LINCOLN UNIVERSITY
CONTINUING STUDENT SATISFACTION SURVEY (CSSS) DATA ANALYSIS
FOR ACADEMIC YEARS 2005-2009

PREPARED BY THE CENTER FOR ASSESSMENT,
INSTITUTIONAL RESEARCH AND PLANNING

May 2010

Executive Summary
Lincoln University Continuing Student Satisfaction Survey (CSSS) Data Analysis for Academic Years 2005-2009

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 2005, 2006, 2007, 2008 and 2009. All information used to complete this analysis was obtained from the CSSS database that is maintained by Lincoln University's Assessment Coordinator.

Methodology:

This analysis is focused on the responses of 1563 students that completed the CSSS during academic years 2005 (247 students), 2006 (297 students), 2007 (383 students), 2008 (323 students) and 2009 (313 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 2005-2009

Findings:

Section 1: Comparison of Percentages

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

The analysis also reveals that CSSS respondents are least satisfied with parking; getting the "run-around" when seeking information on campus; the athletic programs' contribution to sense of school spirit; announcement of financial aid awards; student activity fees; student accounts staff; registering for courses when needed; sense of pride; policies and procedures for expressing student complaints/appeals and cafeteria food. 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 bookstore personnel; experiencing intellectual growth; library resources and services; feeling welcome on campus; class change (drop/add) policies; major requirements; classrooms; LU Student Handbook; overall satisfaction with LU experience: places to study on campus; faculty/staff concern for students and tuition paid. 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; policies and procedures for expressing student complaints/appeals; Student Accounts staff and sense of pride. 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 bookstore personnel; experiencing intellectual growth; feeling welcome on campus; major requirements; library resources and services; class change (drop/add) policies; classrooms; overall satisfaction with LU experience; places to study on campus; faculty/staff concern for students; LU Student Handbook; attractiveness of the campus; and tuition paid while they are least satisfied with parking; getting the "run-around when seeking information on campus; the athletic programs' contribution to sense of school spirit; announcement of financial aid awards; student accounts staff; student activity fees; registering for courses when needed; sense of pride; policies and procedures for expressing student complaints/appeals and cafeteria food.

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 CAIRP recommends the continued administration of the CSSS and analysis of the data to determine if future analyses will yield the same results.

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Lincoln University CSSS Comparison
Most Satisfied and Least Satisfied by Percentage

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

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree
Please rate your agreement with the following statements:		5-Year Average	5-Year Average
33	Bookstore personnel are courteous and helpful.	82.9	11.6
20	I have experienced intellectual growth while attending Lincoln University.	82.4	10.8
9	I feel welcome on this campus.	80.0	13.8
30	My academic major requirements are reasonable and understandable.	79.3	17.3
36	Lincoln University's library resources and services meet my student needs.	79.2	11.0
15	Class change (drop/add) policies are reasonable and understandable.	77.7	14.4
26	Instructional classrooms meet my needs and expectations.	74.3	13.7
40	Overall, I am satisfied with my LU experience.	72.1	19.4
11	Faculty and staff display concern for students as individuals.	71.0	23.0
14	The LU Student Handbook provides helpful information about campus life.	70.8	14.4
24	There are sufficient places to study on campus.	70.5	20.8
28	The campus is attractive and well maintained.	70.1	22.3

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

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

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree
Please rate your agreement with the following statements:		5 Year Average	5 Year Average
22	Adequate parking exists for the number of students on this campus.	17.3	75.6
32	I seldom get the "run-around" when seeking information on this campus.	34.8	56.7
19	The athletic programs contribute to a strong sense of school spirit.	33.9	43.6
12	Financial aid awards are announced in time to be helpful in college planning.	40.6	39.0
17	Student activity fees ($5.00 per credit hour) are reasonable.	49.3	38.6
10	Student Accounts staff are knowledgeable, courteous and helpful.	54.0	37.1
27	I am able to register for the courses I need when I need them.	59.7	35.2
31	When I think of Lincoln University, I feel a "sense of pride".	49.8	33.8
13	Policies and procedures exist for expressing student complaints/appeals.	46.8	31.9
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.4	31.1

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

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

Data Source: Center for Assessment, Institutional Research and Planning

SECTION 1-B

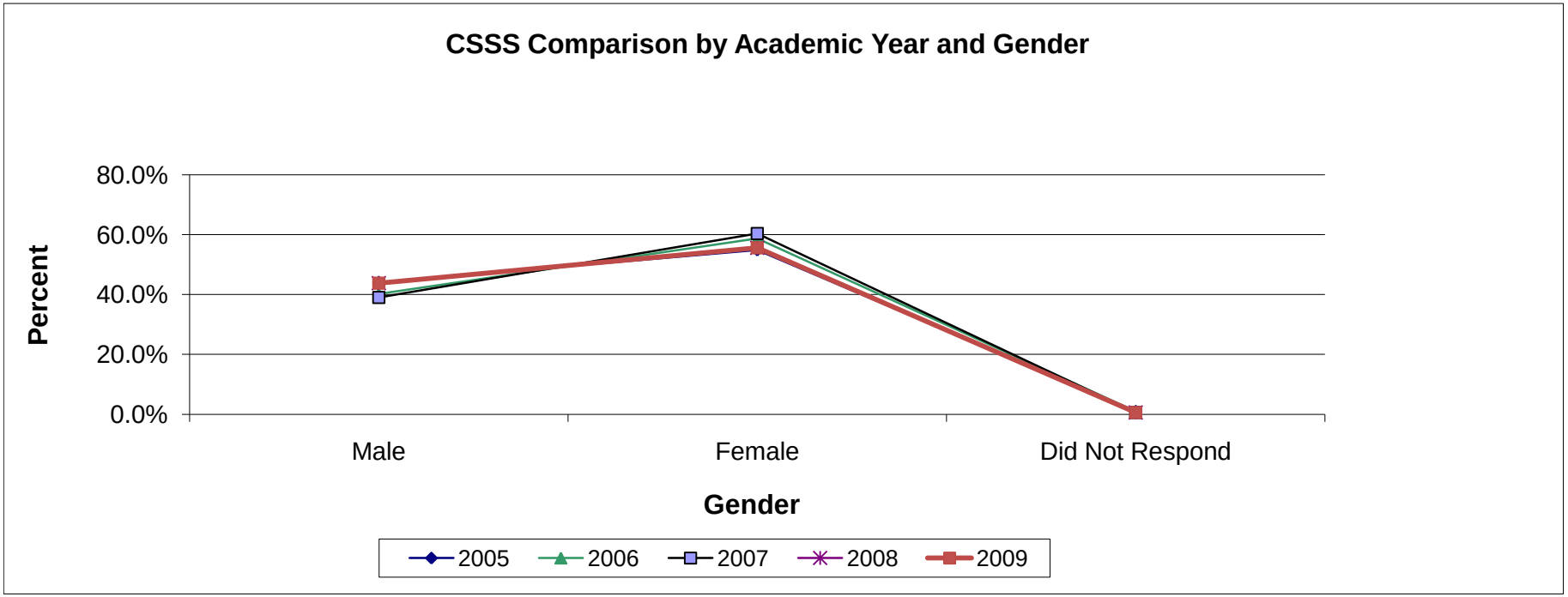
Lincoln University CSSS Comparison
by Academic Year and Percentage of Survey Respondents

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

Table 3

Survey Response						
	2005	**2006**	**2007**	**2008**	**2009**	**5-Yr Avg**
Male	44.5%	44.1%	40.2%	39.0%	43.8%	42.3%
Female	55.5%	54.9%	58.7%	60.4%	55.6%	57.0%
Did Not Respond	0.0%	1.0%	1.0%	0.6%	0.6%	0.6%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

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



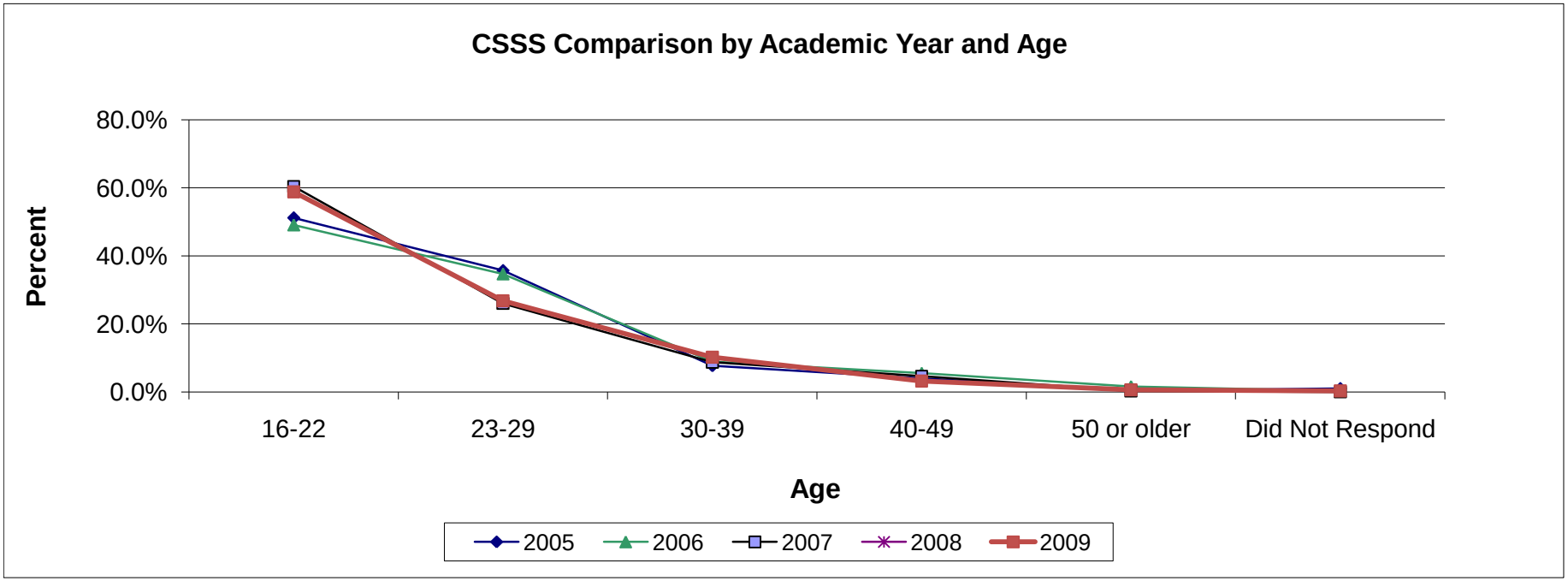
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 4

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
16-22	57.9%	51.2%	49.1%	60.4%	58.8%	55.5%
23-29	28.3%	35.7%	34.7%	26.0%	26.8%	30.3%
30-39	10.1%	7.7%	8.9%	8.7%	10.2%	9.1%
40-49	3.6%	4.0%	5.5%	4.6%	3.2%	4.2%
50 or older	0.0%	0.3%	1.6%	0.3%	0.6%	0.6%
Did Not Respond	0.0%	1.0%	0.3%	0.0%	0.3%	0.3%
PERCENT TOTAL	**99.9%**	**99.9%**	**100.1%**	**100.0%**	**99.9%**	**100.0%**

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



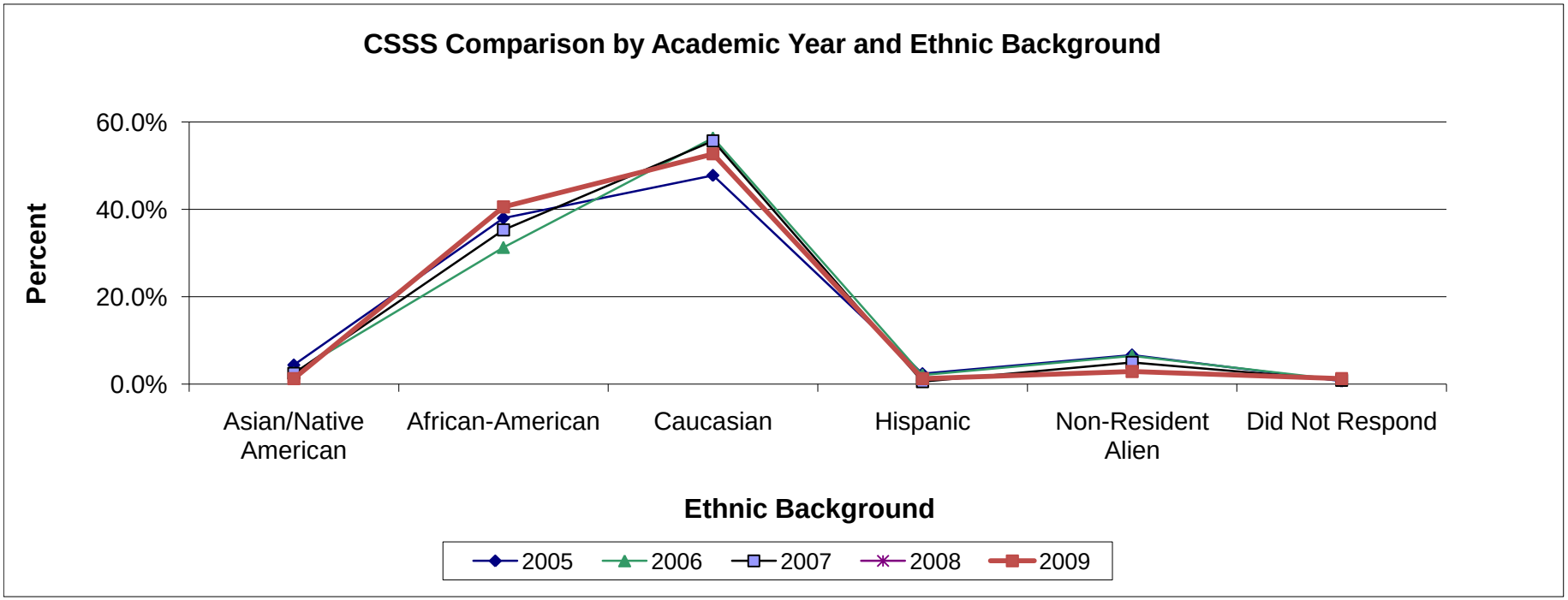
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 5

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Asian/Native American	0.8%	4.4%	2.6%	2.5%	1.3%	2.3%
African-American	43.7%	38.0%	31.3%	35.3%	40.6%	37.8%
Caucasian	43.7%	47.8%	56.4%	55.7%	52.7%	51.3%
Hispanic	1.6%	2.4%	2.1%	0.6%	1.3%	1.6%
Non-Resident Alien	9.3%	6.7%	6.5%	5.0%	2.9%	6.1%
Did Not Respond	0.8%	0.7%	1.0%	0.9%	1.3%	0.9%
PERCENT TOTAL	**99.9%**	**100.0%**	**99.9%**	**100.0%**	**100.1%**	**100.0%**

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



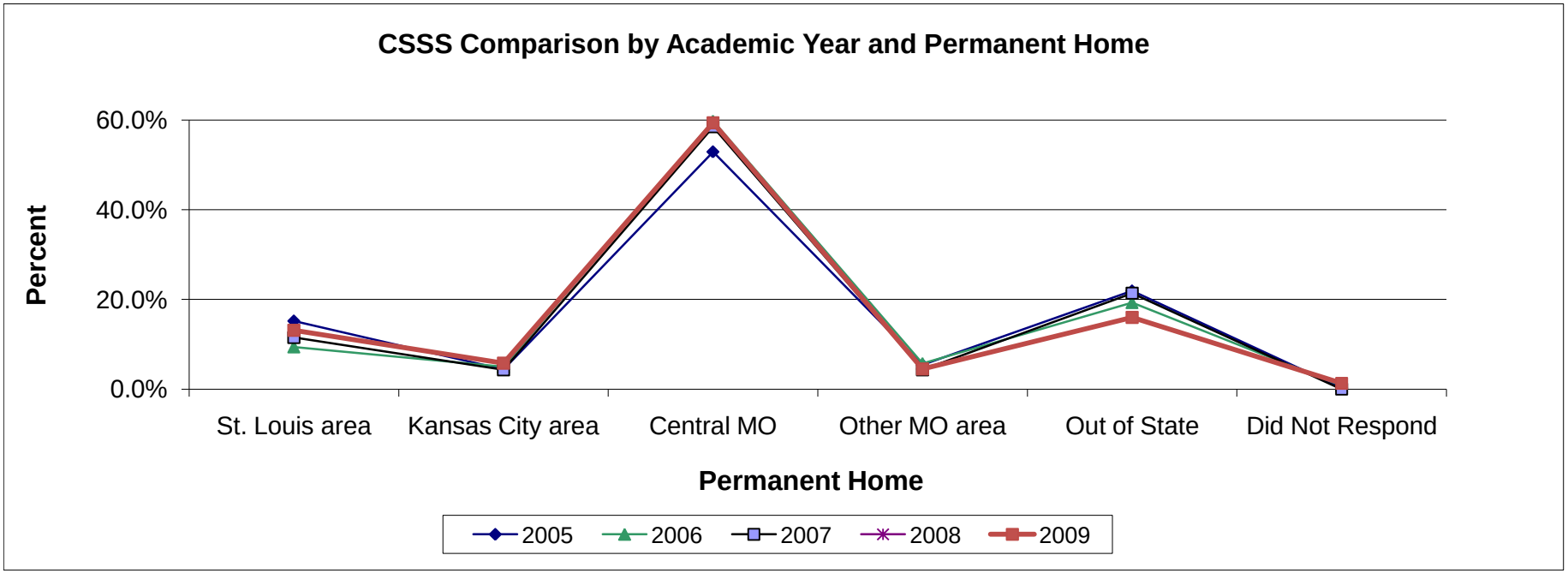
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 6

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
St. Louis area	14.2%	15.2%	9.4%	11.5%	13.1%	12.7%
Kansas City area	3.6%	4.4%	5.0%	4.3%	5.8%	4.6%
Central MO	51.8%	52.9%	59.8%	58.5%	59.4%	56.5%
Other MO area	8.1%	5.4%	5.7%	4.3%	4.5%	5.6%
Out of State	22.3%	21.9%	19.3%	21.4%	16.0%	20.2%
Did Not Respond	0.0%	0.3%	0.8%	0.0%	1.3%	0.5%
PERCENT TOTAL	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

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



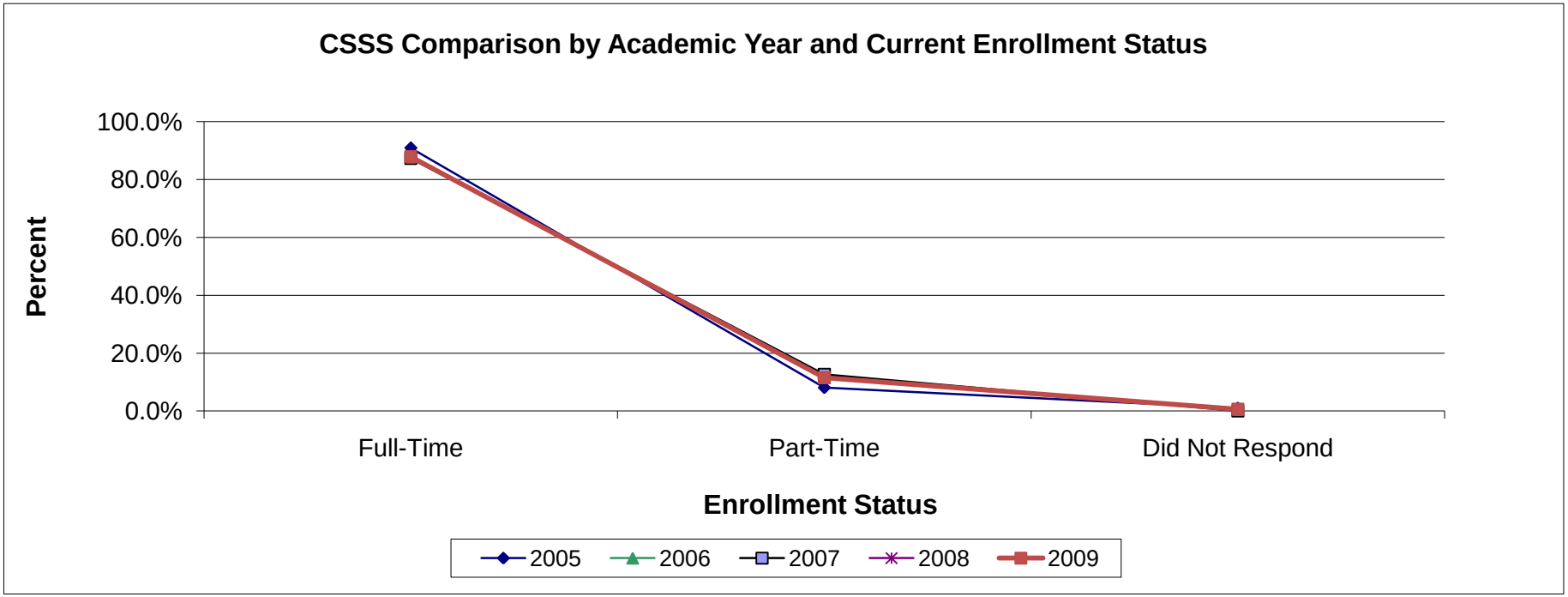
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 7

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Full-Time	92.3%	90.9%	87.5%	87.3%	87.9%	89.2%
Part-Time	7.3%	8.1%	12.3%	12.7%	11.5%	10.4%
Did Not Respond	0.4%	1.0%	0.3%	0.0%	0.6%	0.5%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

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



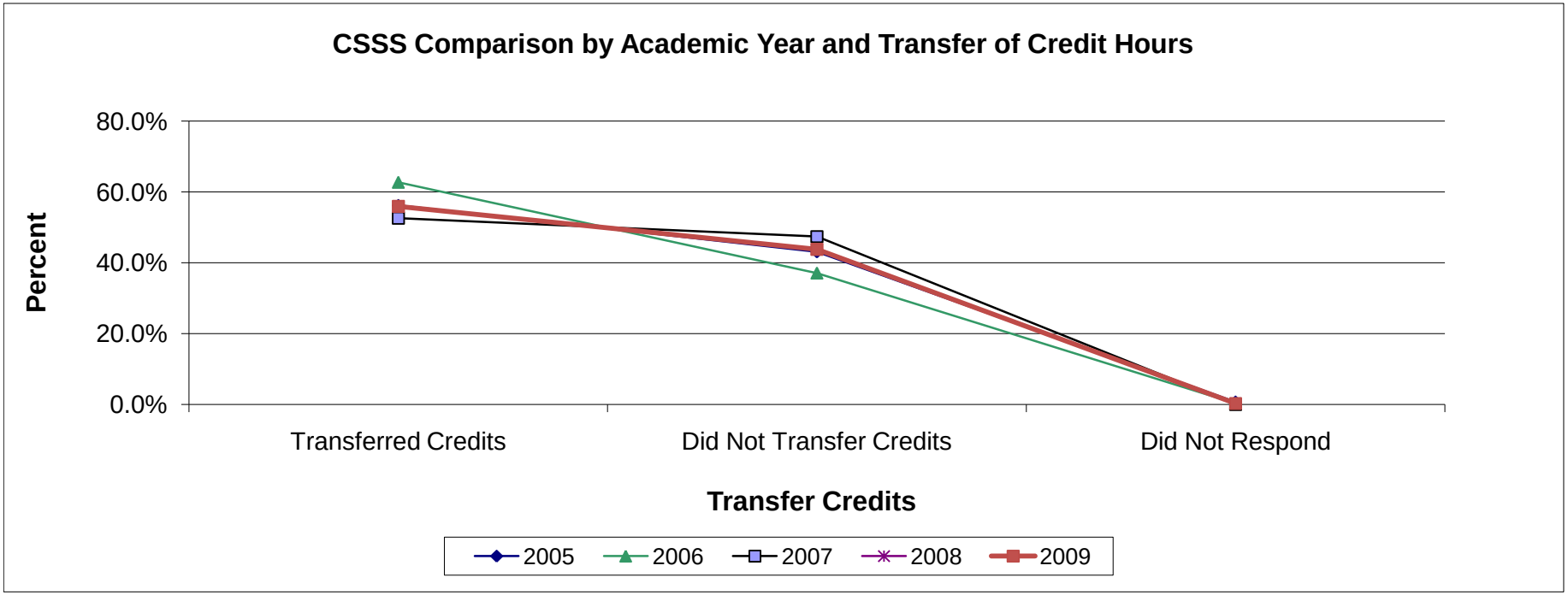
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 8

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Transferred Credits	40.9%	56.2%	62.7%	52.6%	55.9%	53.7%
Did Not Transfer Credits	58.3%	43.1%	37.1%	47.4%	43.8%	45.9%
Did Not Respond	0.8%	0.7%	0.3%	0.0%	0.3%	0.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

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



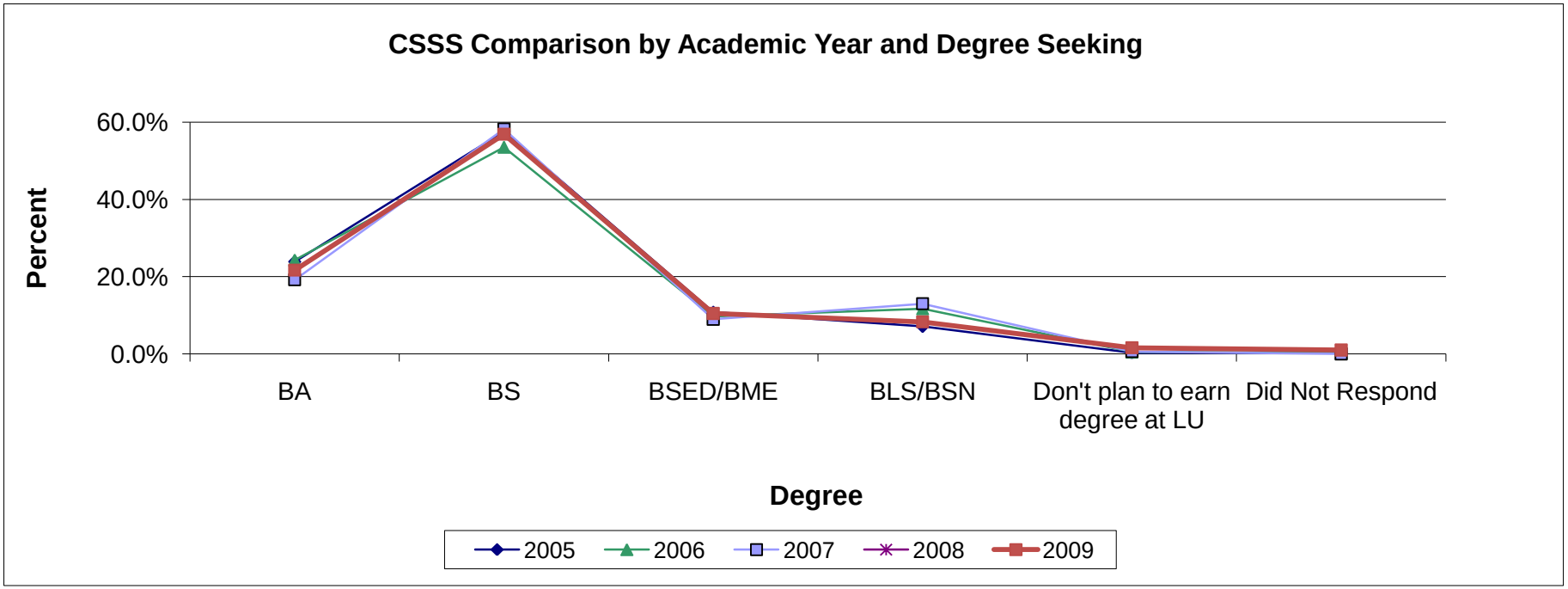
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 9

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
BA	28.3%	23.9%	24.3%	19.2%	21.7%	23.5%
BS	59.1%	57.6%	53.5%	58.2%	56.9%	57.1%
BSED/BME	6.5%	10.8%	9.7%	9.0%	10.5%	9.3%
BLS/BSN	4.5%	7.1%	11.7%	13.0%	8.3%	8.9%
Don't plan to earn degree at LU	1.2%	0.3%	0.5%	0.6%	1.6%	0.8%
Did Not Respond	0.4%	0.3%	0.3%	0.0%	1.0%	0.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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

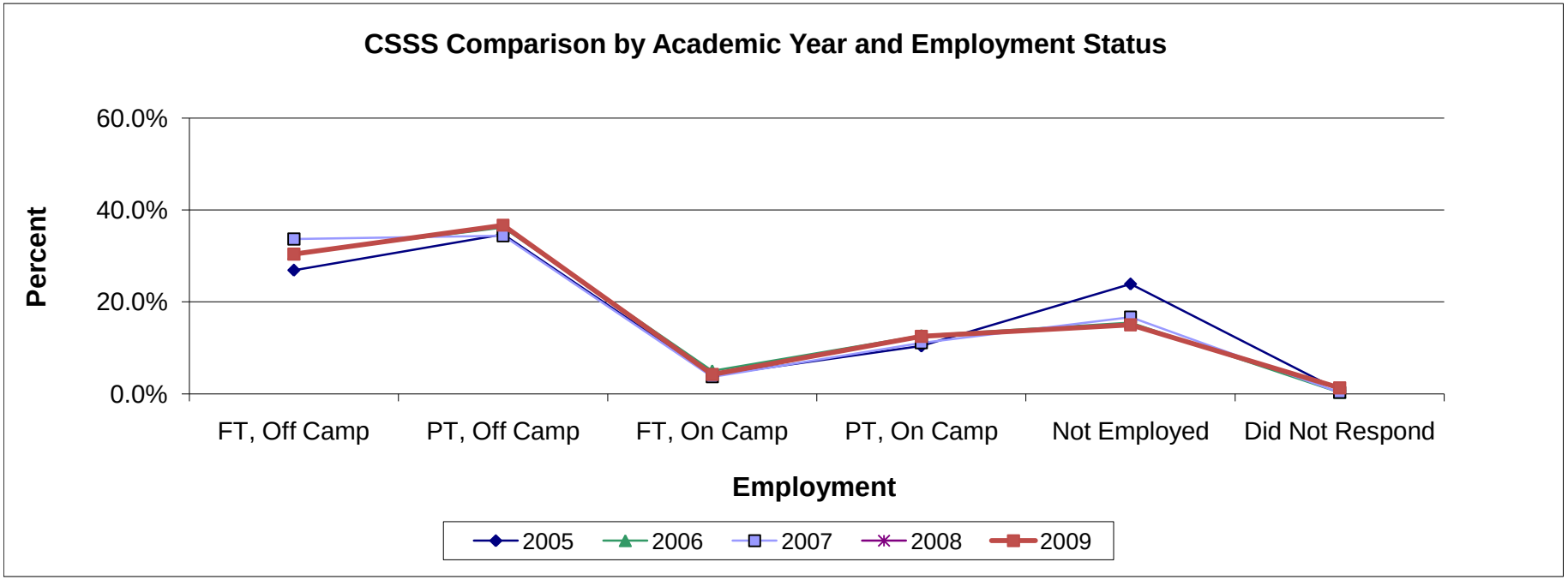


Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Employment Status

Table 10

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
FT, Off Camp	30.0%	26.9%	30.5%	33.7%	30.4%	30.3%
PT, Off Camp	41.3%	34.7%	36.2%	34.4%	36.7%	36.7%
FT, On Camp	2.4%	4.0%	5.0%	3.7%	4.2%	3.9%
PT, On Camp	9.7%	10.4%	12.7%	11.1%	12.5%	11.3%
Not Employed	17.0%	23.9%	15.5%	16.7%	15.0%	17.6%
Did Not Respond	0.0%	0.7%	0.3%	0.3%	1.3%	0.5%
PERCENT TOTAL	**100.4%**	**100.6%**	**100.2%**	**99.9%**	**100.1%**	**100.2%**

