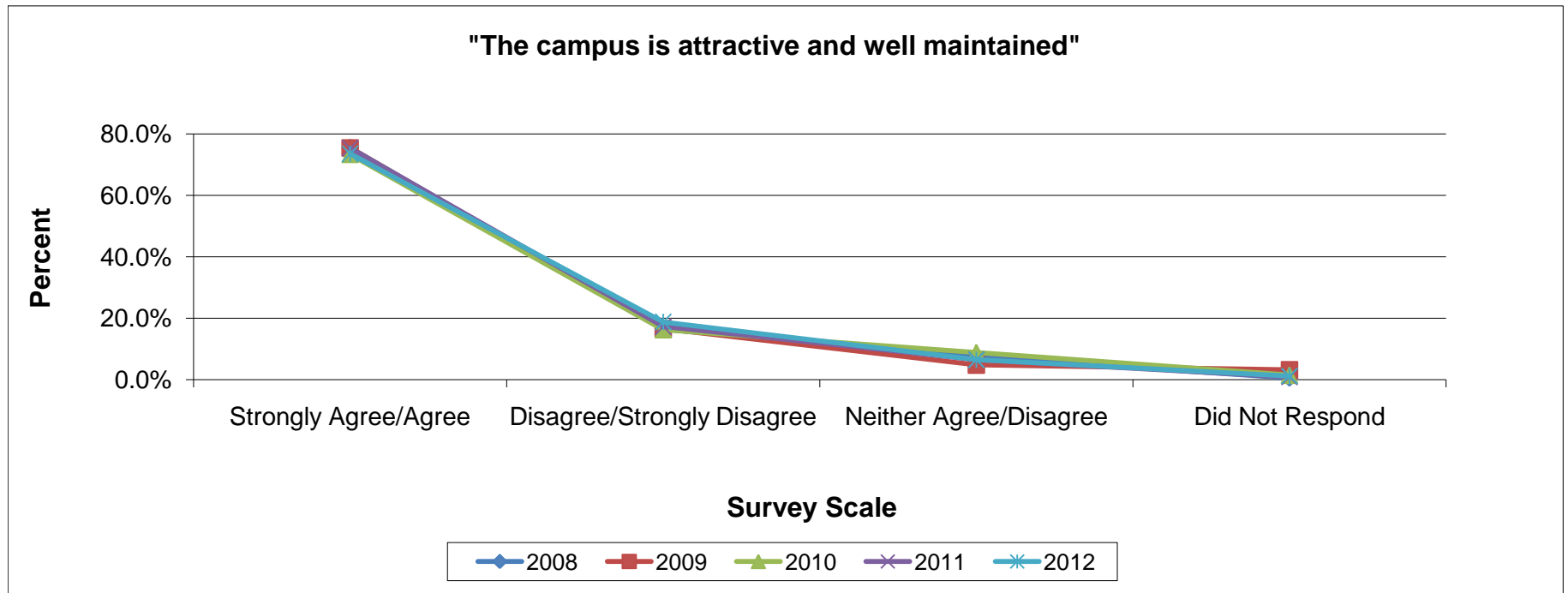


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #28  
"The campus is attractive and well maintained"**

Table 30

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	75.5%	75.4%	73.3%	75.3%	73.5%	74.6%
Disagree/Strongly Disagree	16.4%	16.6%	16.3%	17.3%	18.8%	17.1%
Neither Agree/Disagree	7.4%	4.8%	8.9%	6.5%	6.5%	6.8%
Did Not Respond	0.6%	3.2%	1.5%	0.9%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

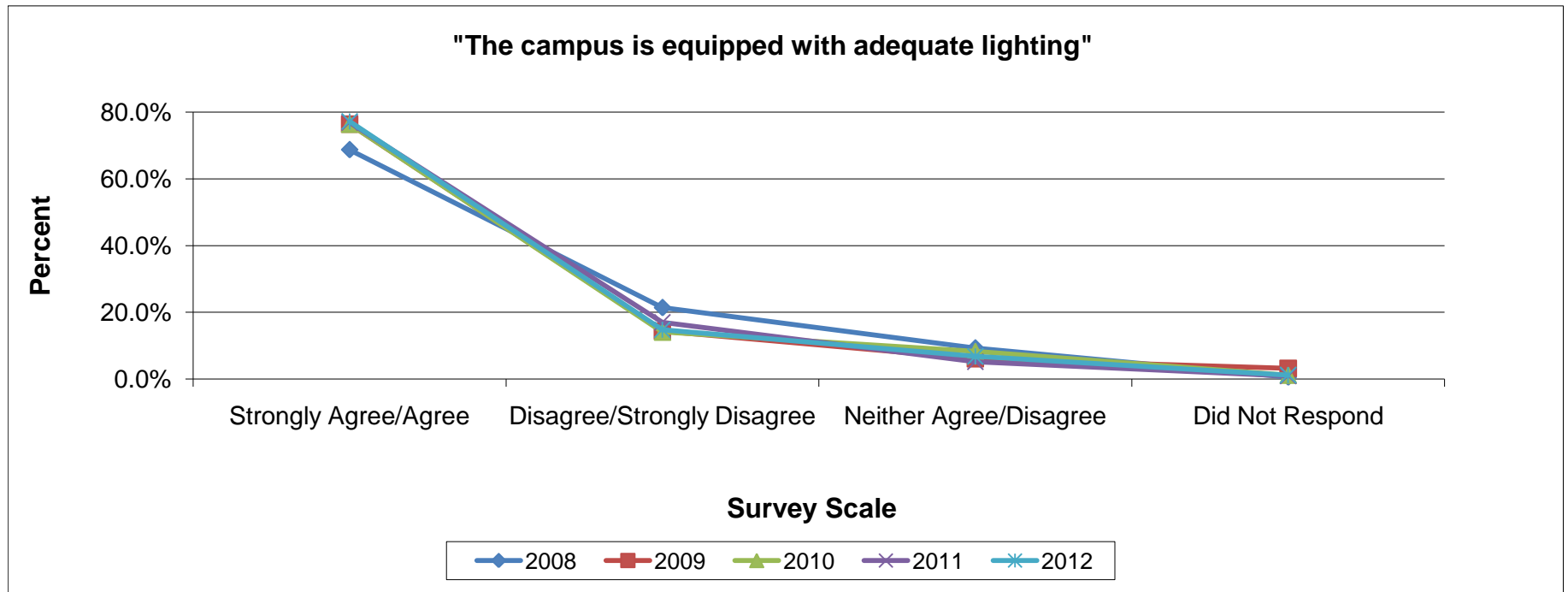


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #29  
"The campus is equipped with adequate lighting"**

Table 31

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	68.7%	76.4%	76.4%	76.9%	77.2%	75.1%
Disagree/Strongly Disagree	21.4%	14.4%	14.1%	17.0%	14.8%	16.3%
Neither Agree/Disagree	9.3%	6.1%	8.3%	5.2%	6.8%	7.1%
Did Not Respond	0.6%	3.2%	1.2%	0.9%	1.2%	1.4%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



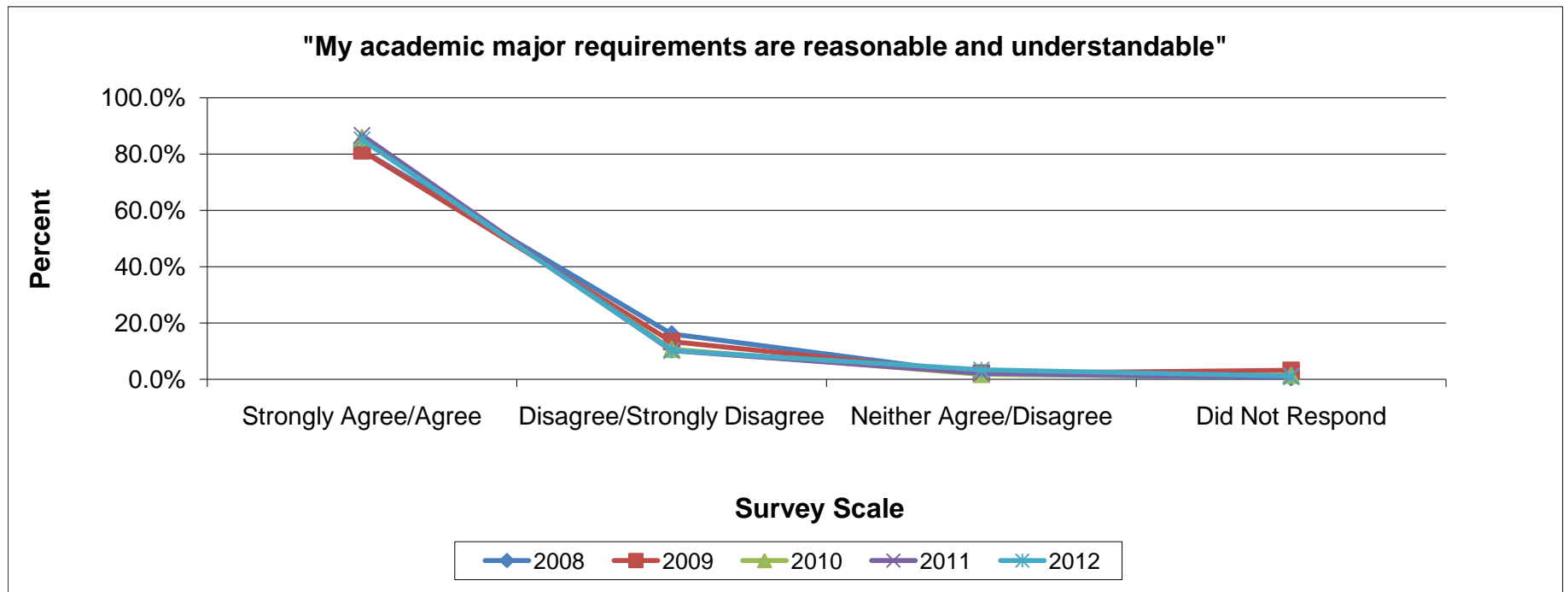
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #30

**"My academic major requirements are reasonable and understandable"**

Table 32

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	81.4%	81.2%	85.9%	86.7%	85.2%	84.1%
Disagree/Strongly Disagree	16.1%	13.4%	10.7%	10.2%	10.2%	12.1%
Neither Agree/Disagree	1.9%	2.2%	1.8%	2.2%	3.4%	2.3%
Did Not Respond	0.6%	3.2%	1.5%	0.9%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

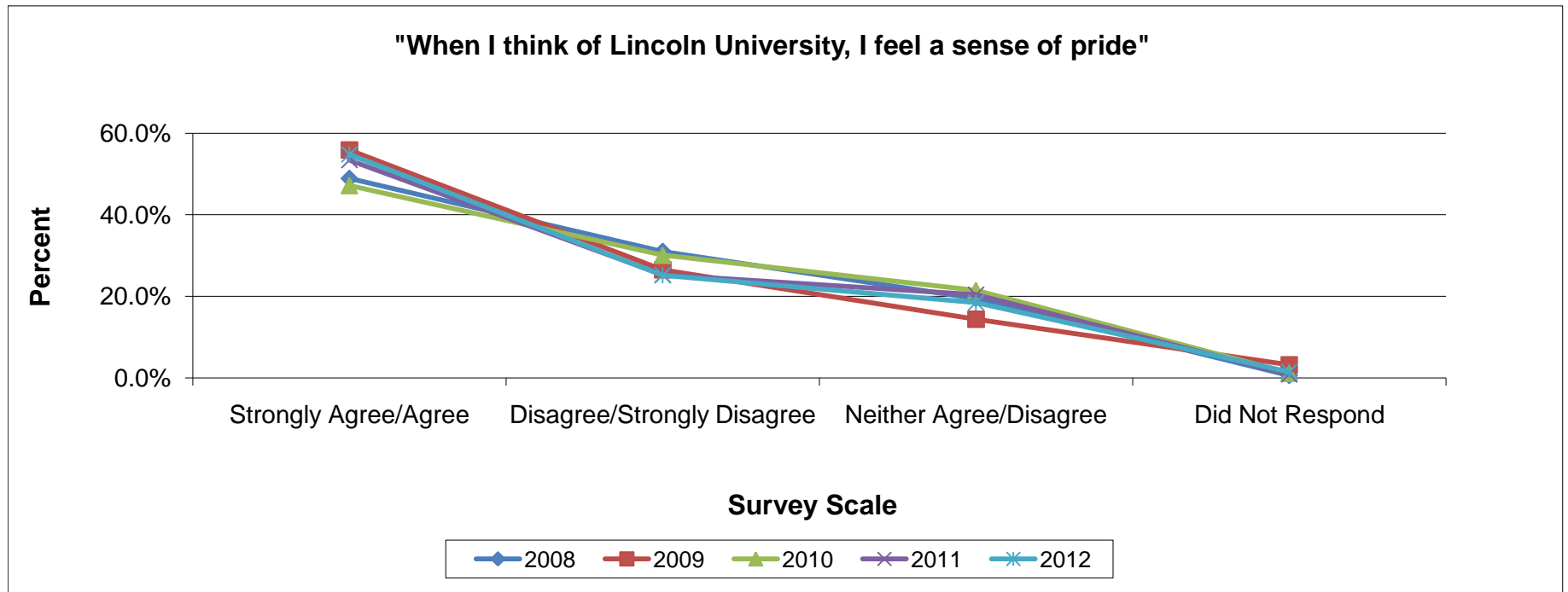


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #31  
"When I think of Lincoln University, I feel a sense of pride"**

Table 33

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	48.9%	55.9%	47.2%	53.4%	54.8%	52.0%
Disagree/Strongly Disagree	31.0%	26.5%	30.1%	25.3%	25.2%	27.6%
Neither Agree/Disagree	19.5%	14.4%	21.5%	20.4%	18.5%	18.9%
Did Not Respond	0.6%	3.2%	1.2%	0.9%	1.5%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



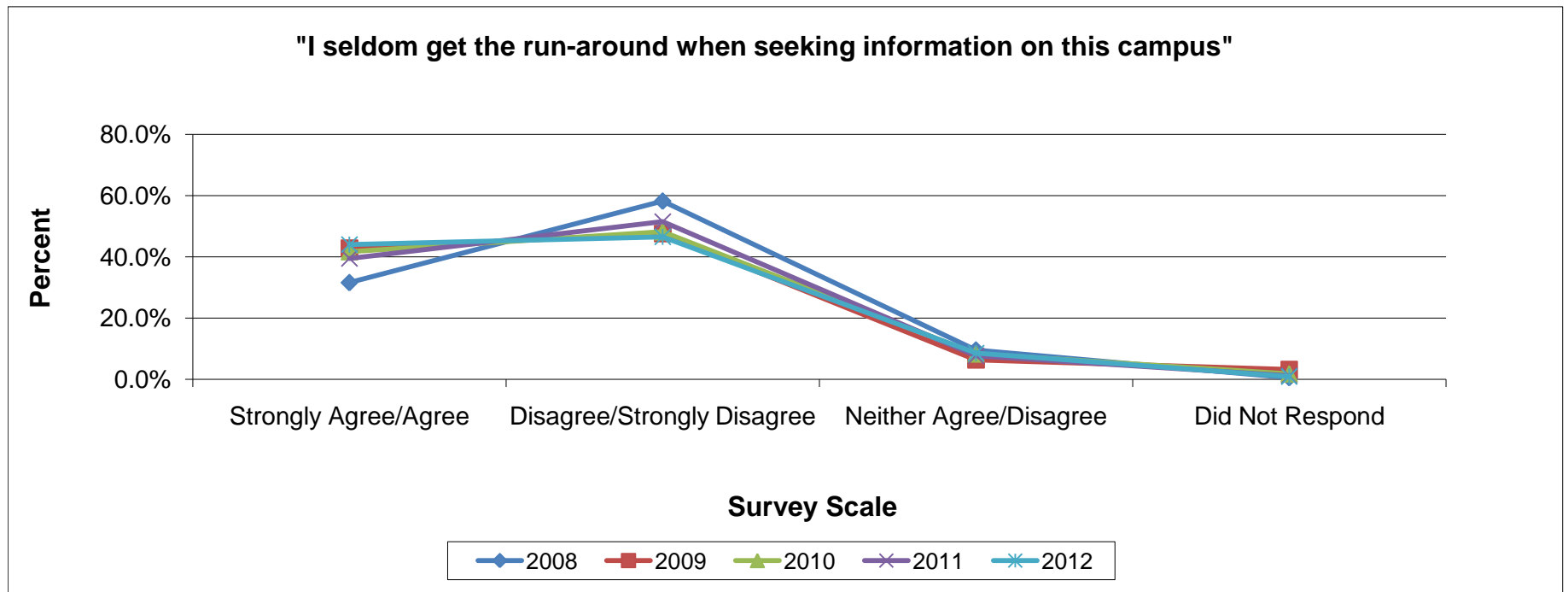
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #32

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

Table 34

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	31.6%	42.8%	41.7%	39.5%	44.0%	39.9%
Disagree/Strongly Disagree	58.2%	47.6%	48.2%	51.5%	46.5%	50.4%
Neither Agree/Disagree	9.6%	6.4%	8.3%	7.7%	8.6%	8.1%
Did Not Respond	0.6%	3.2%	1.8%	1.2%	0.9%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>

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

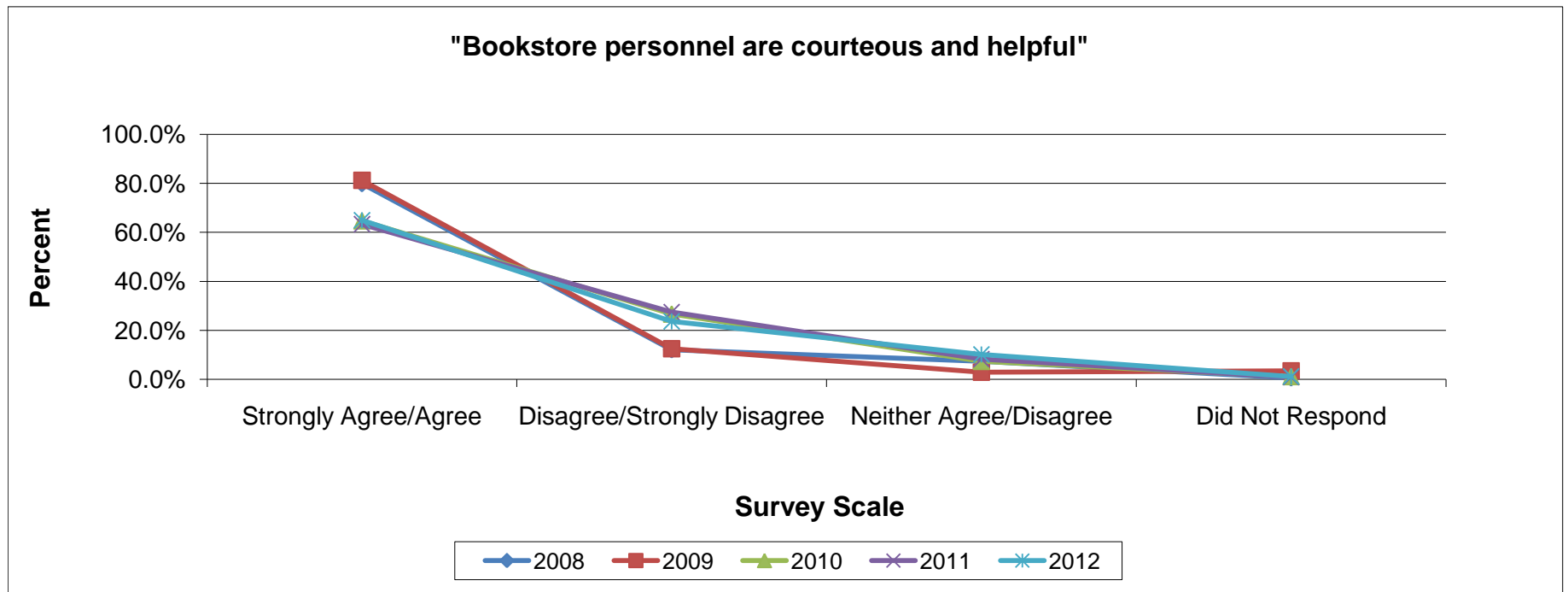


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #33  
"Bookstore personnel are courteous and helpful"**

Table 35

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	79.9%	81.2%	64.7%	63.3%	64.9%	70.8%
Disagree/Strongly Disagree	12.1%	12.5%	26.7%	27.5%	23.7%	20.5%
Neither Agree/Disagree	7.4%	2.9%	7.4%	8.3%	10.2%	7.2%
Did Not Respond	0.6%	3.5%	1.2%	0.9%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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



