

Office of Analysis Assessment & Accreditation

2007 Graduating Student Survey

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2007 GRADUATING STUDENT SURVEY

EXECUTIVE SUMMARY

Each year, the Office of Analysis, Assessment, and Accreditation conducts a survey of graduating baccalaureate students to determine attitudes and perceptions regarding their experiences at USU. The survey included questions on: advising, faculty, departmental experiences, general education, libraries/technology, campus climate, use and evaluation of other services and activities, overall USU experiences, and student demographics.

The survey was distributed as part of the graduation application packet. Students were asked to complete it as part of the requirements for graduation. The results reported here are based on responses by students who made application for graduation from May 2006 – May 2007. Only those students receiving bachelor's degrees were included in the data analysis. Usable surveys were obtained from 1,608 students. The total number of students graduating with bachelor's degrees during this period was 2853 for a response rate of 56.4%.

Approximately 87% of the respondents were between the ages of 21 and 30. Fifty-four percent of the respondents were female, and 5.2% of the respondents were minority students. Among the important findings of the survey are the following:

Overall Perceptions of USU

- 88% of the respondents said they were satisfied with the education they received at USU; 3.4% were dissatisfied.
- 79.4% said if they had to make the decision again, they would still come to USU; 8.2% said they would not.
- 68.9% said that the tuition they paid at USU was a worthwhile investment; 9.1% indicated it was not a worthwhile investment.

General Education

- 43.2% said General Education was a useful part of their university experience; 23.4% indicated it was not useful.
- 28.7% of the respondents had difficulty scheduling general education courses; 45.3% did not have difficulty scheduling courses.
- 37% of the respondents said that general education courses were well-taught; 24% said courses were not well-taught.

Faculty/Department Experiences

- 81.1% of the respondents were satisfied with the quality of teaching in their department; 5.5% were dissatisfied.
- 86.3% were satisfied with their department; 3.5% were dissatisfied.
- 86.9% said faculty was usually available after class and during office hours; 2.4% indicated they were not available.

Libraries/Technology

- 72.6% said USU libraries had the books, journals, and materials they needed; 6.4% indicated materials were not available.
- 63.3% indicated the library staff was available and helpful; 6.9% said they were not.
- 71.7% said their teachers used classroom technology effectively; 6.1% disagreed.

Campus Climate

- 92.3% of the respondents felt safe on the USU campus; 0.9% did not feel safe.
- 53.5% said USU provides enough activities for its students; 11% said not enough.
- 67.1% said faculty care about students; 7.3% said they did not care.

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SURVEY OBJECTIVES

Utah State University's assessment program surveys three groups of students and former students on a regular basis – freshmen/sophomores, those applying for graduation, and alumni. The Graduating Student Survey allows evaluation of how student opinion may have changed during the undergraduate years. The freshman/sophomore survey captures the perspectives of students as they begin their university experience, and the alumni survey evaluates their opinions after they have had time to establish themselves in their careers. The questions in the Graduating Student Survey and the Freshman/Sophomore Student Survey are basically the same to facilitate the best comparison.

This report focuses on the results of the 2007 Graduating Student Survey. The primary objectives were to assess the attitudes and opinions of graduating students with respect to:

- Advising
- Faculty/Department Experiences
- General Education/University Studies
- Libraries/Technology
- Campus Climate
- Use and Evaluation of Other Services and Activities
- Overall USU Experiences

SURVEY ADMINISTRATION

Development of the Survey Instrument. This is the third iteration of this particular survey. Previous USU student surveys were reviewed to determine which questions garnered the most useful information. Discussions were held to determine the appropriate scope and content of the survey instrument. Questions were developed to expand the data base in order to get a clearer picture of students' experiences with different segments of the university. The survey instrument is included as Appendix A.

Sample Selection and Survey Administration. An attempt was made to survey all of the undergraduate, graduating population. Surveys were distributed as part of the graduation application packet. All students were instructed to fill out the survey and return it with their graduation application materials. Upon payment of the graduation fee, surveys were collected by the Cashier's Office.

Data Analysis. Surveys were scanned and only students receiving bachelor's degrees were included in the data analysis. A total of 2853 graduated with bachelor's degrees in 2007 and 1,608 usable surveys were returned for a return rate of 56.4%.

Tables in this report show cross-tabulations by college. The narrative, however, is based on the data from the "Total" columns, because variations by college were not usually apparent. Where isolated differences did stand out, they are mentioned.

RESPONDENT CHARACTERISTICS (See Table 1)

In considering college breakdowns shown below, it is important to note that 81 respondents or 5.2% indicated "Other". These respondents were in either Interdisciplinary Studies or International Studies. Some respondents did not list their college or department but their degree and dates of graduation did qualify them for this study. The numbers of respondents by college are as follows:

Agriculture	89
Business	270
Education/Human Services	410
Engineering	184
Humanities, Arts & Social Sciences	377
Natural Resources	42
Science	115
Other	81
No Response	40

Eighty-seven percent of the respondents were between the ages of 21 and 30. There were more women (53.7%) than men (46.3%). Eighty-three percent of the respondents in the College of Education were female. This is typical for that college. Only 4.9% of the College of Engineering respondents were female, which is also typical. Approximately 49% of the respondents were married. Twenty-two percent of the respondents had one or more children. Five percent of the respondents classified themselves as minorities.