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



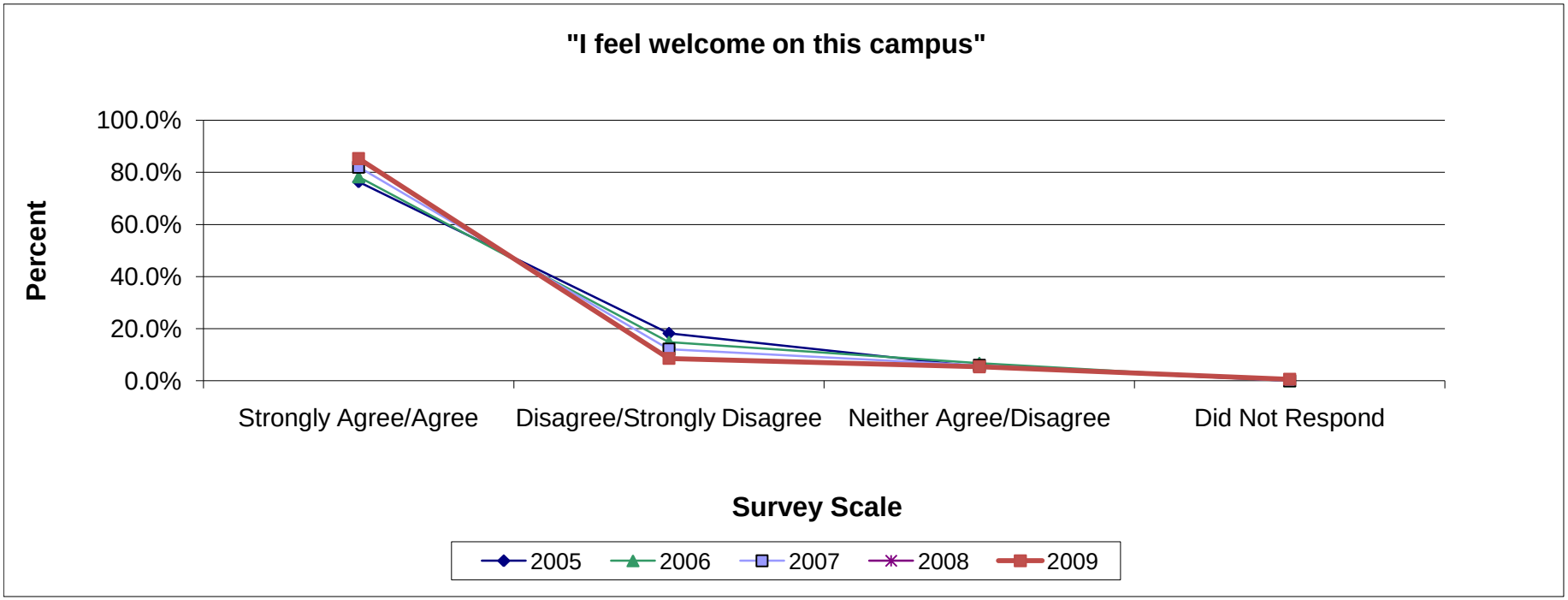
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #9

"I feel welcome on this campus"

Table 11

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	78.1%	76.4%	78.3%	82.0%	85.3%	80.0%
Disagree/Strongly Disagree	15.0%	18.2%	14.9%	12.1%	8.6%	13.8%
Neither Agree/Disagree	6.9%	5.4%	6.8%	5.9%	5.4%	6.1%
Did Not Respond	0.0%	0.0%	0.0%	0.0%	0.6%	0.1%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**

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

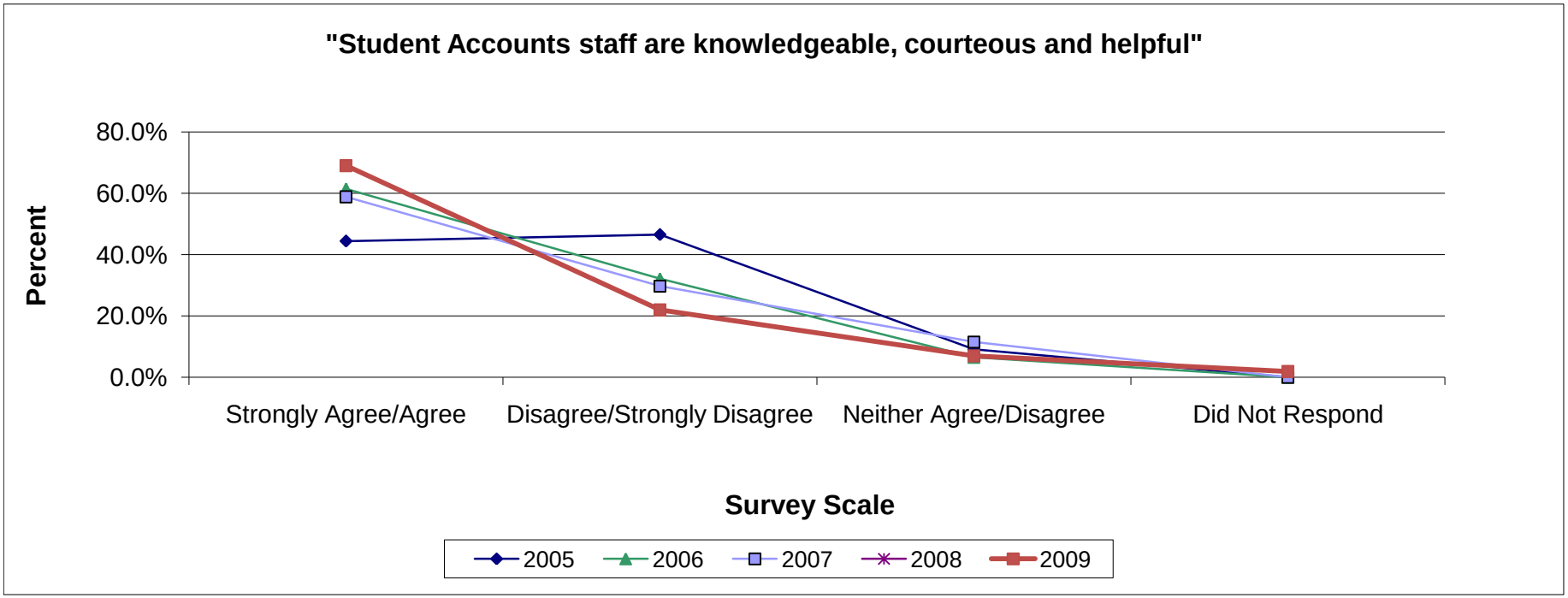


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #10
"Student Accounts staff are knowledgeable, courteous and helpful"

Table 12

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	36.4%	44.4%	61.4%	58.8%	69.0%	54.0%
Disagree/Strongly Disagree	55.1%	46.5%	32.1%	29.7%	22.0%	37.1%
Neither Agree/Disagree	7.7%	9.1%	6.5%	11.5%	7.0%	8.4%
Did Not Respond	0.8%	0.0%	0.0%	0.0%	1.9%	0.5%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**

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



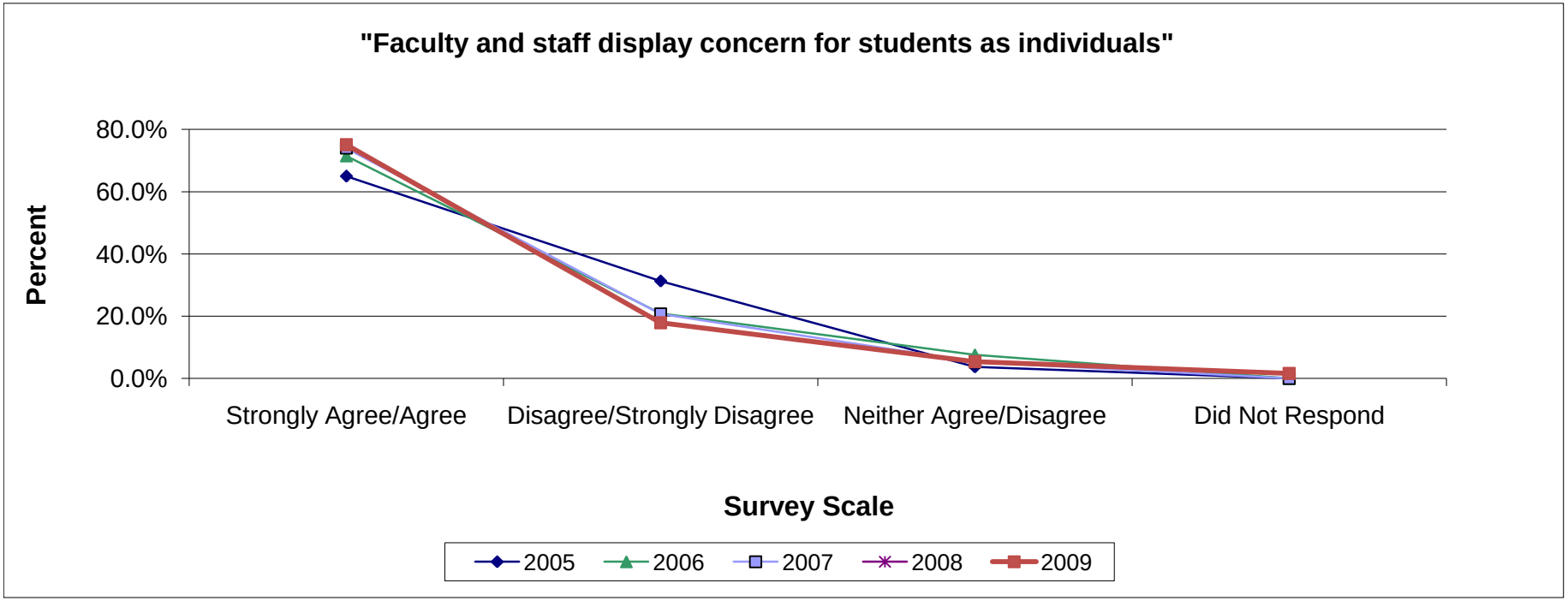
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #11

"Faculty and staff display concern for students as individuals"

Table 13

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	69.2%	65.0%	71.5%	74.0%	75.1%	71.0%
Disagree/Strongly Disagree	24.3%	31.3%	20.9%	20.7%	17.9%	23.0%
Neither Agree/Disagree	6.1%	3.7%	7.6%	5.3%	5.4%	5.6%
Did Not Respond	0.4%	0.0%	0.0%	0.0%	1.6%	0.4%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



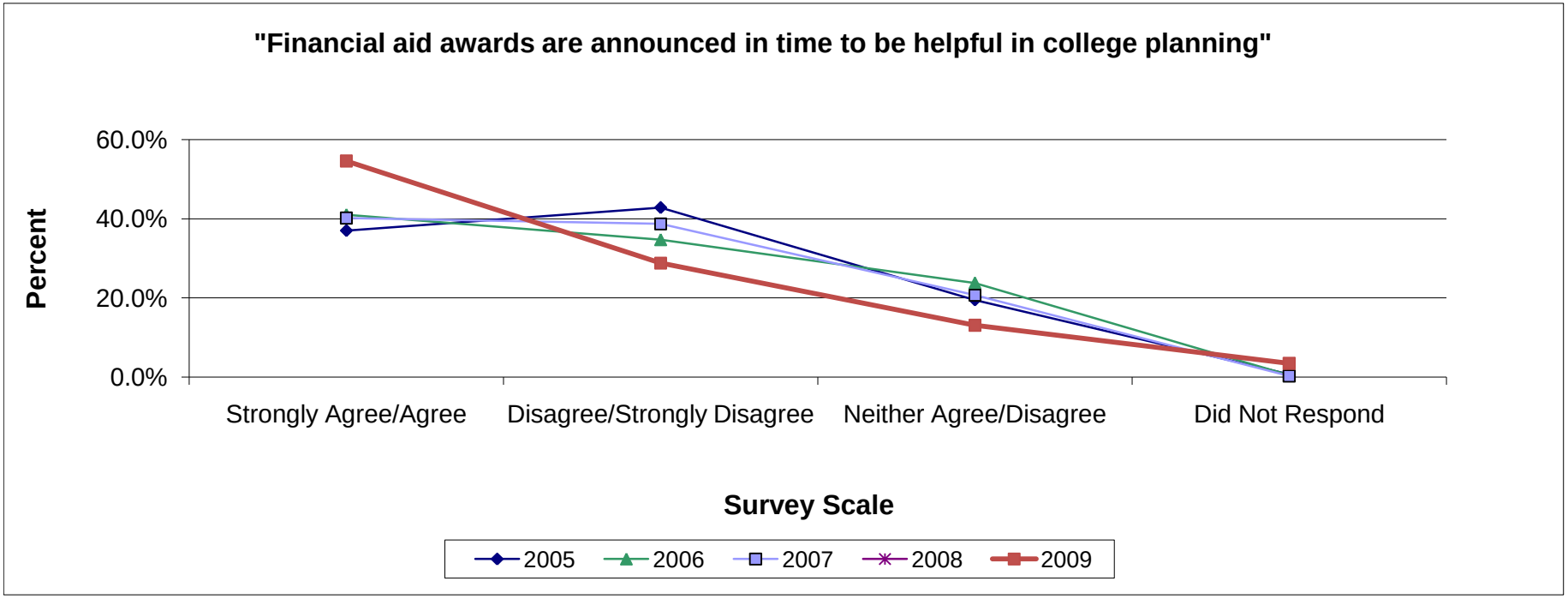
Data Source: Center for Assessment, Institutional Research and Planning

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

Table 14

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	30.0%	37.0%	41.0%	40.2%	54.6%	40.6%
Disagree/Strongly Disagree	50.2%	42.8%	34.7%	38.7%	28.8%	39.0%
Neither Agree/Disagree	19.4%	19.5%	23.8%	20.7%	13.1%	19.3%
Did Not Respond	0.4%	0.7%	0.5%	0.3%	3.5%	1.1%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

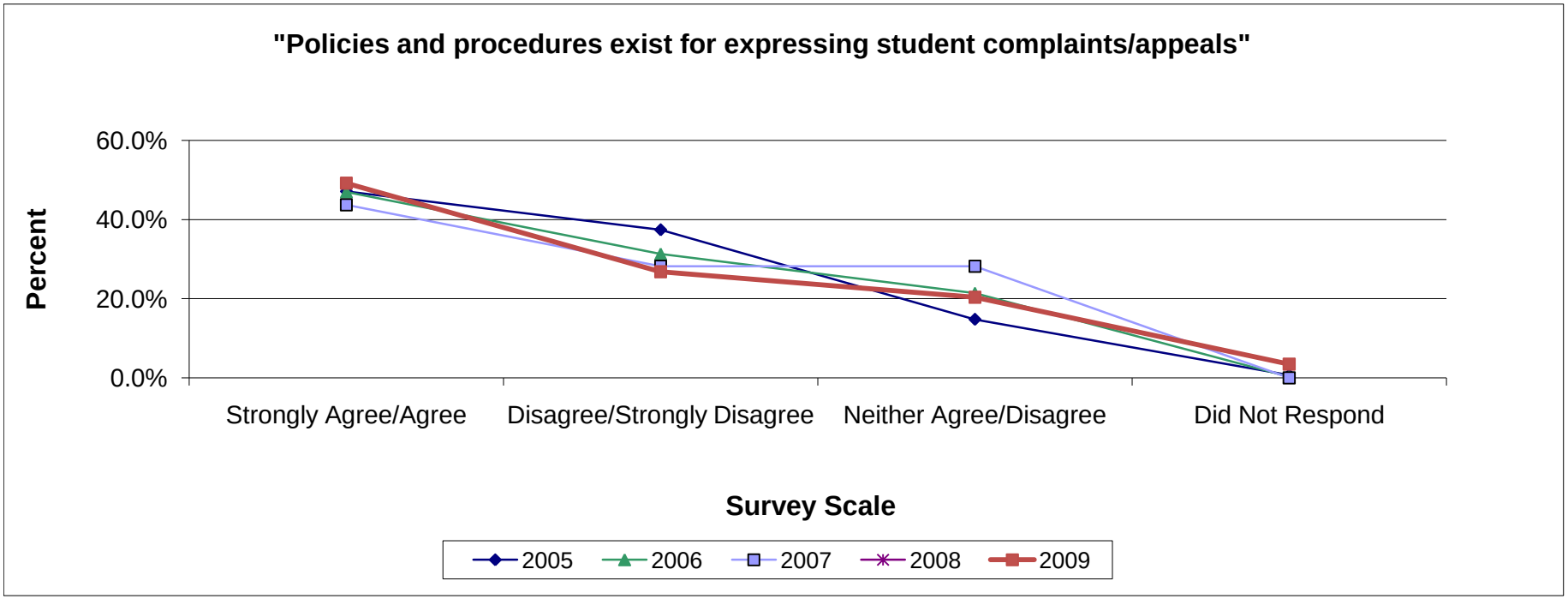
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #13

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

Table 15

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	47.0%	47.1%	47.0%	43.7%	49.2%	46.8%
Disagree/Strongly Disagree	36.0%	37.4%	31.3%	28.2%	26.8%	31.9%
Neither Agree/Disagree	16.6%	14.8%	21.4%	28.2%	20.4%	20.3%
Did Not Respond	0.4%	0.7%	0.3%	0.0%	3.5%	1.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.1%**	**99.9%**	**100.0%**

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



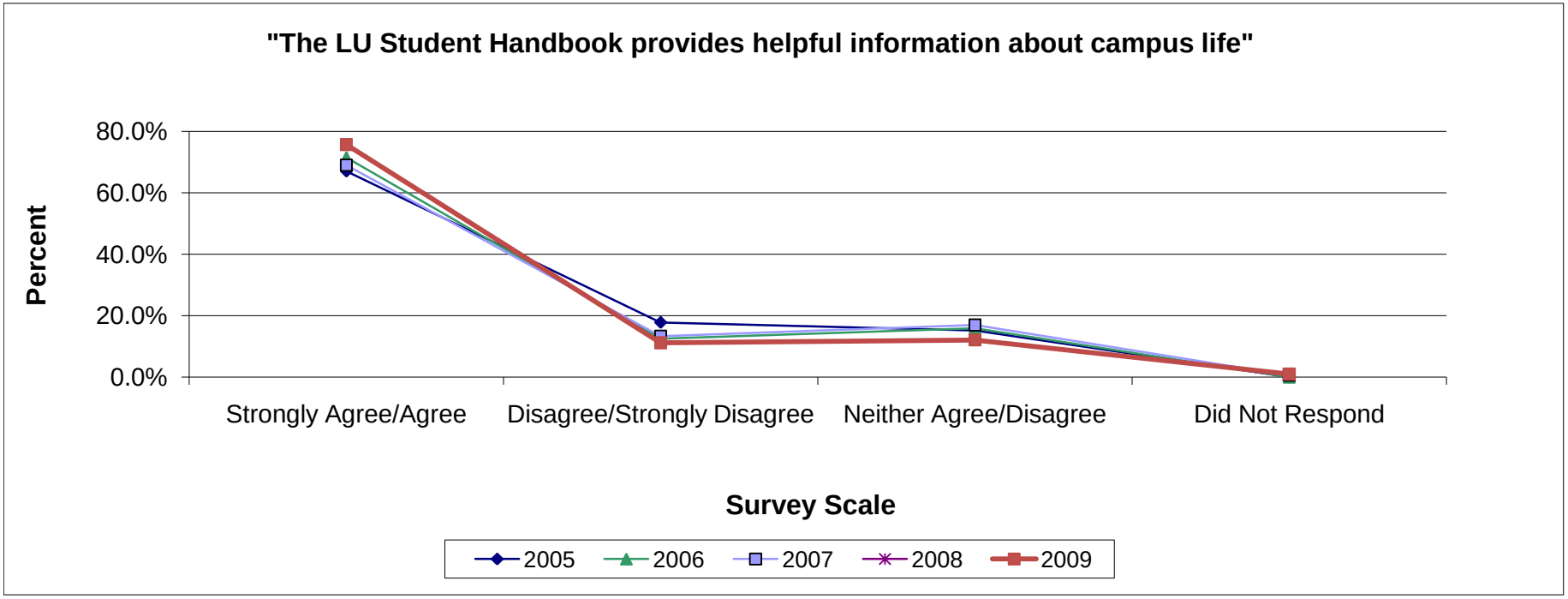
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #14

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

Table 16

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	70.9%	67.0%	71.5%	69.0%	75.7%	70.8%
Disagree/Strongly Disagree	17.4%	17.8%	12.5%	13.3%	11.2%	14.4%
Neither Agree/Disagree	11.7%	15.2%	15.9%	17.0%	12.1%	14.4%
Did Not Respond	0.0%	0.0%	0.0%	0.6%	1.0%	0.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**99.9%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

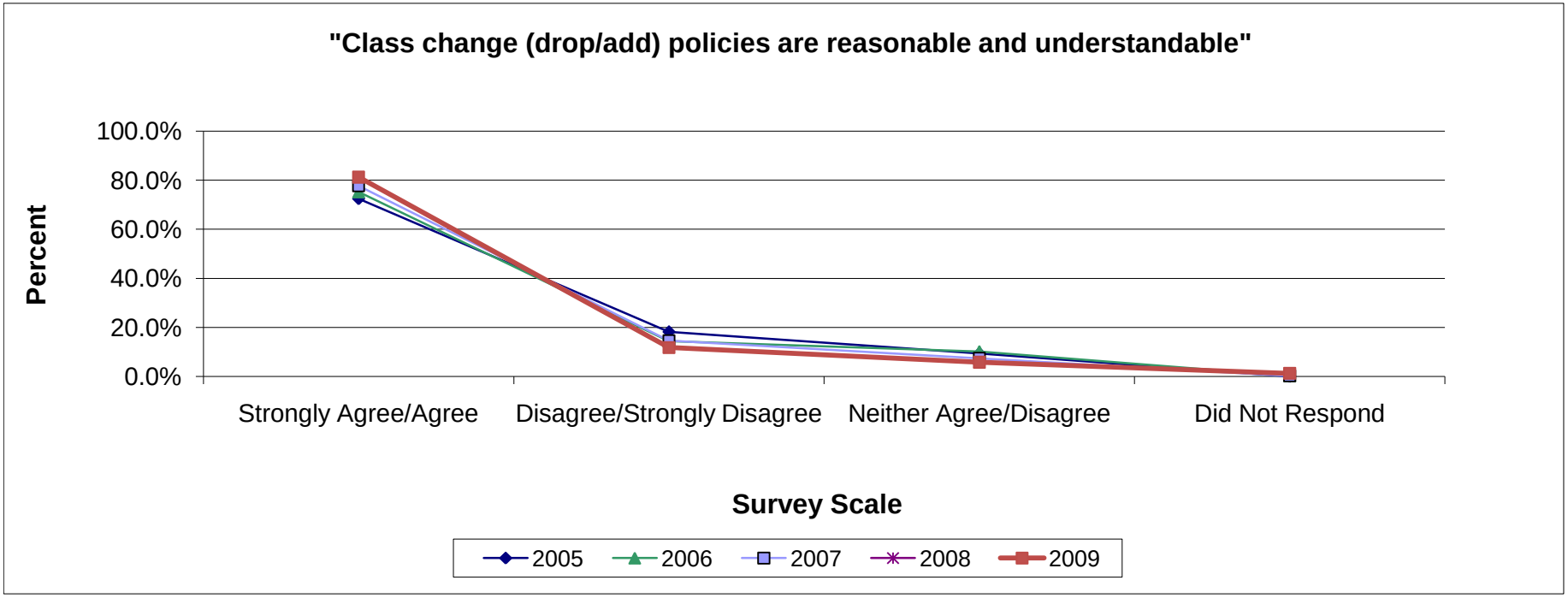
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #15

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

Table 17

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	82.2%	72.4%	75.2%	77.7%	81.2%	77.7%
Disagree/Strongly Disagree	13.0%	18.2%	14.4%	14.6%	11.8%	14.4%
Neither Agree/Disagree	4.9%	9.4%	10.2%	7.4%	5.8%	7.5%
Did Not Respond	0.0%	0.0%	0.3%	0.3%	1.3%	0.4%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.1%**	**100.0%**	**100.1%**	**100.1%**

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



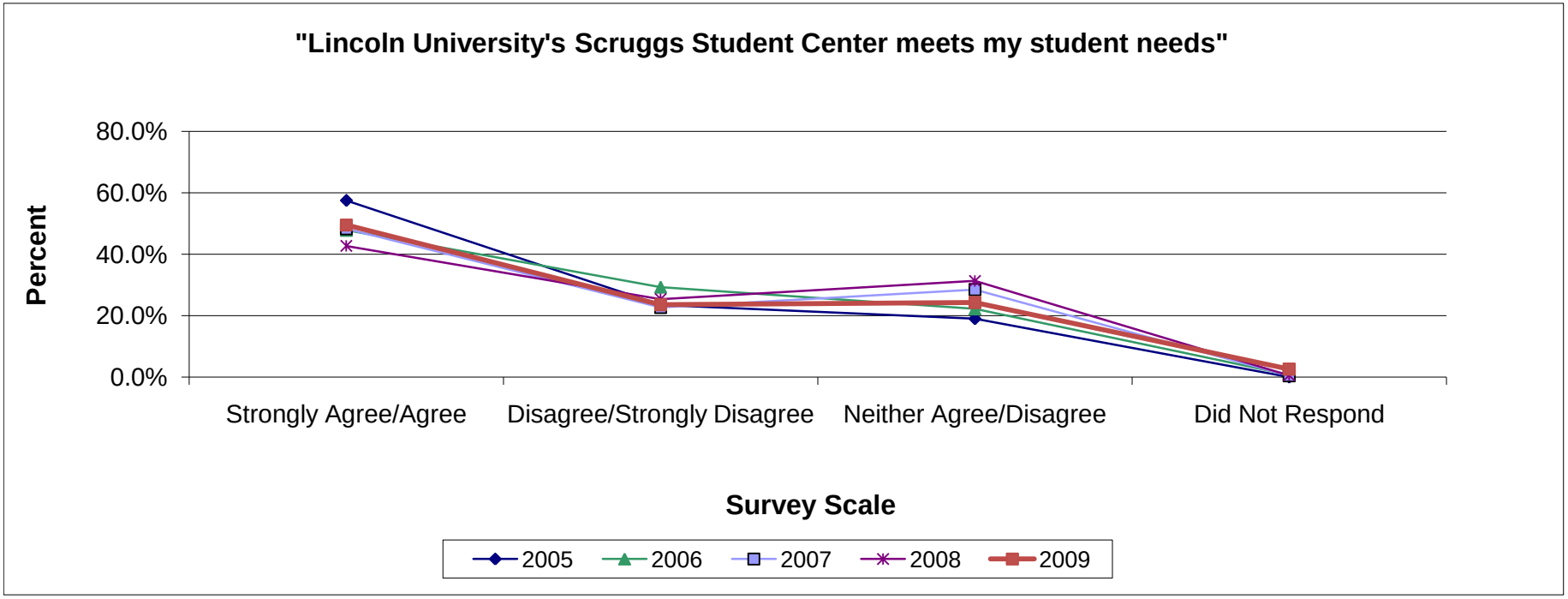
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #16

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

Table 18

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	57.5%	47.8%	48.3%	42.7%	49.5%	49.2%
Disagree/Strongly Disagree	23.5%	29.3%	22.7%	25.4%	23.6%	24.9%
Neither Agree/Disagree	19.0%	22.2%	28.5%	31.3%	24.3%	25.1%
Did Not Respond	0.0%	0.7%	0.5%	0.6%	2.6%	0.9%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



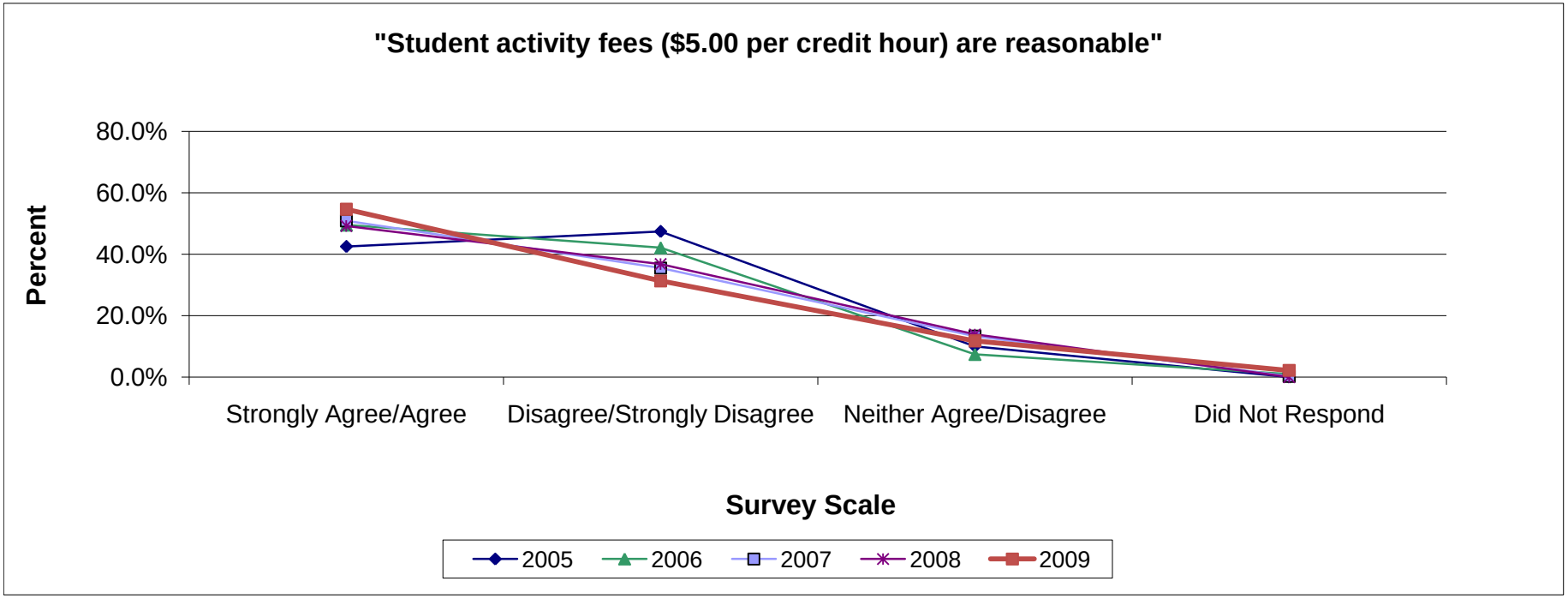
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #17

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

Table 19

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	42.5%	49.5%	50.9%	49.2%	54.6%	49.3%
Disagree/Strongly Disagree	47.4%	42.1%	35.5%	36.8%	31.3%	38.6%
Neither Agree/Disagree	10.0%	7.4%	13.3%	13.9%	11.8%	11.3%
Did Not Respond	0.0%	1.0%	0.3%	0.0%	2.2%	0.7%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.0%**	**99.9%**	**99.9%**	**99.9%**

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



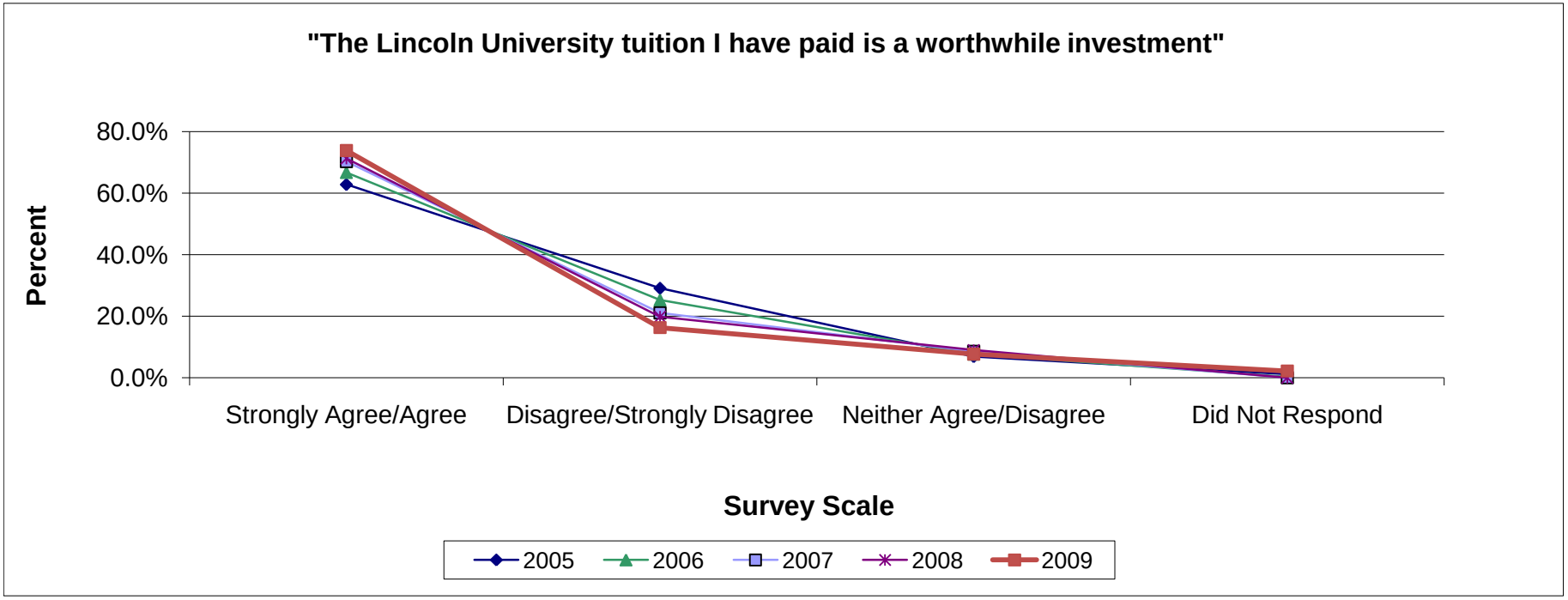
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #18

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

Table 20

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	62.8%	66.7%	70.2%	71.2%	73.8%	68.9%
Disagree/Strongly Disagree	29.1%	25.3%	21.1%	19.8%	16.3%	22.3%
Neither Agree/Disagree	6.9%	7.7%	8.6%	9.0%	7.7%	8.0%
Did Not Respond	1.2%	0.3%	0.0%	0.0%	2.2%	0.7%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