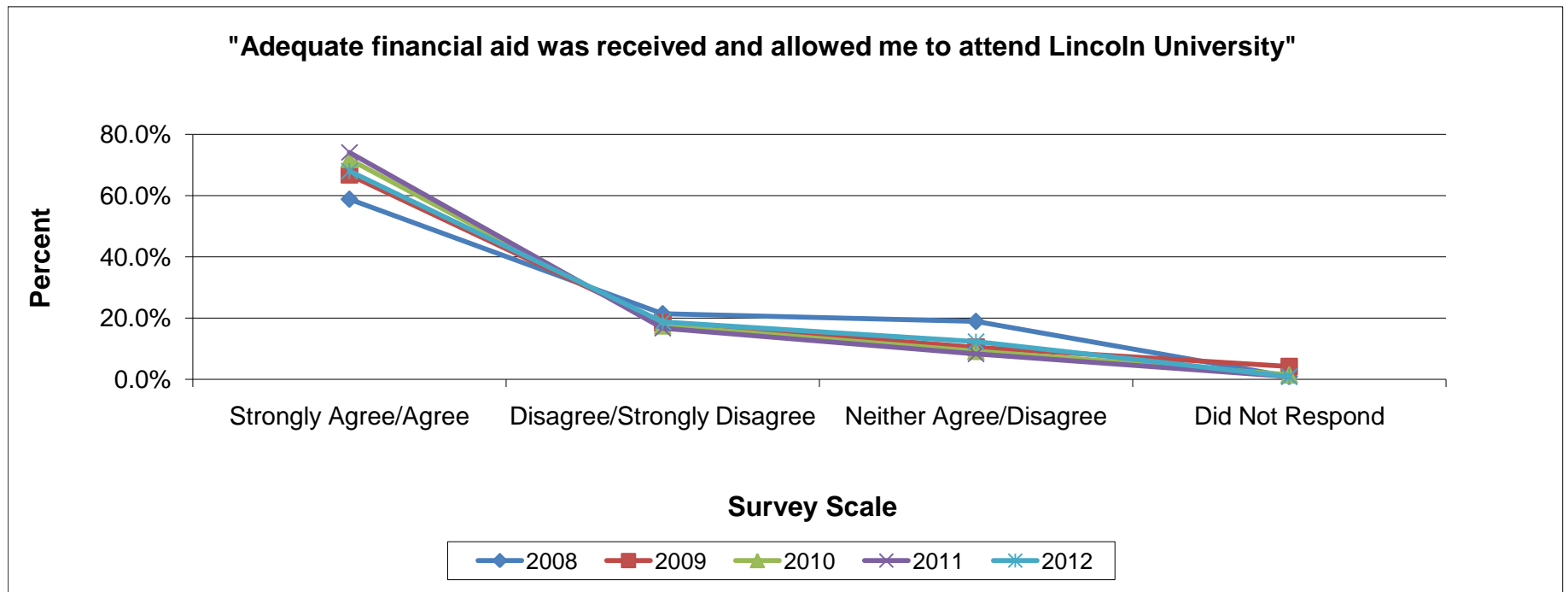
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #34

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

Table 36

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	58.8%	66.8%	71.8%	74.1%	68.0%	67.9%
Disagree/Strongly Disagree	21.4%	18.5%	17.5%	16.7%	18.8%	18.6%
Neither Agree/Disagree	18.9%	10.5%	9.2%	8.3%	12.3%	11.8%
Did Not Respond	0.9%	4.2%	1.5%	0.9%	0.9%	1.7%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

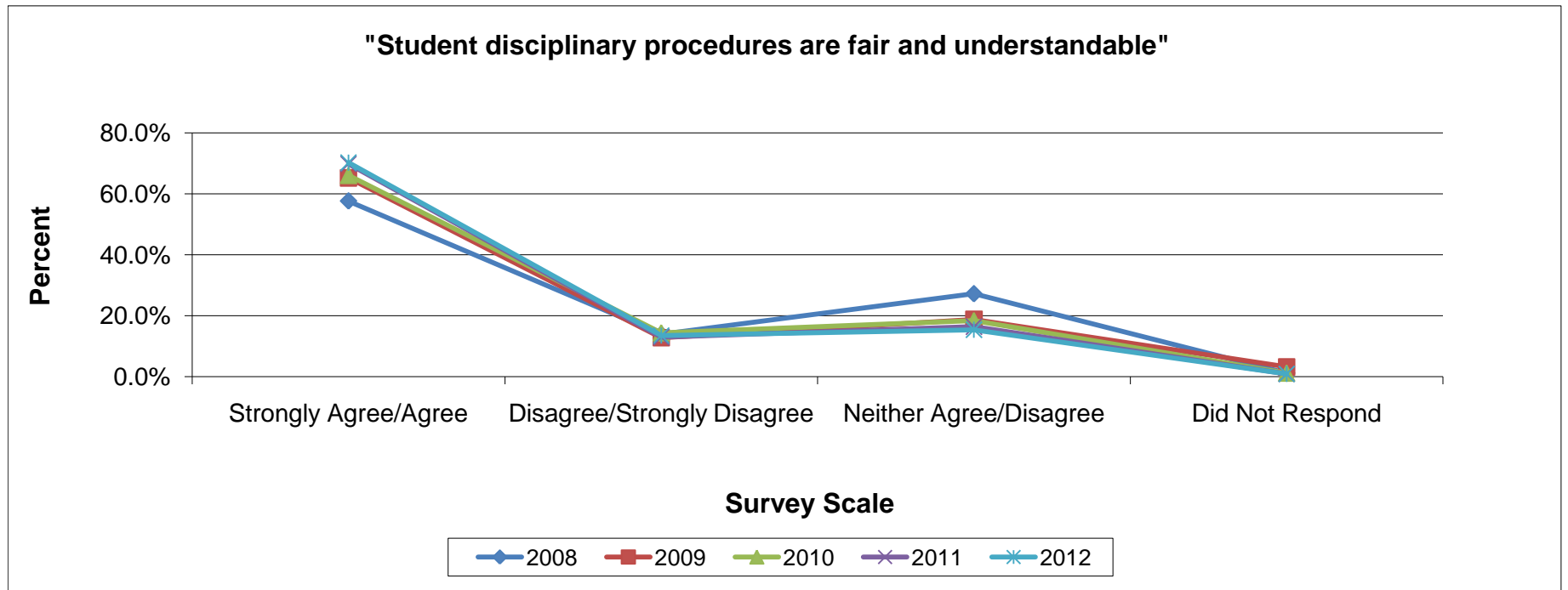


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #35  
"Student disciplinary procedures are fair and understandable"**

Table 37

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	57.6%	65.2%	66.0%	69.8%	70.2%	65.8%
Disagree/Strongly Disagree	13.9%	12.8%	14.4%	13.0%	13.5%	13.5%
Neither Agree/Disagree	27.2%	18.8%	18.4%	16.4%	15.4%	19.2%
Did Not Respond	1.2%	3.2%	1.2%	0.9%	0.9%	1.5%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>100.0%</b>	<b>100.0%</b>

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



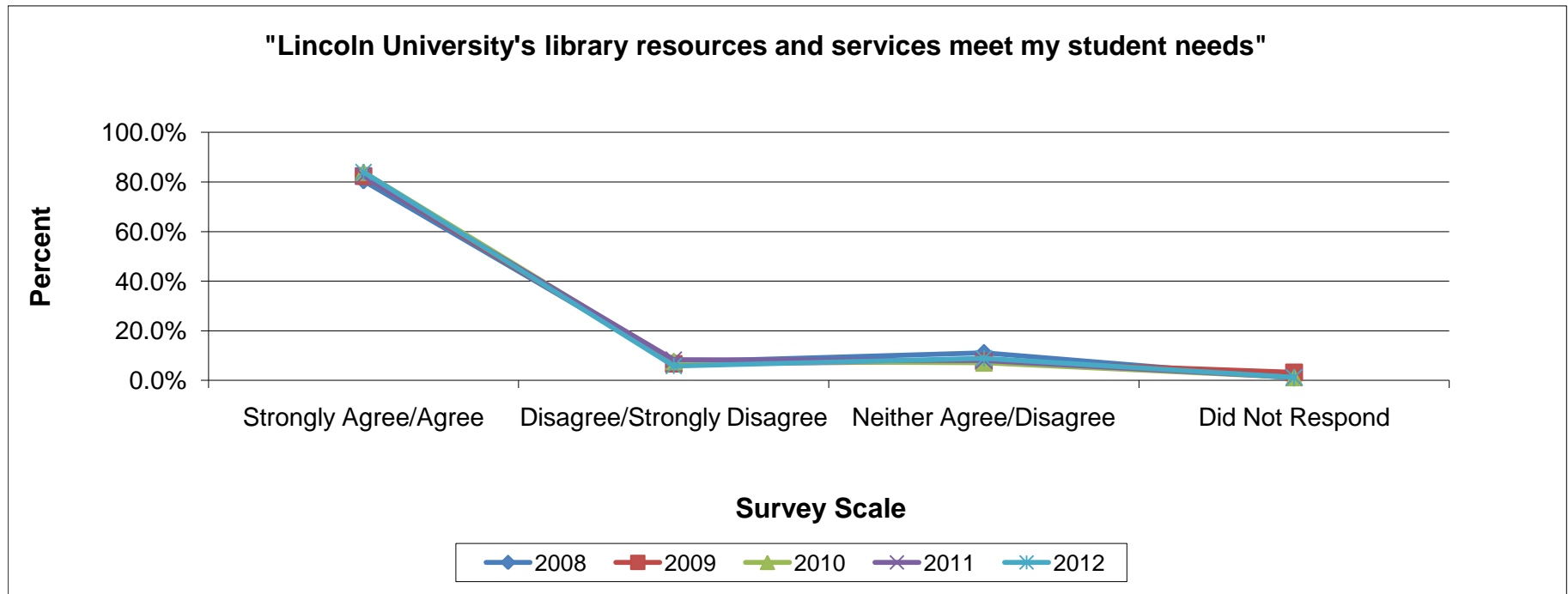


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #36  
"Lincoln University's library resources and services meet my student needs"**

Table 38

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	80.5%	82.4%	84.0%	82.4%	84.0%	82.7%
Disagree/Strongly Disagree	7.4%	6.7%	7.7%	8.3%	5.8%	7.2%
Neither Agree/Disagree	11.1%	7.7%	7.1%	8.0%	8.9%	8.6%
Did Not Respond	0.9%	3.2%	1.2%	1.2%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>

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

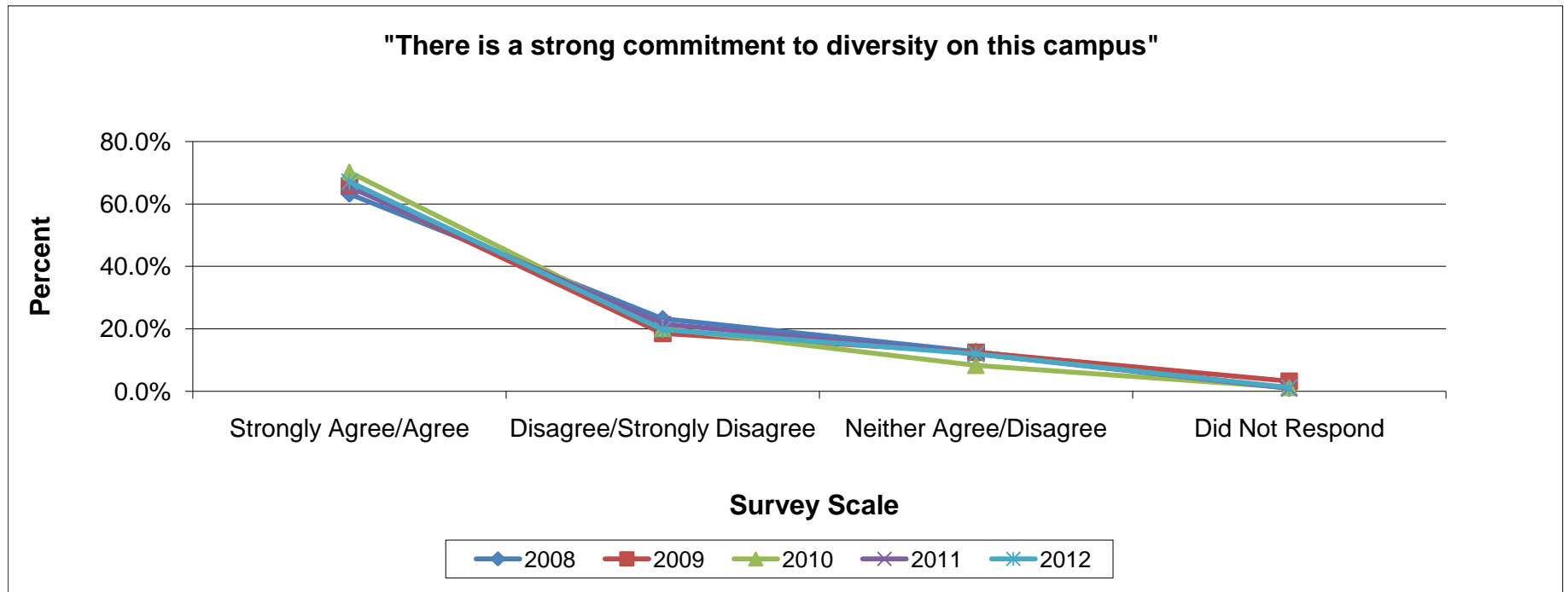


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #37  
"There is a strong commitment to diversity on this campus"**

Table 39

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	63.2%	65.8%	70.2%	65.4%	67.1%	66.3%
Disagree/Strongly Disagree	23.2%	18.5%	20.2%	21.6%	19.7%	20.6%
Neither Agree/Disagree	12.7%	12.5%	8.3%	12.0%	12.0%	11.5%
Did Not Respond	0.9%	3.2%	1.2%	0.9%	1.2%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>

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



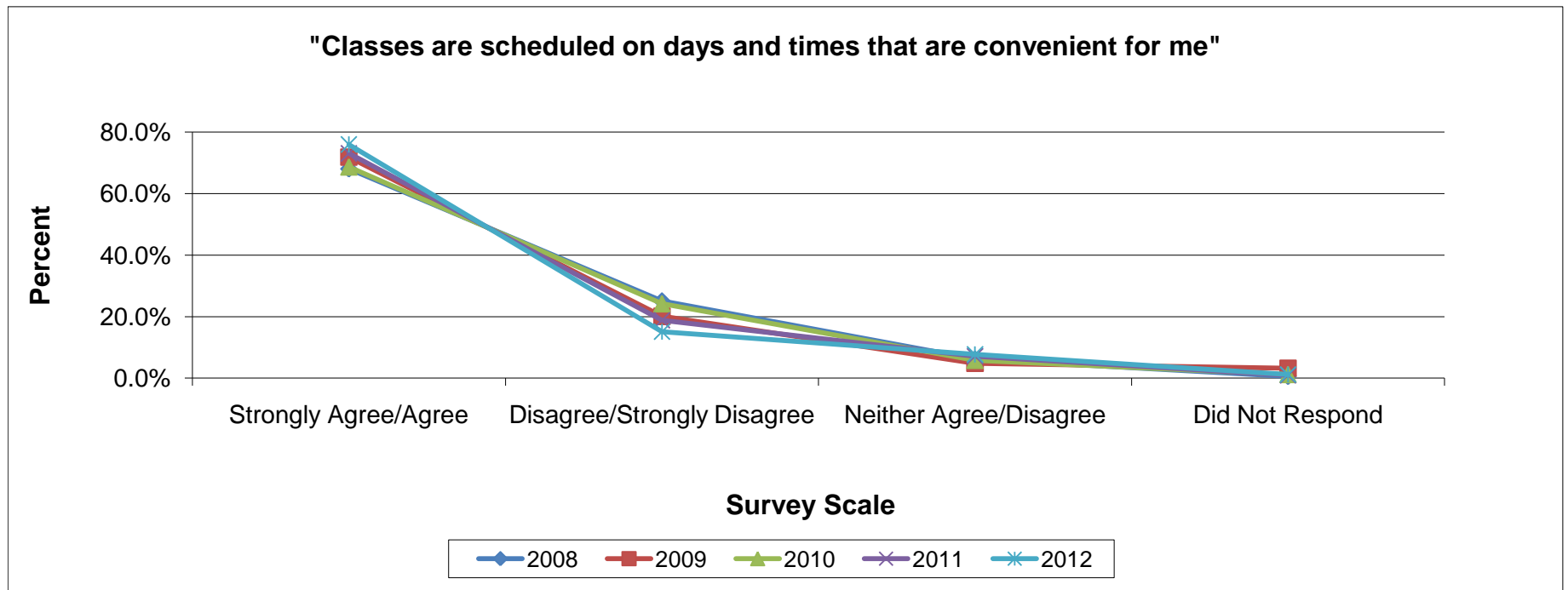
## Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #38

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

Table 40

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	68.1%	71.9%	68.7%	73.1%	76.0%	71.6%
Disagree/Strongly Disagree	25.1%	20.1%	24.2%	18.8%	15.1%	20.7%
Neither Agree/Disagree	6.2%	4.8%	5.8%	7.1%	7.7%	6.3%
Did Not Respond	0.6%	3.2%	1.2%	0.9%	1.2%	1.4%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>

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

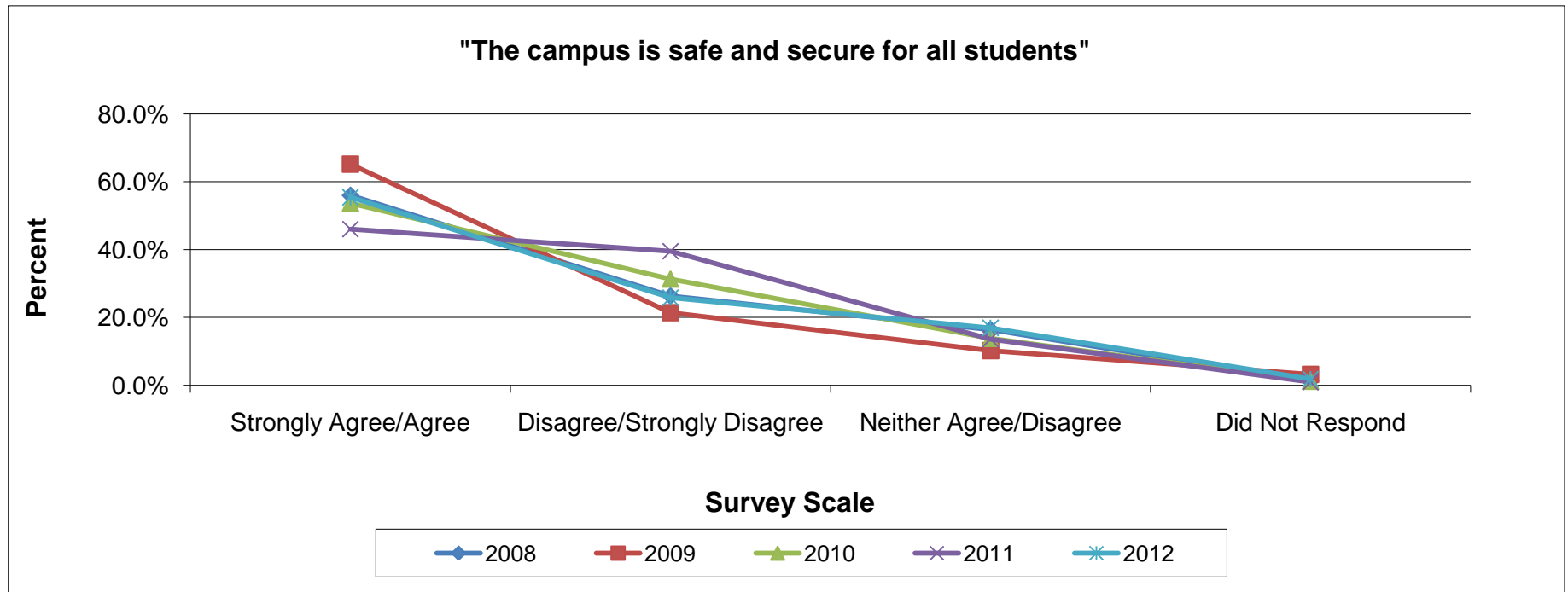


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #39  
"The campus is safe and secure for all students"**

Table 41

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	56.0%	65.2%	53.7%	46.0%	55.4%	55.3%
Disagree/Strongly Disagree	26.3%	21.4%	31.3%	39.5%	25.8%	28.9%
Neither Agree/Disagree	16.4%	10.2%	13.8%	13.6%	16.9%	14.2%
Did Not Respond	1.2%	3.2%	1.2%	0.9%	1.8%	1.7%
<b>PERCENT TOTAL</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>