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



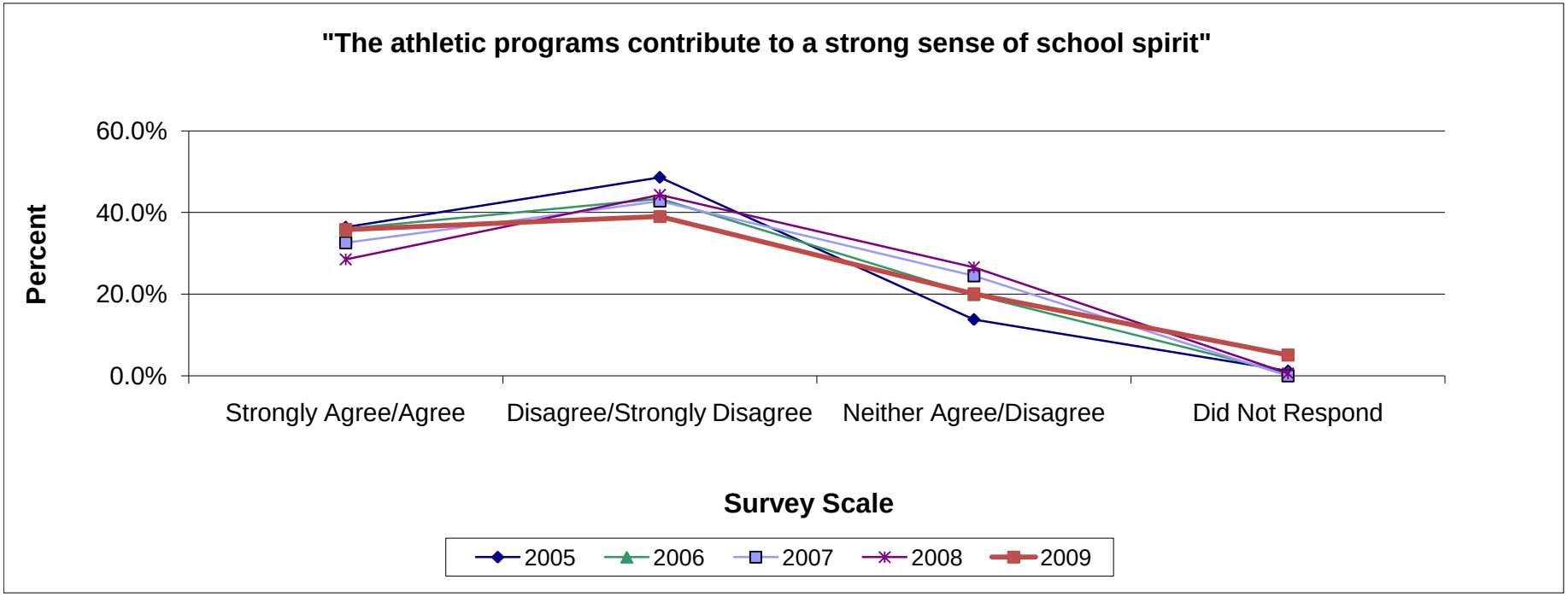
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #19

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

Table 21

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	36.4%	36.0%	32.6%	28.5%	35.8%	33.9%
Disagree/Strongly Disagree	48.6%	43.4%	42.8%	44.3%	39.0%	43.6%
Neither Agree/Disagree	13.8%	19.9%	24.5%	26.6%	20.1%	21.0%
Did Not Respond	1.2%	0.7%	0.0%	0.6%	5.1%	1.5%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

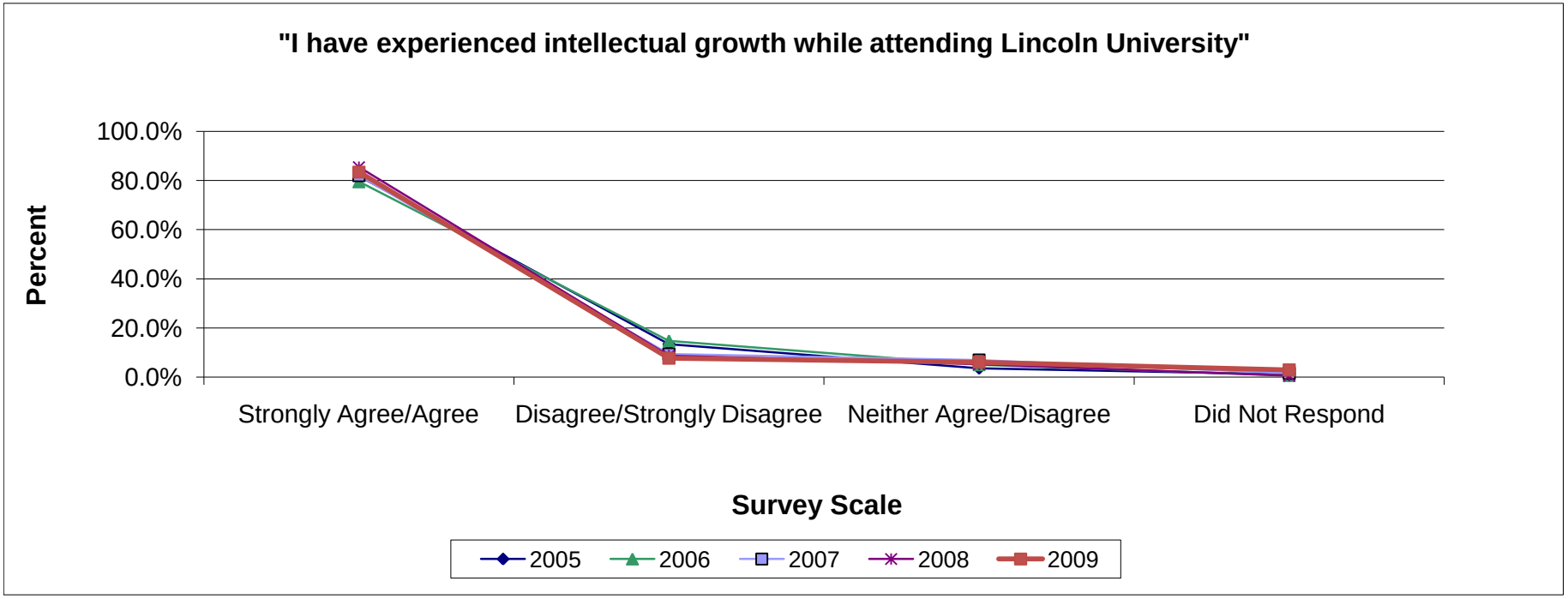
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #20

"I have experienced intellectual growth while attending Lincoln University"

Table 22

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	81.8%	79.5%	82.0%	85.4%	83.4%	82.4%
Disagree/Strongly Disagree	13.4%	14.8%	9.4%	8.7%	7.7%	10.8%
Neither Agree/Disagree	3.6%	5.1%	7.0%	5.3%	6.1%	5.4%
Did Not Respond	1.2%	0.7%	1.6%	0.6%	2.9%	1.4%
PERCENT TOTAL	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

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

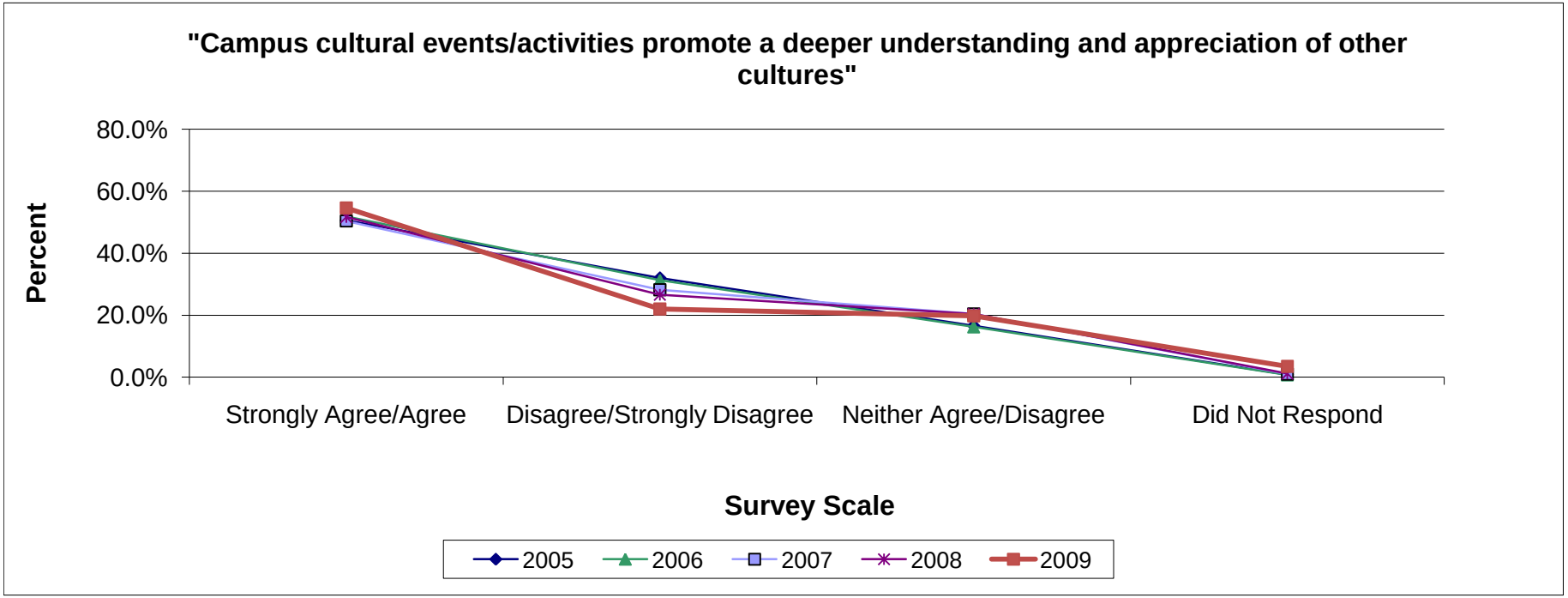


Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #21 "Campus cultural events/activities promote a deeper understanding and appreciation of other cultures"

Table 23

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	50.6%	51.9%	50.4%	51.7%	54.6%	51.8%
Disagree/Strongly Disagree	32.0%	31.3%	28.2%	26.6%	22.0%	28.0%
Neither Agree/Disagree	16.6%	16.2%	20.4%	20.4%	19.8%	18.7%
Did Not Respond	0.8%	0.7%	1.0%	1.2%	3.5%	1.4%
PERCENT TOTAL	**100.0%**	**100.1%**	**100.0%**	**99.9%**	**99.9%**	**100.0%**

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



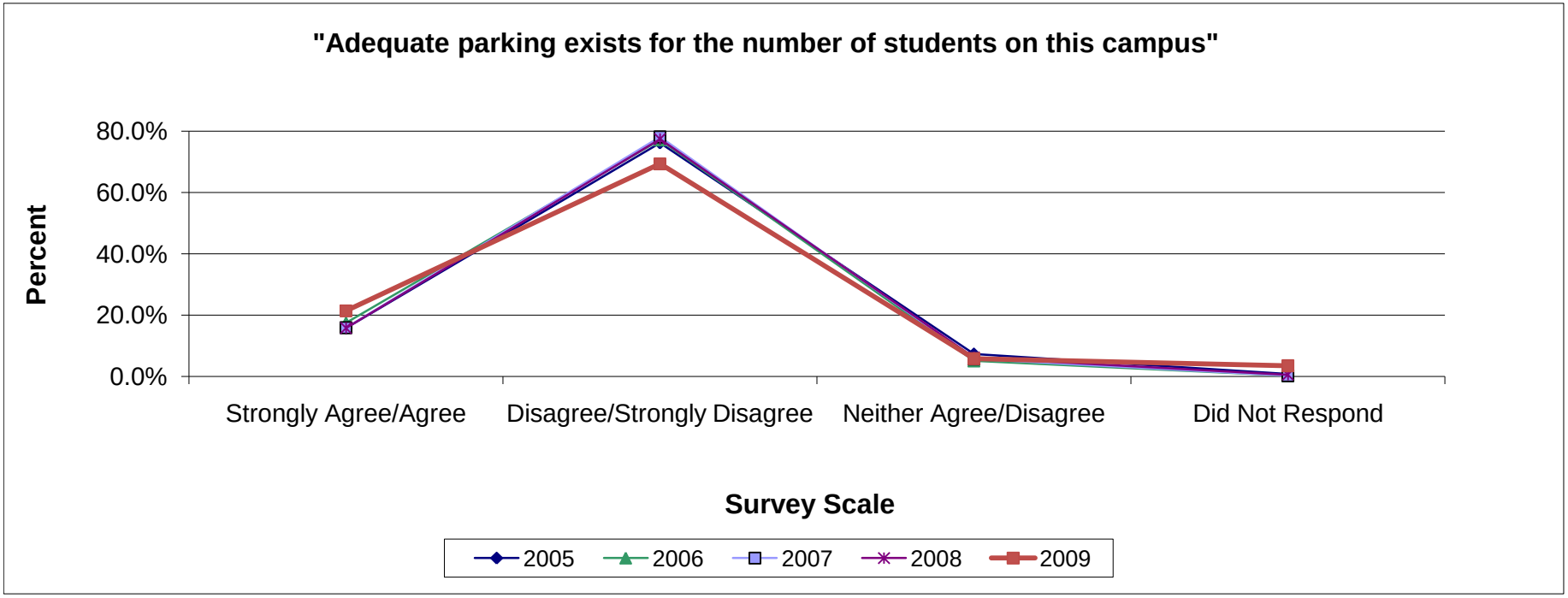
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #22

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

Table 24

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	15.8%	17.5%	15.9%	15.8%	21.4%	17.3%
Disagree/Strongly Disagree	76.1%	77.1%	78.1%	77.4%	69.3%	75.6%
Neither Agree/Disagree	7.3%	5.1%	5.7%	6.2%	5.8%	6.0%
Did Not Respond	0.8%	0.3%	0.3%	0.6%	3.5%	1.1%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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

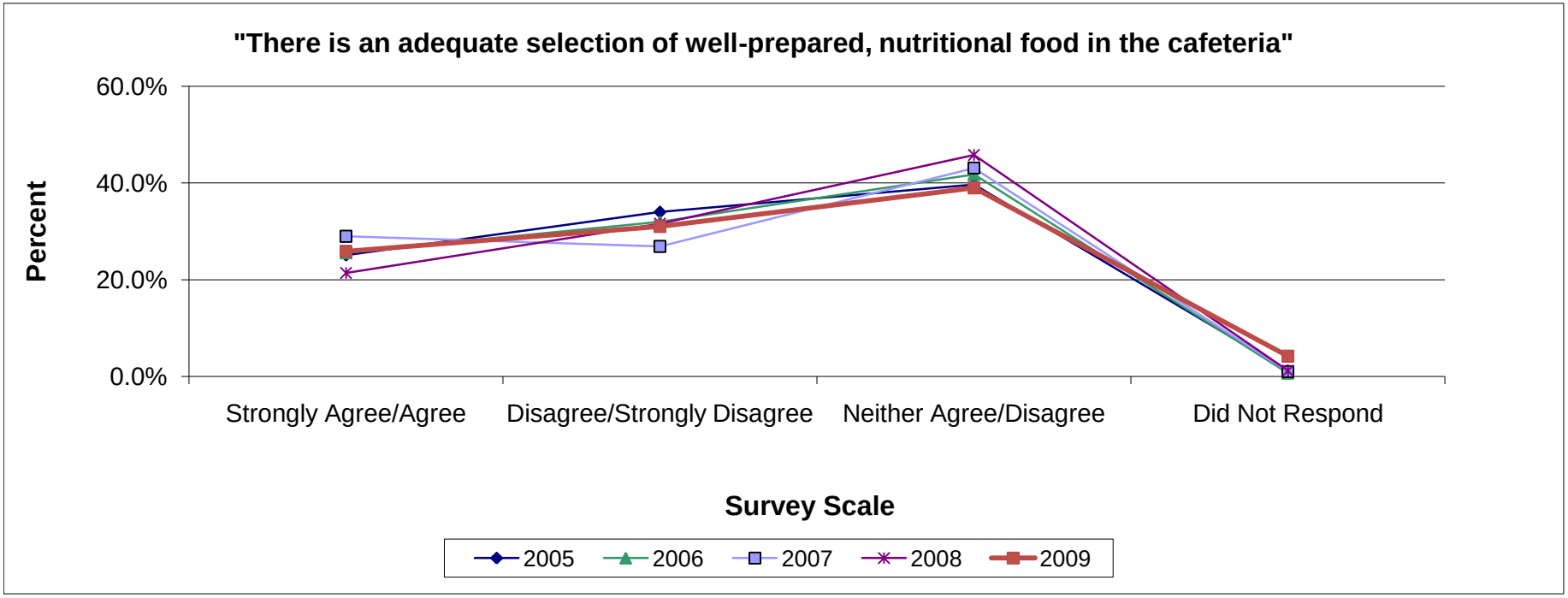


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #23
"There is an adequate selection of well-prepared, nutritional food in the cafeteria"

Table 25

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	25.1%	25.6%	29.0%	21.4%	25.9%	25.4%
Disagree/Strongly Disagree	34.0%	32.0%	26.9%	31.6%	31.0%	31.1%
Neither Agree/Disagree	39.7%	41.8%	43.1%	45.8%	39.0%	41.9%
Did Not Respond	1.2%	0.7%	1.0%	1.2%	4.2%	1.7%
PERCENT TOTAL	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

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



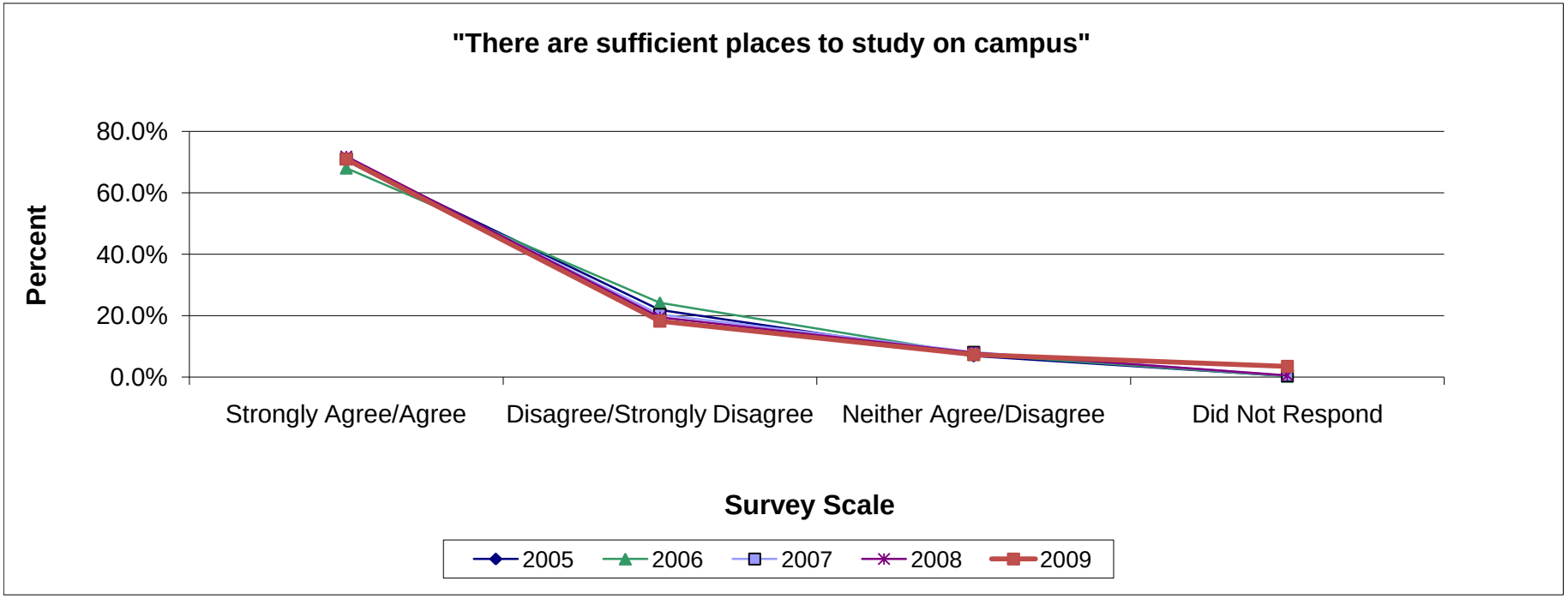
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #24

"There are sufficient places to study on campus"

Table 26

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	70.9%	68.0%	71.0%	71.8%	70.9%	70.5%
Disagree/Strongly Disagree	21.9%	24.2%	20.4%	19.5%	18.2%	20.8%
Neither Agree/Disagree	6.9%	7.4%	8.1%	8.0%	7.3%	7.5%
Did Not Respond	0.4%	0.3%	0.5%	0.6%	3.5%	1.1%
PERCENT TOTAL	**100.1%**	**99.9%**	**100.0%**	**99.9%**	**99.9%**	**100.0%**

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



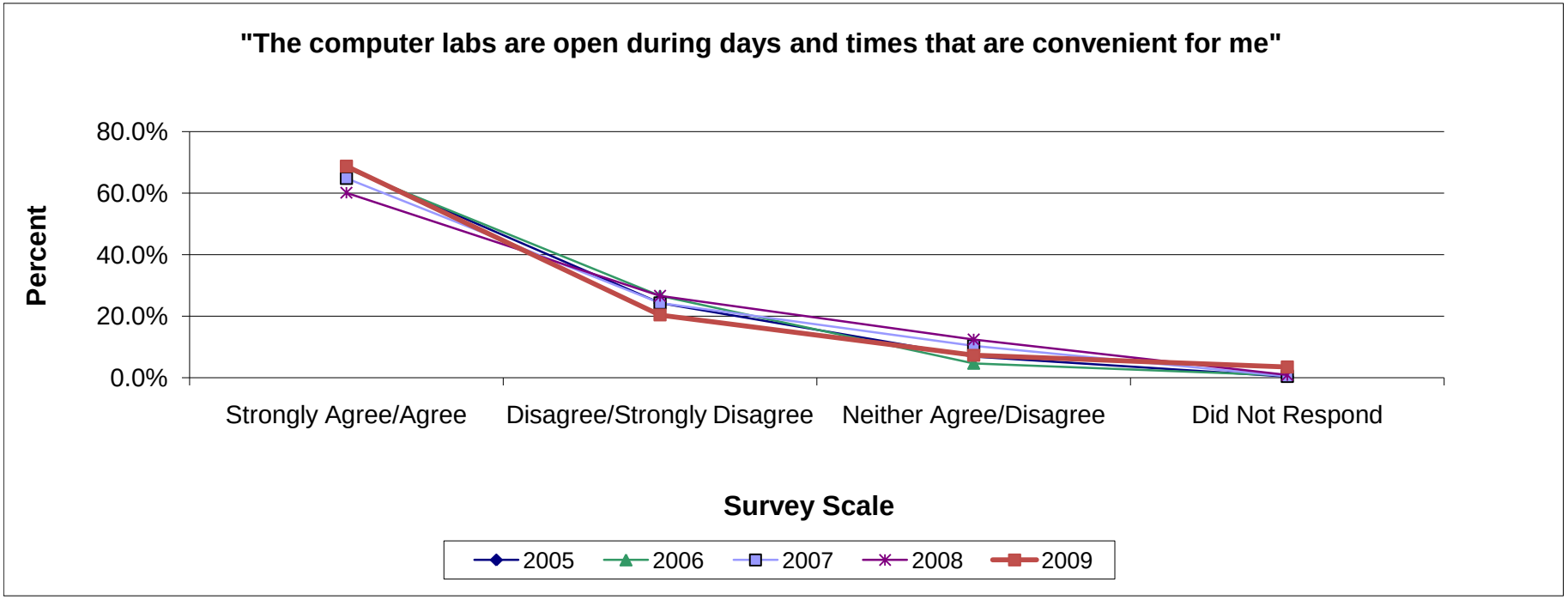
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #25

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

Table 27

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	68.4%	68.0%	64.8%	60.1%	68.7%	66.0%
Disagree/Strongly Disagree	24.3%	26.6%	24.3%	26.6%	20.4%	24.4%
Neither Agree/Disagree	6.9%	4.7%	10.4%	12.4%	7.3%	8.3%
Did Not Respond	0.4%	0.7%	0.5%	0.9%	3.5%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**

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



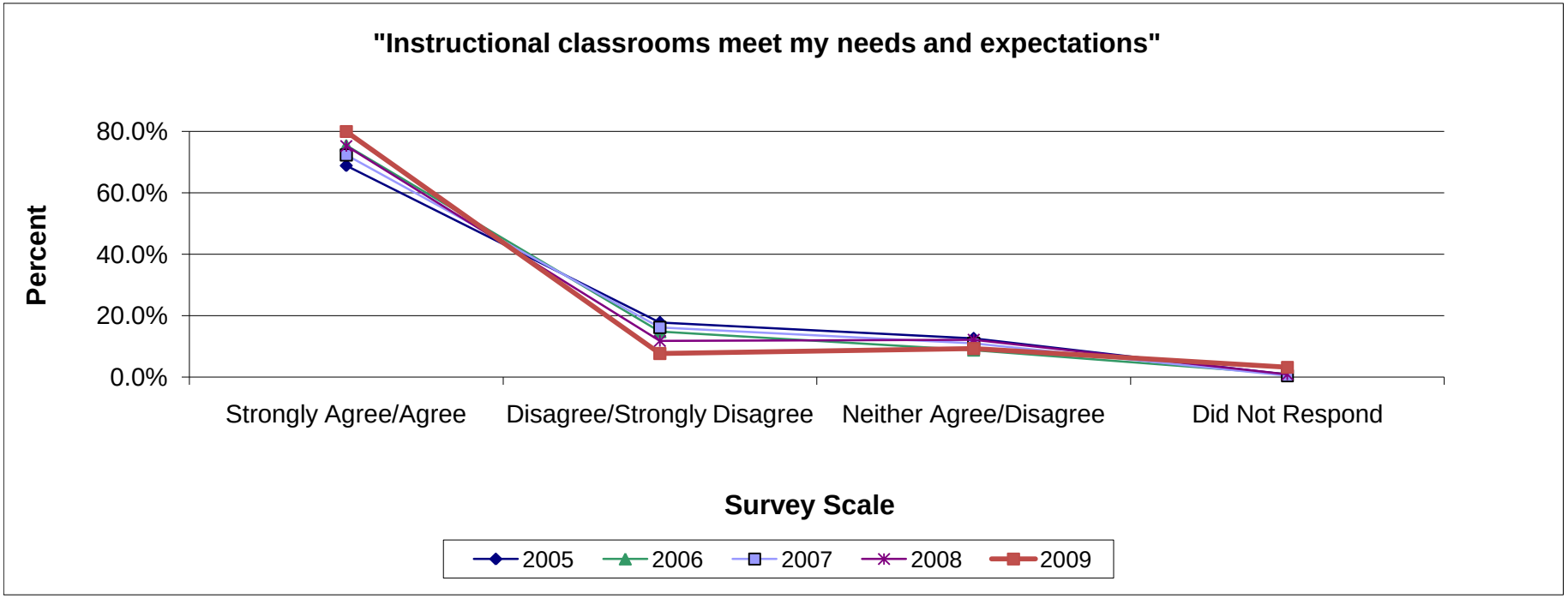
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #26

"Instructional classrooms meet my needs and expectations"

Table 28

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	68.8%	75.4%	72.3%	75.2%	79.9%	74.3%
Disagree/Strongly Disagree	17.8%	14.8%	16.2%	11.8%	7.7%	13.7%
Neither Agree/Disagree	12.6%	8.8%	11.0%	12.2%	9.3%	10.8%
Did Not Respond	0.8%	1.0%	0.5%	0.9%	3.2%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.1%**	**100.1%**	**100.0%**

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



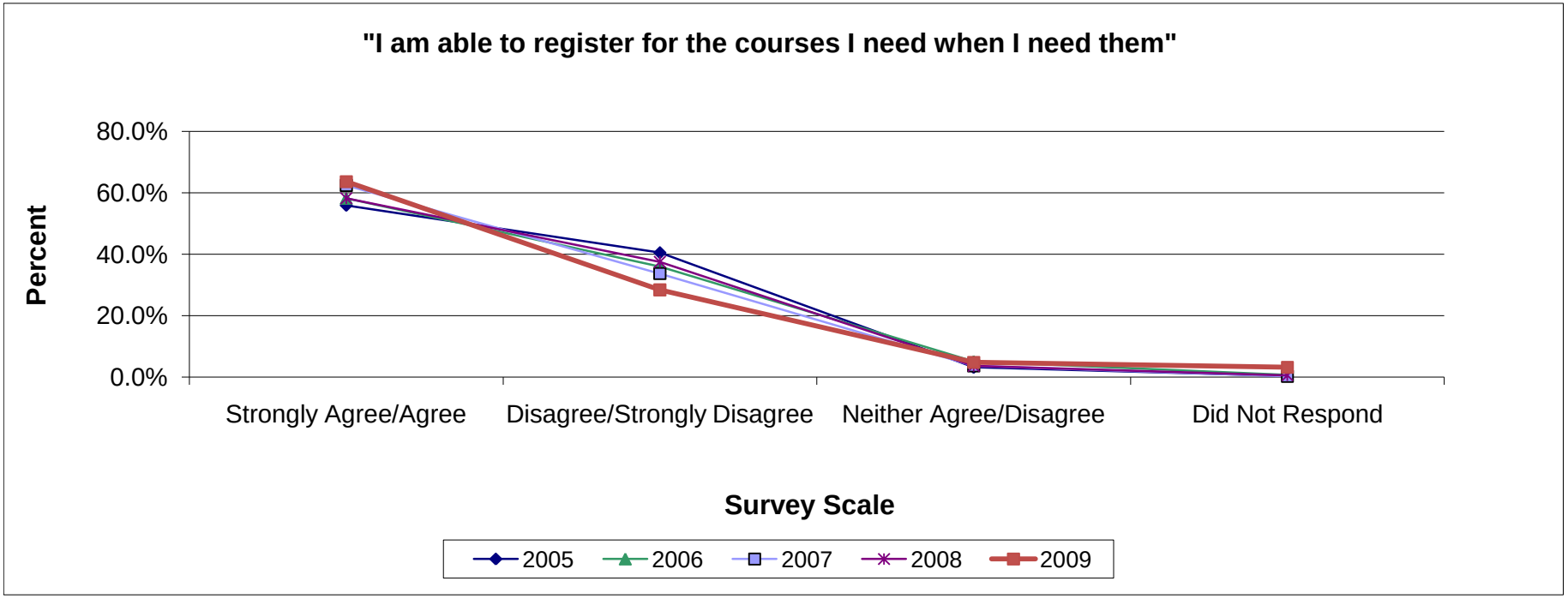
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #27

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

Table 29

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	55.9%	58.2%	62.4%	58.2%	63.6%	59.7%
Disagree/Strongly Disagree	40.5%	36.0%	33.7%	37.5%	28.4%	35.2%
Neither Agree/Disagree	3.2%	5.1%	3.7%	3.7%	4.8%	4.1%
Did Not Respond	0.4%	0.7%	0.3%	0.6%	3.2%	1.0%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

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



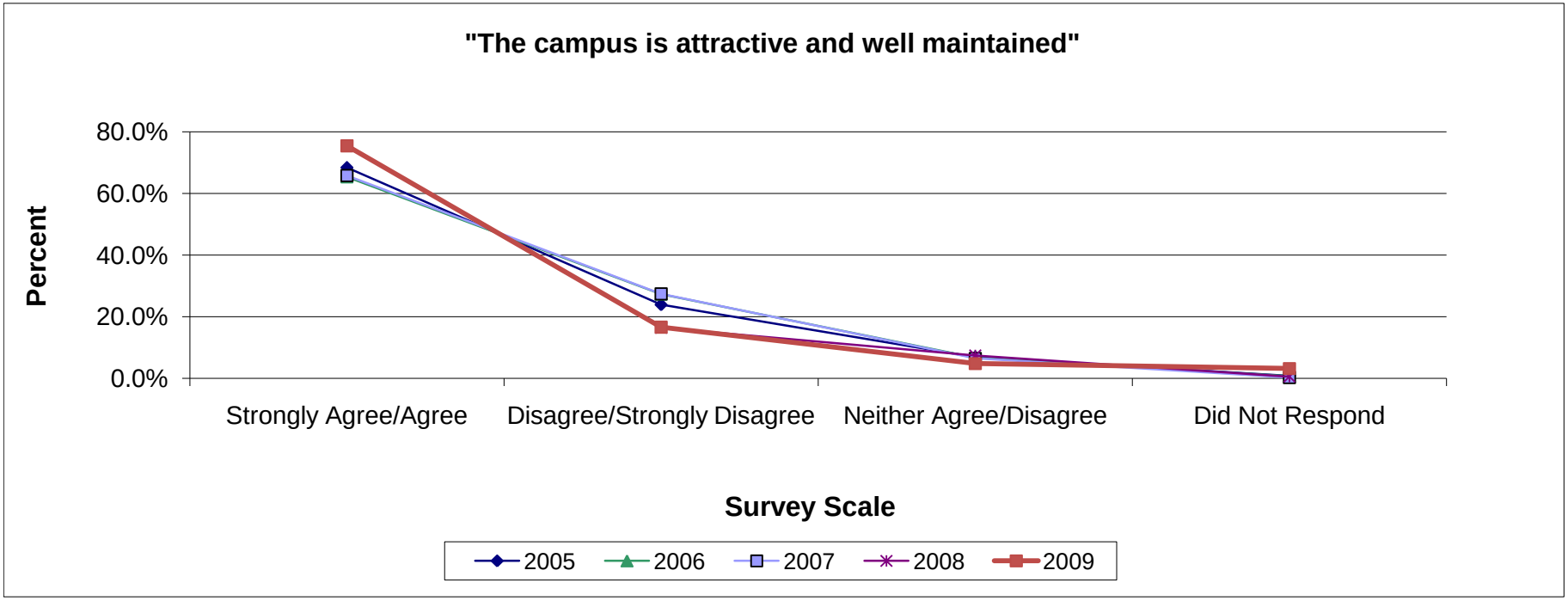
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #28

"The campus is attractive and well maintained"

Table 30

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	68.4%	65.3%	65.8%	75.5%	75.4%	70.1%
Disagree/Strongly Disagree	23.9%	27.3%	27.4%	16.4%	16.6%	22.3%
Neither Agree/Disagree	6.9%	6.7%	6.5%	7.4%	4.8%	6.5%
Did Not Respond	0.8%	0.7%	0.3%	0.6%	3.2%	1.1%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**

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



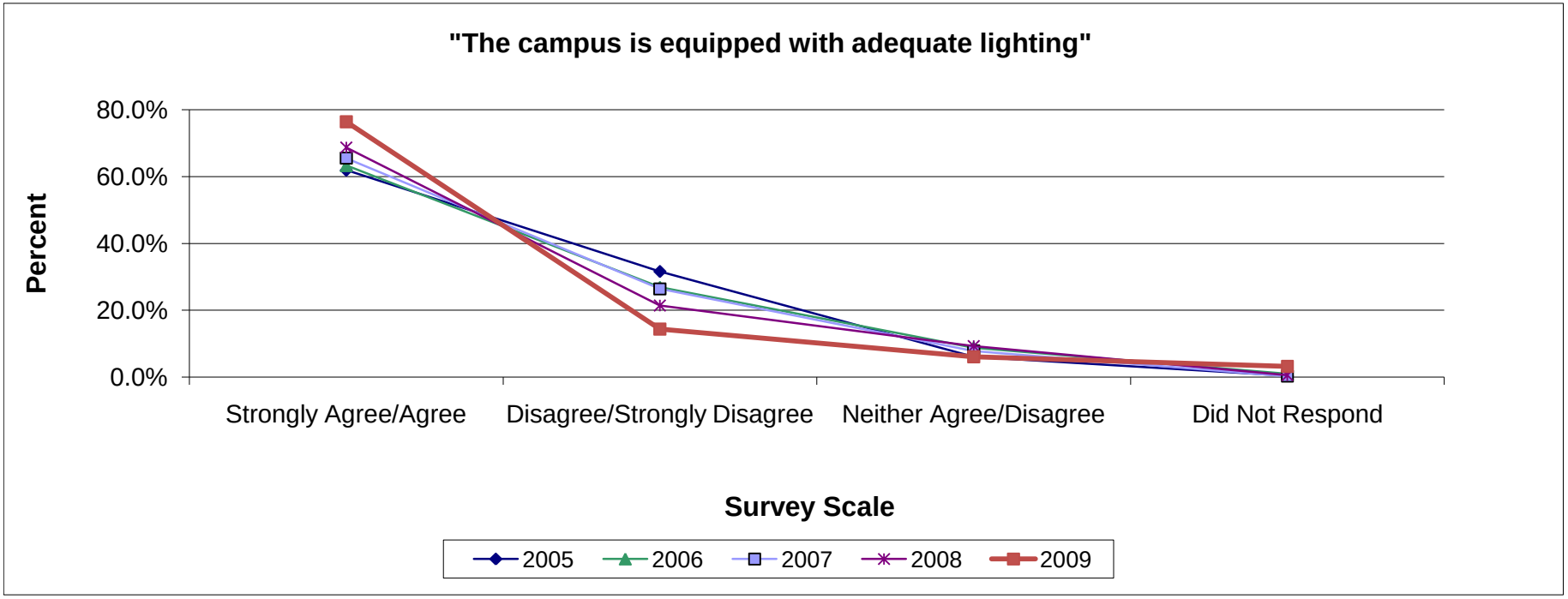
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #29

"The campus is equipped with adequate lighting"

Table 31

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	61.9%	63.3%	65.5%	68.7%	76.4%	67.2%
Disagree/Strongly Disagree	31.6%	26.9%	26.4%	21.4%	14.4%	24.1%
Neither Agree/Disagree	6.1%	8.8%	7.8%	9.3%	6.1%	7.6%
Did Not Respond	0.4%	1.0%	0.3%	0.6%	3.2%	1.1%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

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



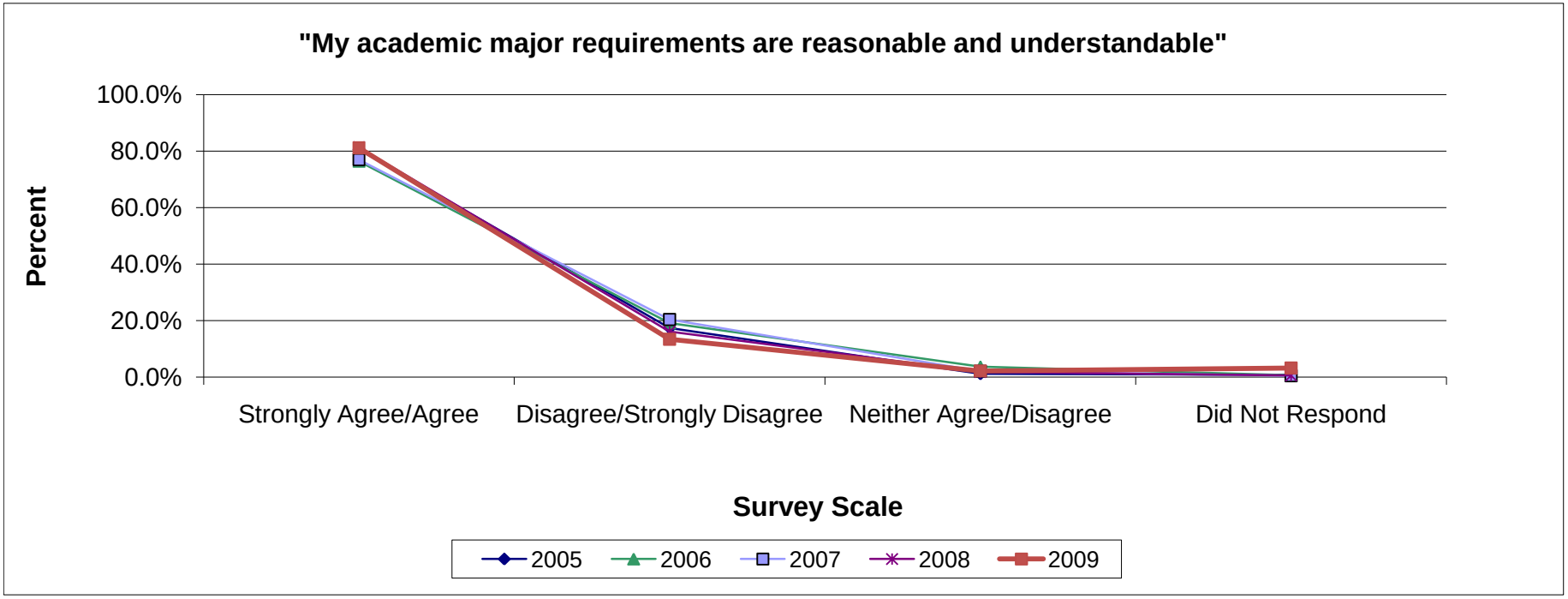
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #30

"My academic major requirements are reasonable and understandable"

Table 32

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	80.6%	76.4%	77.0%	81.4%	81.2%	79.3%
Disagree/Strongly Disagree	17.4%	19.2%	20.4%	16.1%	13.4%	17.3%
Neither Agree/Disagree	1.2%	3.7%	2.1%	1.9%	2.2%	2.2%
Did Not Respond	0.8%	0.7%	0.5%	0.6%	3.2%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



Data Source: Center for Assessment, Institutional Research and Planning

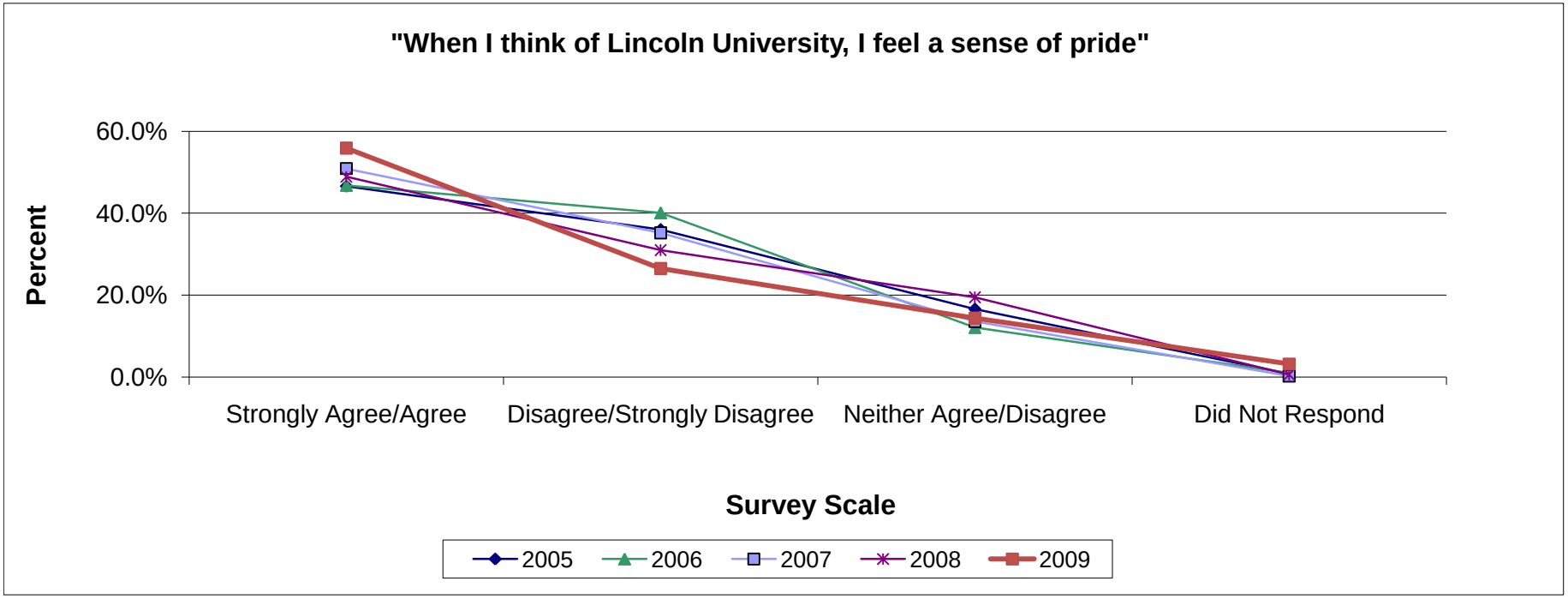
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #31

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

Table 33

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	46.6%	46.8%	50.9%	48.9%	55.9%	49.8%
Disagree/Strongly Disagree	36.0%	40.1%	35.2%	31.0%	26.5%	33.8%
Neither Agree/Disagree	16.6%	12.1%	13.6%	19.5%	14.4%	15.2%
Did Not Respond	0.8%	1.0%	0.3%	0.6%	3.2%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



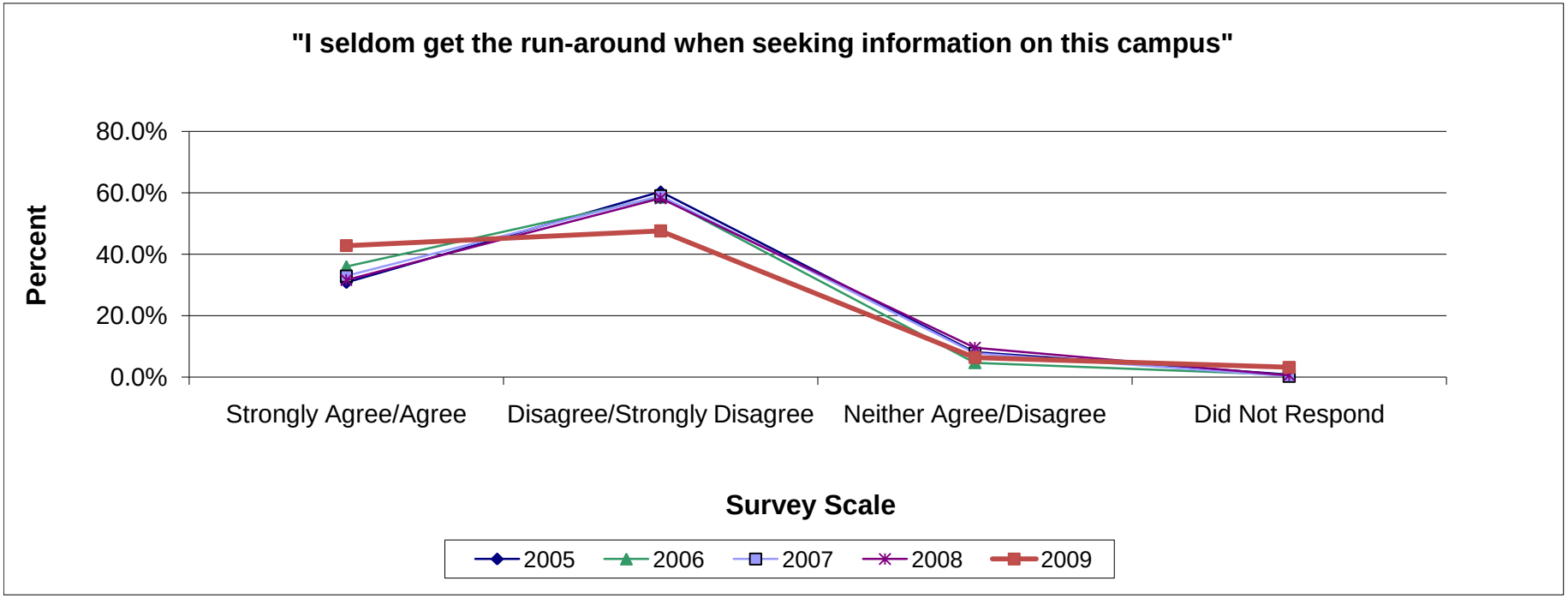
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #32

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

Table 34

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	30.8%	36.0%	32.9%	31.6%	42.8%	34.8%
Disagree/Strongly Disagree	60.3%	58.6%	59.0%	58.2%	47.6%	56.7%
Neither Agree/Disagree	8.1%	4.7%	7.8%	9.6%	6.4%	7.3%
Did Not Respond	0.8%	0.7%	0.3%	0.6%	3.2%	1.1%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



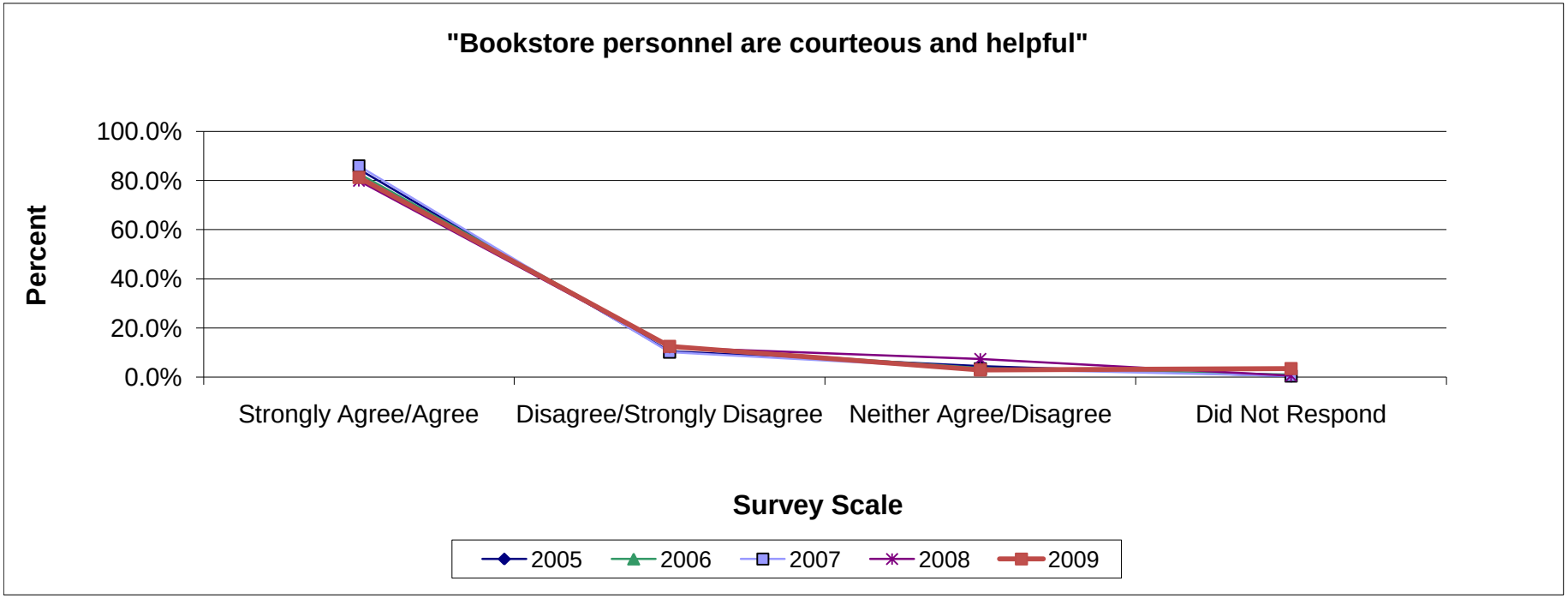
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #33

"Bookstore personnel are courteous and helpful"

Table 35

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	84.6%	82.8%	85.9%	79.9%	81.2%	82.9%
Disagree/Strongly Disagree	10.5%	12.5%	10.2%	12.1%	12.5%	11.6%
Neither Agree/Disagree	4.5%	3.7%	3.4%	7.4%	2.9%	4.4%
Did Not Respond	0.4%	1.0%	0.5%	0.6%	3.5%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.1%**	**100.0%**

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

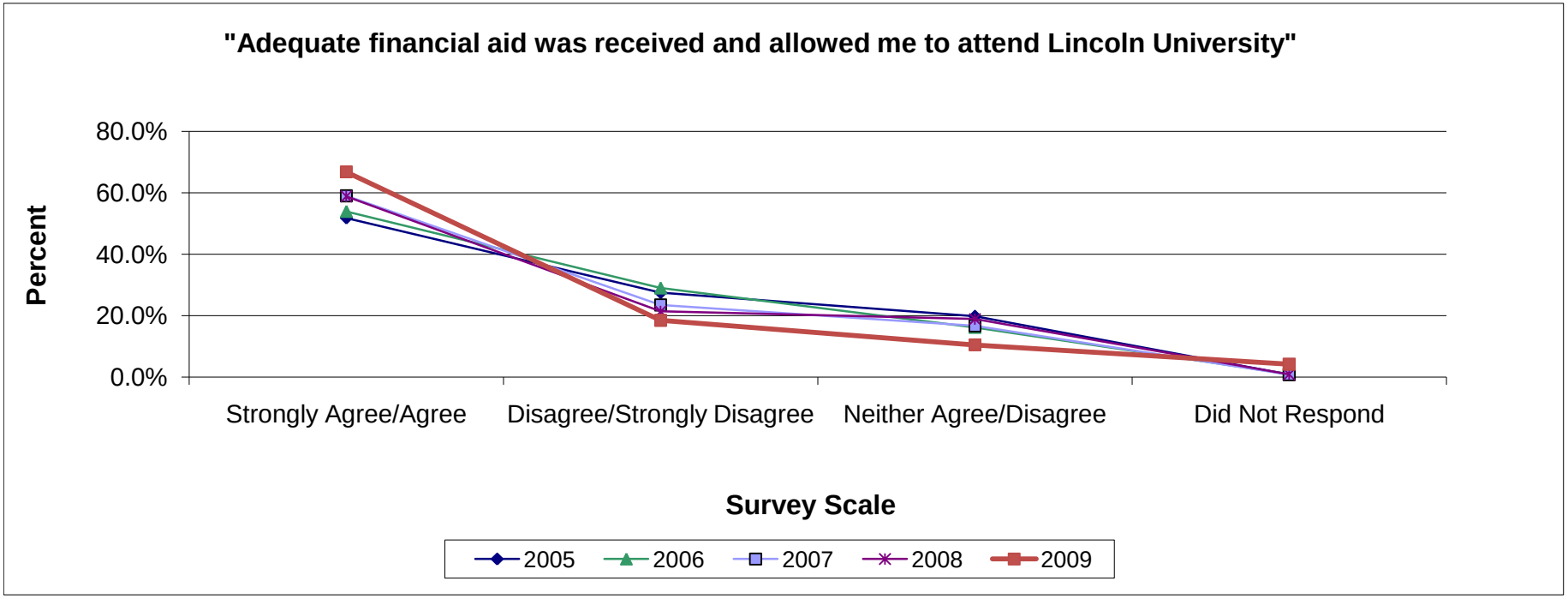


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #34
"Adequate financial aid was received and allowed me to attend Lincoln University"

Table 36

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	51.8%	53.9%	59.0%	58.8%	66.8%	58.1%
Disagree/Strongly Disagree	27.5%	29.0%	23.5%	21.4%	18.5%	24.0%
Neither Agree/Disagree	19.8%	16.2%	16.7%	18.9%	10.5%	16.4%
Did Not Respond	0.8%	1.0%	0.8%	0.9%	4.2%	1.5%
PERCENT TOTAL	**99.9%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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

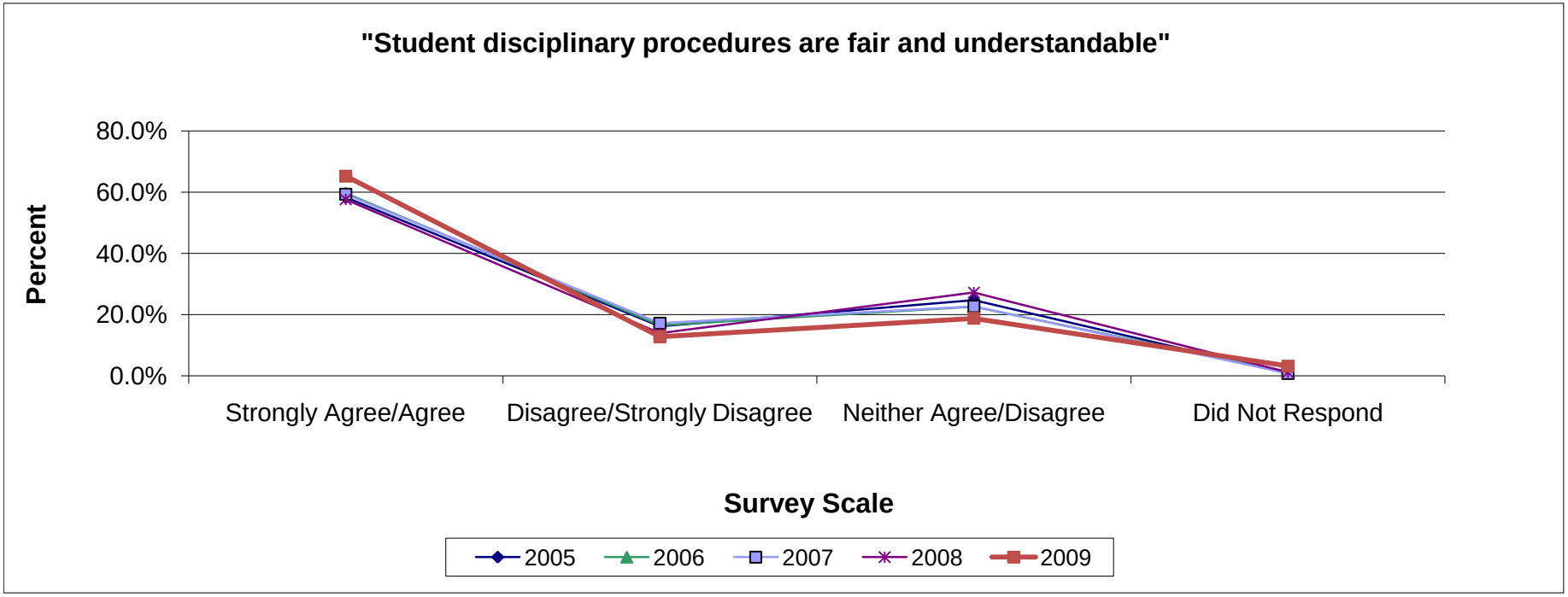


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #35
"Student disciplinary procedures are fair and understandable"

Table 37

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	58.3%	59.6%	59.3%	57.6%	65.2%	60.0%
Disagree/Strongly Disagree	16.2%	16.5%	17.2%	13.9%	12.8%	15.3%
Neither Agree/Disagree	24.7%	22.6%	22.7%	27.2%	18.8%	23.2%
Did Not Respond	0.8%	1.3%	0.8%	1.2%	3.2%	1.5%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**

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

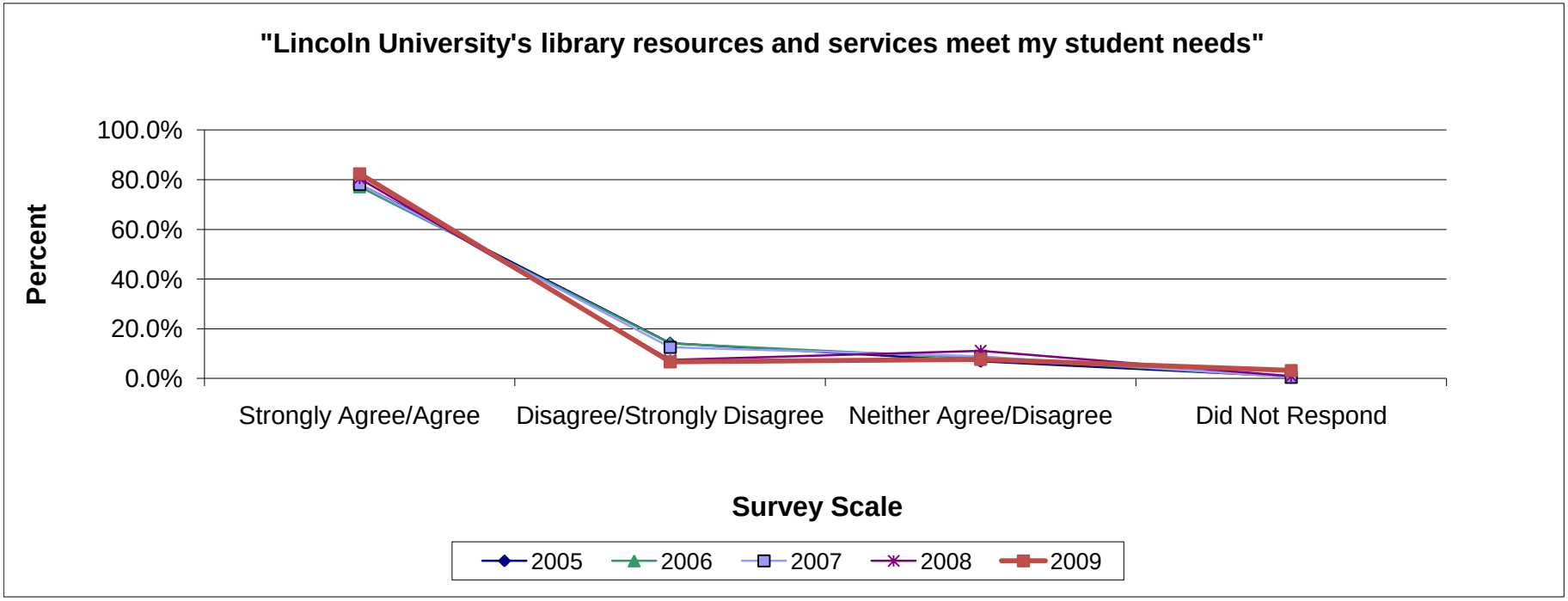


Lincoln University Continuing Student Satisfaction Survey Comparison
by Academic Year and Response to Question #36
"Lincoln University's library resources and services meet my student needs"

Table 38

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	78.1%	77.1%	78.1%	80.5%	82.4%	79.2%
Disagree/Strongly Disagree	14.2%	14.1%	12.5%	7.4%	6.7%	11.0%
Neither Agree/Disagree	6.9%	8.1%	8.9%	11.1%	7.7%	8.5%
Did Not Respond	0.8%	0.7%	0.5%	0.9%	3.2%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**

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



Lincoln University Continuing Student Satisfaction Survey Comparison

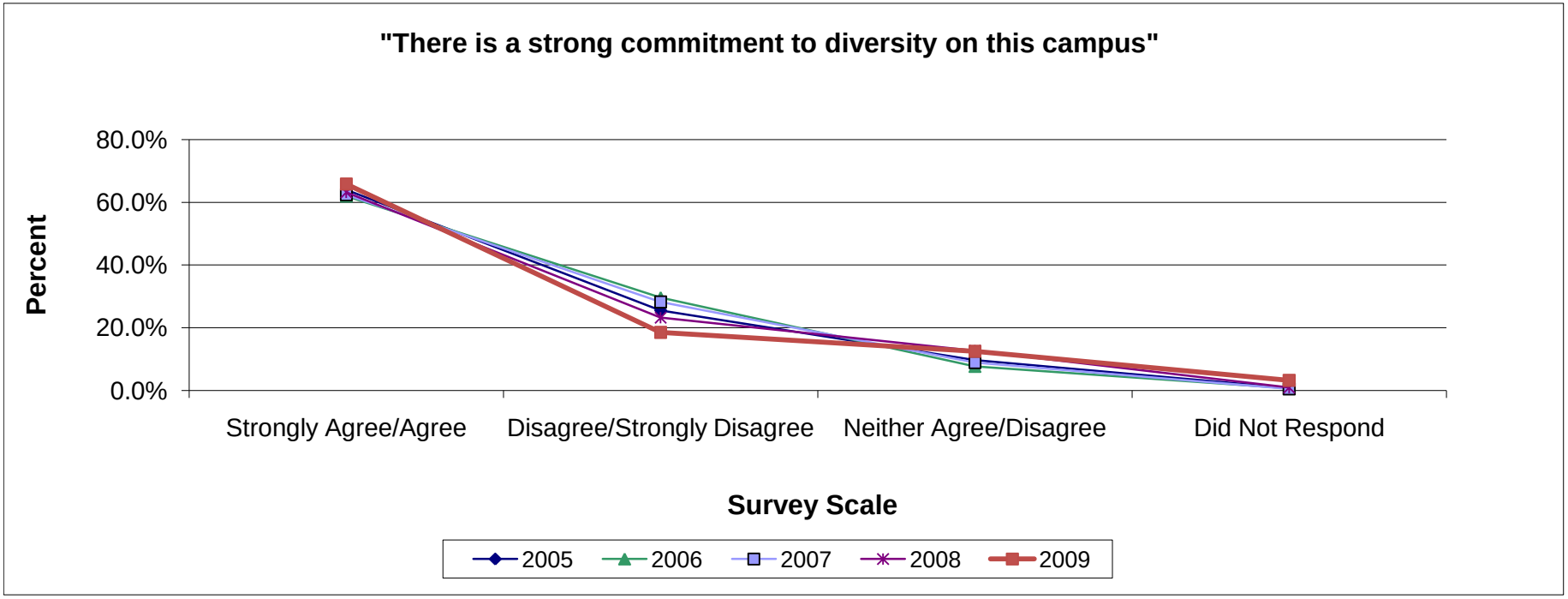
by Academic Year and Response to Question #37

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

Table 39

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	64.0%	62.0%	62.4%	63.2%	65.8%	63.5%
Disagree/Strongly Disagree	25.5%	29.6%	28.2%	23.2%	18.5%	25.0%
Neither Agree/Disagree	9.7%	7.7%	8.9%	12.7%	12.5%	10.3%
Did Not Respond	0.8%	0.7%	0.5%	0.9%	3.2%	1.2%
PERCENT TOTAL	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