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

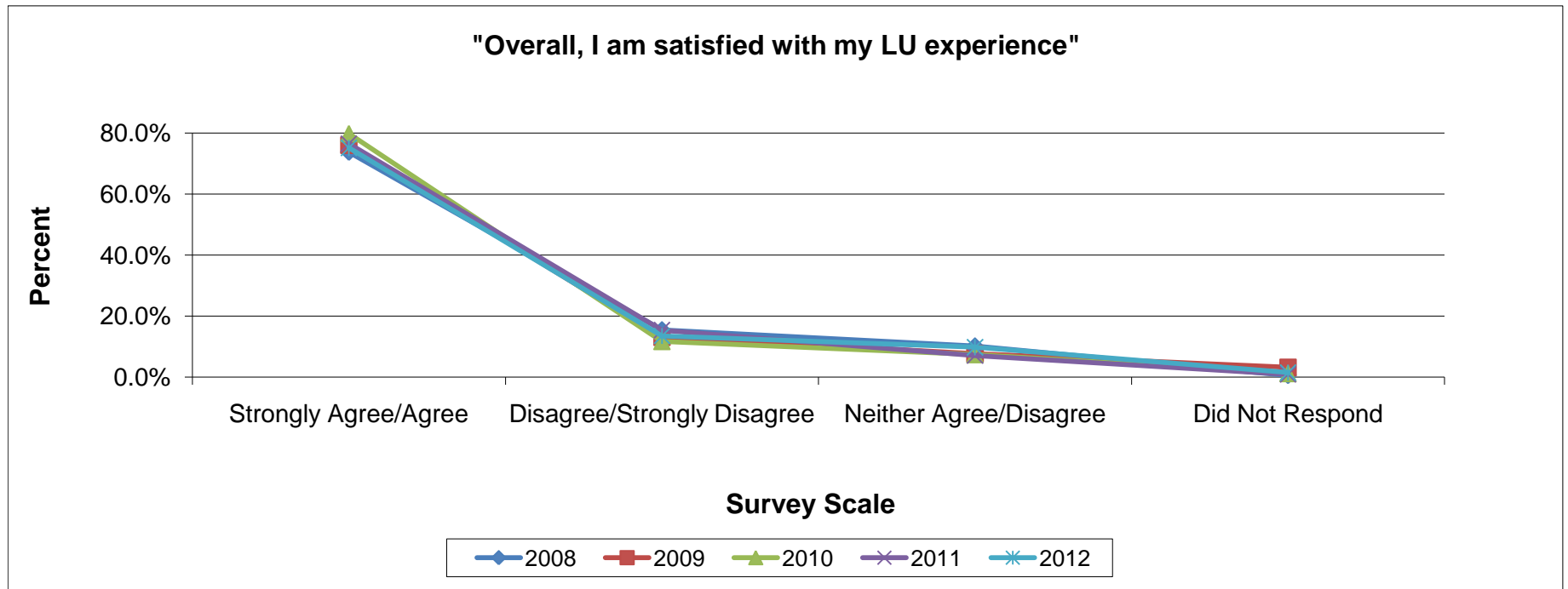


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Response to Question #40  
"Overall, I am satisfied with my LU experience"**

Table 42

Survey Response	Academic Year					
	2008	2009	2010	2011	2012	5-Yr Avg
Strongly Agree/Agree	73.7%	76.0%	79.8%	76.5%	75.1%	76.2%
Disagree/Strongly Disagree	15.5%	13.1%	11.7%	15.4%	13.5%	13.8%
Neither Agree/Disagree	10.2%	7.7%	7.4%	7.1%	9.8%	8.4%
Did Not Respond	0.6%	3.2%	1.2%	0.9%	1.5%	1.5%
<b>PERCENT TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.1%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>

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



# **SECTION 2-A**

**Lincoln University CSSS Comparison  
Most Satisfied and Least Satisfied by Mean**

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

<b>Continuing Student Satisfaction Survey Items</b>		<b>Mean</b>
<b>Please rate your agreement with the following statements:</b>		
36	Lincoln University's library resources and services meet my student needs.	4.09
20	I have experienced intellectual growth while attending Lincoln University.	4.07
9	I feel welcome on this campus.	4.04
30	My academic major requirements are reasonable and understandable.	4.03
15	Class change (drop/add) policies are reasonable and understandable.	3.97
26	Instructional classrooms meet my needs and expectations.	3.94
14	The LU Student Handbook provides helpful information about campus life.	3.85
24	There are sufficient places to study on campus.	3.83
40	Overall, I am satisfied with my LU experience.	3.83
29	The campus is equipped with adequate lighting.	3.80
28	The campus is attractive and well maintained.	3.77
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.76
11	Faculty and staff display concern for students as individuals.	3.75
25	The computer labs are open during days and times that are convenient for me.	3.74
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.73
35	Student disciplinary procedures are fair and understandable.	3.72
38	Classes are scheduled on days and at times that are convenient for me.	3.70
33	Bookstore personnel are courteous and helpful.	3.70

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

<b>Continuing Student Satisfaction Survey Items</b>		<b>Mean</b>
<b>Please rate your agreement with the following statements:</b>		
22	Adequate parking exists for the number of students on this campus.	1.95
32	I seldom get the "run-around" when seeking information on this campus.	2.76
19	The athletic programs contribute to a strong sense of school spirit.	2.89
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.84
12	Financial aid awards are announced in time to be helpful in college planning.	3.26
17	Student activity fees (\$5.00 per credit hour) are reasonable.	3.26
16	Lincoln University's Scruggs Student Center meets my student needs.	3.27
31	When I think of Lincoln University, I feel a "sense of pride".	3.32
39	The campus is safe and secure for all students.	3.33
13	Policies and procedures exist for expressing student complaints/appeals.	3.37



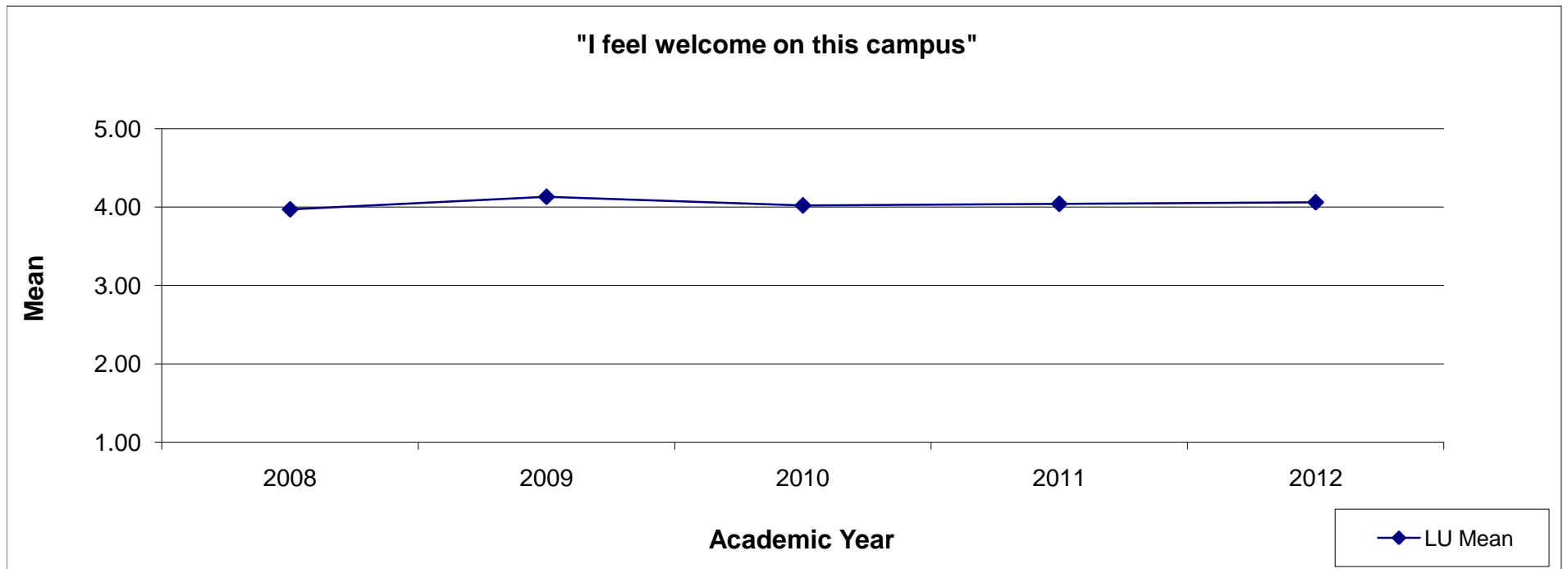
# **SECTION 2-B**

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

**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #9  
"I feel welcome on this campus"**

Table 45

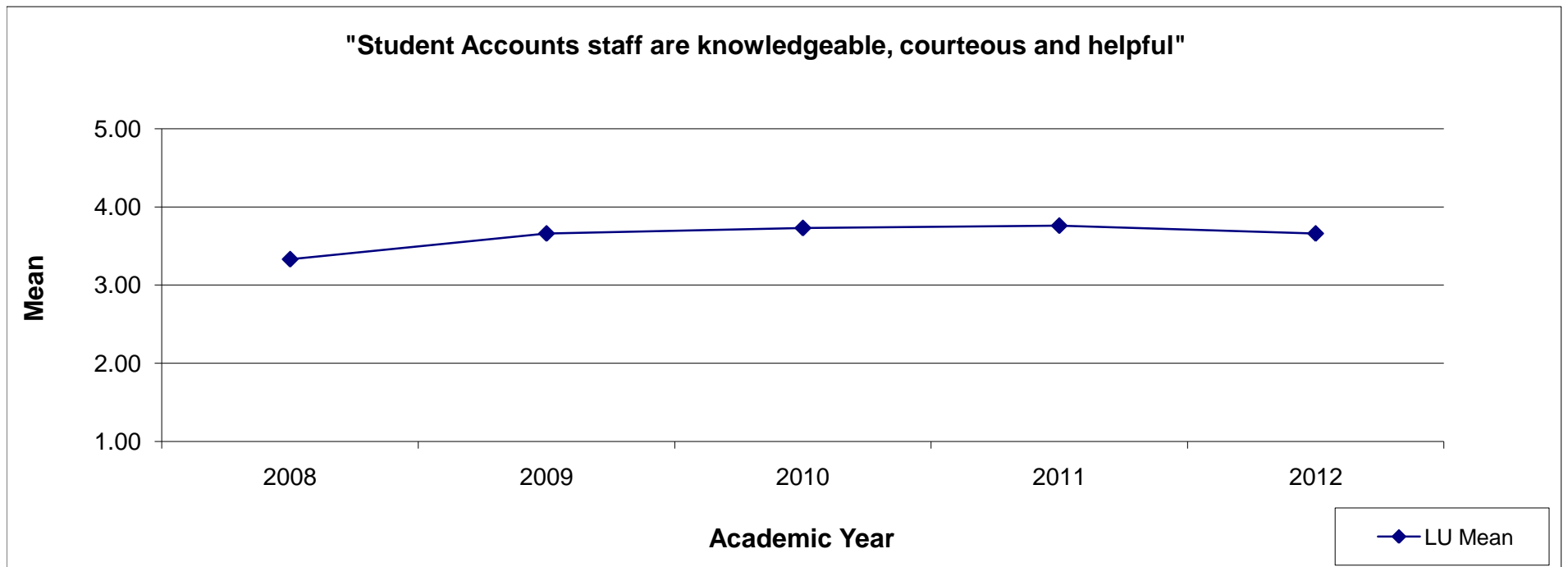
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.97
2009	4.13
2010	4.02
2011	4.04
2012	4.06
<b>5-Year Average</b>	<b>4.04</b>



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

Table 46

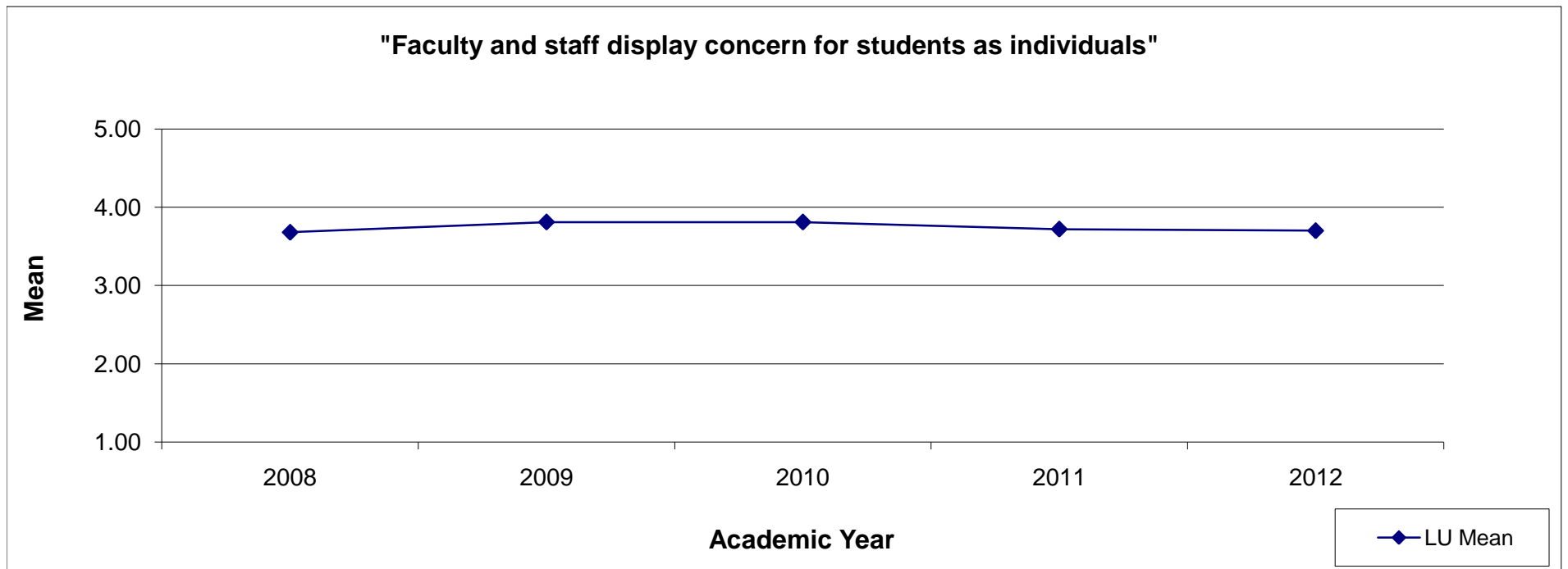
Academic Year	Lincoln University Mean
2008	3.33
2009	3.66
2010	3.73
2011	3.76
2012	3.66
<b>5-Year Average</b>	<b>3.63</b>



**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #11  
"Faculty and staff display concern for students as individuals"**

Table 47

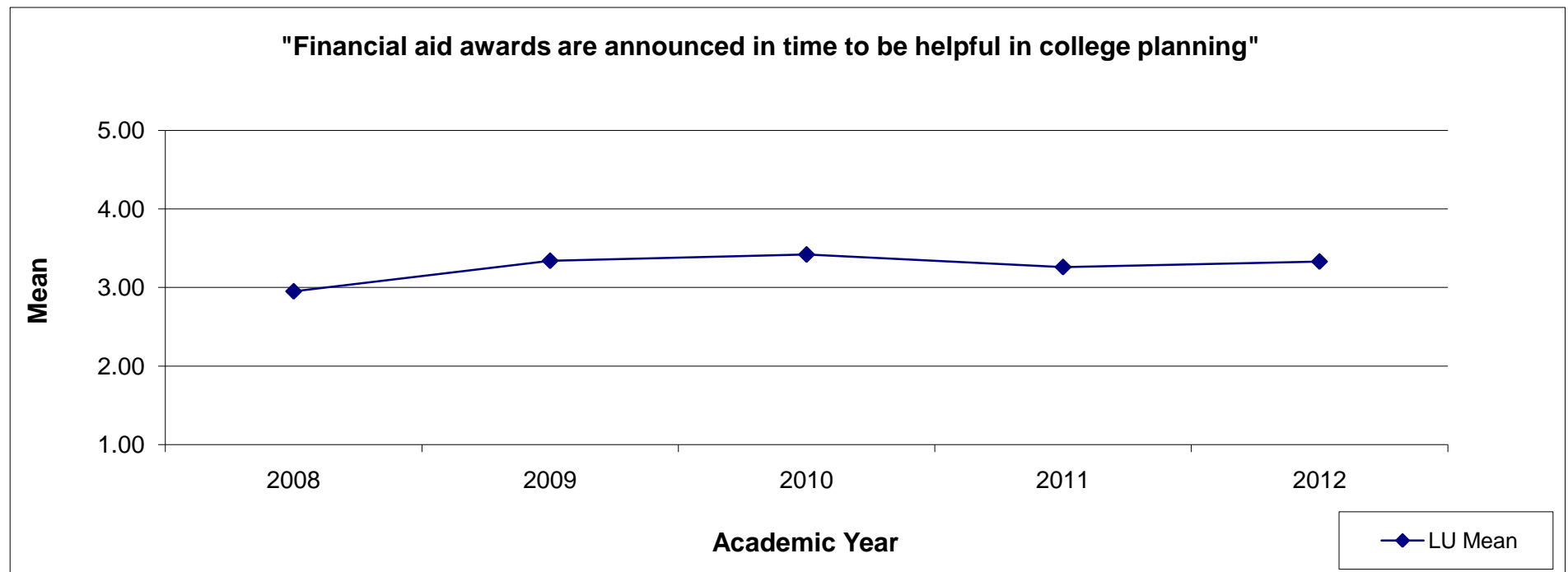
Academic Year	Lincoln University Mean
2008	3.68
2009	3.81
2010	3.81
2011	3.72
2012	3.70
<b>5-Year Average</b>	<b>3.75</b>



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

Table 48

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	2.95
2009	3.34
2010	3.42
2011	3.26
2012	3.33
<b>5-Year Average</b>	<b>3.26</b>

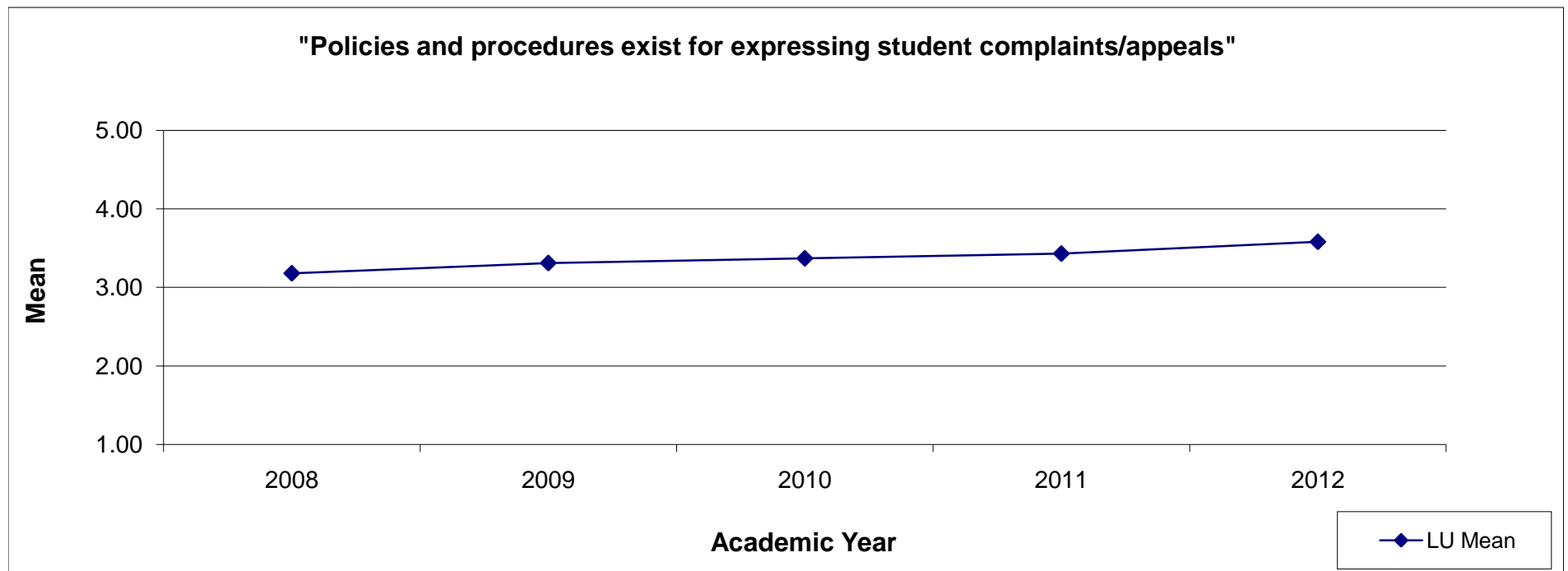


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #13**

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

Table 49

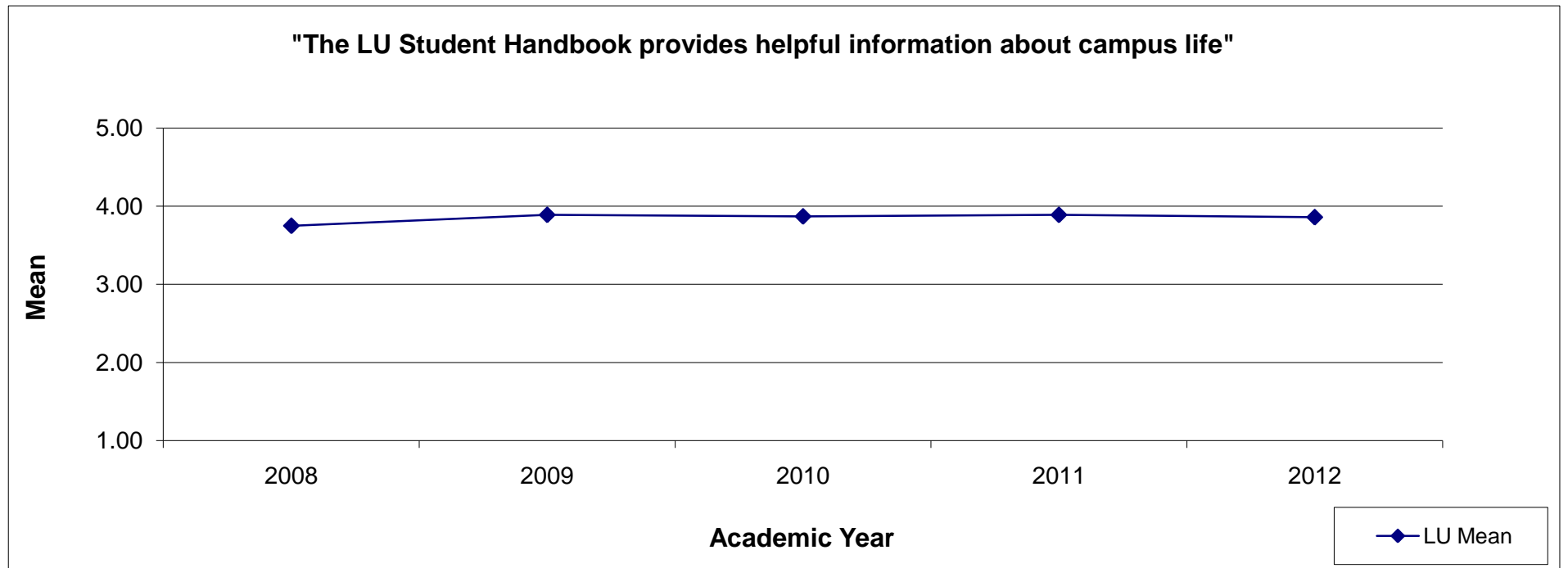
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.18
2009	3.31
2010	3.37
2011	3.43
2012	3.58
<b>5-Year Average</b>	<b>3.37</b>