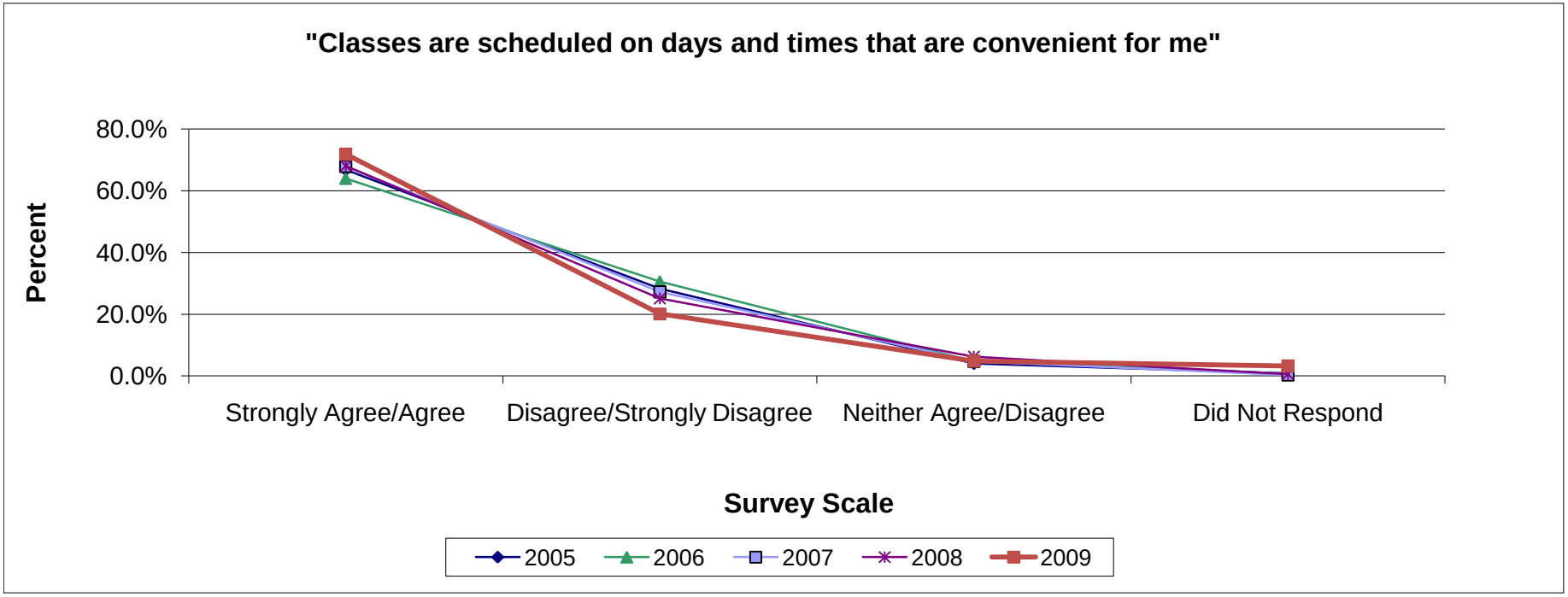
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #38

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

Table 40

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	66.8%	64.0%	67.9%	68.1%	71.9%	67.7%
Disagree/Strongly Disagree	28.3%	30.6%	27.2%	25.1%	20.1%	26.3%
Neither Agree/Disagree	4.0%	4.7%	4.7%	6.2%	4.8%	4.9%
Did Not Respond	0.8%	0.7%	0.3%	0.6%	3.2%	1.1%
PERCENT TOTAL	**99.9%**	**100.0%**	**100.1%**	**100.0%**	**100.0%**	**100.0%**

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



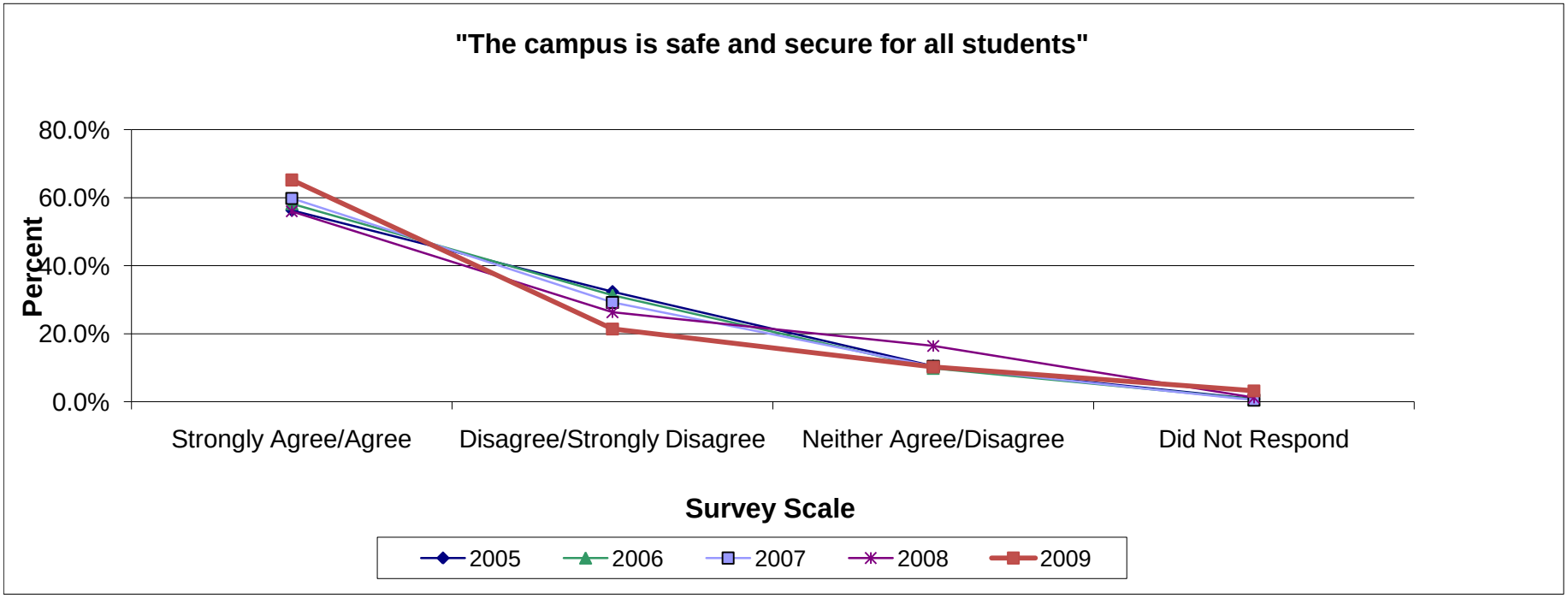
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #39

"The campus is safe and secure for all students"

Table 41

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	56.3%	58.2%	59.8%	56.0%	65.2%	59.1%
Disagree/Strongly Disagree	32.4%	31.3%	29.2%	26.3%	21.4%	28.1%
Neither Agree/Disagree	10.5%	9.8%	10.4%	16.4%	10.2%	11.5%
Did Not Respond	0.8%	0.7%	0.5%	1.2%	3.2%	1.3%
PERCENT TOTAL	**100.0%**	**100.0%**	**99.9%**	**99.9%**	**100.0%**	**100.0%**

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



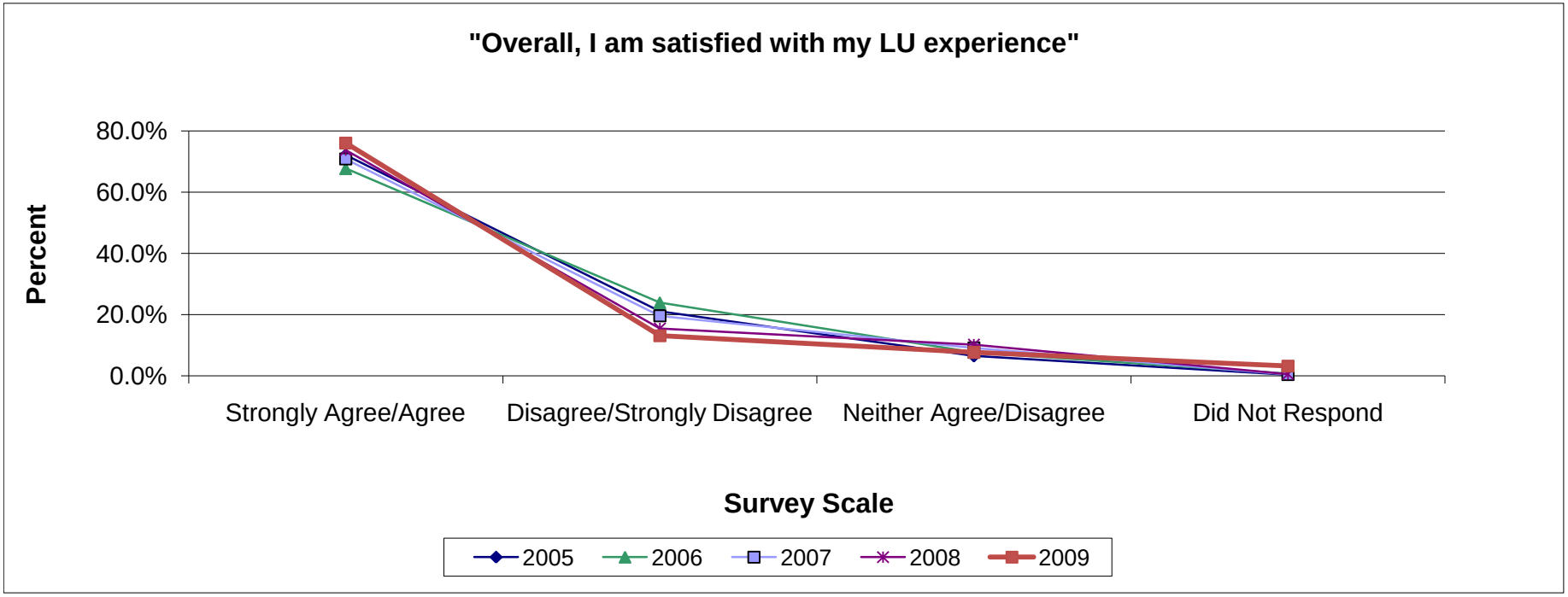
Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Response to Question #40

"Overall, I am satisfied with my LU experience"

Table 42

Survey Response	Academic Year					
	2005	2006	2007	2008	2009	5-Yr Avg
Strongly Agree/Agree	72.1%	67.7%	70.8%	73.7%	76.0%	72.1%
Disagree/Strongly Disagree	21.1%	23.9%	19.6%	15.5%	13.1%	18.6%
Neither Agree/Disagree	6.5%	7.7%	9.1%	10.2%	7.7%	8.2%
Did Not Respond	0.4%	0.7%	0.5%	0.6%	3.2%	1.1%
PERCENT TOTAL	**100.1%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

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



SECTION 2-A

Lincoln University CSSS Comparison
Most Satisfied and Least Satisfied by Mean

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

Continuing Student Satisfaction Survey Items **Please rate your agreement with the following statements:**		**Mean**
33	Bookstore personnel are courteous and helpful.	4.01
20	I have experienced intellectual growth while attending Lincoln University.	4.00
36	Lincoln University's library resources and services meet my student needs.	3.95
9	I feel welcome on this campus.	3.93
15	Class change (drop/add) policies are reasonable and understandable.	3.87
30	My academic major requirements are reasonable and understandable.	3.83
26	Instructional classrooms meet my needs and expectations.	3.79
14	The LU Student Handbook provides helpful information about campus life.	3.76
40	Overall, I am satisfied with my LU experience.	3.69
24	There are sufficient places to study on campus.	3.67
11	Faculty and staff display concern for students as individuals.	3.62
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.61

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

Continuing Student Satisfaction Survey Items **Please rate your agreement with the following statements:**		**Mean**
22	Adequate parking exists for the number of students on this campus.	1.83
32	I seldom get the "run-around" when seeking information on this campus.	2.55
19	The athletic programs contribute to a strong sense of school spirit.	2.81
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.	2.96
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.07
13	Policies and procedures exist for expressing student complaints/appeals.	3.16
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.19
31	When I think of Lincoln University, I feel a "sense of pride".	3.20

SECTION 2-B

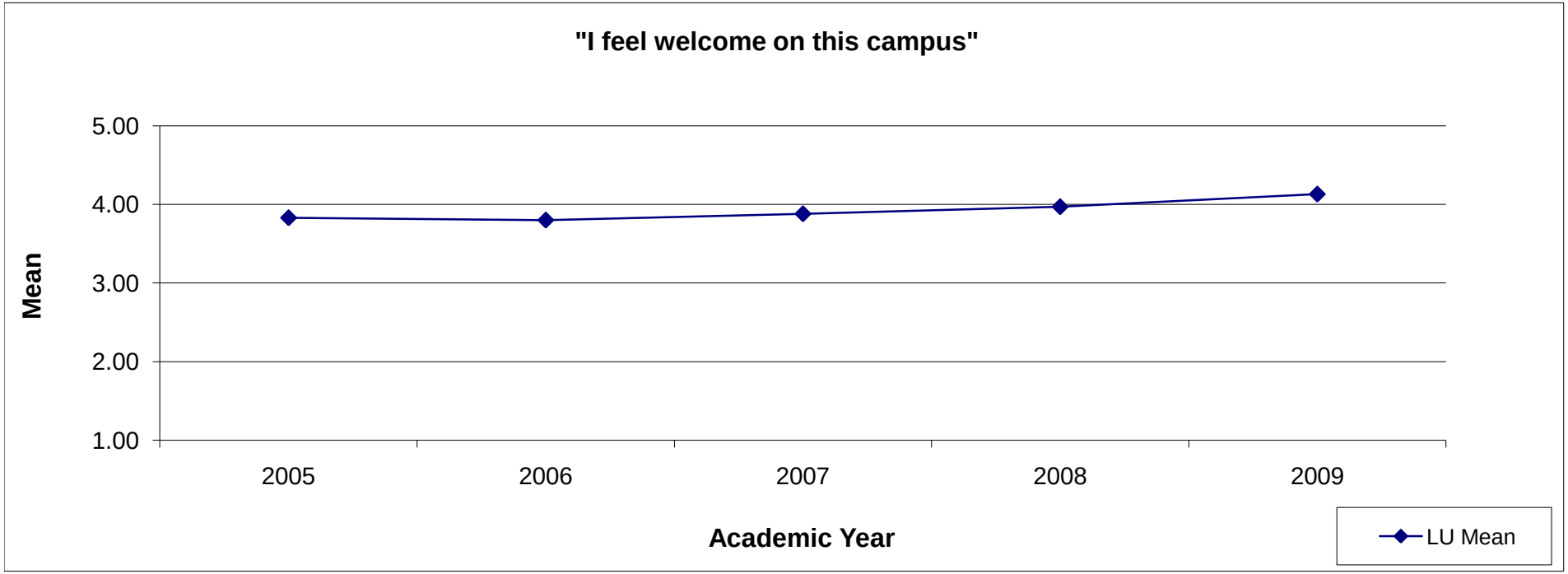
Lincoln University CSSS Comparison
by Academic Year and Mean of Survey Questions 9-40

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

"I feel welcome on this campus"

Table 45

Academic Year	Lincoln University Mean
2005	3.83
2006	3.80
2007	3.88
2008	3.97
2009	4.13
5-Year Average	**3.93**



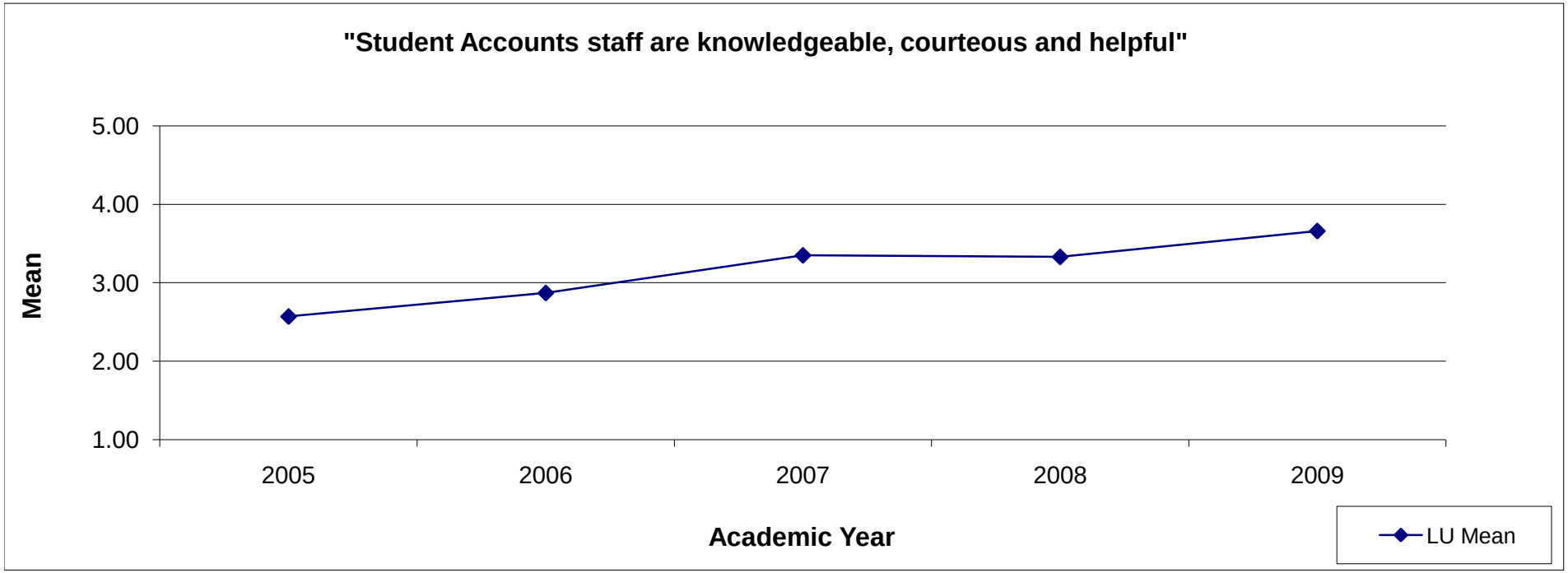
Data Source: Center for Assessment, Institutional Research and Planning

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

"Student Accounts staff are knowledgeable, courteous and helpful"

Table 46

Academic Year	Lincoln University Mean
2005	2.57
2006	2.87
2007	3.35
2008	3.33
2009	3.66
5-Year Average	**3.19**



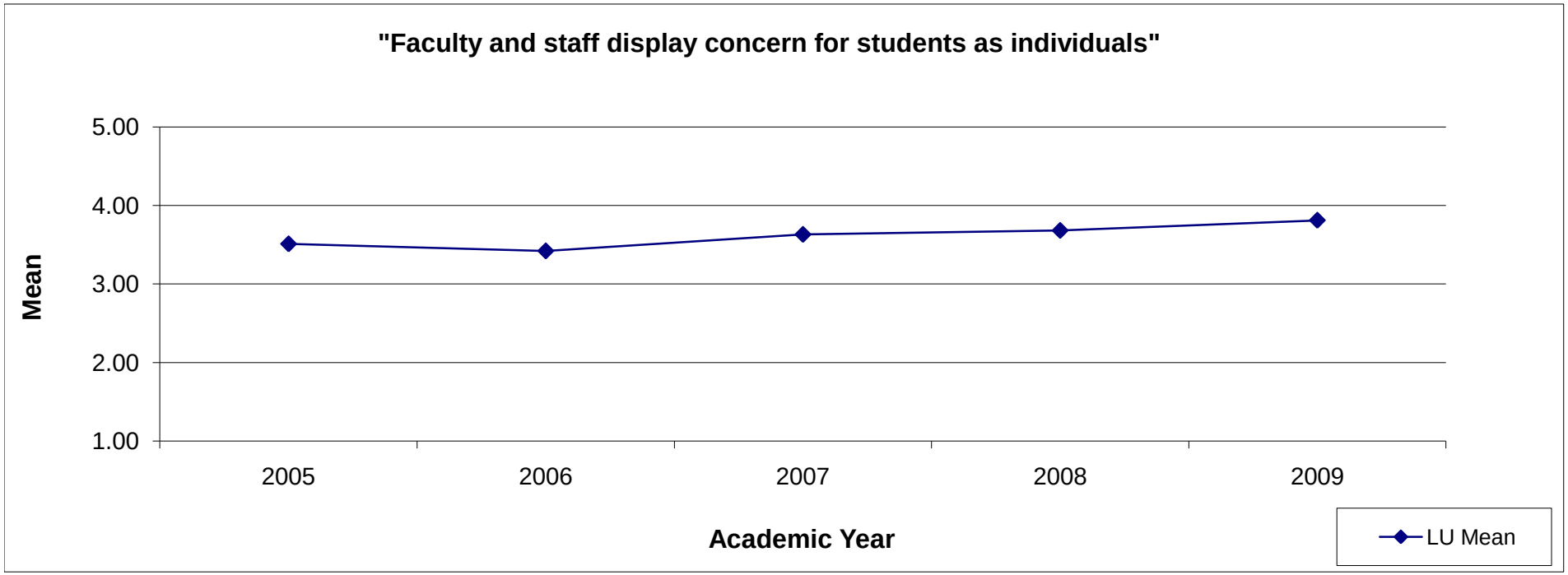
Data Source: Center for Assessment, Institutional Research and Planning

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

"Faculty and staff display concern for students as individuals"

Table 47

Academic Year	Lincoln University Mean
2005	3.51
2006	3.42
2007	3.63
2008	3.68
2009	3.81
5-Year Average	**3.62**



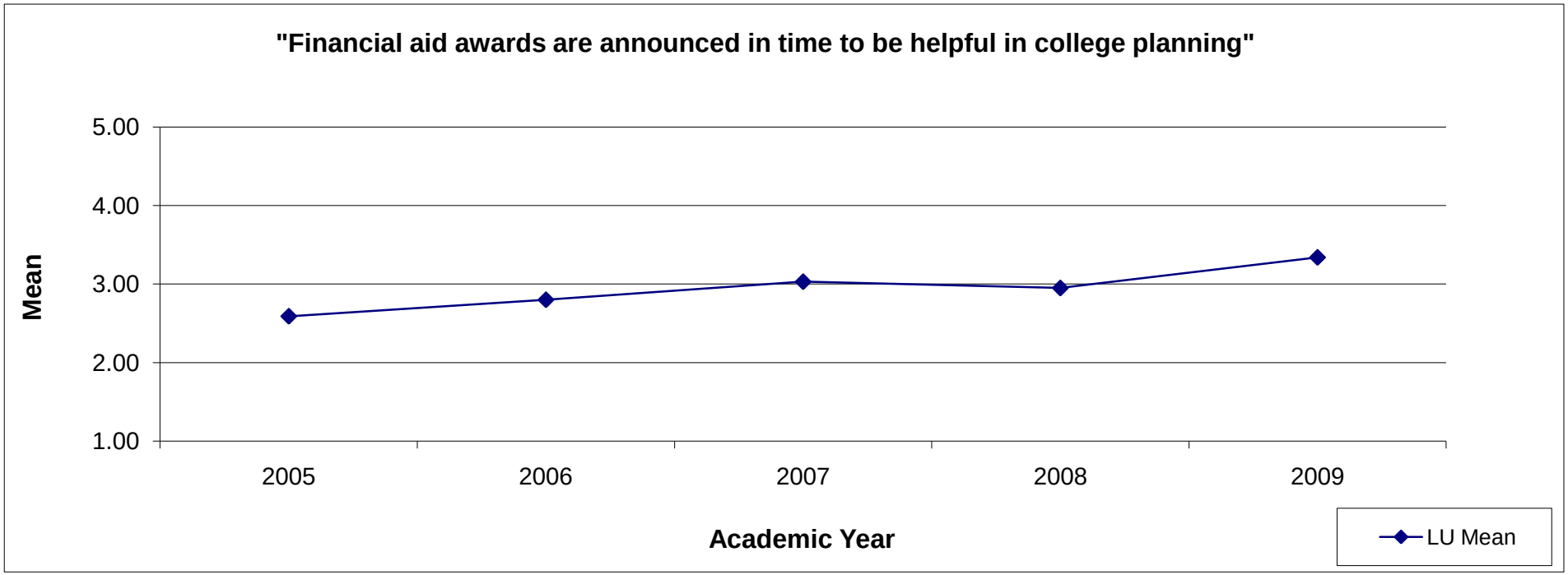
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 48

Academic Year	Lincoln University Mean
2005	2.59
2006	2.80
2007	3.03
2008	2.95
2009	3.34
5-Year Average	**2.96**



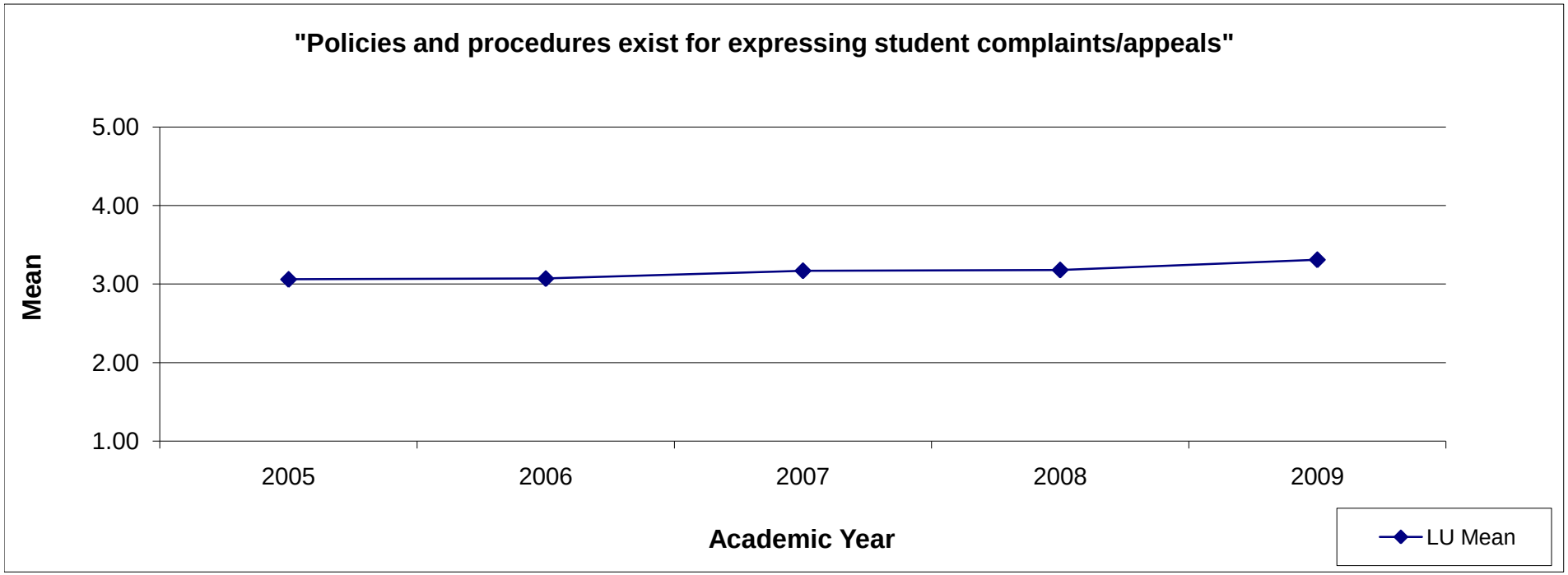
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 49

Academic Year	Lincoln University Mean
2005	3.06
2006	3.07
2007	3.17
2008	3.18
2009	3.31
5-Year Average	**3.16**

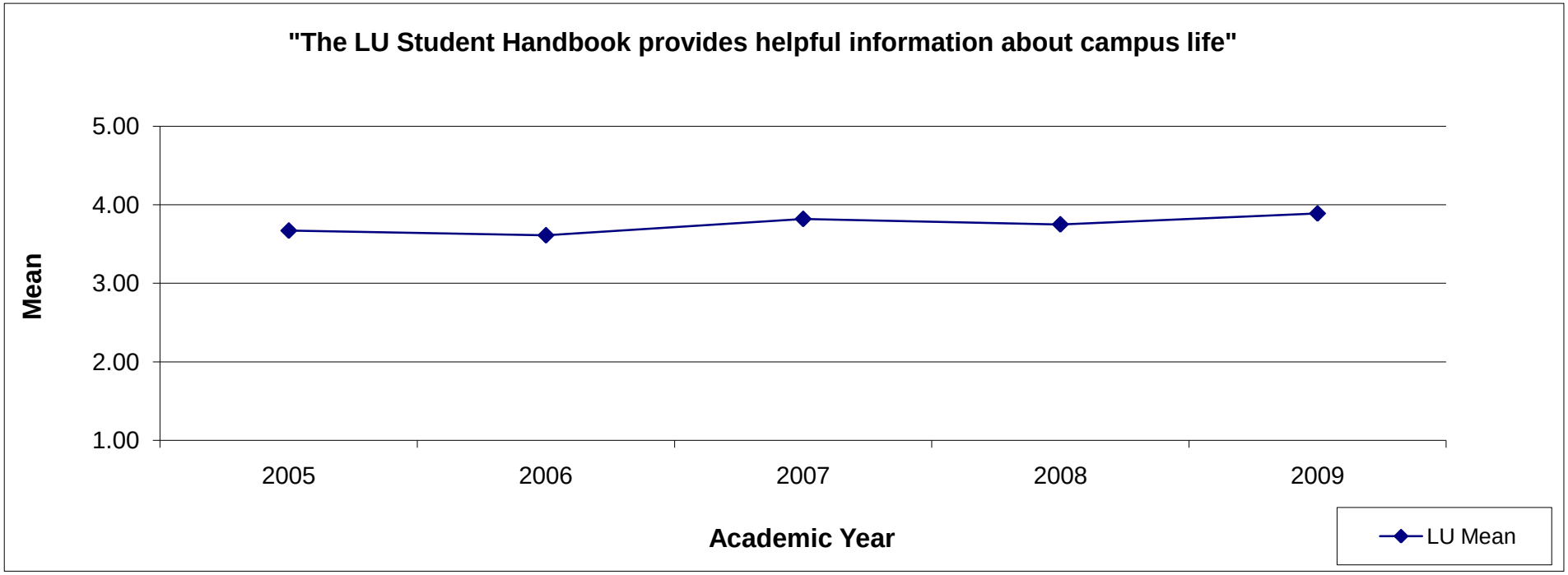


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 50

Academic Year	Lincoln University Mean
2005	3.67
2006	3.61
2007	3.82
2008	3.75
2009	3.89
5-Year Average	**3.76**



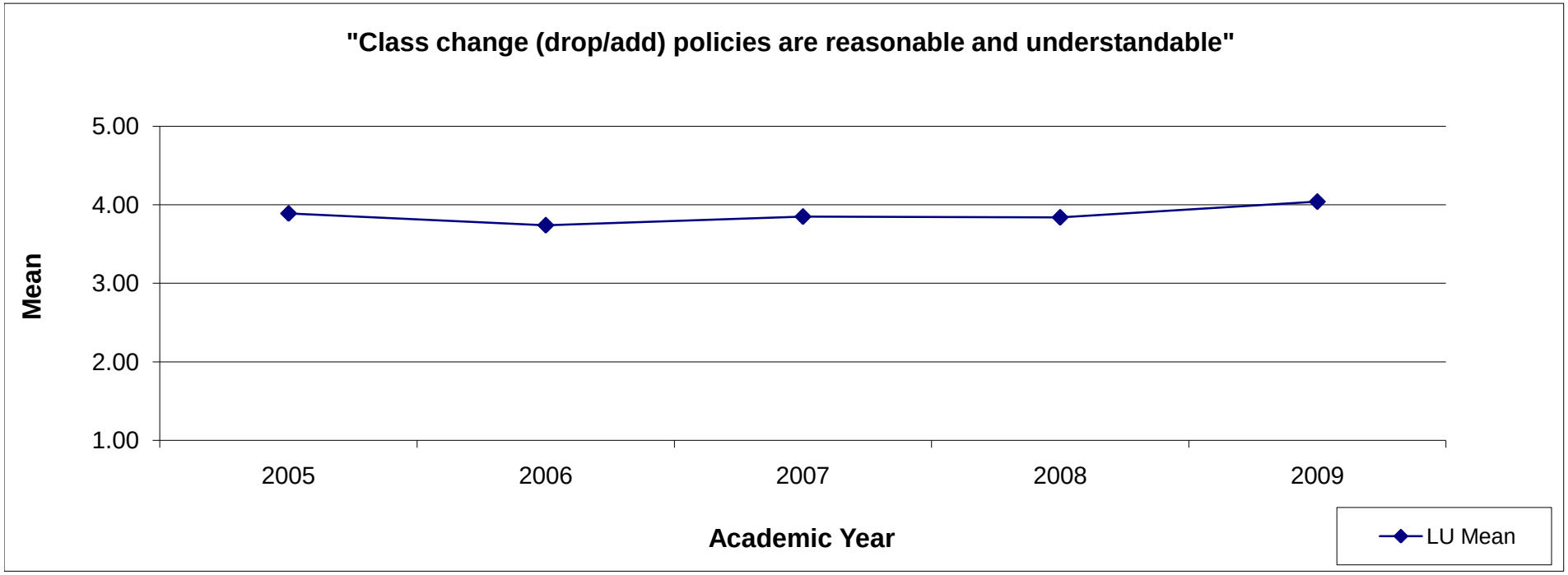
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 51

Academic Year	Lincoln University Mean
2005	3.89
2006	3.74
2007	3.85
2008	3.84
2009	4.04
5-Year Average	**3.87**



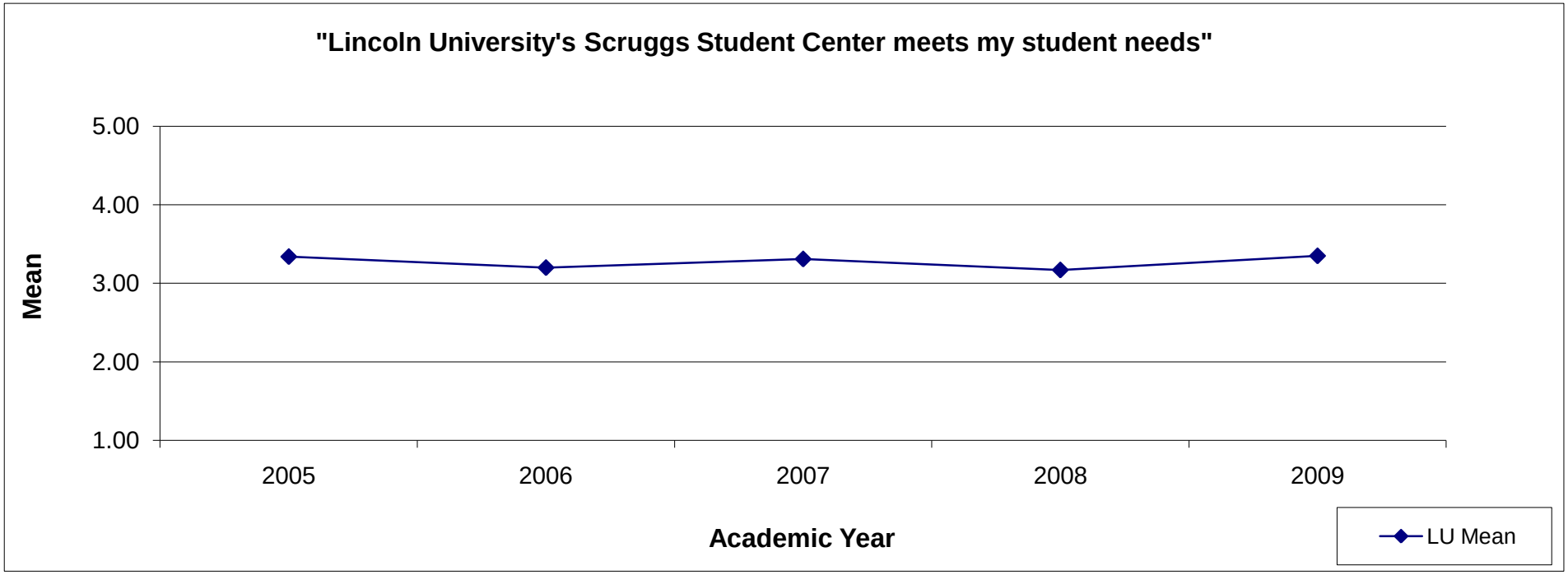
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 52

Academic Year	Lincoln University Mean
2005	3.34
2006	3.20
2007	3.31
2008	3.17
2009	3.35
5-Year Average	**3.27**

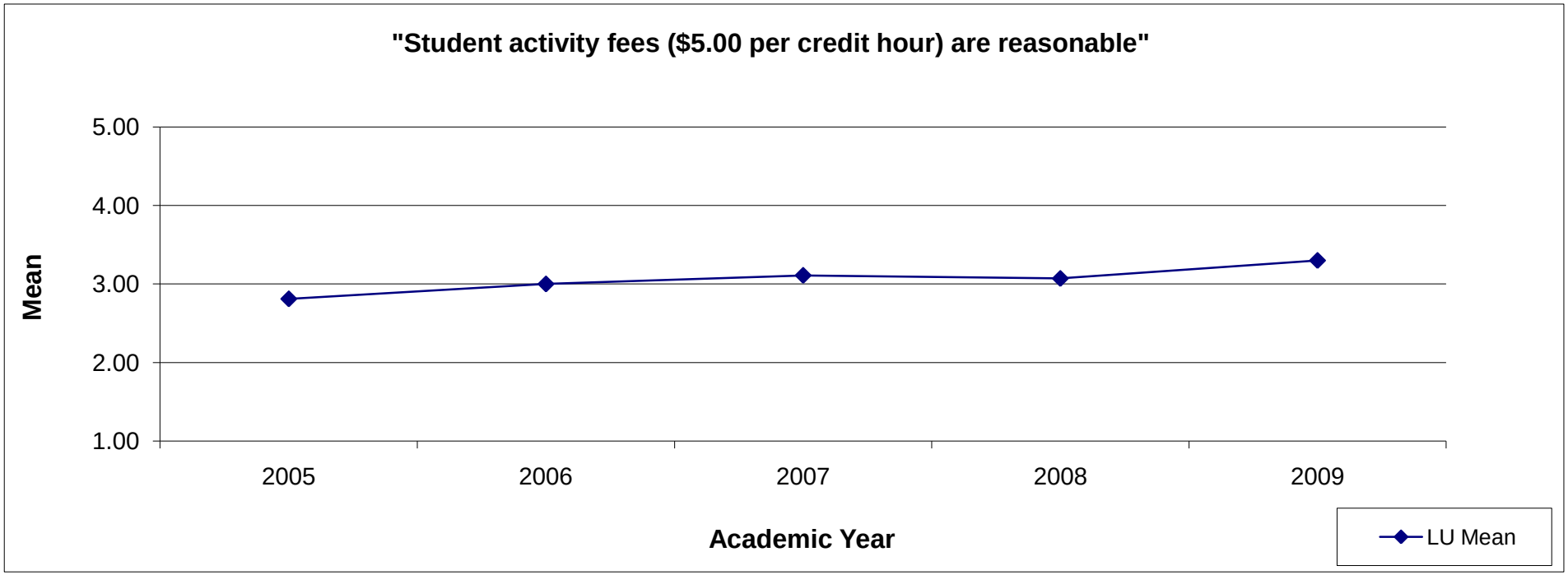


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 53

Academic Year	Lincoln University Mean
2005	2.81
2006	3.00
2007	3.11
2008	3.07
2009	3.30
5-Year Average	**3.07**



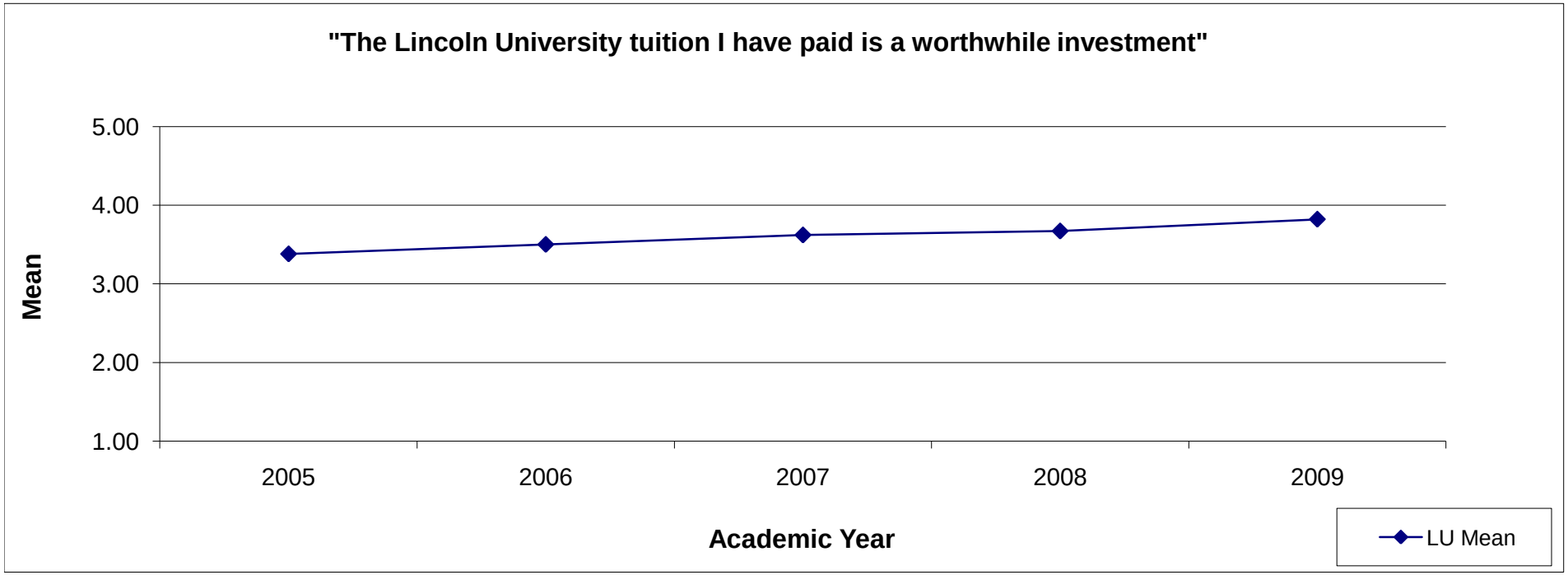
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 54

Academic Year	Lincoln University Mean
2005	3.38
2006	3.50
2007	3.62
2008	3.67
2009	3.82
5-Year Average	**3.61**



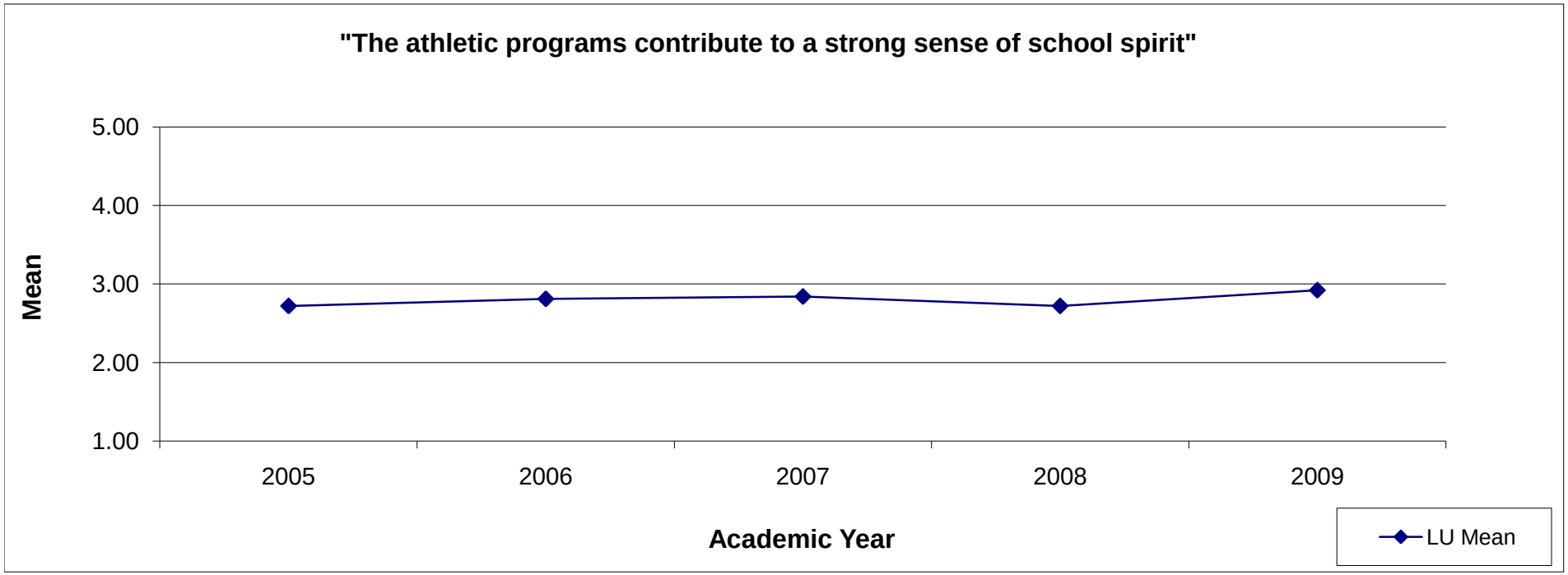
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 55

Academic Year	Lincoln University Mean
2005	2.72
2006	2.81
2007	2.84
2008	2.72
2009	2.92
5-Year Average	**2.81**



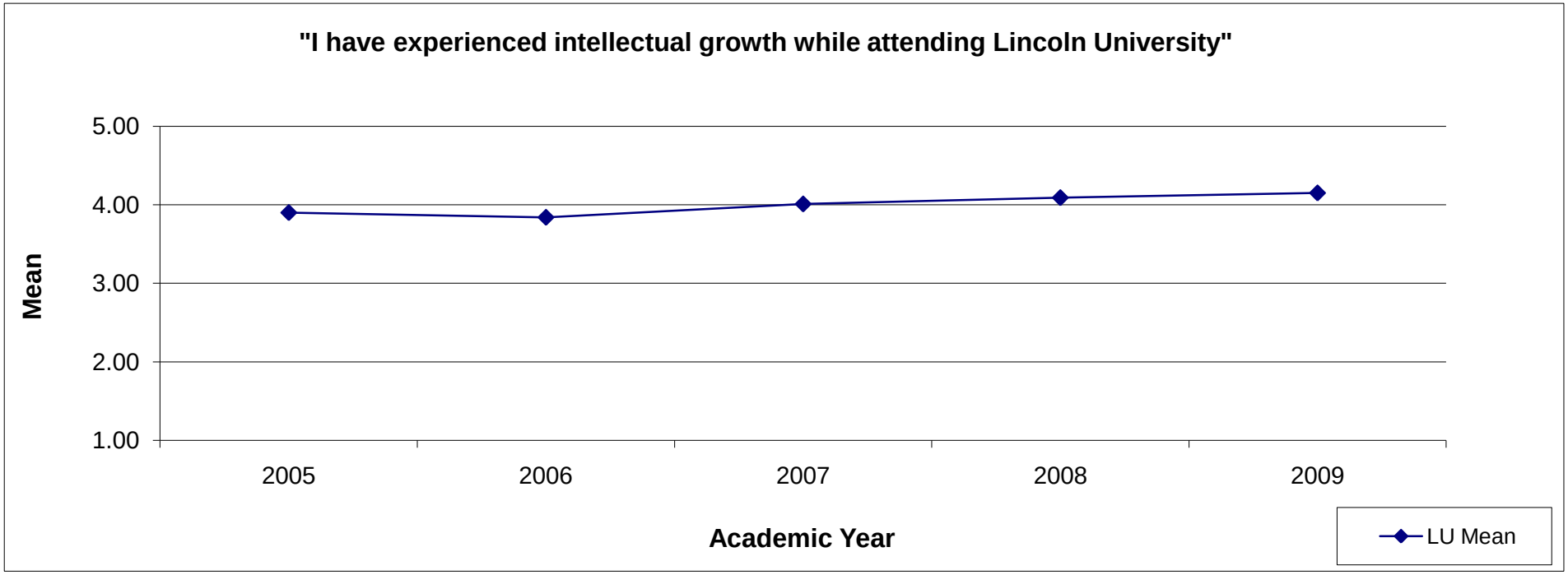
Data Source: Center for Assessment, Institutional Research and Planning

Lincoln University Continuing Student Satisfaction Survey Comparison by Academic Year and Mean of Question #20

"I have experienced intellectual growth while attending Lincoln University"

Table 56

Academic Year	Lincoln University Mean
2005	3.90
2006	3.84
2007	4.01
2008	4.09
2009	4.15
5-Year Average	**4.00**



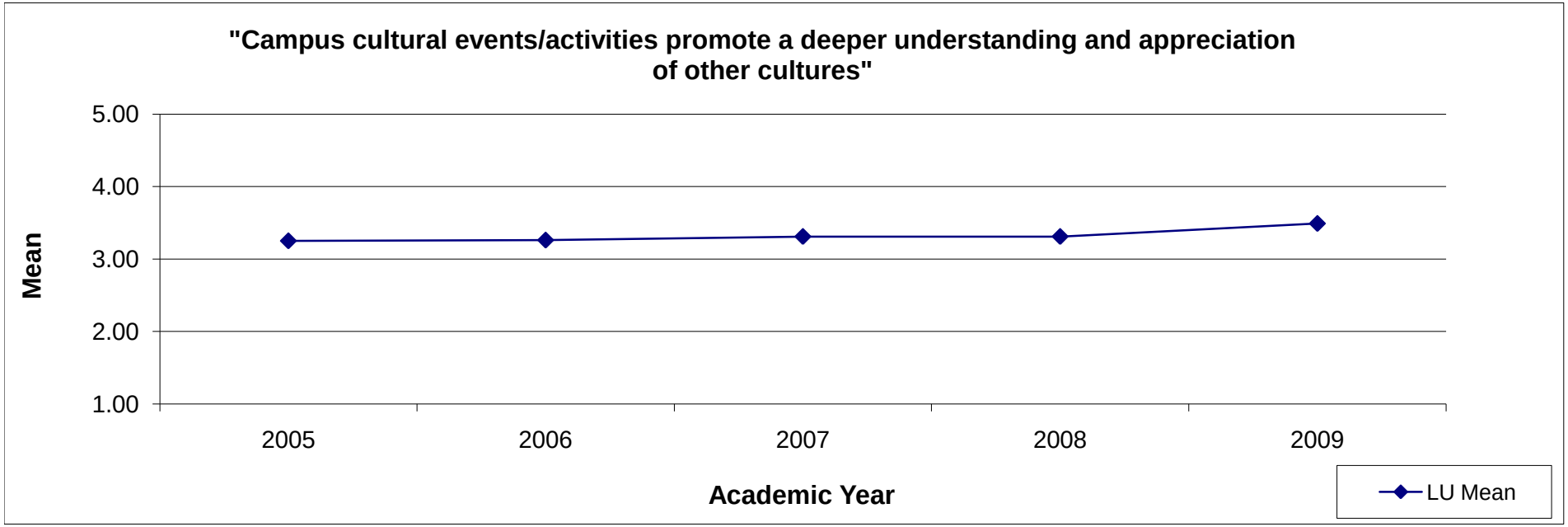
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 57

Academic Year	Lincoln University Mean
2005	3.25
2006	3.26
2007	3.31
2008	3.31
2009	3.49
5-Year Average	**3.33**



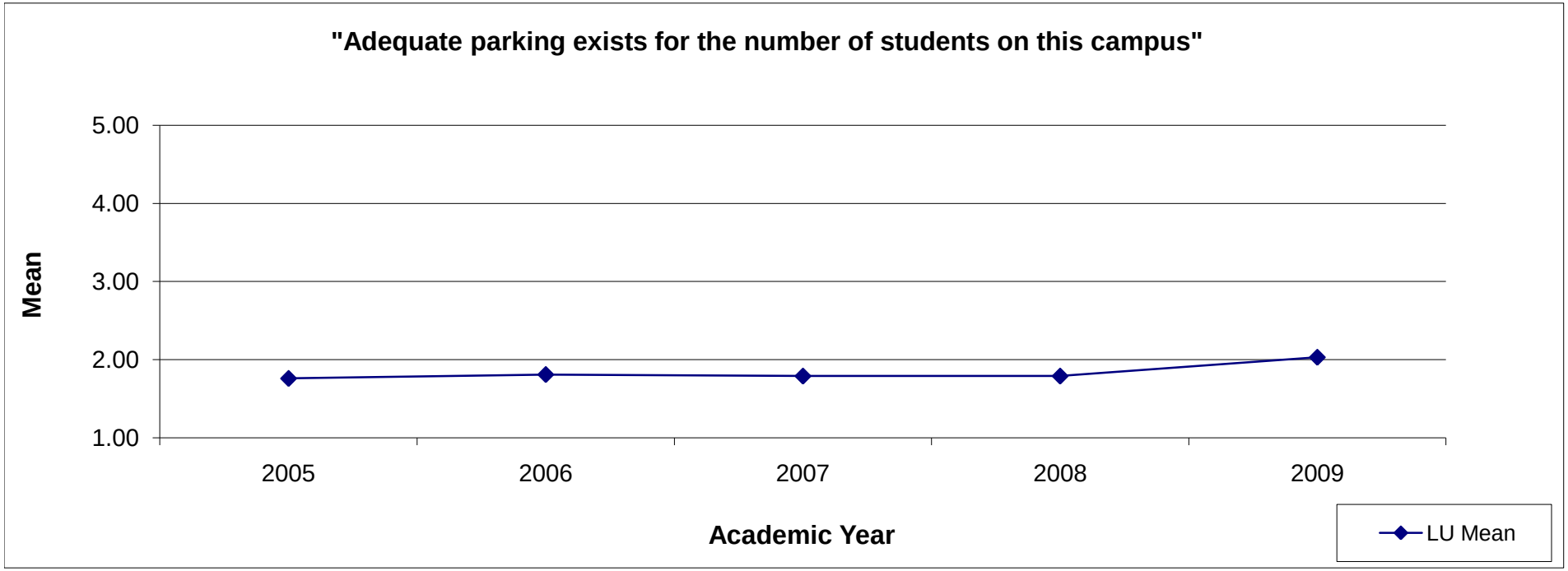
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 58

Academic Year	Lincoln University Mean
2005	1.76
2006	1.81
2007	1.79
2008	1.79
2009	2.03
5-Year Average	**1.83**

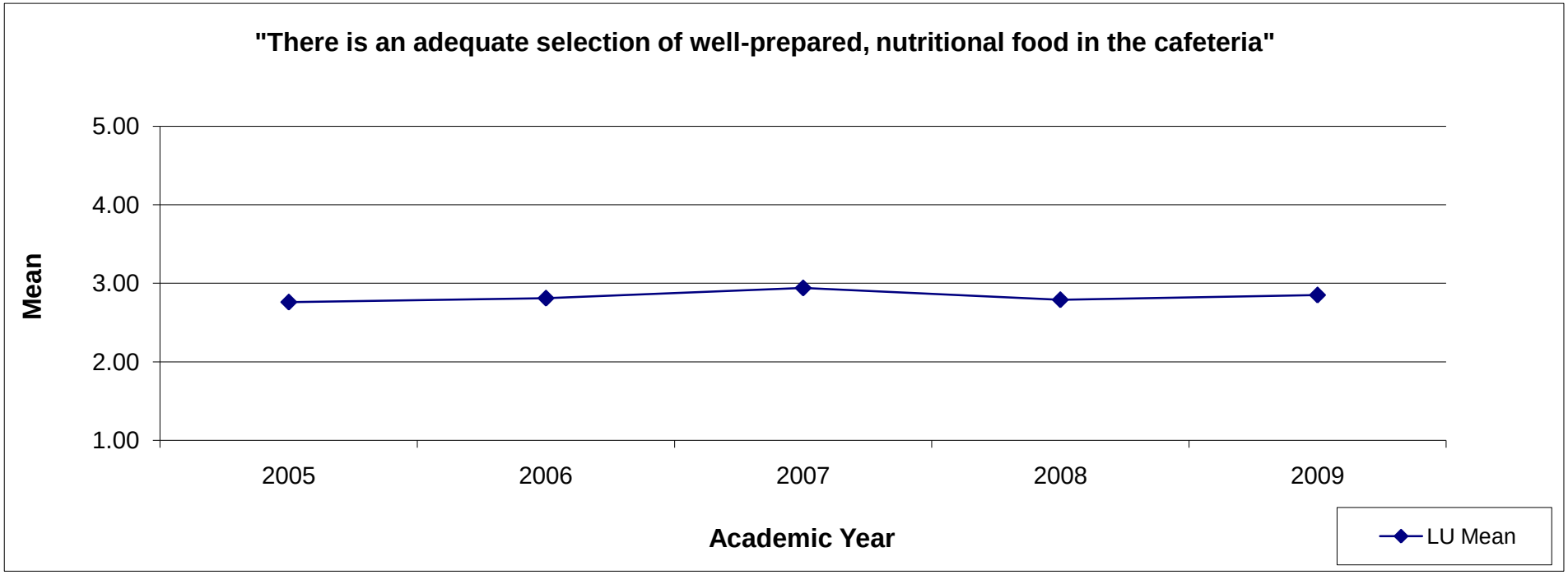


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 59

Academic Year	Lincoln University Mean
2005	2.76
2006	2.81
2007	2.94
2008	2.79
2009	2.85
5-Year Average	**2.84**



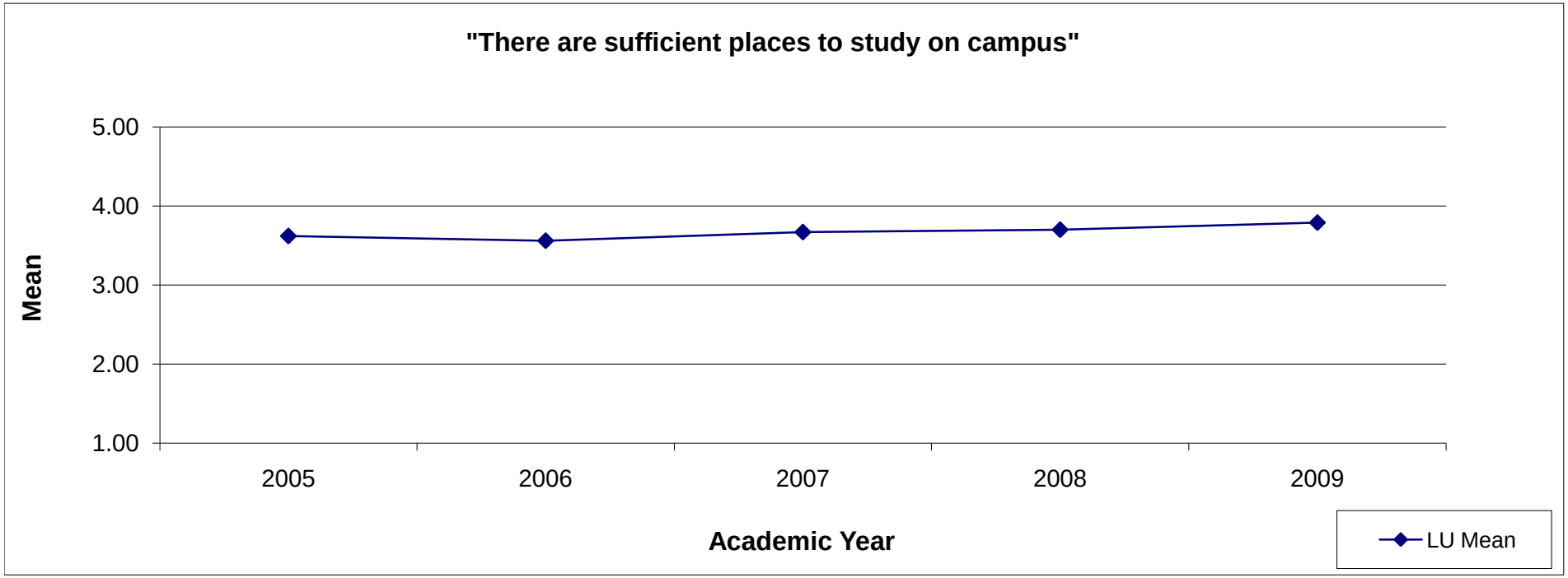
Data Source: Center for Assessment, Institutional Research and Planning

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

"There are sufficient places to study on campus"

Table 60

Academic Year	Lincoln University Mean
2005	3.62
2006	3.56
2007	3.67
2008	3.70
2009	3.79
5-Year Average	**3.67**

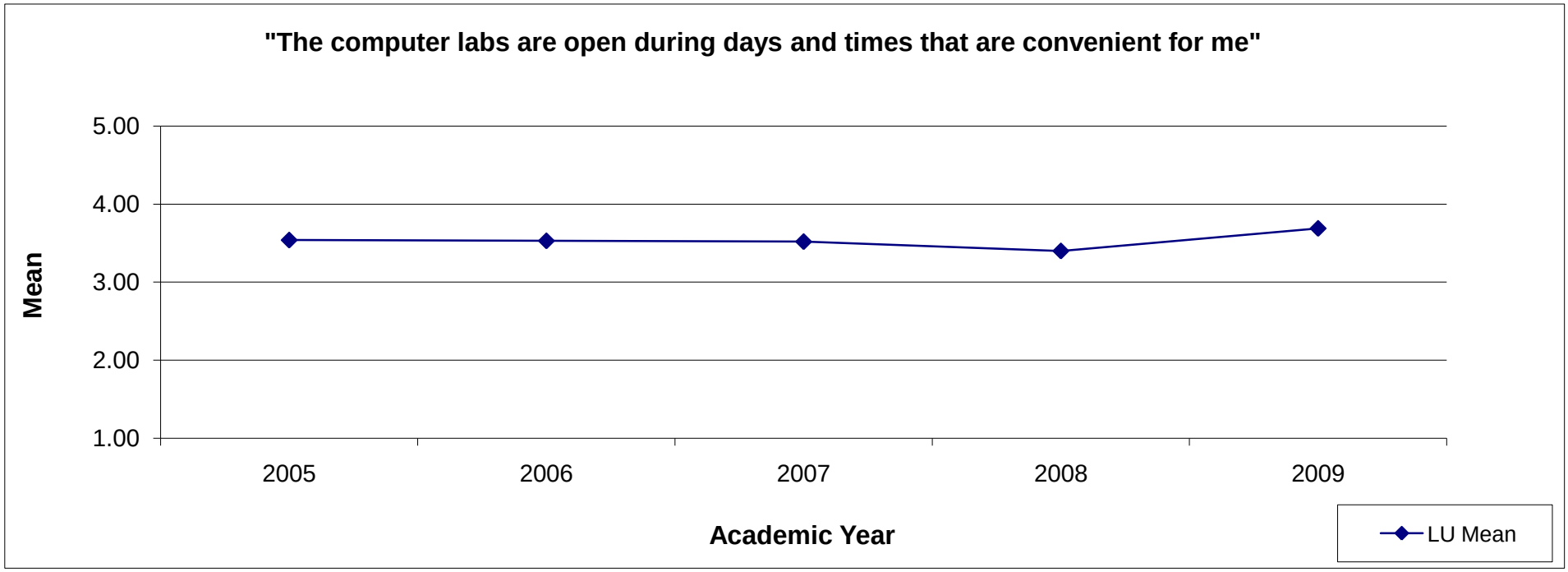


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 61

Academic Year	Lincoln University Mean
2005	3.54
2006	3.53
2007	3.52
2008	3.40
2009	3.69
5-Year Average	**3.53**

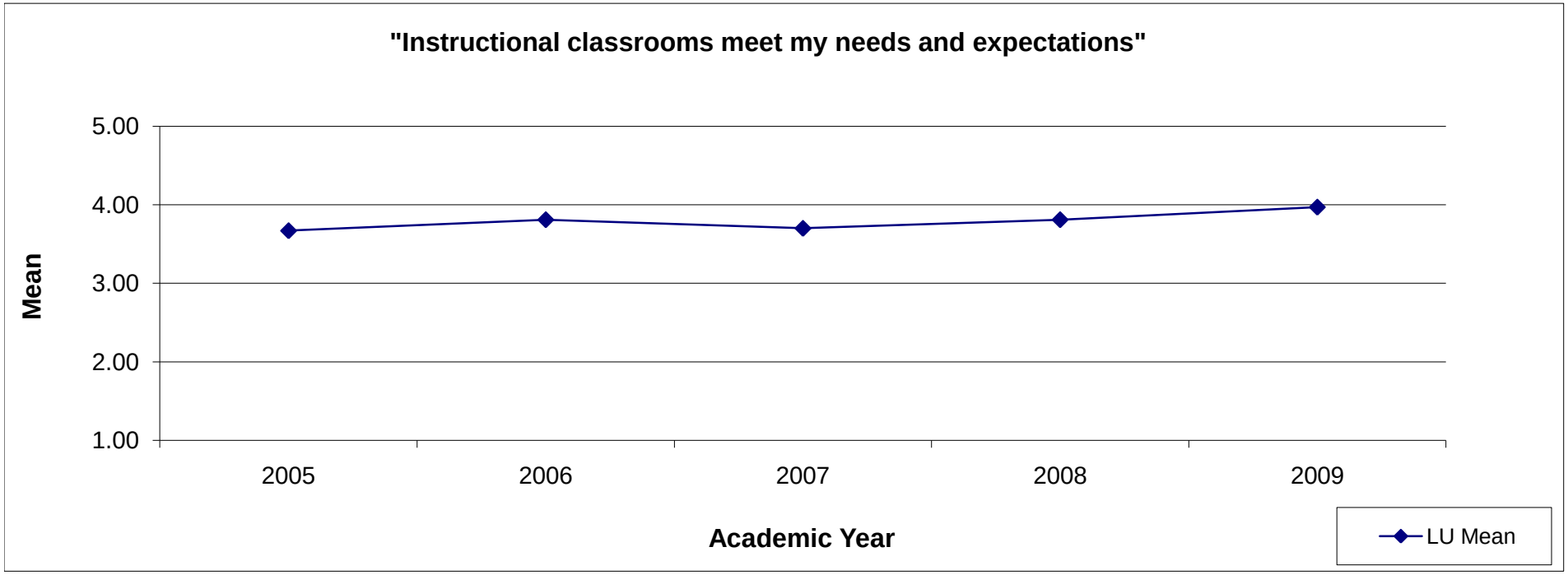


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 62

Academic Year	Lincoln University Mean
2005	3.67
2006	3.81
2007	3.70
2008	3.81
2009	3.97
5-Year Average	**3.79**