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

Table 50

Academic Year	Lincoln University Mean
2008	3.75
2009	3.89
2010	3.87
2011	3.89
2012	3.86
<b>5-Year Average</b>	<b>3.85</b>

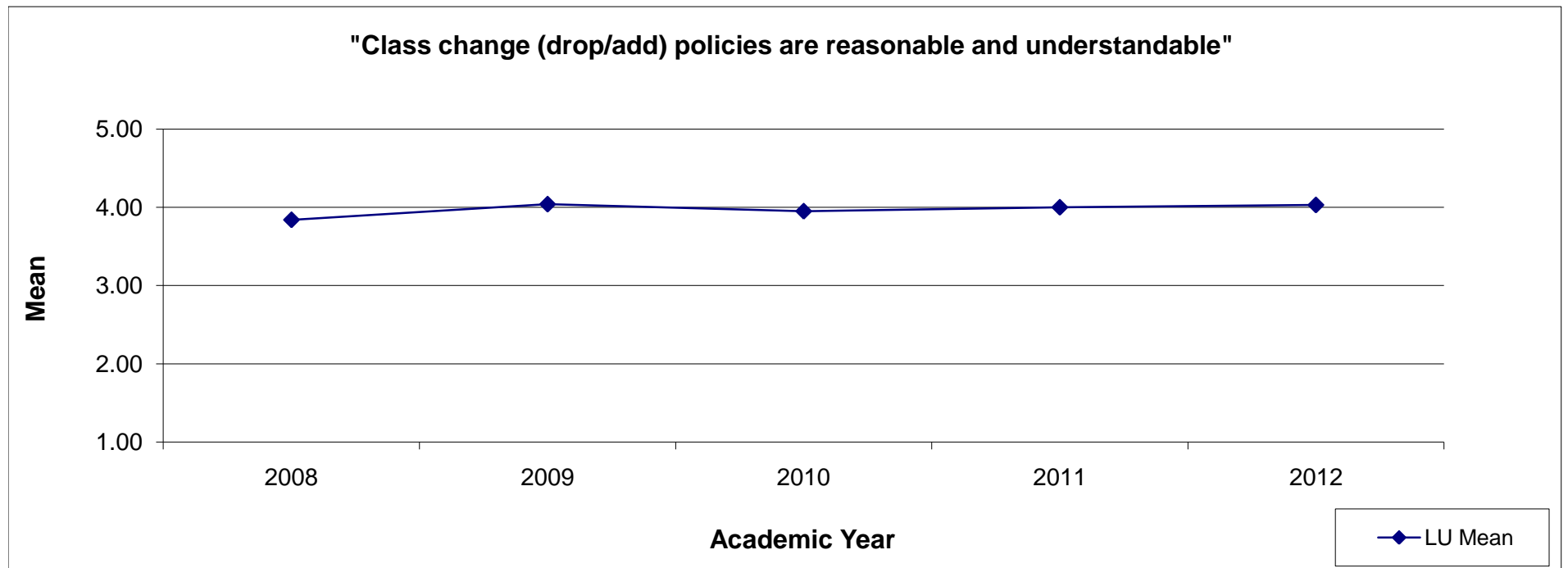


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #15**

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

Table 51

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.84
2009	4.04
2010	3.95
2011	4.00
2012	4.03
<b>5-Year Average</b>	<b>3.97</b>

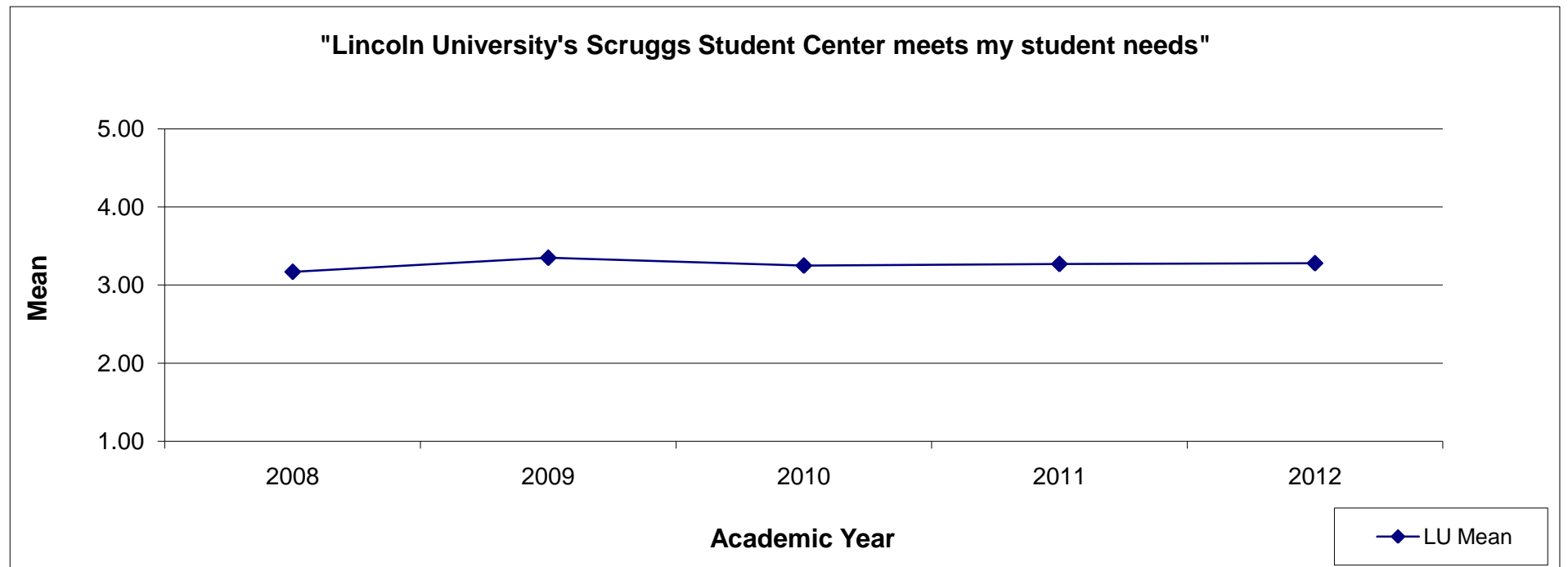




**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #16  
"Lincoln University's Scruggs Student Center meets my student needs"**

Table 52

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.17
2009	3.35
2010	3.25
2011	3.27
2012	3.28
<b>5-Year Average</b>	<b>3.27</b>

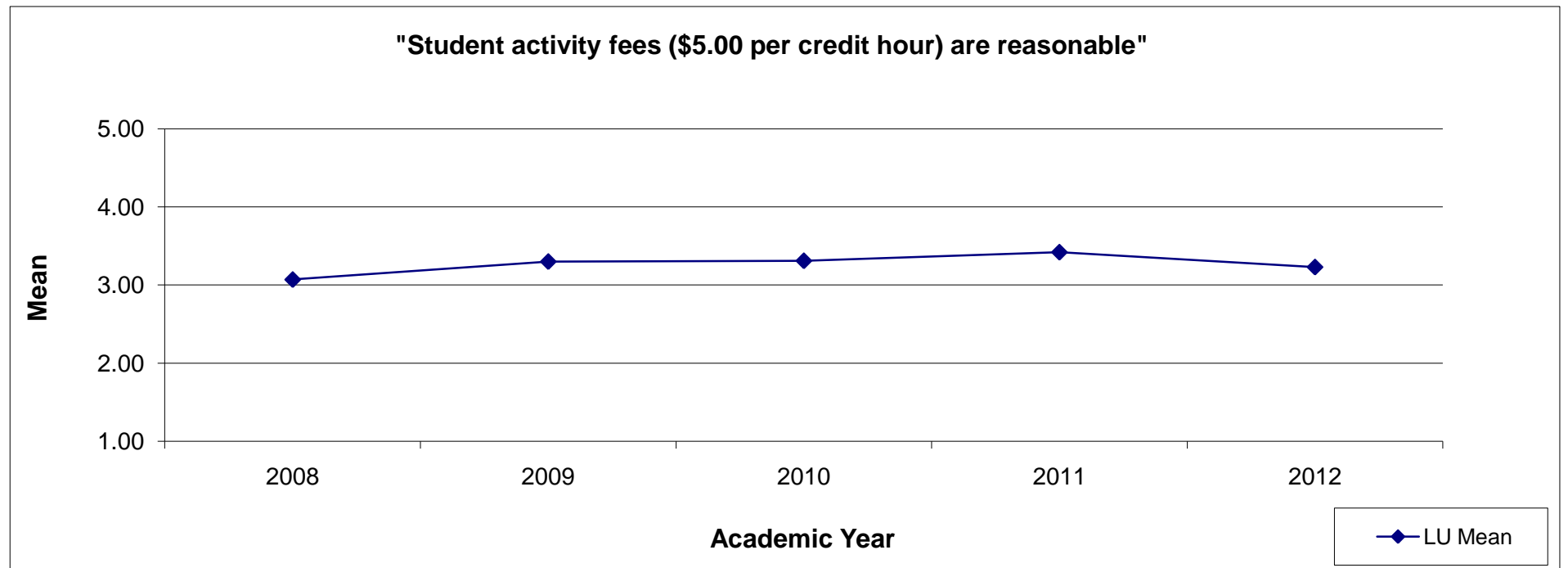


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #17**

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

Table 53

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.07
2009	3.30
2010	3.31
2011	3.42
2012	3.23
<b>5-Year Average</b>	<b>3.26</b>

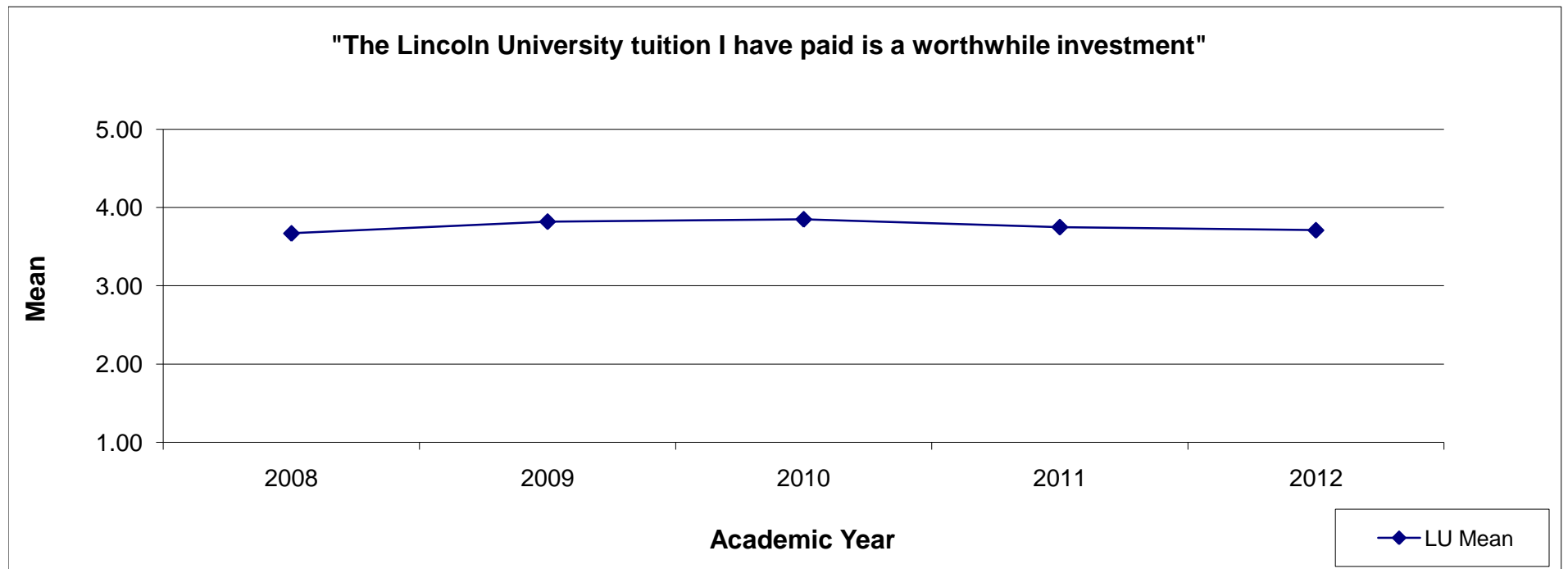


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #18**

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

Table 54

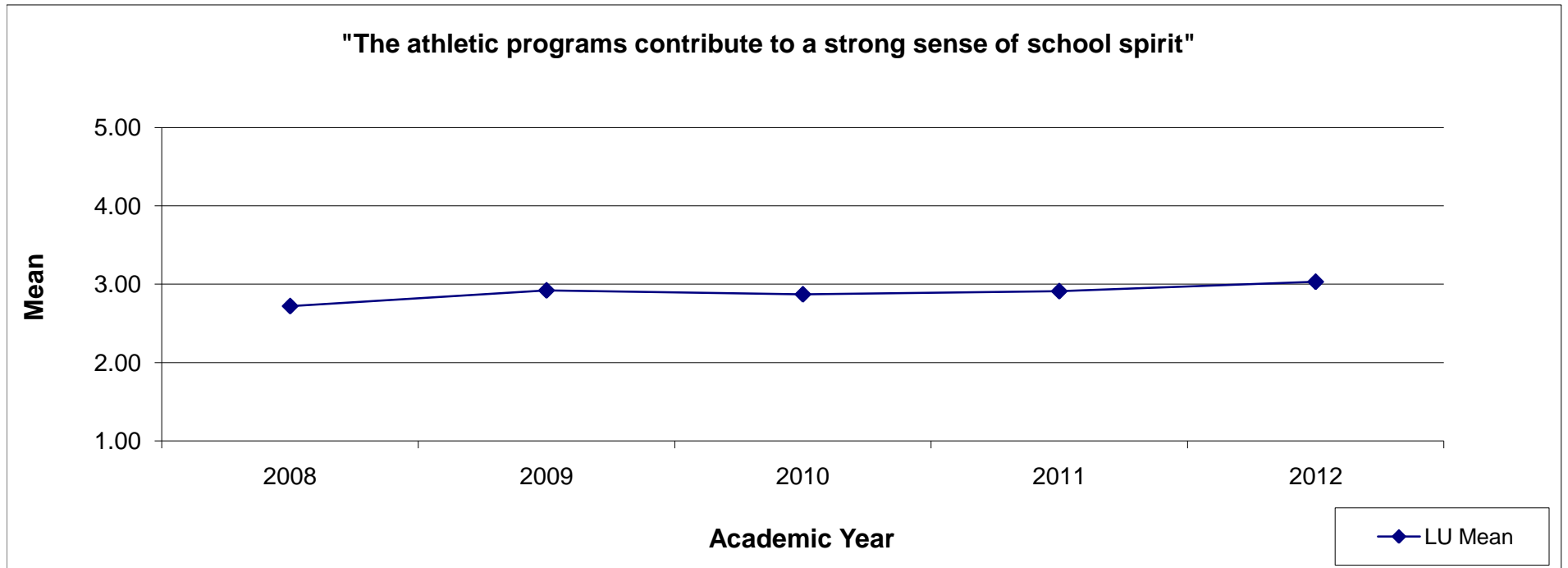
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.67
2009	3.82
2010	3.85
2011	3.75
2012	3.71
<b>5-Year Average</b>	<b>3.76</b>



**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #19  
"The athletic programs contribute to a strong sense of school spirit"**

Table 55

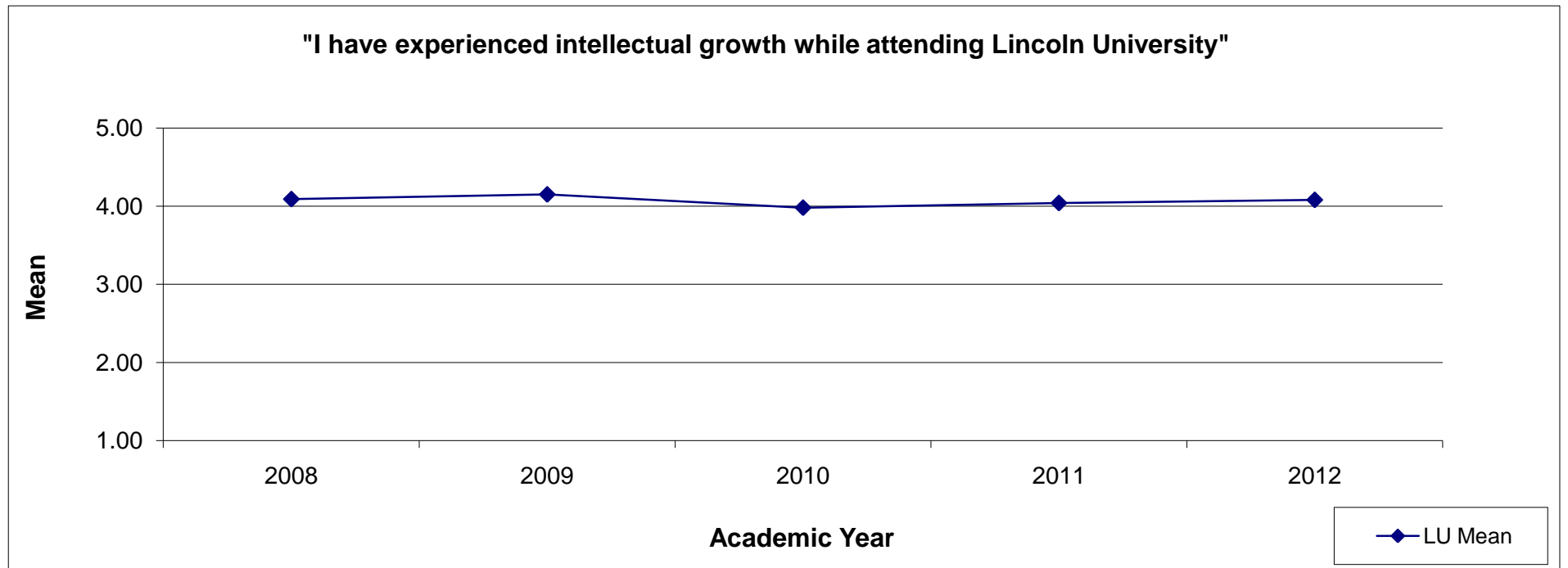
Academic Year	Lincoln University Mean
2008	2.72
2009	2.92
2010	2.87
2011	2.91
2012	3.03
<b>5-Year Average</b>	<b>2.89</b>