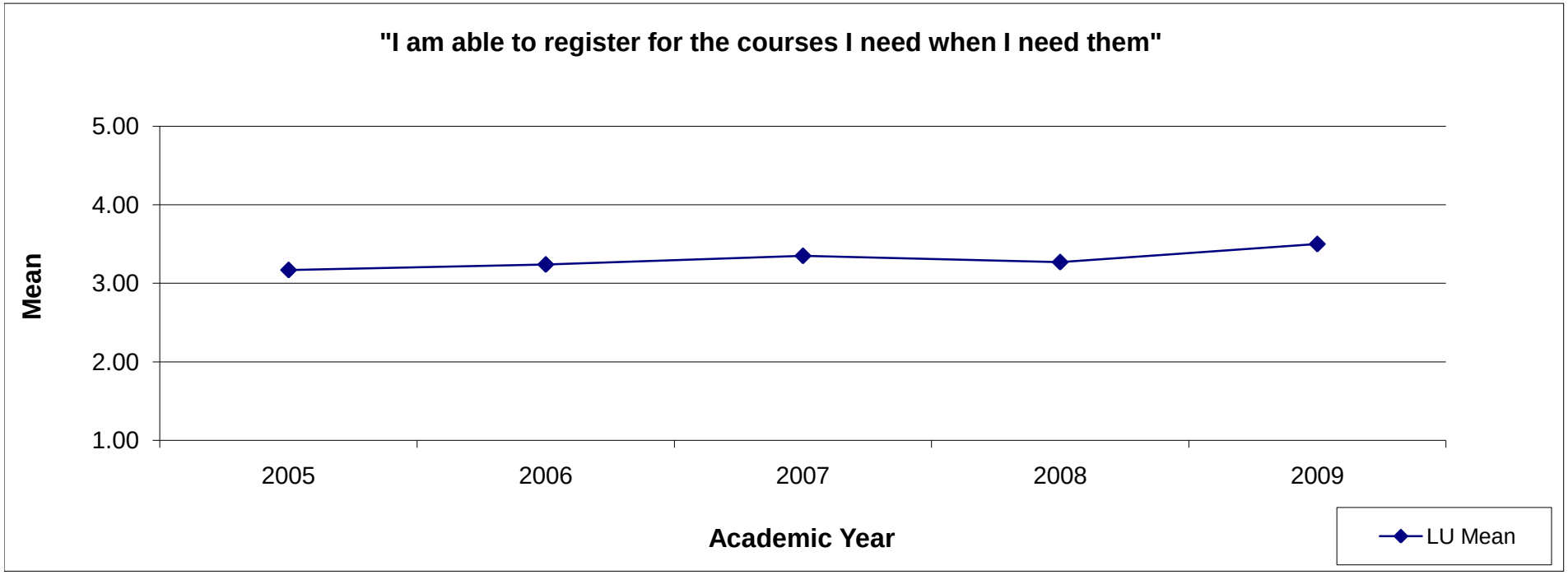
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 63

Academic Year	Lincoln University Mean
2005	3.17
2006	3.24
2007	3.35
2008	3.27
2009	3.50
5-Year Average	**3.31**



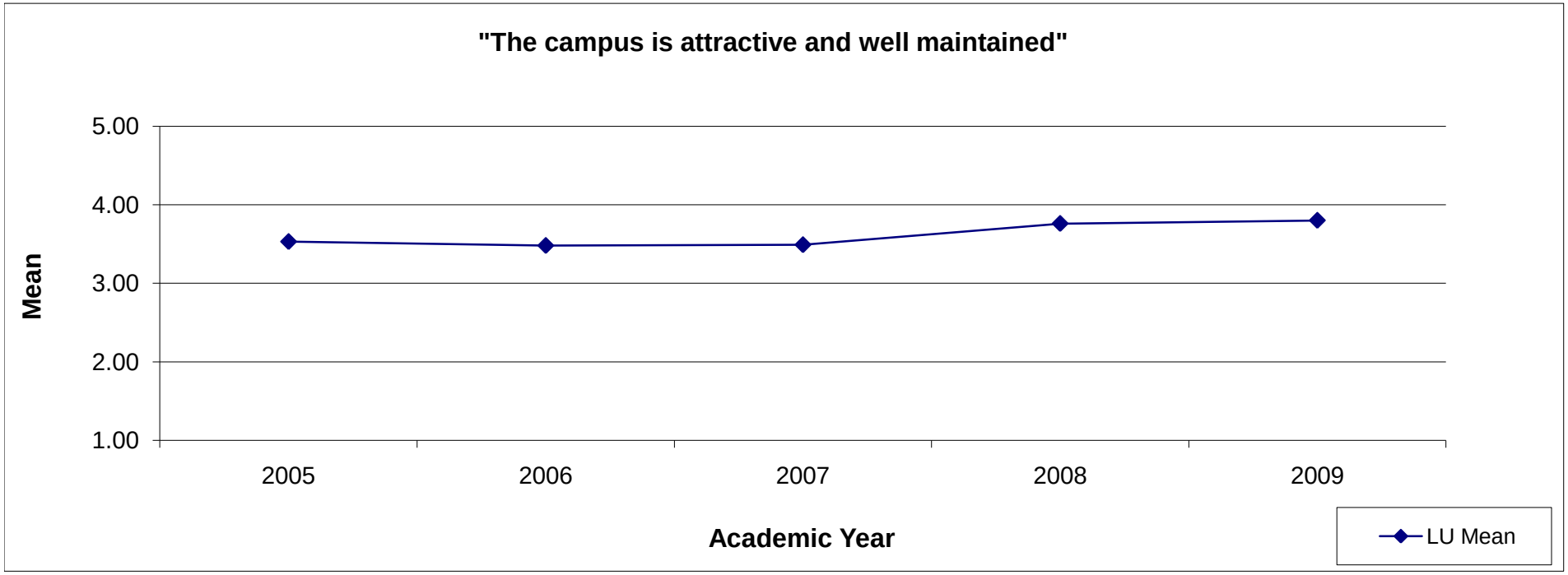
Data Source: Center for Assessment, Institutional Research and Planning

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

"The campus is attractive and well maintained"

Table 64

Academic Year	Lincoln University Mean
2005	3.53
2006	3.48
2007	3.49
2008	3.76
2009	3.80
5-Year Average	**3.61**



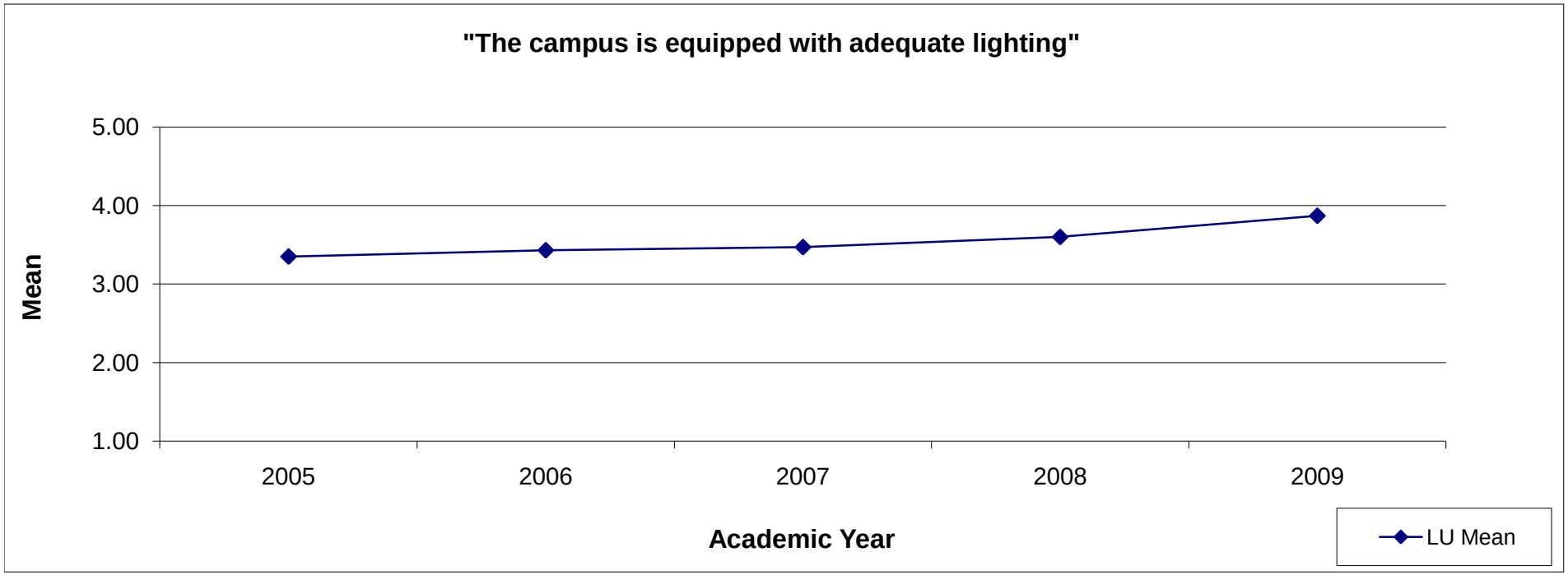
Data Source: Center for Assessment, Institutional Research and Planning

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

"The campus is equipped with adequate lighting"

Table 65

Academic Year	Lincoln University Mean
2005	3.35
2006	3.43
2007	3.47
2008	3.60
2009	3.87
5-Year Average	**3.55**



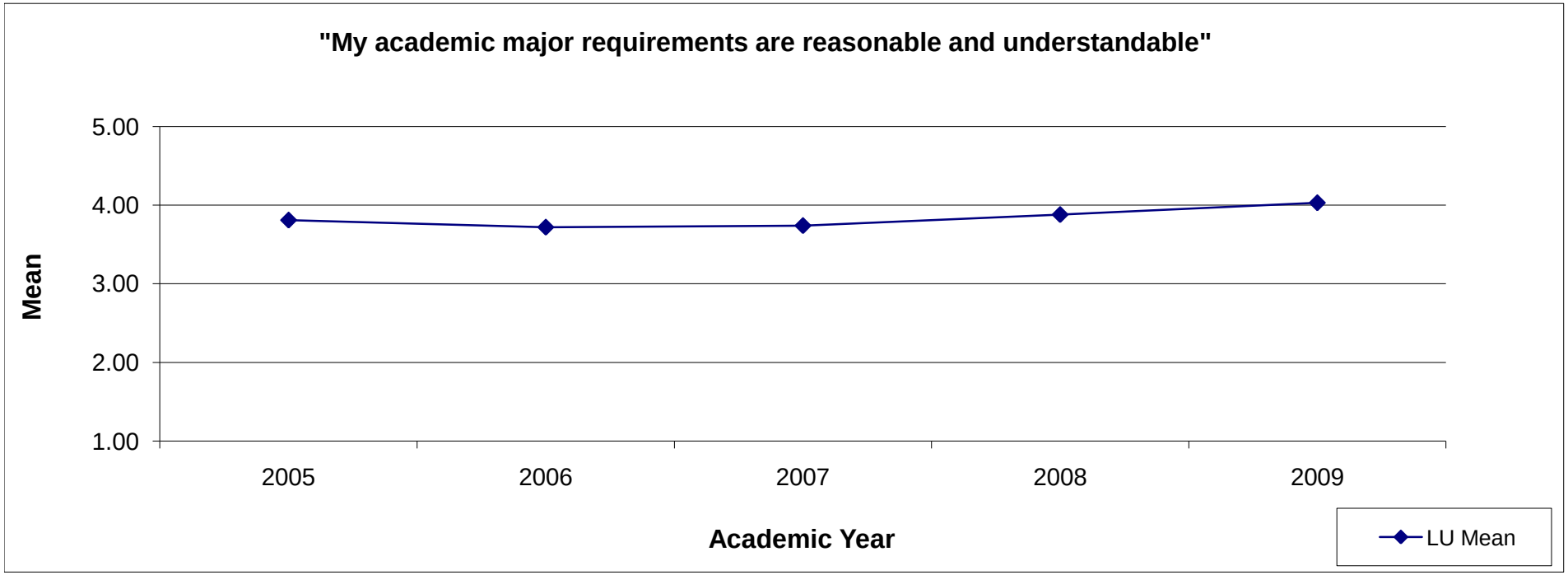
Data Source: Center for Assessment, Institutional Research and Planning

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

"My academic major requirements are reasonable and understandable"

Table 66

Academic Year	Lincoln University Mean
2005	3.81
2006	3.72
2007	3.74
2008	3.88
2009	4.03
5-Year Average	**3.83**

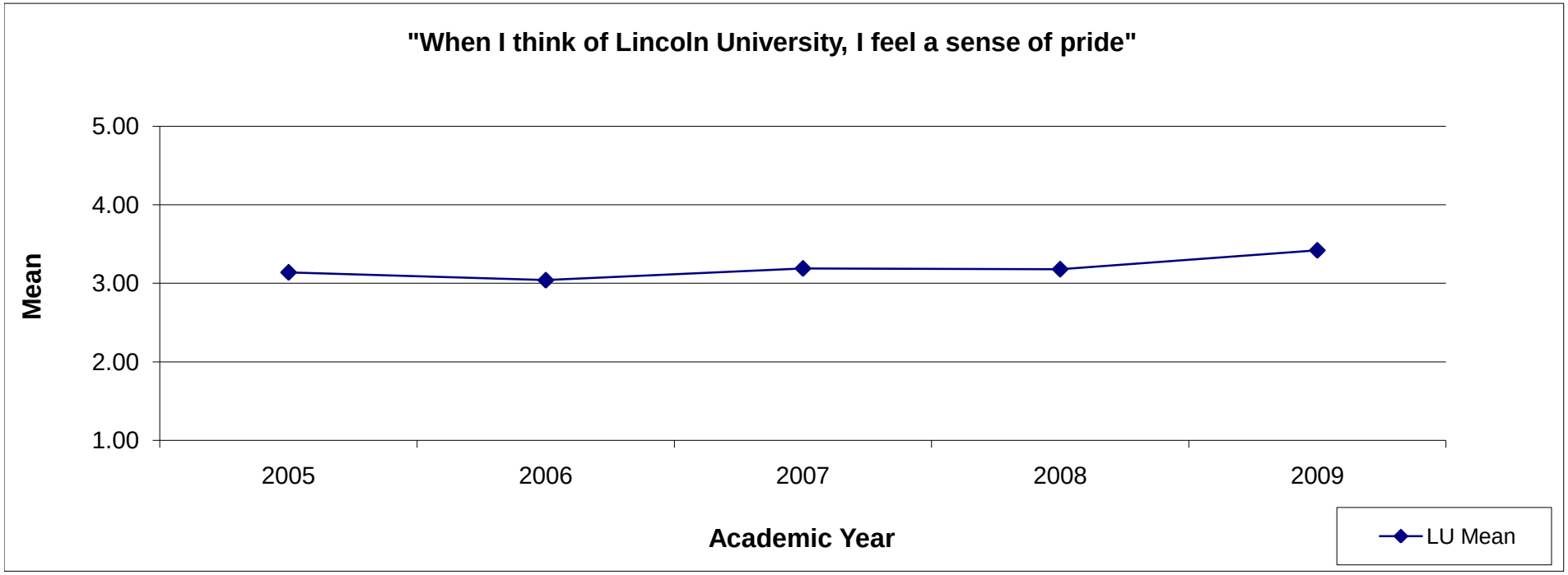


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 67

Academic Year	Lincoln University Mean
2005	3.14
2006	3.04
2007	3.19
2008	3.18
2009	3.42
5-Year Average	**3.20**



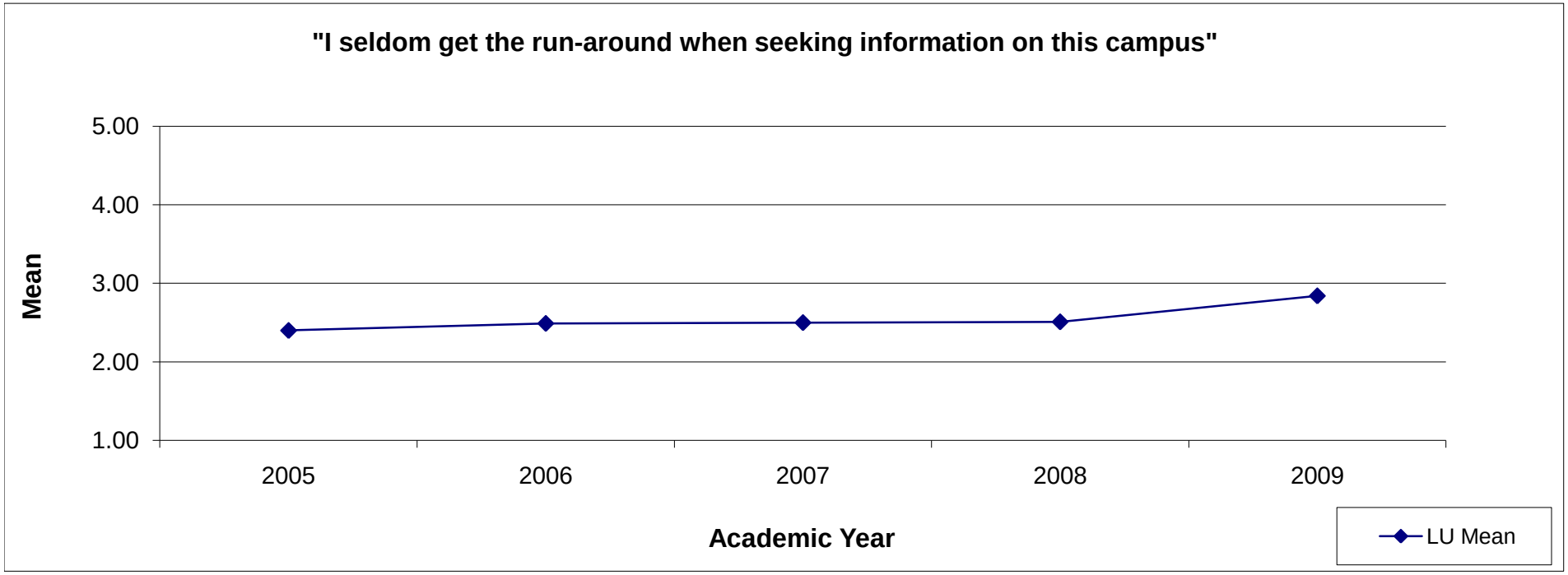
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 68

Academic Year	Lincoln University Mean
2005	2.40
2006	2.49
2007	2.50
2008	2.51
2009	2.84
5-Year Average	**2.55**



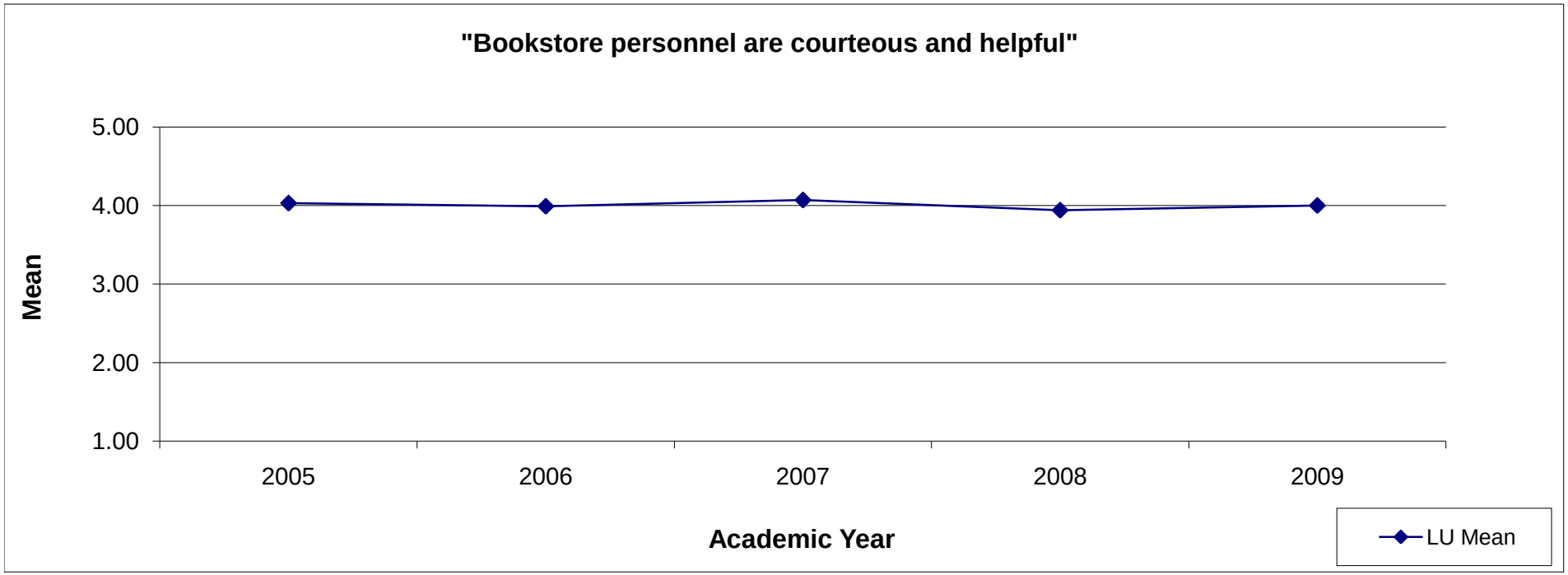
Data Source: Center for Assessment, Institutional Research and Planning

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

"Bookstore personnel are courteous and helpful"

Table 69

Academic Year	Lincoln University Mean
2005	4.03
2006	3.99
2007	4.07
2008	3.94
2009	4.00
5-Year Average	**4.01**

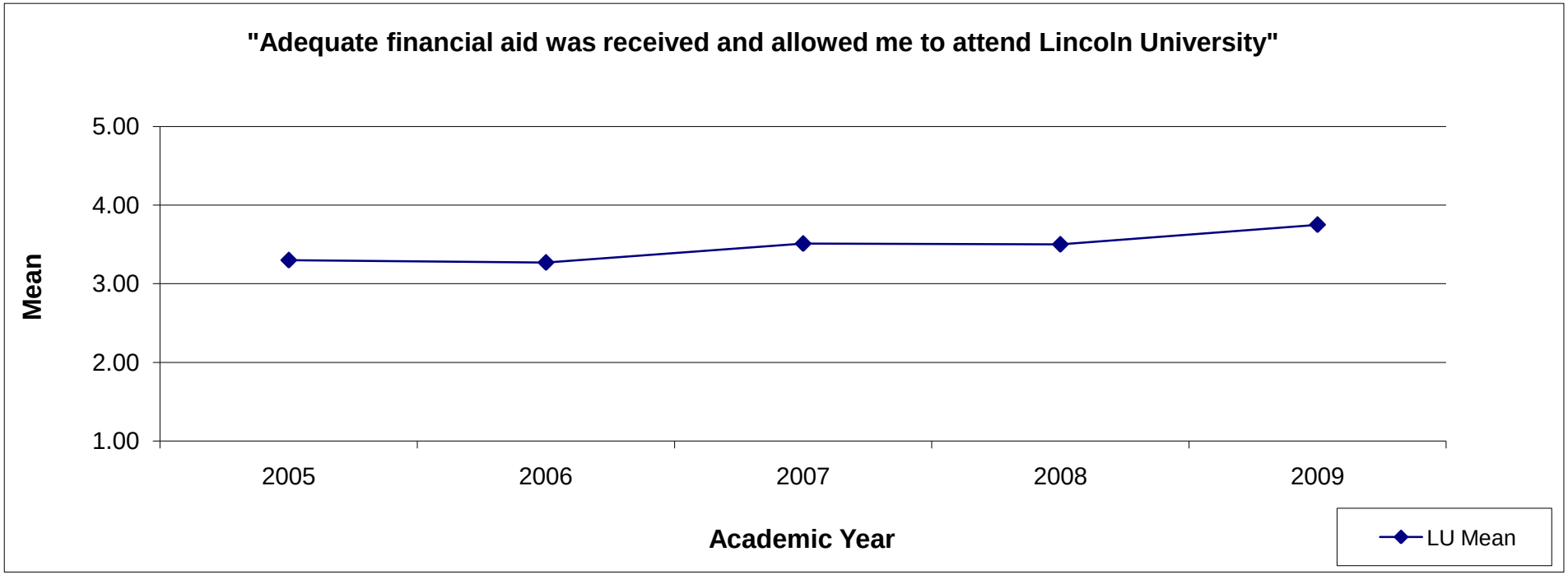


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 70

Academic Year	Lincoln University Mean
2005	3.30
2006	3.27
2007	3.51
2008	3.50
2009	3.75
5-Year Average	**3.47**

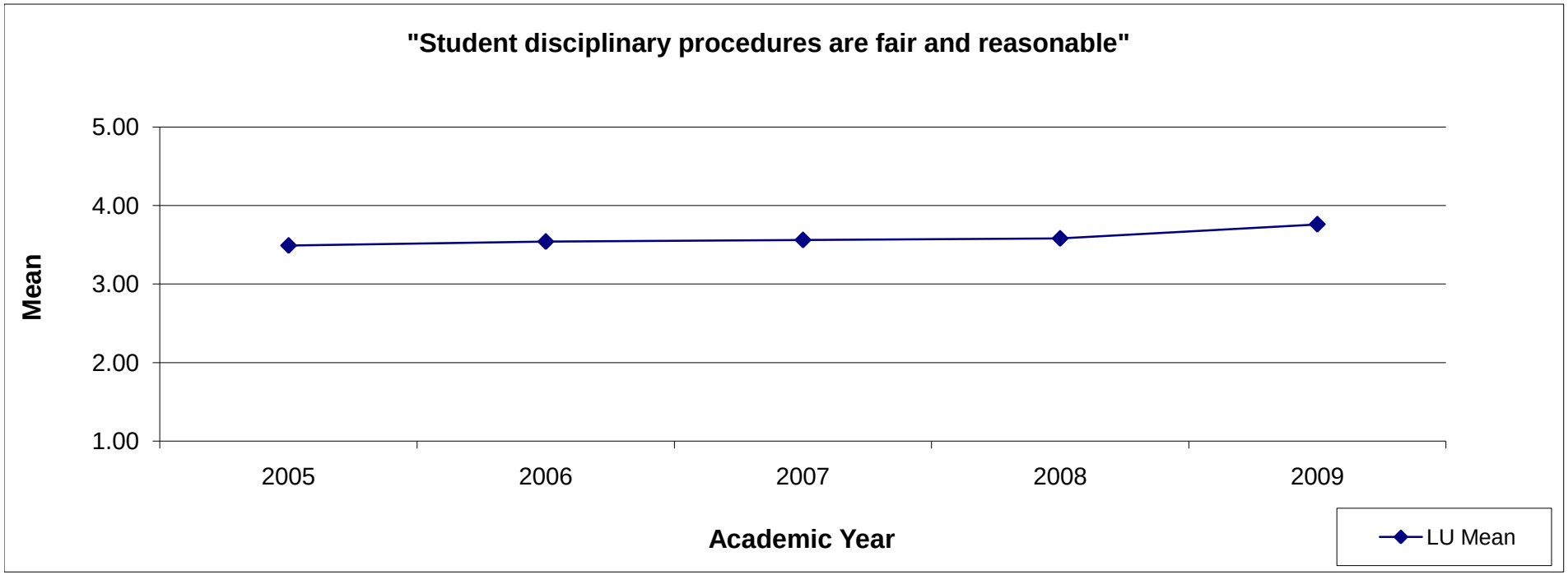


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 71

Academic Year	Lincoln University Mean
2005	3.49
2006	3.54
2007	3.56
2008	3.58
2009	3.76
5-Year Average	**3.59**

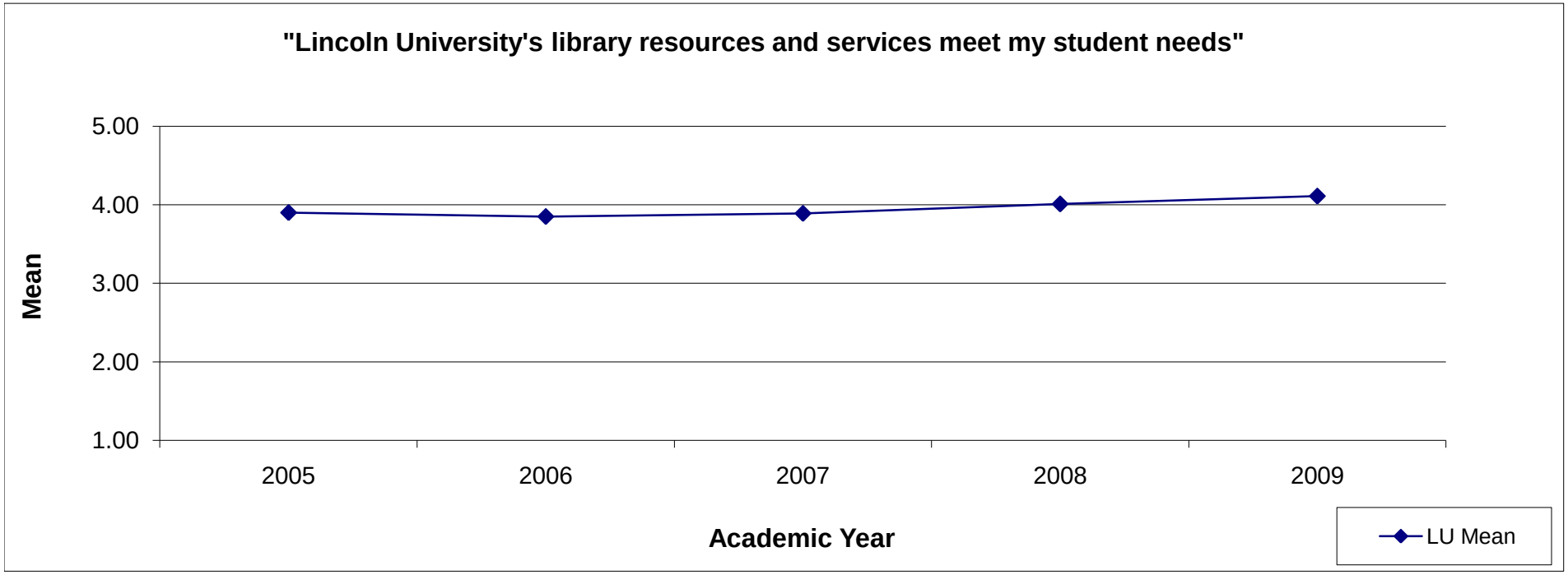


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 72

Academic Year	Lincoln University Mean
2005	3.90
2006	3.85
2007	3.89
2008	4.01
2009	4.11
5-Year Average	**3.95**

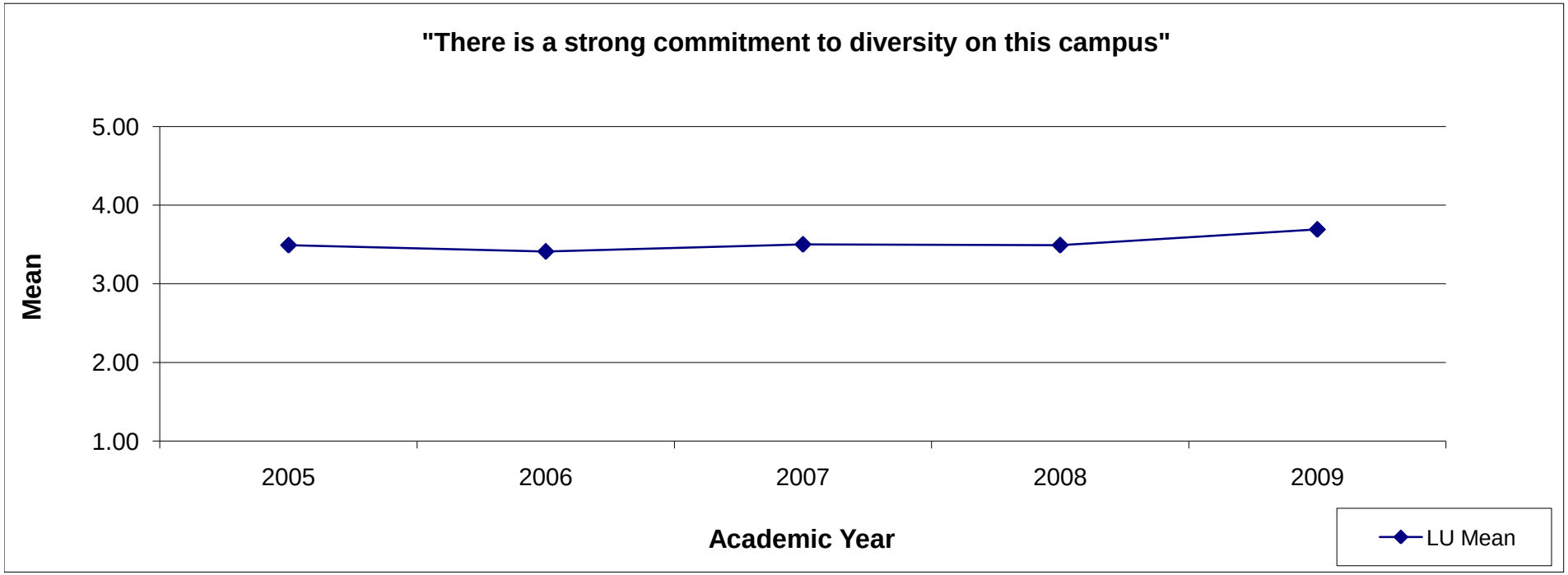


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 73

Academic Year	Lincoln University Mean
2005	3.49
2006	3.41
2007	3.50
2008	3.49
2009	3.69
5-Year Average	**3.51**



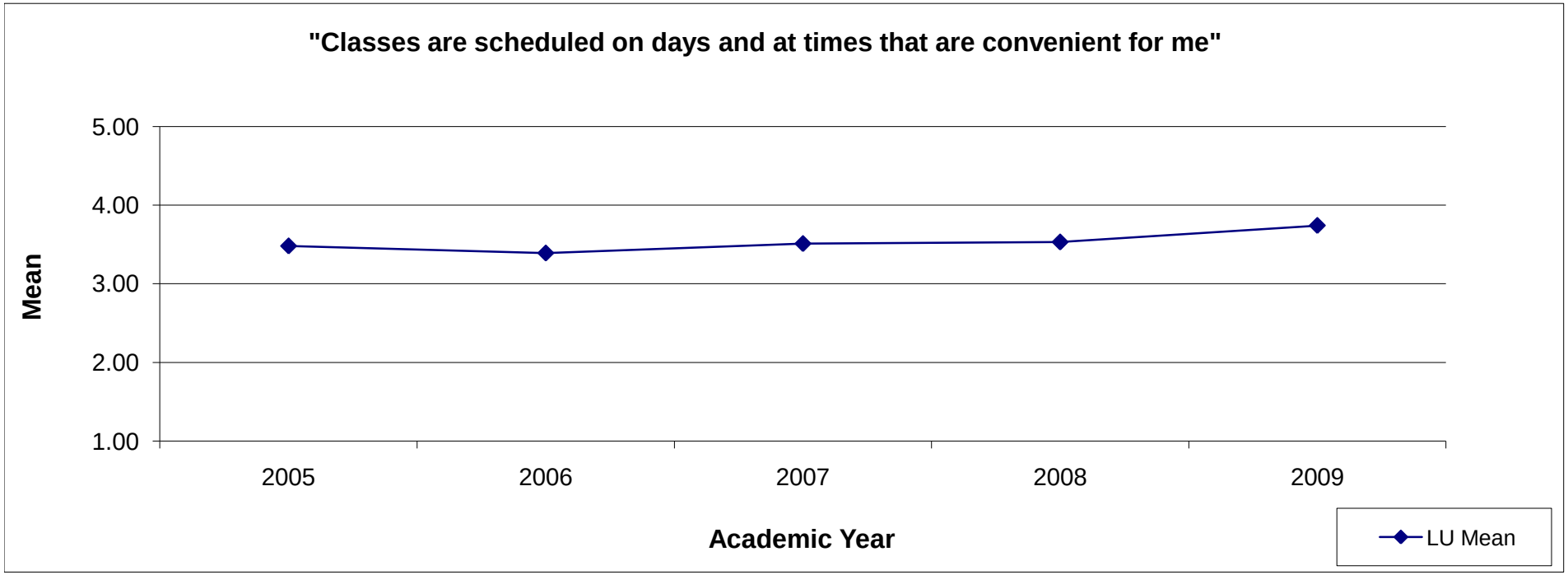
Data Source: Center for Assessment, Institutional Research and Planning

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

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

Table 74

Academic Year	Lincoln University Mean
2005	3.48
2006	3.39
2007	3.51
2008	3.53
2009	3.74
5-Year Average	**3.53**

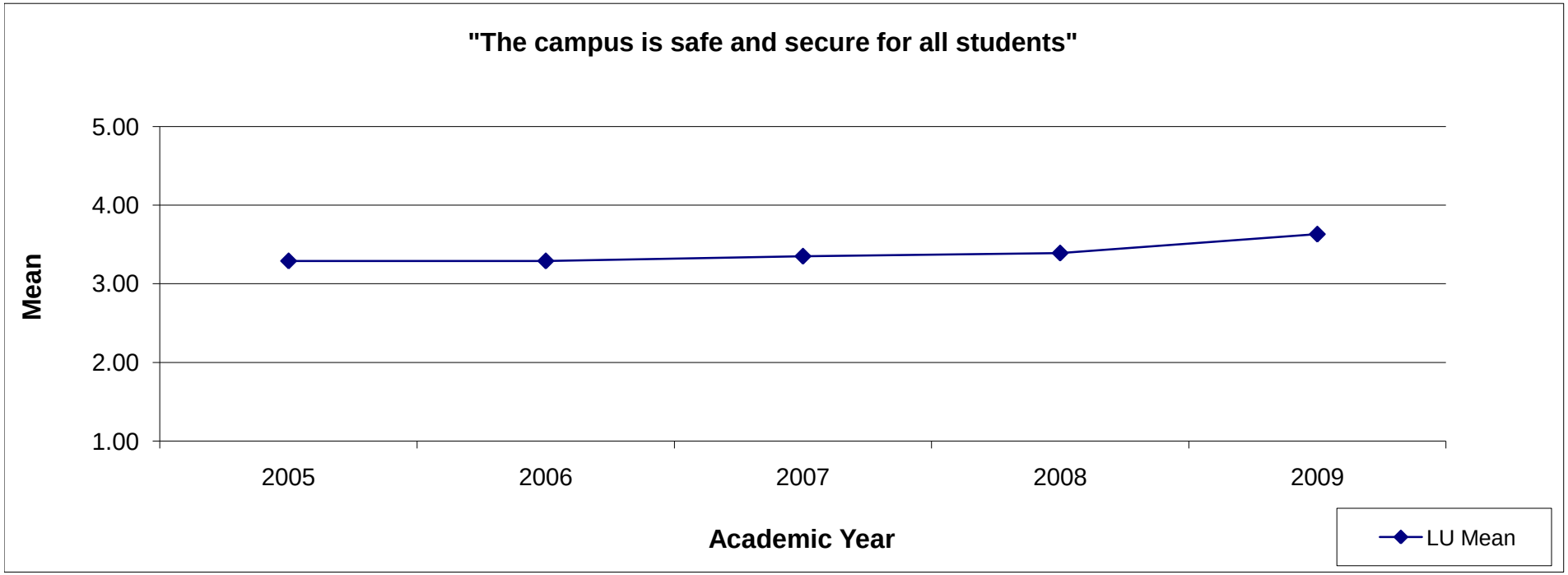


Data Source: Center for Assessment, Institutional Research and Planning

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

Table 75

Academic Year	Lincoln University Mean
2005	3.29
2006	3.29
2007	3.35
2008	3.39
2009	3.63
5-Year Average	**3.39**



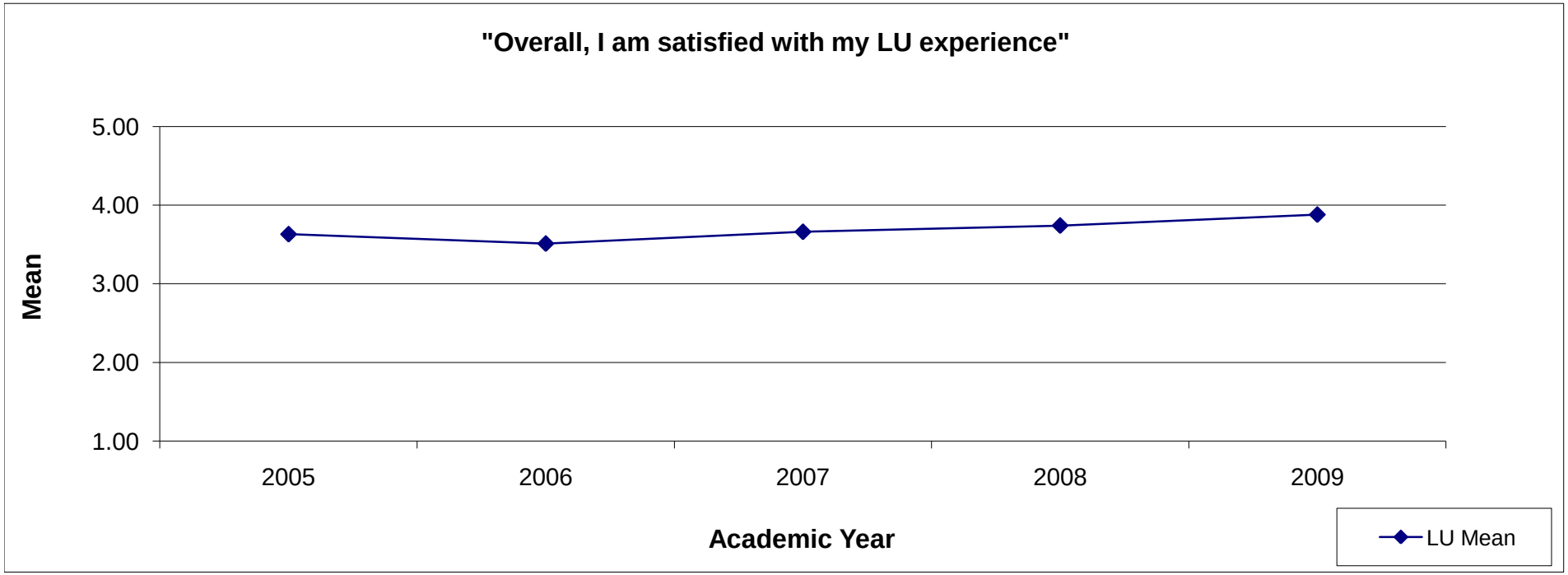
Data Source: Center for Assessment, Institutional Research and Planning

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

"Overall, I am satisfied with my LU experience"

Table 76

Academic Year	Lincoln University Mean
2005	3.63
2006	3.51
2007	3.66
2008	3.74
2009	3.88
5-Year Average	**3.69**



Data Source: Center for Assessment, Institutional Research and Planning

APPENDIX 1

Percentages

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

Continuing Student Satisfaction Survey Items		Percent Strongly Agree/Agree					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Average
9	I feel welcome on this campus.	78.1	76.4	78.3	82.0	85.3	80.0
10	Student Accounts staff are knowledgeable, courteous and helpful.	36.4	44.4	61.4	58.8	69.0	54.0
11	Faculty and staff display concern for students as individuals.	69.2	65.0	71.5	74.0	75.1	71.0
12	Financial aid awards are announced in time to be helpful in college planning.	30.0	37.0	41.0	40.2	54.6	40.6
13	Policies and procedures exist for expressing student complaints/appeals.	47.0	47.1	47.0	43.7	49.2	46.8
14	The LU Student Handbook provides helpful information about campus life.	70.9	67.0	71.5	69.0	75.7	70.8
15	Class change (drop/add) policies are reasonable and understandable.	82.2	72.4	75.2	77.7	81.2	77.7
16	Lincoln University's Scruggs Student Center meets my student needs.	57.5	47.8	48.3	42.7	49.5	49.2
17	Student activity fees ($5.00 per credit hour) are reasonable.	42.5	49.5	50.9	49.2	54.6	49.3
18	The Lincoln University tuition I have paid is a worthwhile investment.	62.8	66.7	70.2	71.2	73.8	68.9
19	The athletic programs contribute to a strong sense of school spirit.	36.4	36.0	32.6	28.5	35.8	33.9
20	I have experienced intellectual growth while attending Lincoln University.	81.8	79.5	82.0	85.4	83.4	82.4
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	50.6	51.9	50.4	51.7	54.6	51.8
22	Adequate parking exists for the number of students on this campus.	15.8	17.5	15.9	15.8	21.4	17.3
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.1	25.6	29.0	21.4	25.9	25.4
24	There are sufficient places to study on campus.	70.9	68.0	71.0	71.8	70.9	70.5

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Strongly Agree/Agree					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Average
25	The computer labs are open during days and times that are convenient for me.	68.4	68.0	64.8	60.1	68.7	66.0
26	Instructional classrooms meet my needs and expectations.	68.8	75.4	72.3	75.2	79.9	74.3
27	I am able to register for the courses I need when I need them.	55.9	58.2	62.4	58.2	63.6	59.7
28	The campus is attractive and well maintained.	68.4	65.3	65.8	75.5	75.4	70.1
29	The campus is equipped with adequate lighting.	61.9	63.3	65.5	68.7	76.4	67.2
30	My academic major requirements are reasonable and understandable.	80.6	76.4	77.0	81.4	81.2	79.3
31	When I think of Lincoln University, I feel a "sense of pride".	46.6	46.8	50.9	48.9	55.9	49.8
32	I seldom get the "run-around" when seeking information on this campus.	30.8	36.0	32.9	31.6	42.8	34.8
33	Bookstore personnel are courteous and helpful.	84.6	82.8	85.9	79.9	81.2	82.9
34	Adequate financial aid was received and allowed me to attend Lincoln University.	51.8	53.9	59.0	58.8	66.8	58.1
35	Student disciplinary procedures are fair and understandable.	58.3	59.6	59.3	57.6	65.2	60.0
36	Lincoln University's library resources and services meet my student needs.	78.1	77.1	78.1	80.5	82.4	79.2
37	There is a strong commitment to diversity on this campus.	64.0	62.0	62.4	63.2	65.8	63.5
38	Classes are scheduled on days and at times that are convenient for me.	66.8	64.0	67.9	68.1	71.9	67.7
39	The campus is safe and secure for all students.	56.3	58.2	59.8	56.0	65.2	59.1
40	Overall, I am satisfied with my LU experience.	72.1	67.7	70.8	73.7	76.0	72.1

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Disagree/Strongly Disagree					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Average
9	I feel welcome on this campus.	15.0	18.2	14.9	12.1	8.6	13.8
10	Student Accounts staff are knowledgeable, courteous and helpful.	55.1	46.5	32.1	29.7	22.0	37.1
11	Faculty and staff display concern for students as individuals.	24.3	31.3	20.9	20.7	17.9	23.0
12	Financial aid awards are announced in time to be helpful in college planning.	50.2	42.8	34.7	38.7	28.8	39.0
13	Policies and procedures exist for expressing student complaints/appeals.	36.0	37.4	31.3	28.2	26.8	31.9
14	The LU Student Handbook provides helpful information about campus life.	17.4	17.8	12.5	13.3	11.2	14.4
15	Class change (drop/add) policies are reasonable and understandable.	13.0	18.2	14.4	14.6	11.8	14.4
16	Lincoln University's Scruggs Student Center meets my student needs.	23.5	29.3	22.7	25.4	23.6	24.9
17	Student activity fees ($5.00 per credit hour) are reasonable.	47.4	42.1	35.5	36.8	31.3	38.6
18	The Lincoln University tuition I have paid is a worthwhile investment.	29.1	25.3	21.1	19.8	16.3	22.3
19	The athletic programs contribute to a strong sense of school spirit.	48.6	43.4	42.8	44.3	39.0	43.6
20	I have experienced intellectual growth while attending Lincoln University.	13.4	14.8	9.4	8.7	7.7	10.8
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	32.0	31.3	28.2	26.6	22.0	28.0
22	Adequate parking exists for the number of students on this campus.	76.1	77.1	78.1	77.4	69.3	75.6
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	34.0	32.0	26.9	31.6	31.0	31.1
24	There are sufficient places to study on campus.	21.9	24.2	20.4	19.5	18.2	20.8

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Disagree/Strongly Disagree					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Average
25	The computer labs are open during days and times that are convenient for me.	24.3	26.6	24.3	26.6	20.4	24.4
26	Instructional classrooms meet my needs and expectations.	17.8	14.8	16.2	11.8	7.7	13.7
27	I am able to register for the courses I need when I need them.	40.5	36.0	33.7	37.5	28.4	35.2
28	The campus is attractive and well maintained.	23.9	27.3	27.4	16.4	16.6	22.3
29	The campus is equipped with adequate lighting.	31.6	26.9	26.4	21.4	14.4	24.1
30	My academic major requirements are reasonable and understandable.	17.4	19.2	20.4	16.1	13.4	17.3
31	When I think of Lincoln University, I feel a "sense of pride".	36.0	40.1	35.2	31.0	26.5	33.8
32	I seldom get the "run-around" when seeking information on this campus.	60.3	58.6	59.0	58.2	47.6	56.7
33	Bookstore personnel are courteous and helpful.	10.5	12.5	10.2	12.1	12.5	11.6
34	Adequate financial aid was received and allowed me to attend Lincoln University.	27.5	29.0	23.5	21.4	18.5	24.0
35	Student disciplinary procedures are fair and understandable.	16.2	16.5	17.2	13.9	12.8	15.3
36	Lincoln University's library resources and services meet my student needs.	14.2	14.1	12.5	7.4	6.7	11.0
37	There is a strong commitment to diversity on this campus.	25.5	29.6	28.2	23.2	18.5	25.0
38	Classes are scheduled on days and at times that are convenient for me.	28.3	30.6	27.2	25.1	20.1	26.3
39	The campus is safe and secure for all students.	32.4	31.3	29.2	26.3	21.4	28.1
40	Overall, I am satisfied with my LU experience.		21.1	23.9	19.6	13.1	19.4

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Neither Agree Nor Disagree					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Avg
9	I feel welcome on this campus.	6.9	5.4	6.8	5.9	5.4	6.1
10	Student Accounts staff are knowledgeable, courteous and helpful.	7.7	9.1	6.5	11.5	7.0	8.4
11	Faculty and staff display concern for students as individuals.	6.1	3.7	7.6	5.6	5.4	5.7
12	Financial aid awards are announced in time to be helpful in college planning.	19.4	19.5	23.8	20.7	13.1	19.3
13	Policies and procedures exist for expressing student complaints/appeals.	16.6	14.8	21.4	28.2	20.4	20.3
14	The LU Student Handbook provides helpful information about campus life.	11.7	15.2	15.9	17.0	12.1	14.4
15	Class change (drop/add) policies are reasonable and understandable.	4.9	9.4	10.2	7.4	5.8	7.5
16	Lincoln University's Scruggs Student Center meets my student needs.	19.0	22.2	28.5	31.3	24.3	25.1
17	Student activity fees ($5.00 per credit hour) are reasonable.	10.1	7.4	13.3	13.9	11.8	11.3
18	The Lincoln University tuition I have paid is a worthwhile investment.	6.9	7.7	8.6	9.0	7.7	8.0
19	The athletic programs contribute to a strong sense of school spirit.	13.8	19.9	24.5	26.6	20.1	21.0
20	I have experienced intellectual growth while attending Lincoln University.	3.6	5.1	7.0	5.3	6.1	5.4
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	16.6	16.2	20.4	20.4	19.8	18.7
22	Adequate parking exists for the number of students on this campus.	7.3	5.1	5.7	6.2	5.8	6.0
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	39.7	41.8	43.1	45.8	39.0	41.9
24	There are sufficient places to study on campus.	6.9	7.4	8.1	8.0	7.3	7.5

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Neither Agree Nor Disagree					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Avg
25	The computer labs are open during days and times that are convenient for me.	6.9	4.7	10.4	12.4	7.3	8.3
26	Instructional classrooms meet my needs and expectations.	12.6	8.8	11.0	12.1	9.3	10.8
27	I am able to register for the courses I need when I need them.	3.2	5.1	3.7	3.7	4.8	4.1
28	The campus is attractive and well maintained.	6.9	6.7	6.5	7.4	4.8	6.5
29	The campus is equipped with adequate lighting.	6.1	8.8	7.8	9.3	6.1	7.6
30	My academic major requirements are reasonable and understandable.	1.2	3.7	2.1	1.9	2.2	2.2
31	When I think of Lincoln University, I feel a "sense of pride".	16.6	12.1	13.6	19.5	14.4	15.2
32	I seldom get the "run-around" when seeking information on this campus.	8.1	4.7	7.8	9.6	6.4	7.3
33	Bookstore personnel are courteous and helpful.	4.5	3.7	3.4	7.4	2.9	4.4
34	Adequate financial aid was received and allowed me to attend Lincoln University.	19.8	16.2	16.7	18.9	10.5	16.4
35	Student disciplinary procedures are fair and understandable.	24.7	22.6	22.7	27.2	18.8	23.2
36	Lincoln University's library resources and services meet my student needs.	6.9	8.1	8.9	11.1	7.7	8.5
37	There is a strong commitment to diversity on this campus.	9.7	7.7	8.9	12.7	12.5	10.3
38	Classes are scheduled on days and at times that are convenient for me.	4.0	4.7	4.7	6.2	4.8	4.9
39	The campus is safe and secure for all students.	10.5	9.8	10.4	16.4	10.2	11.5
40	Overall, I am satisfied with my LU experience.	6.5	7.7	9.1	10.2	7.7	8.2

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Did Not Respond					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Avg
9	I feel welcome on this campus.	0.0	0.0	0.0	0.0	0.6	0.1
10	Student Accounts staff are knowledgeable, courteous and helpful.	0.8	0.0	0.0	0.0	1.9	0.5
11	Faculty and staff display concern for students as individuals.	0.4	0.0	0.0	0.0	1.6	0.4
12	Financial aid awards are announced in time to be helpful in college planning.	0.4	0.7	0.5	0.3	3.5	1.1
13	Policies and procedures exist for expressing student complaints/appeals.	0.4	0.7	0.3	0.0	3.5	1.0
14	The LU Student Handbook provides helpful information about campus life.	0.0	0.0	0.0	0.6	1.0	0.3
15	Class change (drop/add) policies are reasonable and understandable.	0.0	0.0	0.3	0.3	1.3	0.4
16	Lincoln University's Scruggs Student Center meets my student needs.	0.0	0.7	0.5	0.6	2.6	0.9
17	Student activity fees ($5.00 per credit hour) are reasonable.	0.0	1.0	0.3	0.0	2.2	0.7
18	The Lincoln University tuition I have paid is a worthwhile investment.	1.2	0.3	0.0	0.0	2.2	0.7
19	The athletic programs contribute to a strong sense of school spirit.	1.2	0.7	0.0	0.6	5.1	1.5
20	I have experienced intellectual growth while attending Lincoln University.	1.2	0.7	1.6	0.6	2.9	1.4
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	0.8	0.7	1.0	1.2	3.5	1.4
22	Adequate parking exists for the number of students on this campus.	0.8	0.3	0.3	0.6	3.5	1.1
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	1.2	0.7	1.0	1.2	4.2	1.7
24	There are sufficient places to study on campus.	0.4	0.3	0.5	0.6	3.5	1.1

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Percent Did Not Respond					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Avg
25	The computer labs are open during days and times that are convenient for me.	0.4	0.7	0.5	0.9	3.5	1.2
26	Instructional classrooms meet my needs and expectations.	0.8	1.0	0.5	0.9	3.2	1.3
27	I am able to register for the courses I need when I need them.	0.0	0.7	0.3	0.6	3.2	1.0
28	The campus is attractive and well maintained.	0.8	0.7	0.3	0.6	3.2	1.1
29	The campus is equipped with adequate lighting.	0.4	1.0	0.3	0.6	3.2	1.1
30	My academic major requirements are reasonable and understandable.	0.8	0.7	0.5	0.6	3.2	1.2
31	When I think of Lincoln University, I feel a "sense of pride".	0.8	1.0	0.3	0.6	3.2	1.2
32	I seldom get the "run-around" when seeking information on this campus.	0.8	0.7	0.3	0.6	3.2	1.1
33	Bookstore personnel are courteous and helpful.	0.4	1.0	0.5	0.6	3.5	1.2
34	Adequate financial aid was received and allowed me to attend Lincoln University.	0.8	1.0	0.8	0.9	4.2	1.5
35	Student disciplinary procedures are fair and understandable.	0.8	1.3	0.8	1.2	3.2	1.5
36	Lincoln University's library resources and services meet my student needs.	0.8	0.7	0.5	0.9	3.2	1.2
37	There is a strong commitment to diversity on this campus.	0.8	0.7	0.5	0.9	3.2	1.2
38	Classes are scheduled on days and at times that are convenient for me.	0.8	0.7	0.3	0.6	3.2	1.1
39	The campus is safe and secure for all students.	0.8	0.7	0.5	1.2	3.2	1.3
40	Overall, I am satisfied with my LU experience.	0.4	0.7	0.5	0.6	3.2	1.1

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree	Neither Agree Nor Disagree	Did Not Respond
Please rate your agreement with the following statements:		Average	Average	Average	Average
9	I feel welcome on this campus.	80.0	13.8	6.1	0.1
10	Student Accounts staff are knowledgeable, courteous and helpful.	54.0	37.1	8.4	0.5
11	Faculty and staff display concern for students as individuals.	71.0	23.0	5.7	0.4
12	Financial aid awards are announced in time to be helpful in college planning.	40.6	39.0	19.3	1.1
13	Policies and procedures exist for expressing student complaints/appeals.	46.8	31.9	20.3	1.0
14	The LU Student Handbook provides helpful information about campus life.	70.8	14.4	14.4	0.3
15	Class change (drop/add) policies are reasonable and understandable.	77.7	14.4	7.5	0.4
16	Lincoln University's Scruggs Student Center meets my student needs.	49.2	24.9	25.1	0.9
17	Student activity fees ($5.00 per credit hour) are reasonable.	49.3	38.6	11.3	0.7
18	The Lincoln University tuition I have paid is a worthwhile investment.	68.9	22.3	8.0	0.7
19	The athletic programs contribute to a strong sense of school spirit.	33.9	43.6	21.0	1.5
20	I have experienced intellectual growth while attending Lincoln University.	82.4	10.8	5.4	1.4
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	51.8	28.0	18.7	1.4
22	Adequate parking exists for the number of students on this campus.	17.3	75.6	6.0	1.1
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	25.4	31.1	41.9	1.7
24	There are sufficient places to study on campus.	70.5	20.8	7.5	1.1

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Strongly Agree/Agree	Disagree/Strongly Disagree	Neither Agree Nor Disagree	Did Not Respond
Please rate your agreement with the following statements:		Average	Average	Average	Average
25	The computer labs are open during days and times that are convenient for me.	66.0	24.4	8.3	1.2
26	Instructional classrooms meet my needs and expectations.	74.3	13.7	10.8	1.3
27	I am able to register for the courses I need when I need them.	59.7	35.2	4.1	1.0
28	The campus is attractive and well maintained.	70.1	22.3	6.5	1.1
29	The campus is equipped with adequate lighting.	67.2	24.1	7.6	1.1
30	My academic major requirements are reasonable and understandable.	79.3	17.3	2.2	1.2
31	When I think of Lincoln University, I feel a "sense of pride".	49.8	33.8	15.2	1.2
32	I seldom get the "run-around" when seeking information on this campus.	34.8	56.7	7.3	1.1
33	Bookstore personnel are courteous and helpful.	82.9	11.6	4.4	1.2
34	Adequate financial aid was received and allowed me to attend Lincoln University.	58.1	24.0	16.4	1.5
35	Student disciplinary procedures are fair and understandable.	60.0	15.3	23.2	1.5
36	Lincoln University's library resources and services meet my student needs.	79.2	11.0	8.5	1.2
37	There is a strong commitment to diversity on this campus.	63.5	25.0	10.3	1.2
38	Classes are scheduled on days and at times that are convenient for me.	67.7	26.3	4.9	1.1
39	The campus is safe and secure for all students.	59.1	28.1	11.5	1.3
40	Overall, I am satisfied with my LU experience.	72.1	19.4	8.2	1.1

Data Source: Center for Assessment, Institutional Research and Planning

APPENDIX 2

Means

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

Continuing Student Satisfaction Survey Items		Mean					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Average
9	I feel welcome on this campus.	3.83	3.80	3.88	3.97	4.13	3.93
10	Student Accounts staff are knowledgeable, courteous and helpful.	2.57	2.87	3.35	3.33	3.66	3.19
11	Faculty and staff display concern for students as individuals.	3.51	3.42	3.63	3.68	3.81	3.62
12	Financial aid awards are announced in time to be helpful in college planning.	2.59	2.80	3.03	2.95	3.34	2.96
13	Policies and procedures exist for expressing student complaints/appeals.	3.06	3.07	3.17	3.18	3.31	3.16
14	The LU Student Handbook provides helpful information about campus life.	3.67	3.61	3.82	3.75	3.89	3.76
15	Class change (drop/add) policies are reasonable and understandable.	3.89	3.74	3.85	3.84	4.04	3.87
16	Lincoln University's Scruggs Student Center meets my student needs.	3.34	3.20	3.31	3.17	3.35	3.27
17	Student activity fees ($5.00 per credit hour) are reasonable.	2.81	3.00	3.11	3.07	3.30	3.07
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.38	3.50	3.62	3.67	3.82	3.61
19	The athletic programs contribute to a strong sense of school spirit.	2.72	2.81	2.84	2.72	2.92	2.81
20	I have experienced intellectual growth while attending Lincoln University.	3.90	3.84	4.01	4.09	4.15	4.00
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.25	3.26	3.31	3.31	3.49	3.33
22	Adequate parking exists for the number of students on this campus.	1.76	1.81	1.79	1.79	2.03	1.83
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.76	2.81	2.94	2.79	2.85	2.84
24	There are sufficient places to study on campus.	3.62	3.56	3.67	3.70	3.79	3.67

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items		Mean					
Please rate your agreement with the following statements:		2005	2006	2007	2008	2009	Average
25	The computer labs are open during days and times that are convenient for me.	3.54	3.53	3.52	3.40	3.69	3.53
26	Instructional classrooms meet my needs and expectations.	3.67	3.81	3.70	3.81	3.97	3.79
27	I am able to register for the courses I need when I need them.	3.17	3.24	3.35	3.27	3.50	3.31
28	The campus is attractive and well maintained.	3.53	3.48	3.49	3.76	3.80	3.61
29	The campus is equipped with adequate lighting.	3.35	3.43	3.47	3.60	3.87	3.55
30	My academic major requirements are reasonable and understandable.	3.81	3.72	3.74	3.88	4.03	3.83
31	When I think of Lincoln University, I feel a "sense of pride".	3.14	3.04	3.19	3.18	3.42	3.20
32	I seldom get the "run-around" when seeking information on this campus.	2.40	2.49	2.50	2.51	2.84	2.55
33	Bookstore personnel are courteous and helpful.	4.03	3.99	4.07	3.94	4.00	4.01
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.30	3.27	3.51	3.50	3.75	3.47
35	Student disciplinary procedures are fair and understandable.	3.49	3.54	3.56	3.58	3.76	3.59
36	Lincoln University's library resources and services meet my student needs.	3.90	3.85	3.89	4.01	4.11	3.95
37	There is a strong commitment to diversity on this campus.	3.49	3.41	3.50	3.49	3.69	3.51
38	Classes are scheduled on days and at times that are convenient for me.	3.48	3.39	3.51	3.53	3.74	3.53
39	The campus is safe and secure for all students.	3.29	3.29	3.35	3.39	3.63	3.39
40	Overall, I am satisfied with my LU experience.	3.63	3.51	3.66	3.74	3.88	3.69

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items **Please rate your agreement with the following statements:**		**5-Year Average**
33	Bookstore personnel are courteous and helpful.	4.01
20	I have experienced intellectual growth while attending Lincoln University.	4.00
36	Lincoln University's library resources and services meet my student needs.	3.95
9	I feel welcome on this campus.	3.93
15	Class change (drop/add) policies are reasonable and understandable.	3.87
30	My academic major requirements are reasonable and understandable.	3.83
26	Instructional classrooms meet my needs and expectations.	3.79
14	The LU Student Handbook provides helpful information about campus life.	3.76
40	Overall, I am satisfied with my LU experience.	3.69
24	There are sufficient places to study on campus.	3.67
11	Faculty and staff display concern for students as individuals.	3.62
18	The Lincoln University tuition I have paid is a worthwhile investment.	3.61
28	The campus is attractive and well maintained.	3.61
35	Student disciplinary procedures are fair and understandable.	3.59
29	The campus is equipped with adequate lighting.	3.55
25	The computer labs are open during days and times that are convenient for me.	3.53

Data Source: Center for Assessment, Institutional Research and Planning

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

Continuing Student Satisfaction Survey Items Please rate your agreement with the following statements:		5-Year Average
38	Classes are scheduled on days and at times that are convenient for me.	3.53
37	There is a strong commitment to diversity on this campus.	3.51
34	Adequate financial aid was received and allowed me to attend Lincoln University.	3.47
39	The campus is safe and secure for all students.	3.39
21	Campus cultural events/activities promote a deeper understanding and appreciation of other cultures.	3.33
27	I am able to register for the courses I need when I need them.	3.31
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".	3.20
10	Student Accounts staff are knowledgeable, courteous and helpful.	3.19
13	Policies and procedures exist for expressing student complaints/appeals.	3.16
17	Student activity fees ($5.00 per credit hour) are reasonable.	3.07
12	Financial aid awards are announced in time to be helpful in college planning.	2.96
23	There is an adequate selection of well-prepared, nutritional food in the cafeteria.	2.84
19	The athletic programs contribute to a strong sense of school spirit.	2.81
32	I seldom get the "run-around" when seeking information on this campus.	2.55
22	Adequate parking exists for the number of students on this campus.	1.83

Data Source: Center for Assessment, Institutional Research and Planning