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

Table 56

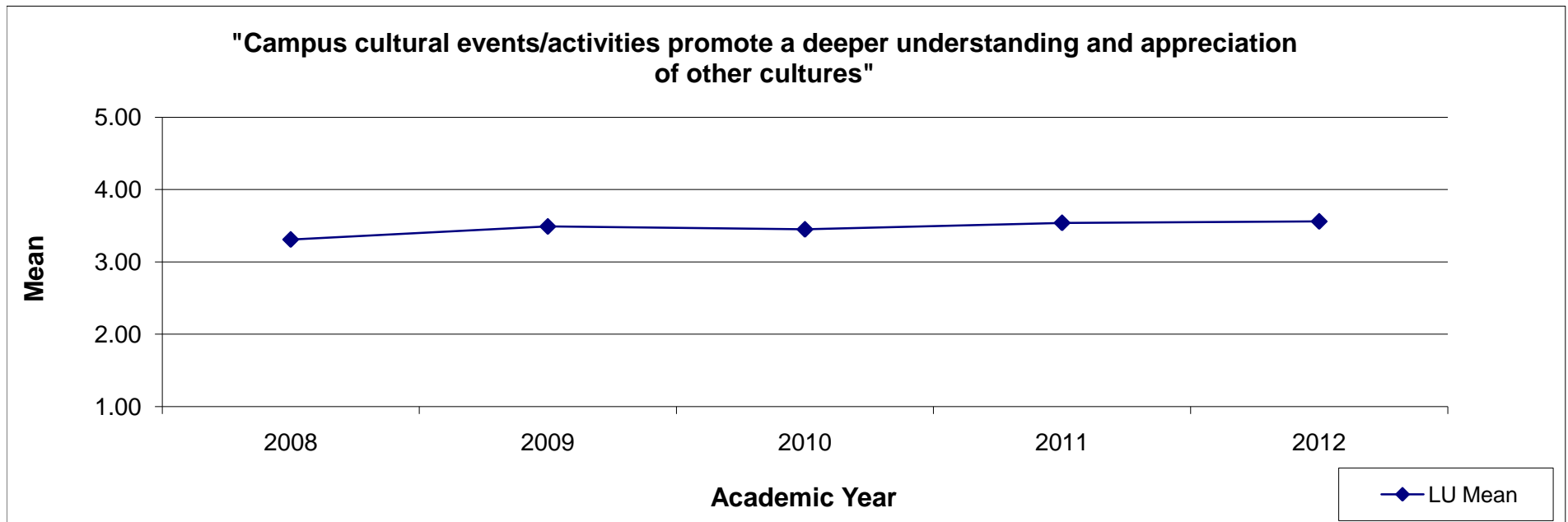
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	4.09
2009	4.15
2010	3.98
2011	4.04
2012	4.08
<b>5-Year Average</b>	<b>4.07</b>



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

Table 57

Academic Year	Lincoln University Mean
2008	3.31
2009	3.49
2010	3.45
2011	3.54
2012	3.56
<b>5-Year Average</b>	<b>3.47</b>

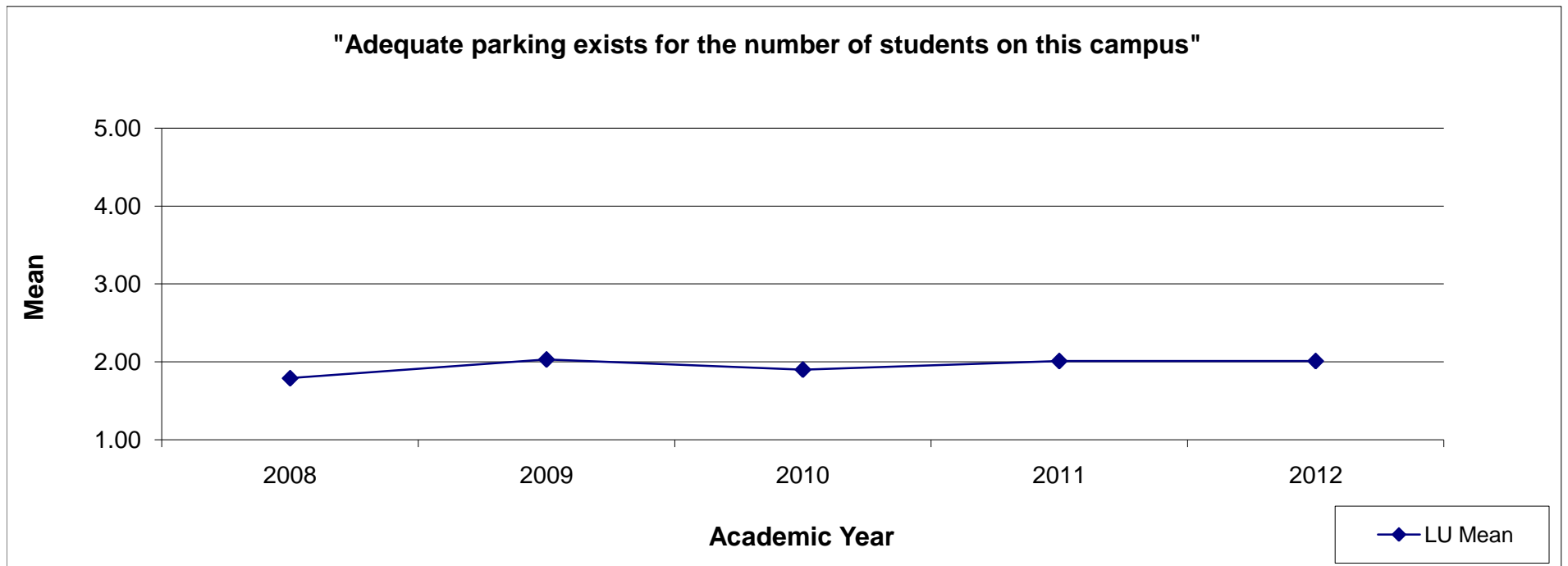


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #22**

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

Table 58

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	1.79
2009	2.03
2010	1.90
2011	2.01
2012	2.01
<b>5-Year Average</b>	<b>1.95</b>

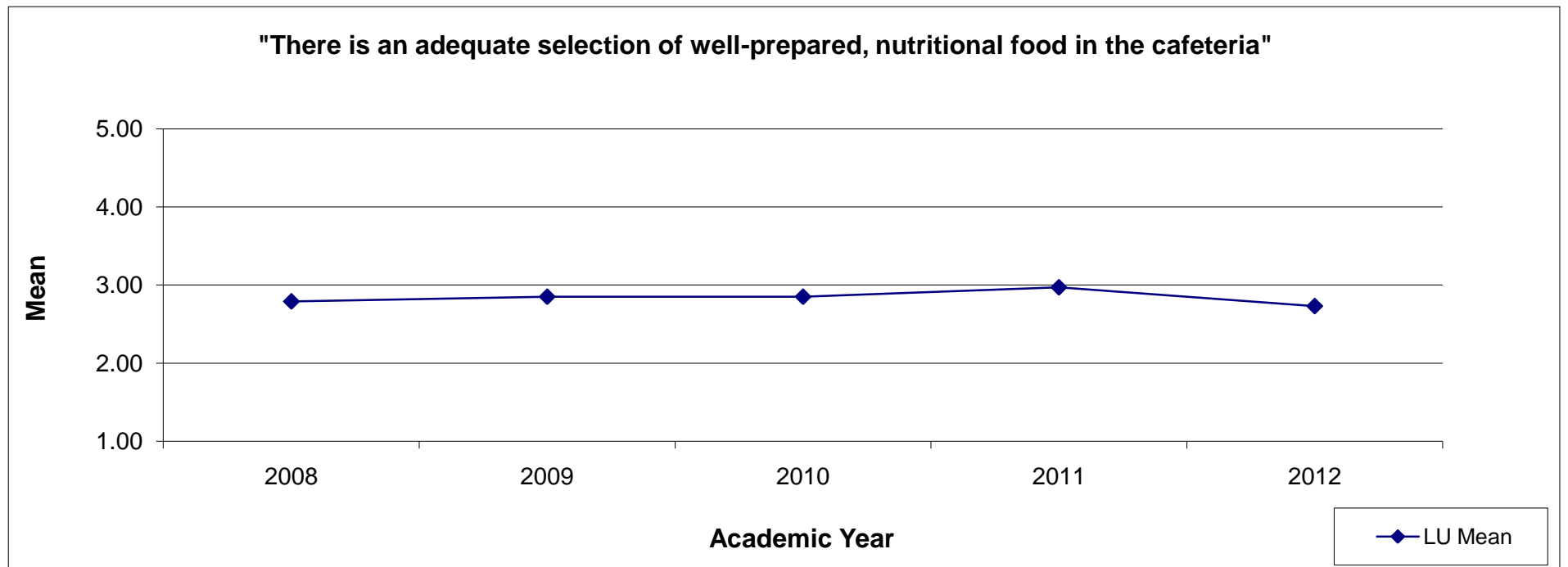


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #23**

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

Table 59

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	2.79
2009	2.85
2010	2.85
2011	2.97
2012	2.73
<b>5-Year Average</b>	<b>2.84</b>

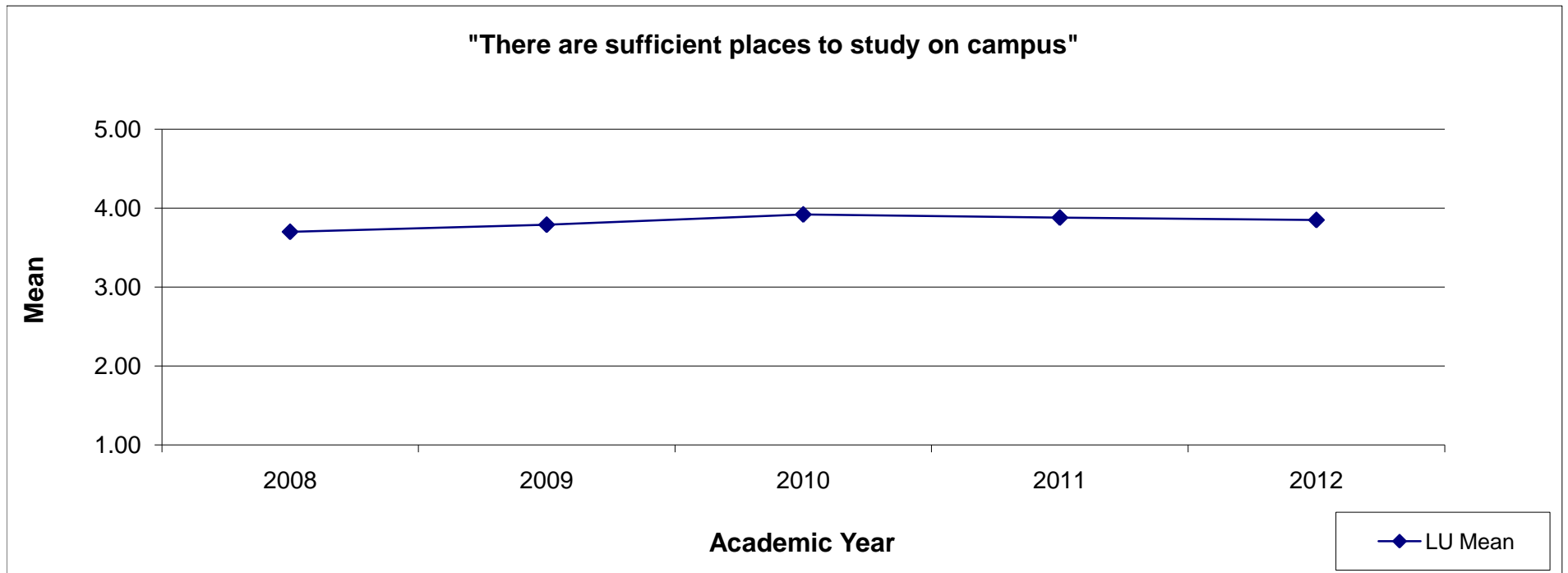




**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #24  
"There are sufficient places to study on campus"**

Table 60

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.70
2009	3.79
2010	3.92
2011	3.88
2012	3.85
<b>5-Year Average</b>	<b>3.83</b>

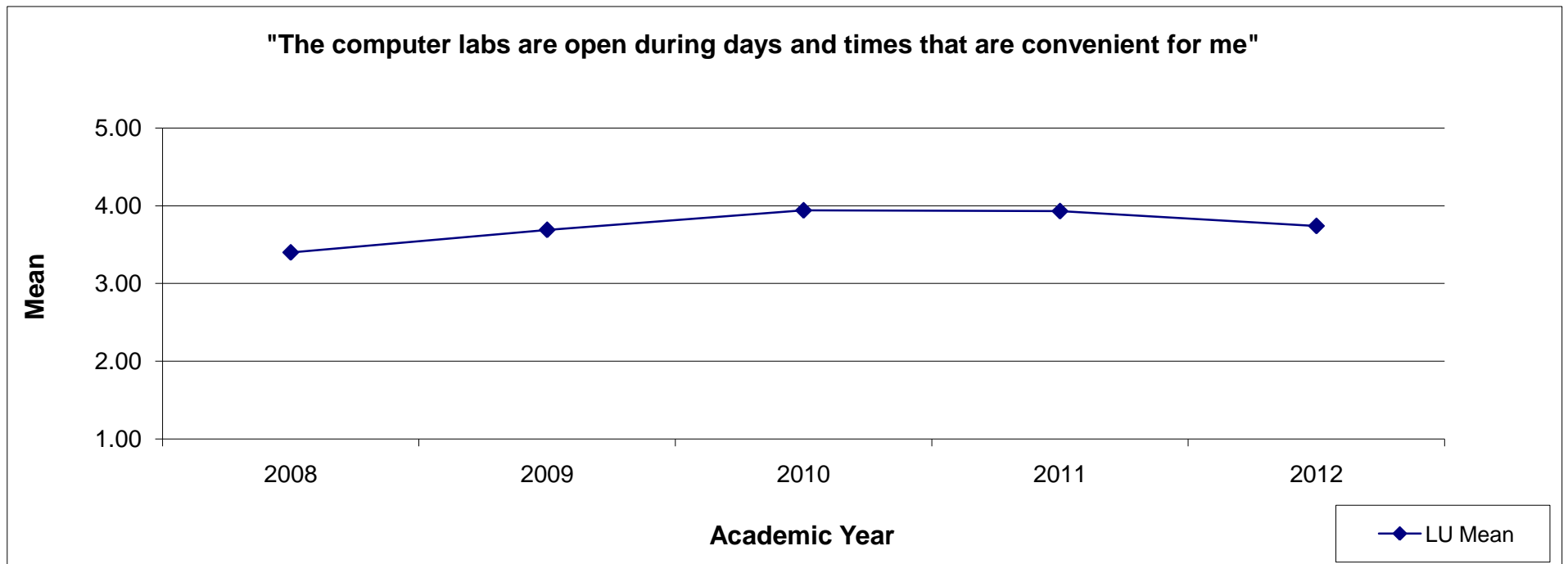


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #25**

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

Table 61

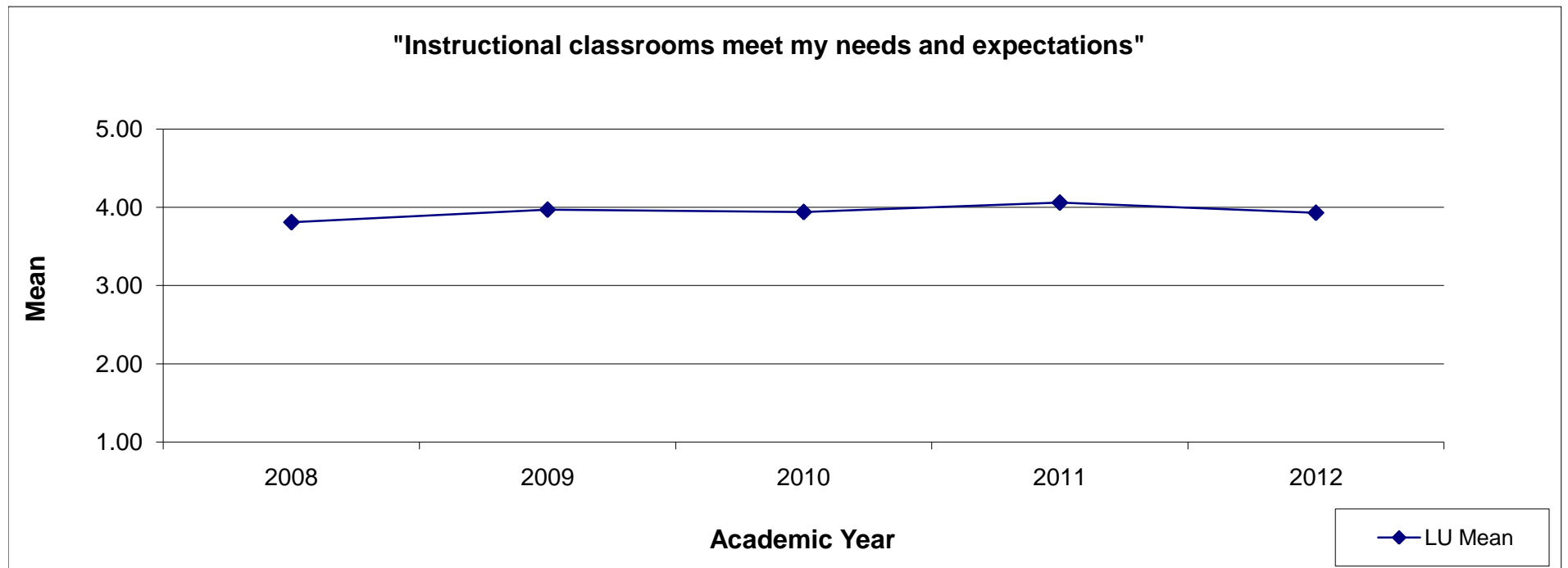
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.40
2009	3.69
2010	3.94
2011	3.93
2012	3.74
<b>5-Year Average</b>	<b>3.74</b>



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

Table 62

Academic Year	Lincoln University Mean
2008	3.81
2009	3.97
2010	3.94
2011	4.06
2012	3.93
<b>5-Year Average</b>	<b>3.94</b>

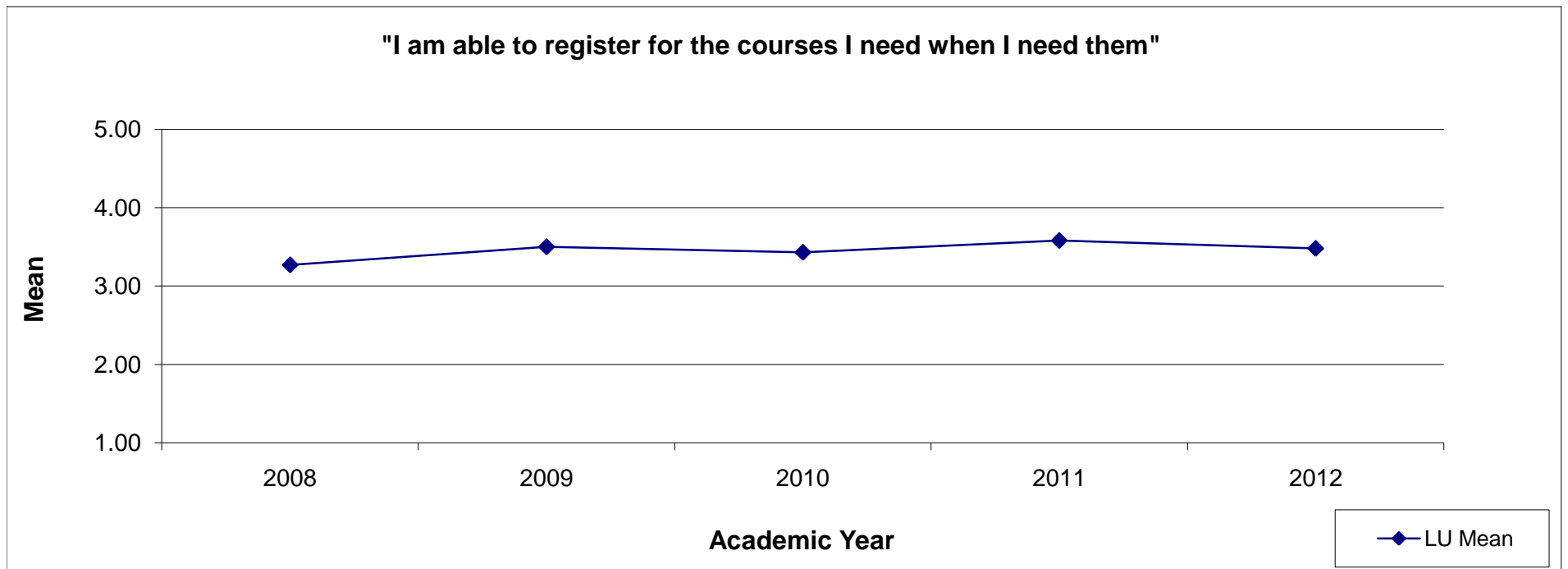


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #27**

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

Table 63

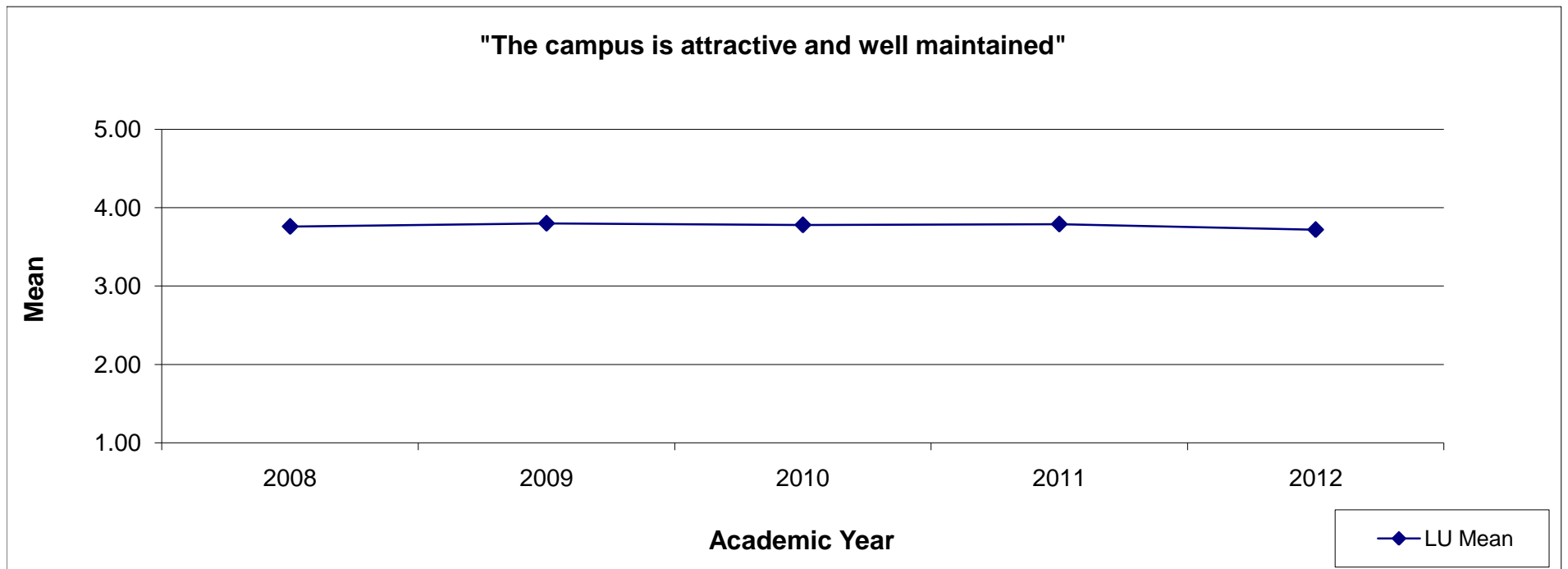
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.27
2009	3.50
2010	3.43
2011	3.58
2012	3.48
<b>5-Year Average</b>	<b>3.45</b>



**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #28  
"The campus is attractive and well maintained"**

Table 64

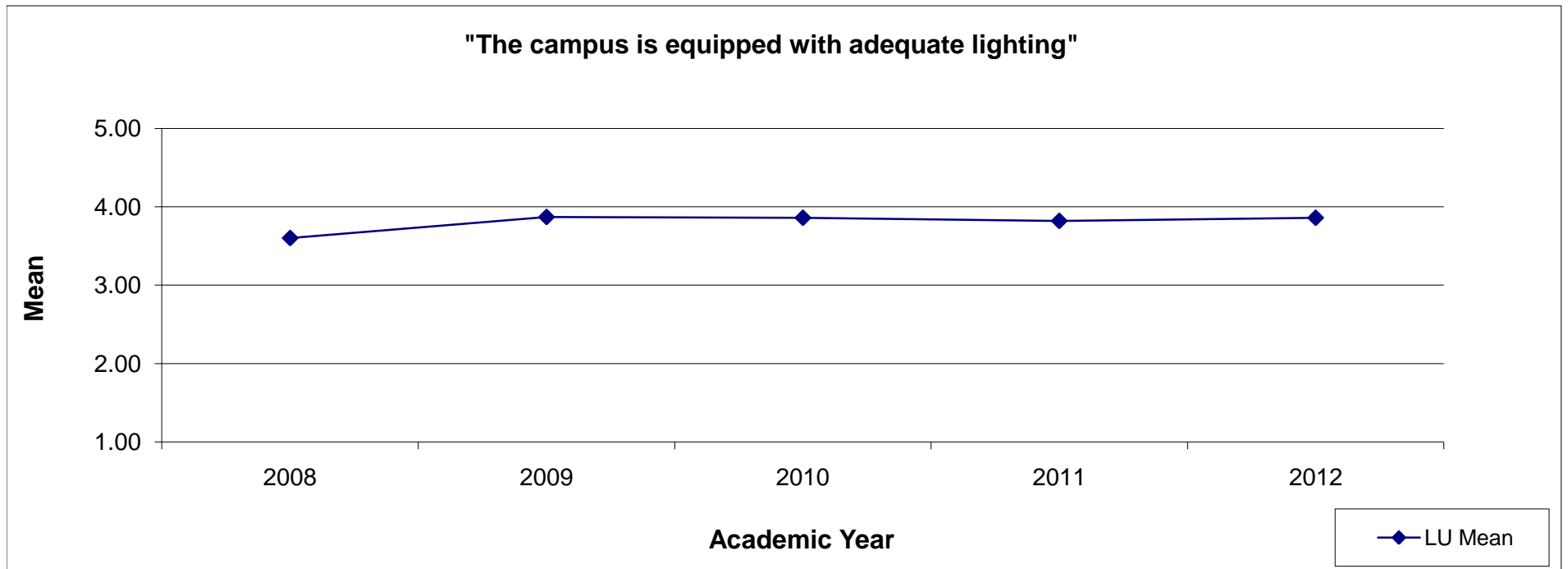
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.76
2009	3.80
2010	3.78
2011	3.79
2012	3.72
<b>5-Year Average</b>	<b>3.77</b>



**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #29  
"The campus is equipped with adequate lighting"**

Table 65

Academic Year	Lincoln University Mean
2008	3.60
2009	3.87
2010	3.86
2011	3.82
2012	3.86
<b>5-Year Average</b>	<b>3.80</b>

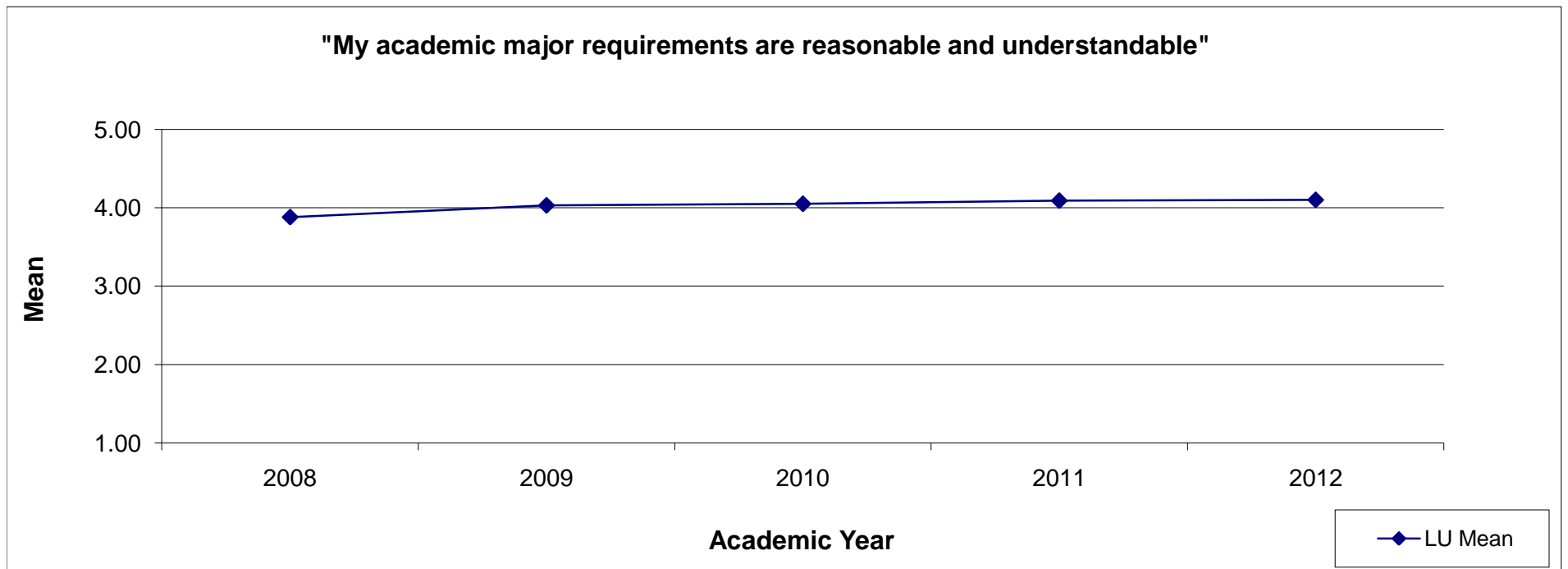


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #30**

**"My academic major requirements are reasonable and understandable"**

Table 66

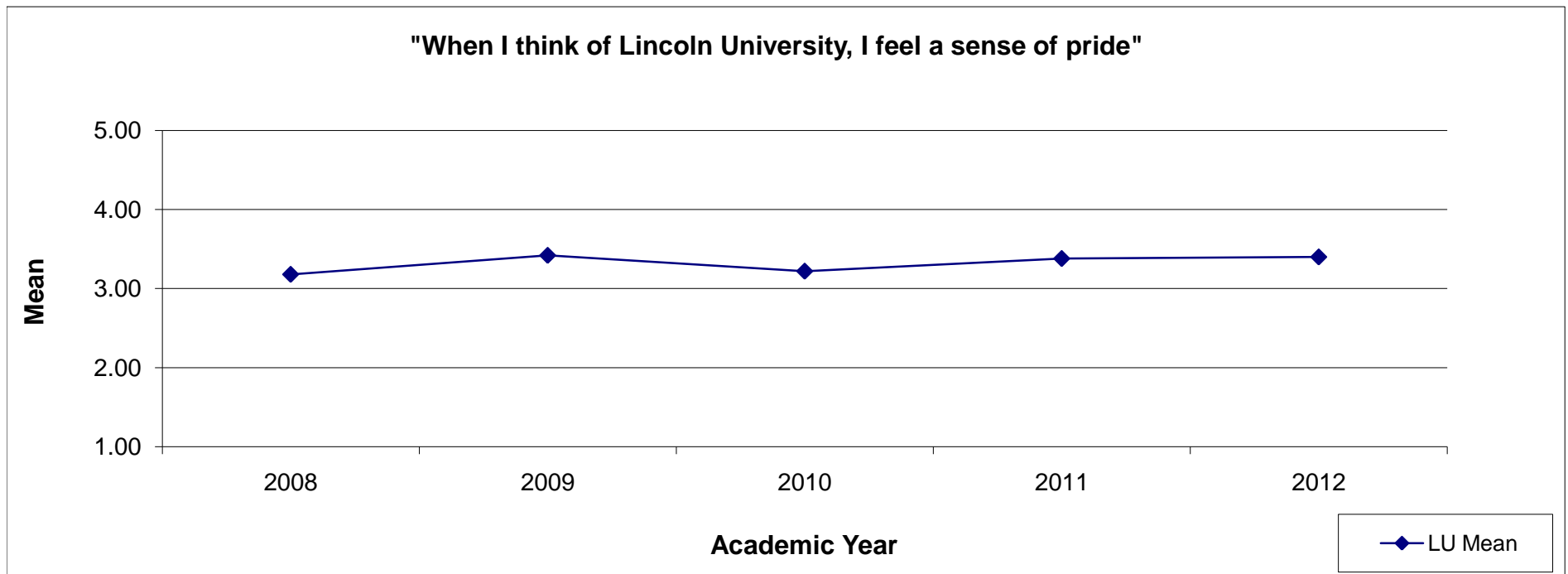
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.88
2009	4.03
2010	4.05
2011	4.09
2012	4.10
<b>5-Year Average</b>	<b>4.03</b>



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

Table 67

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.18
2009	3.42
2010	3.22
2011	3.38
2012	3.40
<b>5-Year Average</b>	<b>3.32</b>



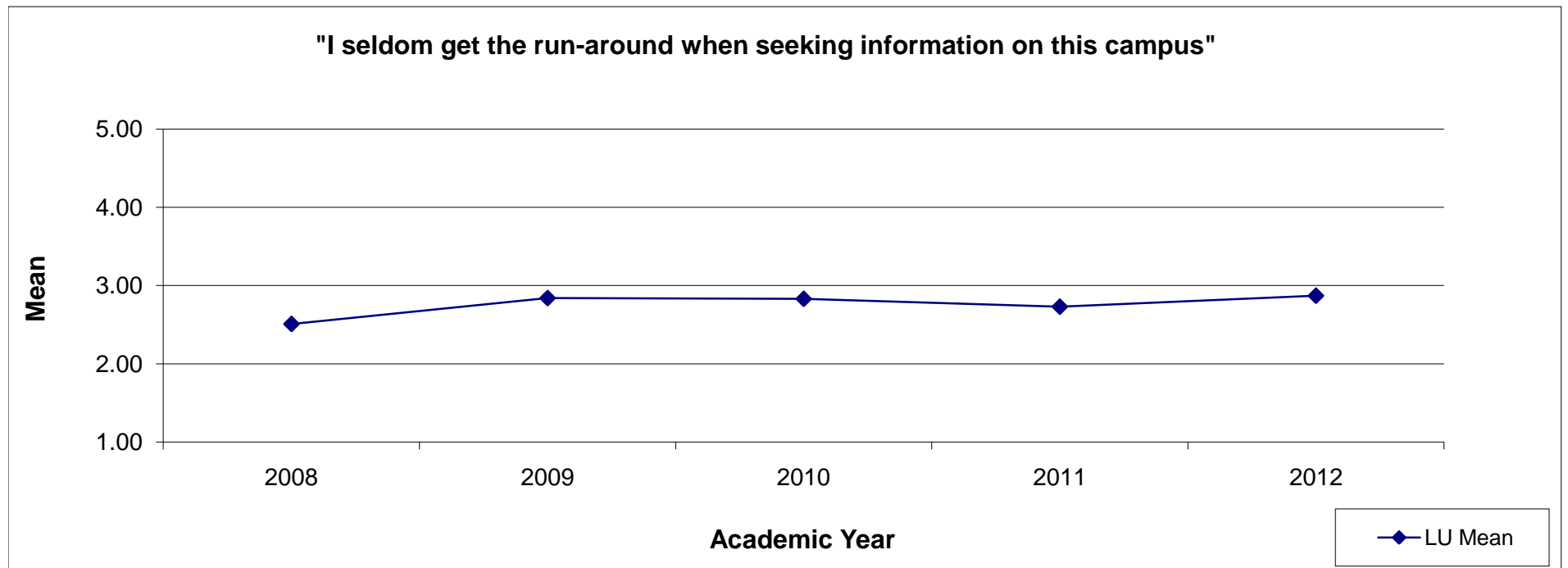


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #32**

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

Table 68

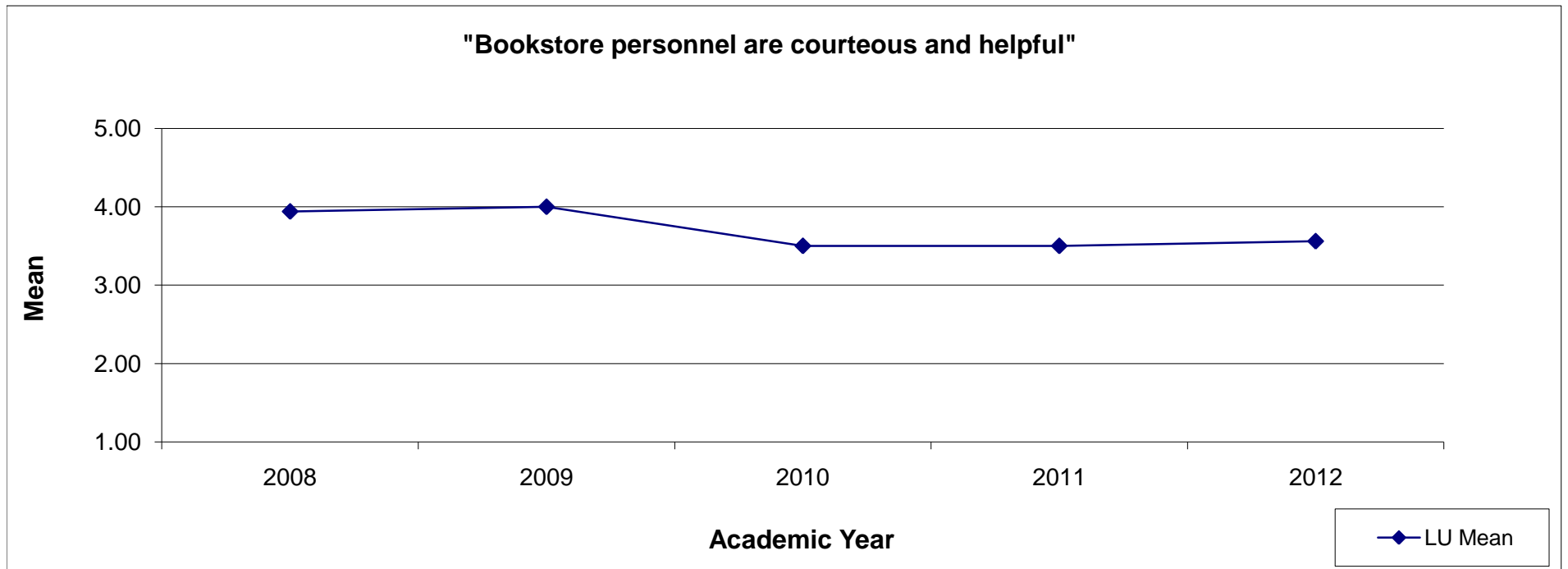
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	2.51
2009	2.84
2010	2.83
2011	2.73
2012	2.87
<b>5-Year Average</b>	<b>2.76</b>



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

Table 69

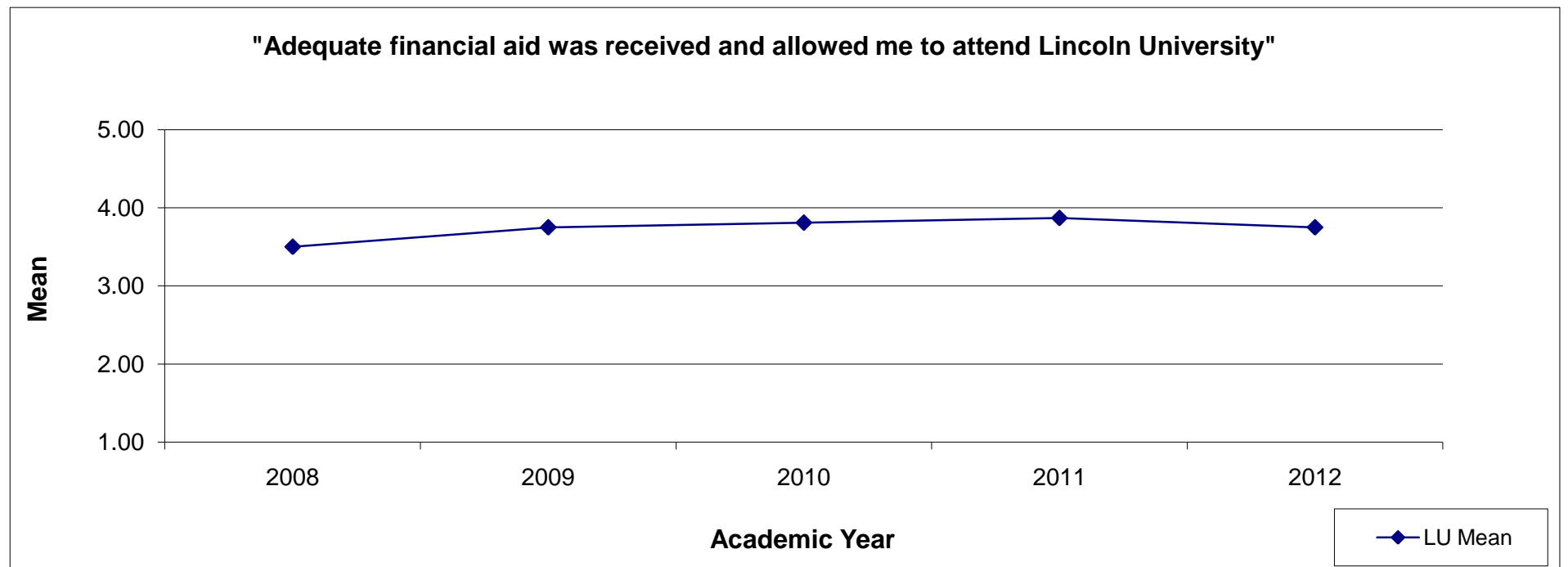
Academic Year	Lincoln University Mean
2008	3.94
2009	4.00
2010	3.50
2011	3.50
2012	3.56
<b>5-Year Average</b>	<b>3.70</b>



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

Table 70

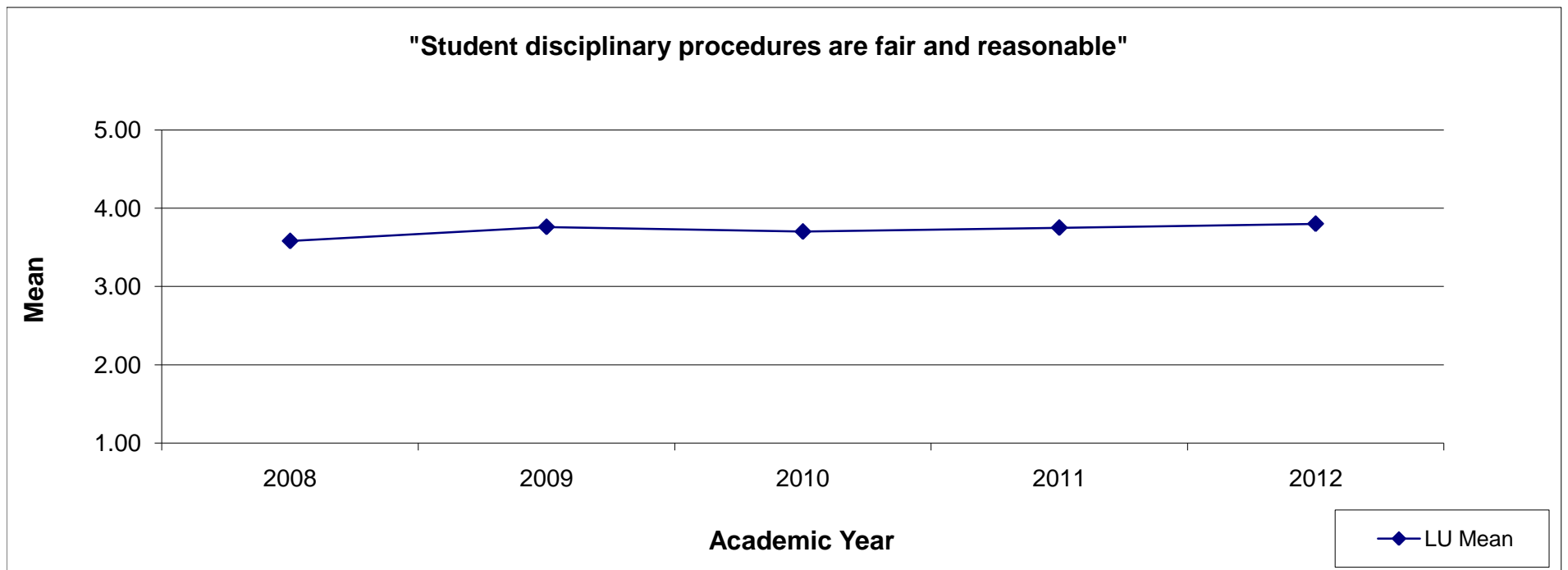
Academic Year	Lincoln University Mean
2008	3.50
2009	3.75
2010	3.81
2011	3.87
2012	3.75
<b>5-Year Average</b>	<b>3.73</b>



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

Table 71

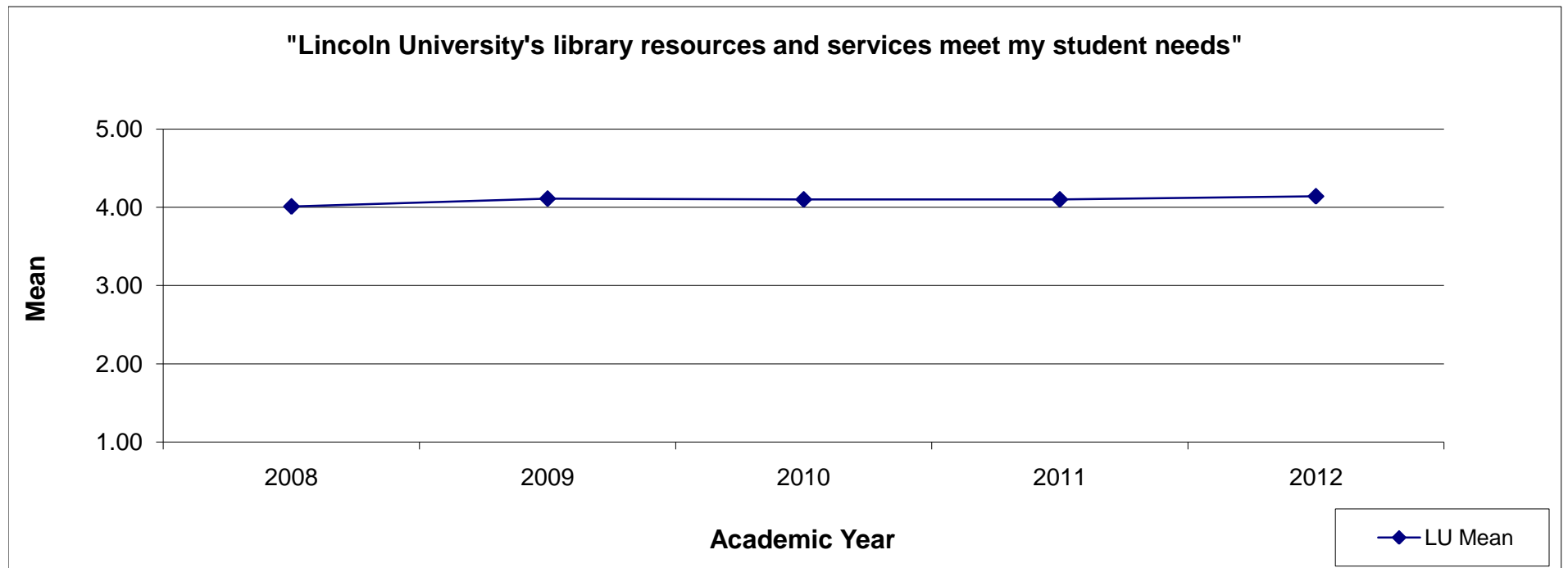
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.58
2009	3.76
2010	3.70
2011	3.75
2012	3.80
<b>5-Year Average</b>	<b>3.72</b>



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

Table 72

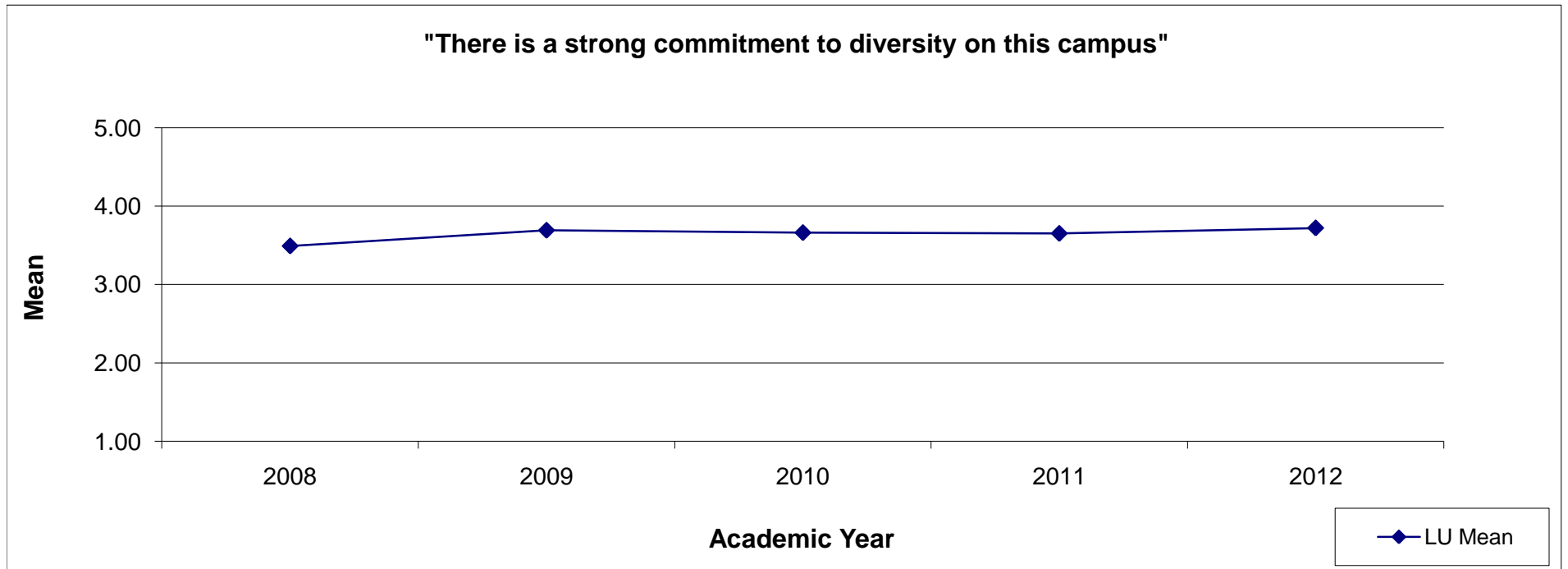
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	4.01
2009	4.11
2010	4.10
2011	4.10
2012	4.14
<b>5-Year Average</b>	<b>4.09</b>



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

Table 73

Academic Year	Lincoln University Mean
2008	3.49
2009	3.69
2010	3.66
2011	3.65
2012	3.72
<b>5-Year Average</b>	<b>3.64</b>

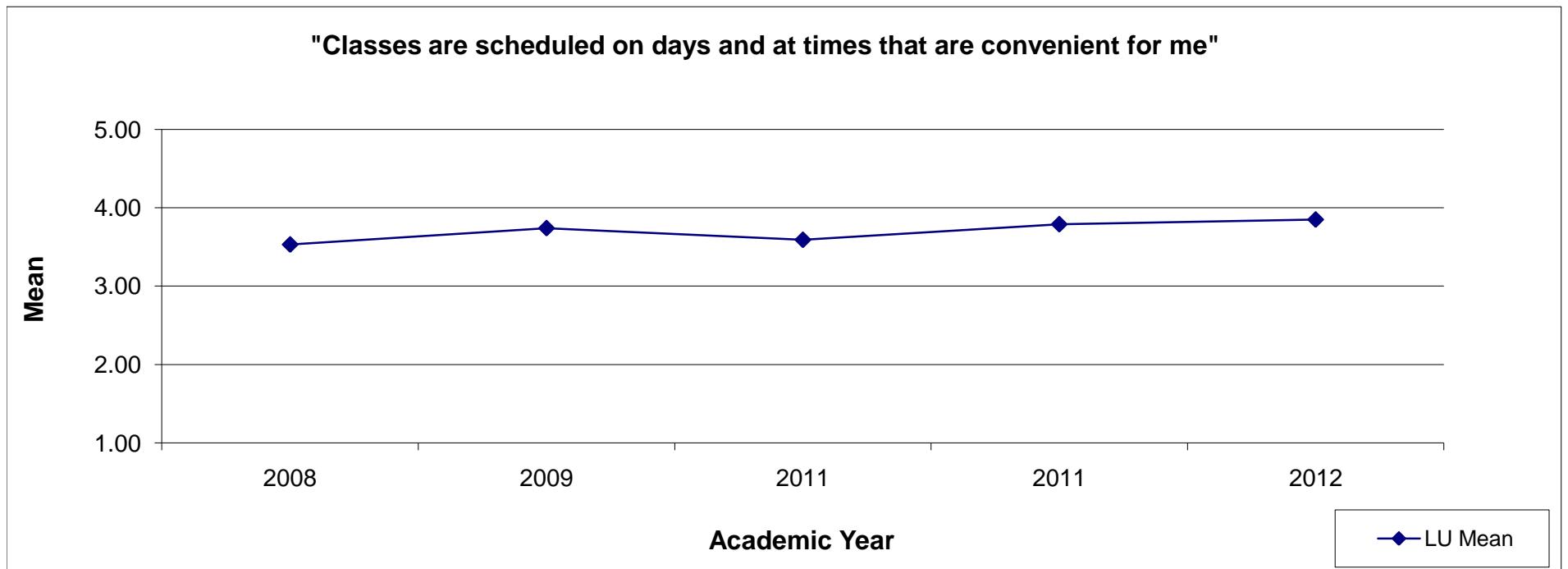


**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #38**

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

Table 74

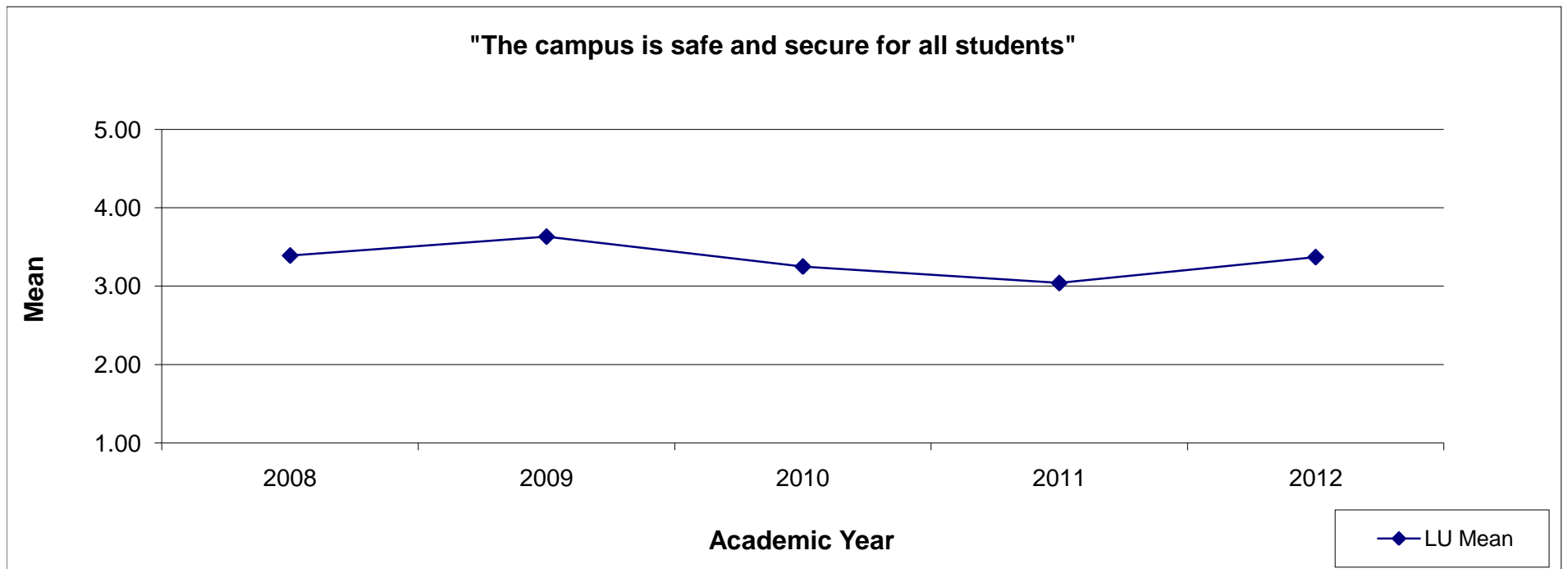
<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.53
2009	3.74
2011	3.59
2011	3.79
2012	3.85
<b>5-Year Average</b>	<b>3.70</b>



**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #39  
"The campus is safe and secure for all students"**

Table 75

Academic Year	Lincoln University Mean
2008	3.39
2009	3.63
2010	3.25
2011	3.04
2012	3.37
<b>5-Year Average</b>	<b>3.33</b>

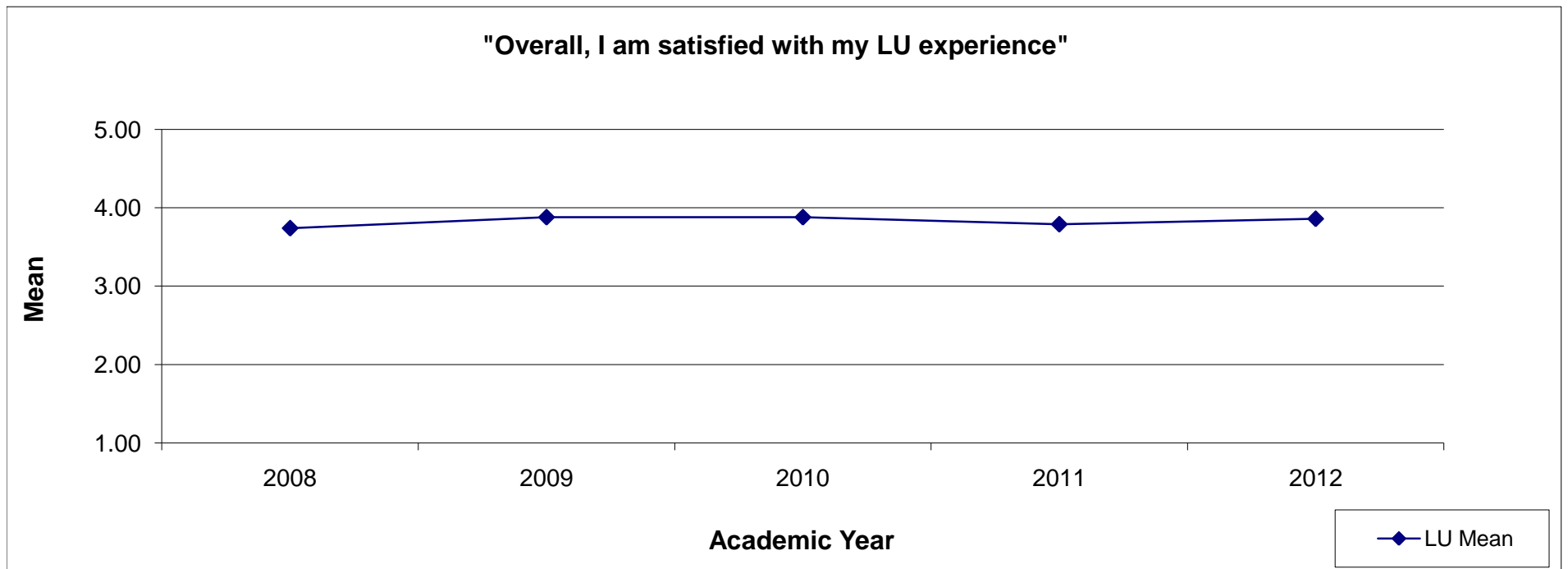




**Lincoln University Continuing Student Satisfaction Survey Comparison  
by Academic Year and Mean of Question #40  
"Overall, I am satisfied with my LU experience"**

Table 76

<b>Academic Year</b>	<b>Lincoln University Mean</b>
2008	3.74
2009	3.88
2010	3.88
2011	3.79
2012	3.86
<b>5-Year Average</b>	<b>3.83</b>



# **APPENDIX 1**

## **Percentages**

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Strongly Agree/Agree					
		2008	2009	2010	2011	2012	Average
9	I feel welcome on this campus.	82.0	85.3	86.8	82.4	83.4	84.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	58.8	69.0	71.5	71.6	70.5	68.3
11	Faculty and staff display concern for students as individuals.	74.0	75.1	76.7	72.2	71.1	73.8
12	Financial aid awards are announced in time to be helpful in college planning.	40.2	54.6	58.3	52.2	53.8	51.8
13	Policies and procedures exist for expressing student complaints/appeals.	43.7	49.2	54.0	53.1	63.1	52.6
14	The LU Student Handbook provides helpful information about campus life.	69.0	75.7	73.0	73.5	72.6	72.8
15	Class change (drop/add) policies are reasonable and understandable.	77.7	81.2	79.1	79.3	83.1	80.1
16	Lincoln University's Scruggs Student Center meets my student needs.	42.7	49.5	49.4	47.2	49.5	47.7
17	Student activity fees (\$5.00 per credit hour) are reasonable.	49.2	54.6	55.5	57.7	54.5	54.3
18	The Lincoln University tuition I have paid is a worthwhile investment.	71.2	73.8	77.6	73.8	70.5	73.4
19	The athletic programs contribute to a strong sense of school spirit.	28.5	35.8	37.7	36.1	41.2	35.9
20	I have experienced intellectual growth while attending Lincoln University.	85.4	83.4	81.0	80.9	84.6	83.1
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	51.7	54.6	56.1	58.6	57.5	55.7
22	Adequate parking exists for the number of students on this campus.	15.8	21.4	16.9	21.9	18.8	19.0
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	21.4	25.9	23.9	30.6	23.7	25.1
24	There are sufficient places to study on campus.	71.8	70.9	79.8	77.8	76.6	75.4

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Strongly Agree/Agree					
		2008	2009	2010	2011	2012	Average
25	The computer labs are open during days and times that are convenient for me.	60.1	68.7	78.5	78.7	70.2	71.2
26	Instructional classrooms meet my needs and expectations.	75.2	79.9	81.0	84.9	79.7	80.1
27	I am able to register for the courses I need when I need them.	58.2	63.6	64.7	66.4	65.8	63.7
28	The campus is attractive and well maintained.	75.5	75.4	73.3	75.3	73.5	74.6
29	The campus is equipped with adequate lighting.	68.7	76.4	76.4	76.9	77.2	75.1
30	My academic major requirements are reasonable and understandable.	81.4	81.2	85.9	86.7	85.2	84.1
31	When I think of Lincoln University, I feel a "sense of pride".	48.9	55.9	47.2	53.4	54.8	52.0
32	I seldom get the "run-around" when seeking information on this campus.	31.6	42.8	41.7	39.5	44.0	39.9
33	Bookstore personnel are courteous and helpful.	79.9	81.2	64.7	63.3	64.9	70.8
34	Adequate financial aid was received and allowed me to attend Lincoln University.	58.8	66.8	71.8	74.1	68.0	67.9
35	Student disciplinary procedures are fair and understandable.	57.6	65.2	66.0	69.8	70.2	65.8
36	Lincoln University's library resources and services meet my student needs.	80.5	82.4	84.0	82.4	84.0	82.7
37	There is a strong commitment to diversity on this campus.	63.2	65.8	70.2	65.4	67.1	66.3
38	Classes are scheduled on days and at times that are convenient for me.	68.1	71.9	68.7	73.1	76.0	71.6
39	The campus is safe and secure for all students.	56.0	65.2	53.7	46.0	55.4	55.3
40	Overall, I am satisfied with my LU experience.	73.7	76.0	79.8	76.5	75.1	76.2

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Disagree/Strongly Disagree					
		2008	2009	2010	2011	2012	Average
9	I feel welcome on this campus.	12.1	8.6	9.2	9.3	10.2	9.9
10	Student Accounts staff are knowledgeable, courteous and helpful.	29.7	22.0	18.1	18.8	21.2	22.0
11	Faculty and staff display concern for students as individuals.	20.7	17.9	16.3	19.1	20.3	18.9
12	Financial aid awards are announced in time to be helpful in college planning.	38.7	28.8	29.1	33.6	32.9	32.6
13	Policies and procedures exist for expressing student complaints/appeals.	28.2	26.8	26.4	22.5	18.2	24.4
14	The LU Student Handbook provides helpful information about campus life.	13.3	11.2	11.7	11.1	10.5	11.6
15	Class change (drop/add) policies are reasonable and understandable.	14.6	11.8	14.1	9.9	9.2	11.9
16	Lincoln University's Scruggs Student Center meets my student needs.	25.4	23.6	27.3	25.6	27.4	25.9
17	Student activity fees (\$5.00 per credit hour) are reasonable.	36.8	31.3	30.1	25.9	34.8	31.8
18	The Lincoln University tuition I have paid is a worthwhile investment.	19.8	16.3	14.7	18.2	18.2	17.4
19	The athletic programs contribute to a strong sense of school spirit.	44.3	39.0	42.0	40.7	36.6	40.5
20	I have experienced intellectual growth while attending Lincoln University.	8.7	7.7	10.7	10.2	8.6	9.2
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	26.6	22.0	22.4	20.4	19.1	22.1
22	Adequate parking exists for the number of students on this campus.	77.4	69.3	73.0	69.8	72.0	72.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	31.6	31.0	30.1	29.3	38.2	32.0
24	There are sufficient places to study on campus.	19.5	18.2	12.3	14.8	16.0	16.2

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Disagree/Strongly Disagree					
		2008	2009	2010	2011	2012	Average
25	The computer labs are open during days and times that are convenient for me.	26.6	20.4	13.2	14.2	18.5	18.6
26	Instructional classrooms meet my needs and expectations.	11.8	7.7	6.4	6.5	9.8	8.4
27	I am able to register for the courses I need when I need them.	37.5	28.4	30.7	25.9	30.2	30.5
28	The campus is attractive and well maintained.	16.4	16.6	16.3	17.3	18.8	17.1
29	The campus is equipped with adequate lighting.	21.4	14.4	14.1	17.0	14.8	16.3
30	My academic major requirements are reasonable and understandable.	16.1	13.4	10.7	10.2	10.2	12.1
31	When I think of Lincoln University, I feel a "sense of pride".	31.0	26.5	30.1	25.3	25.2	27.6
32	I seldom get the "run-around" when seeking information on this campus.	58.2	47.6	48.2	51.5	46.5	50.4
33	Bookstore personnel are courteous and helpful.	12.1	12.5	26.7	27.5	23.7	20.5
34	Adequate financial aid was received and allowed me to attend Lincoln University.	21.4	18.5	17.5	16.7	18.8	18.6
35	Student disciplinary procedures are fair and understandable.	13.9	12.8	14.4	13.0	13.5	13.5
36	Lincoln University's library resources and services meet my student needs.	7.4	6.7	7.7	8.3	5.8	7.2
37	There is a strong commitment to diversity on this campus.	23.2	18.5	20.2	21.6	19.7	20.6
38	Classes are scheduled on days and at times that are convenient for me.	25.1	20.1	24.2	18.8	15.1	20.7
39	The campus is safe and secure for all students.	26.3	21.4	31.3	39.5	25.8	28.9
40	Overall, I am satisfied with my LU experience.	19.6	13.1	11.7	15.4	13.5	16.8

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Neither Agree Nor Disagree					
		2008	2009	2010	2011	2012	Avg
9	I feel welcome on this campus.	5.9	5.4	4.0	8.0	6.5	6.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	11.5	7.0	10.4	9.0	8.3	9.2
11	Faculty and staff display concern for students as individuals.	5.3	5.4	6.7	8.0	8.3	6.7
12	Financial aid awards are announced in time to be helpful in college planning.	20.7	13.1	12.3	12.7	13.2	14.4
13	Policies and procedures exist for expressing student complaints/appeals.	28.2	20.4	19.3	21.3	18.8	21.6
14	The LU Student Handbook provides helpful information about campus life.	17.0	12.1	14.7	13.6	16.9	14.9
15	Class change (drop/add) policies are reasonable and understandable.	7.4	5.8	6.4	9.9	7.4	7.4
16	Lincoln University's Scruggs Student Center meets my student needs.	31.3	24.3	23.3	3.1	23.1	21.0
17	Student activity fees (\$5.00 per credit hour) are reasonable.	13.9	11.8	14.4	14.8	10.5	13.1
18	The Lincoln University tuition I have paid is a worthwhile investment.	9.0	7.7	7.7	7.1	10.8	8.5
19	The athletic programs contribute to a strong sense of school spirit.	26.6	20.1	20.2	19.4	21.2	21.5
20	I have experienced intellectual growth while attending Lincoln University.	5.3	6.1	7.7	7.4	5.8	6.5
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	20.4	19.8	20.2	19.1	22.2	20.3
22	Adequate parking exists for the number of students on this campus.	6.2	5.8	8.9	7.4	8.3	7.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	45.8	39.0	44.2	38.6	37.2	41.0
24	There are sufficient places to study on campus.	8.0	7.3	6.4	6.5	6.5	6.9

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Neither Agree Nor Disagree					
		2008	2009	2010	2011	2012	Avg
25	The computer labs are open during days and times that are convenient for me.	12.4	7.3	7.1	6.2	10.2	8.6
26	Instructional classrooms meet my needs and expectations.	12.1	9.3	11.3	7.7	9.2	9.9
27	I am able to register for the courses I need when I need them.	3.7	4.8	3.1	6.5	2.8	4.2
28	The campus is attractive and well maintained.	7.4	4.8	8.9	6.5	6.5	6.8
29	The campus is equipped with adequate lighting.	9.3	6.1	8.3	5.2	6.8	7.1
30	My academic major requirements are reasonable and understandable.	1.9	2.2	1.8	2.2	3.4	2.3
31	When I think of Lincoln University, I feel a "sense of pride".	19.5	14.4	21.5	20.4	18.5	18.9
32	I seldom get the "run-around" when seeking information on this campus.	9.6	6.4	8.3	7.7	8.6	8.1
33	Bookstore personnel are courteous and helpful.	7.4	2.9	7.4	8.3	10.2	7.2
34	Adequate financial aid was received and allowed me to attend Lincoln University.	18.9	10.5	9.2	8.3	12.3	11.8
35	Student disciplinary procedures are fair and understandable.	27.2	18.8	18.4	16.4	15.4	19.2
36	Lincoln University's library resources and services meet my student needs.	11.1	7.7	7.1	8.0	8.9	8.6
37	There is a strong commitment to diversity on this campus.	12.7	12.5	8.3	12.0	12.0	11.5
38	Classes are scheduled on days and at times that are convenient for me.	6.2	4.8	5.8	7.1	7.7	6.3
39	The campus is safe and secure for all students.	16.4	10.2	13.8	13.6	16.9	14.2
40	Overall, I am satisfied with my LU experience.	10.2	7.7	7.4	7.1	9.8	8.4



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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Did Not Respond					
		2008	2009	2010	2011	2012	Avg
9	I feel welcome on this campus.	0.0	0.6	0.0	0.3	0.0	0.2
10	Student Accounts staff are knowledgeable, courteous and helpful.	0.0	1.9	0.0	0.6	0.0	0.5
11	Faculty and staff display concern for students as individuals.	0.0	1.6	0.3	0.6	0.3	0.6
12	Financial aid awards are announced in time to be helpful in college planning.	0.3	3.5	0.3	1.5	0.0	1.1
13	Policies and procedures exist for expressing student complaints/appeals.	0.0	3.5	0.3	3.1	0.0	1.4
14	The LU Student Handbook provides helpful information about campus life.	0.6	1.0	0.6	1.9	0.0	0.8
15	Class change (drop/add) policies are reasonable and understandable.	0.3	1.3	0.3	0.9	0.3	0.6
16	Lincoln University's Scruggs Student Center meets my student needs.	0.6	2.6	0.0	3.1	0.0	1.3
17	Student activity fees (\$5.00 per credit hour) are reasonable.	0.0	2.2	0.0	1.5	0.3	0.8
18	The Lincoln University tuition I have paid is a worthwhile investment.	0.0	2.2	0.0	0.9	0.6	0.7
19	The athletic programs contribute to a strong sense of school spirit.	0.6	5.1	0.0	3.7	0.9	2.1
20	I have experienced intellectual growth while attending Lincoln University.	0.6	2.9	0.6	1.5	0.9	1.3
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	1.2	3.5	1.2	1.9	1.2	1.8
22	Adequate parking exists for the number of students on this campus.	0.6	3.5	1.2	0.9	0.9	1.4
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	1.2	4.2	1.8	1.5	0.9	1.9
24	There are sufficient places to study on campus.	0.6	3.5	1.5	0.9	0.9	1.5

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Percent Did Not Respond					
		2008	2009	2010	2011	2012	Avg
25	The computer labs are open during days and times that are convenient for me.	0.9	3.5	1.2	0.9	1.2	1.5
26	Instructional classrooms meet my needs and expectations.	0.9	3.2	1.2	0.9	1.2	1.5
27	I am able to register for the courses I need when I need them.	0.6	3.2	1.5	1.2	1.2	1.5
28	The campus is attractive and well maintained.	0.6	3.2	1.5	0.9	1.2	1.5
29	The campus is equipped with adequate lighting.	0.6	3.2	1.2	0.9	1.2	1.4
30	My academic major requirements are reasonable and understandable.	0.6	3.2	1.5	0.9	1.2	1.5
31	When I think of Lincoln University, I feel a "sense of pride".	0.6	3.2	1.2	0.9	1.5	1.5
32	I seldom get the "run-around" when seeking information on this campus.	0.6	3.2	1.8	1.2	0.9	1.5
33	Bookstore personnel are courteous and helpful.	0.6	3.5	1.2	0.9	1.2	1.5
34	Adequate financial aid was received and allowed me to attend Lincoln University.	0.9	4.2	1.5	0.9	0.9	1.7
35	Student disciplinary procedures are fair and understandable.	1.2	3.2	1.2	0.9	0.9	1.5
36	Lincoln University's library resources and services meet my student needs.	0.9	3.2	1.2	1.2	1.2	1.5
37	There is a strong commitment to diversity on this campus.	0.9	3.2	1.2	0.9	1.2	1.5
38	Classes are scheduled on days and at times that are convenient for me.	0.6	3.2	1.2	0.9	1.2	1.4
39	The campus is safe and secure for all students.	1.2	3.2	1.2	0.9	1.8	1.7
40	Overall, I am satisfied with my LU experience.	0.6	3.2	1.2	0.9	1.5	1.5

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

<b>Continuing Student Satisfaction Survey Items</b>		Strongly Agree/Agree	Disagree/Strongly Disagree	Neither Agree Nor Disagree	Did Not Respond
		Average	Average	Average	Average
9	I feel welcome on this campus.	84.0	9.9	6.0	0.2
10	Student Accounts staff are knowledgeable, courteous and helpful.	68.3	22.0	9.2	0.5
11	Faculty and staff display concern for students as individuals.	73.8	18.9	6.7	0.6
12	Financial aid awards are announced in time to be helpful in college planning.	51.8	32.6	14.4	1.1
13	Policies and procedures exist for expressing student complaints/appeals.	52.6	24.4	21.6	1.4
14	The LU Student Handbook provides helpful information about campus life.	72.8	11.6	14.9	0.8
15	Class change (drop/add) policies are reasonable and understandable.	80.1	11.9	7.4	0.6
16	Lincoln University's Scruggs Student Center meets my student needs.	47.7	25.9	25.2	1.3
17	Student activity fees (\$5.00 per credit hour) are reasonable.	54.3	31.8	13.1	0.8
18	The Lincoln University tuition I have paid is a worthwhile investment.	73.4	17.4	8.5	0.7
19	The athletic programs contribute to a strong sense of school spirit.	35.9	40.5	21.5	2.1
20	I have experienced intellectual growth while attending Lincoln University.	83.1	9.2	6.5	1.3
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	55.7	22.1	20.3	1.8
22	Adequate parking exists for the number of students on this campus.	19.0	72.3	7.3	1.4
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.1	32.0	41.0	1.9
24	There are sufficient places to study on campus.	75.4	16.2	6.9	1.5

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Strongly Agree/Agree	Disagree/Strongly Disagree	Neither Agree Nor Disagree	Did Not Respond
		Average	Average	Average	Average
25	The computer labs are open during days and times that are convenient for me.	71.2	18.6	8.6	1.5
26	Instructional classrooms meet my needs and expectations.	80.1	8.4	9.9	1.5
27	I am able to register for the courses I need when I need them.	63.7	30.5	4.2	1.5
28	The campus is attractive and well maintained.	74.6	17.1	6.8	1.4
29	The campus is equipped with adequate lighting.	75.1	16.3	7.1	1.5
30	My academic major requirements are reasonable and understandable.	84.1	12.1	2.3	1.5
31	When I think of Lincoln University, I feel a "sense of pride".	52.0	27.6	18.9	1.5
32	I seldom get the "run-around" when seeking information on this campus.	39.9	50.4	8.1	1.5
33	Bookstore personnel are courteous and helpful.	70.8	20.5	7.2	1.5
34	Adequate financial aid was received and allowed me to attend Lincoln University.	67.9	18.6	11.8	1.7
35	Student disciplinary procedures are fair and understandable.	65.8	13.5	19.2	1.5
36	Lincoln University's library resources and services meet my student needs.	82.7	7.2	8.6	1.5
37	There is a strong commitment to diversity on this campus.	66.3	20.6	11.5	1.5
38	Classes are scheduled on days and at times that are convenient for me.	71.6	20.7	6.3	1.4
39	The campus is safe and secure for all students.	55.3	28.9	14.2	1.7
40	Overall, I am satisfied with my LU experience.	76.2	13.8	8.4	1.5

# **APPENDIX 2**

**Means**

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Mean					
		2008	2009	2010	2011	2012	Average
9	I feel welcome on this campus.	3.97	4.13	4.02	4.04	4.06	4.04
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.33	3.66	3.73	3.76	3.66	3.63
11	Faculty and staff display concern for students as individuals.	3.68	3.81	3.81	3.72	3.70	3.75
12	Financial aid awards are announced in time to be helpful in college planning.	2.95	3.34	3.42	3.26	3.33	3.26
13	Policies and procedures exist for expressing student complaints/appeals.	3.18	3.31	3.37	3.43	3.58	3.37
14	The LU Student Handbook provides helpful information about campus life.	3.75	3.89	3.87	3.89	3.86	3.85
15	Class change (drop/add) policies are reasonable and understandable.	3.84	4.04	3.95	4.00	4.03	3.97
16	Lincoln University's Scruggs Student Center meets my student needs.	3.17	3.35	3.25	3.27	3.28	3.27
17	Student activity fees (\$5.00 per credit hour) are reasonable.	3.07	3.30	3.31	3.42	3.23	3.26
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.67	3.82	3.85	3.75	3.71	3.76
19	The athletic programs contribute to a strong sense of school spirit.	2.72	2.92	2.87	2.91	3.03	2.89
20	I have experienced intellectual growth while attending Lincoln University.	4.09	4.15	3.98	4.04	4.08	4.07
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.31	3.49	3.45	3.54	3.56	3.47
22	Adequate parking exists for the number of students on this campus.	1.79	2.03	1.90	2.01	2.01	1.95
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.79	2.85	2.85	2.97	3.73	2.84
24	There are sufficient places to study on campus.	3.70	3.79	3.92	3.88	3.85	3.83

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

<b>Continuing Student Satisfaction Survey Items</b> Please rate your agreement with the following statements:		Mean					
		2008	2009	2010	2011	2012	Average
25	The computer labs are open during days and times that are convenient for me.	3.40	3.69	3.94	3.93	3.74	3.74
26	Instructional classrooms meet my needs and expectations.	3.81	3.97	3.94	4.06	3.93	3.94
27	I am able to register for the courses I need when I need them.	3.27	3.50	3.43	3.58	3.48	3.45
28	The campus is attractive and well maintained.	3.76	3.80	3.78	3.79	3.72	3.77
29	The campus is equipped with adequate lighting.	3.60	3.87	3.86	3.82	3.86	3.80
30	My academic major requirements are reasonable and understandable.	3.88	4.03	4.05	4.09	4.10	4.03
31	When I think of Lincoln University, I feel a "sense of pride".	3.18	3.42	3.22	3.38	3.40	3.32
32	I seldom get the "run-around" when seeking information on this campus.	2.51	2.84	2.83	2.73	2.87	2.76
33	Bookstore personnel are courteous and helpful.	3.94	4.00	3.50	3.50	3.56	3.70
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.50	3.75	3.81	3.87	3.75	3.73
35	Student disciplinary procedures are fair and understandable.	3.58	3.76	3.70	3.75	3.80	3.72
36	Lincoln University's library resources and services meet my student needs.	4.01	4.11	4.10	4.10	4.14	4.09
37	There is a strong commitment to diversity on this campus.	3.49	3.69	3.66	3.65	3.72	3.64
38	Classes are scheduled on days and at times that are convenient for me.	3.53	3.74	3.59	3.79	3.85	3.70
39	The campus is safe and secure for all students.	3.39	3.63	3.25	3.04	3.37	3.33
40	Overall, I am satisfied with my LU experience.	3.74	3.88	3.88	3.79	3.86	3.83

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

<b>Continuing Student Satisfaction Survey Items</b>		<b>5-Year Average</b>
<b>Please rate your agreement with the following statements:</b>		
36	Lincoln University's library resources and services meet my student needs.	4.09
20	I have experienced intellectual growth while attending Lincoln University.	4.07
9	I feel welcome on this campus.	4.04
30	My academic major requirements are reasonable and understandable.	4.03
15	Class change (drop/add) policies are reasonable and understandable.	3.97
26	Instructional classrooms meet my needs and expectations.	3.94
14	The LU Student Handbook provides helpful information about campus life.	3.85
24	There are sufficient places to study on campus.	3.83
40	Overall, I am satisfied with my LU experience.	3.83
29	The campus is equipped with adequate lighting.	3.80
28	The campus is attractive and well maintained.	3.77
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.76
11	Faculty and staff display concern for students as individuals.	3.75
25	The computer labs are open during days and times that are convenient for me.	3.74
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.73
35	Student disciplinary procedures are fair and understandable.	3.72



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

<b>Continuing Student Satisfaction Survey Items</b>		<b>5-Year Average</b>
<b>Please rate your agreement with the following statements:</b>		
33	Bookstore personnel are courteous and helpful.	3.70
38	Classes are scheduled on days and at times that are convenient for me.	3.70
37	There is a strong commitment to diversity on this campus.	3.64
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.63
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.47
27	I am able to register for the courses I need when I need them.	3.45
13	Policies and procedures exist for expressing student complaints/appeals.	3.37
39	The campus is safe and secure for all students.	3.33
31	When I think of Lincoln University, I feel a "sense of pride".	3.32
16	Lincoln University's Scruggs Student Center meets my student needs.	3.27
17	Student activity fees (\$5.00 per credit hour) are reasonable.	3.26
12	Financial aid awards are announced in time to be helpful in college planning.	3.26
19	The athletic programs contribute to a strong sense of school spirit.	2.89
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.84
32	I seldom get the "run-around" when seeking information on this campus.	2.76
22	Adequate parking exists for the number of students on this campus.	1.95