Twenty percent of the respondents came from Outside of Utah, but in the USA, while 16.7% came from Cache Valley and 61.3% came from Utah, but outside Cache Valley. A little over 2% were international students. Thirty-eight percent reported they had lived in student housing one or more semesters while attending USU.

A plurality of respondents (32.5%) had been enrolled at USU for 7 or 8 semesters. About 86% of the respondents had taken the majority of their college classes on USU's Logan Campus. Thirty-six percent of the respondents had interrupted their educations. The most frequent period of interruption reported was one to two years. The most important reason for interruption was church service.

After graduation, a majority of respondents (62.9%) planned to get a job. Almost 26% of the respondents were planning to go to graduate school.

TABLE 1. RESPONDENT CHARACTERISTICS

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Gender									
Male	31.5%	65.2%	16.9%	95.1%	36.9%	76.2%	65.2%	38.3%	46.3%
Female	68.5%	34.8%	83.1%	4.9%	63.1%	23.8%	34.8%	61.7%	53.7%
International Students	3.4%	6.7%	1.2%	3.3%	1.3%	0.0%	2.6%	1.2%	2.6%
Minority Students	2.3%	6.7%	4.8%	2.9%	6.1%	0.0%	5.3%	9.1%	5.2%
Married	47.2%	49.6%	49.8%	67.4%	39.6%	43.9%	45.2%	50.6%	48.8%
How many children do you have?									
Zero	80.9%	76.2%	77.8%	64.5%	85.5%	80.5%	78.1%	71.6%	77.7%
1	9.0%	11.9%	7.4%	17.5%	7.0%	4.9%	10.5%	9.9%	9.7%
2	3.4%	5.9%	5.9%	8.7%	2.7%	9.8%	9.6%	8.6%	5.9%
3	5.6%	3.7%	3.7%	5.5%	2.7%	4.9%	1.8%	4.9%	3.7%
4 or more	1.1%	2.2%	5.2%	3.8%	2.2%	0.0%	0.0%	4.9%	3.0%
Age									
18-20 years old	5.6%	3.4%	6.4%	1.6%	4.2%	2.4%	6.2%	4.9%	4.6%
21-25 years old	73.1%	68.6%	68.9%	59.5%	74.5%	54.7%	71.8%	59.2%	68.7%
26-30 years old	14.5%	20.8%	12.1%	32.8%	15.2%	28.6%	20.2%	17.3%	18.1%
31-40 years old	6.7%	3.4%	5.8%	3.1%	3.4%	14.4%	0.9%	6.1%	4.4%
41-50 years old	0.0%	3.0%	4.5%	2.0%	1.6%	0.0%	0.0%	7.4%	2.6%
51+ years old	0.0%	80.0%	1.9%	0.5%	0.9%	0.0%	0.0%	3.7%	1.3%
Permanent address before first starting at USU.									
Cache Valley	13.5%	18.5%	16.1%	17.4%	16.5%	19.0%	19.1%	12.3%	16.7%
Utah, outside Cache Valley	64.0%	53.7%	68.2%	56.0%	62.9%	42.9%	60.0%	65.4%	61.3%
Outside Utah, but in USA	20.2%	21.5%	15.6%	23.9%	19.7%	35.7%	19.1%	22.2%	20.0%
Outside the USA	2.2%	6.3%	0.0%	2.7%	0.8%	2.4%	1.7%	0.0%	1.9%
Where did you take the majority of your college classes?									
USU's Logan Campus	91.0%	80.7%	77.5%	94.6%	92.8%	97.6%	92.2%	71.6%	85.8%
Other USU locations (e.g. Moab)	4.5%	13.0%	15.4%	2.7%	1.3%	0.0%	1.7%	18.5%	8.2%
Another Utah College/University	4.5%	5.2%	5.1%	2.2%	4.0%	2.4%	2.6%	8.6%	4.4%
A College/University outside Utah	0.0%	1.1%	2.0%	0.5%	1.9%	0.0%	3.5%	1.2%	1.5%
Semesters enrolled at USU.									
2 or less	1.1%	1.5%	0.5%	0.0%	1.1%	0.0%	0.9%	1.2%	0.8%
3-4	7.9%	4.5%	14.4%	4.4%	9.9%	11.9%	7.0%	11.1%	9.3%
5-6	27.0%	15.6%	21.2%	14.8%	16.6%	23.8%	15.7%	25.9%	18.6%
7-8	36.0%	31.2%	32.9%	30.6%	33.5%	31.0%	40.0%	21.0%	32.5%
9-10	14.6%	22.3%	18.0%	28.4%	23.6%	16.7%	19.1%	12.3%	20.9%
11-12	7.9%	13.0%	7.1%	13.1%	7.2%	7.1%	7.8%	11.1%	9.2%
More than 12	5.6%	11.9%	5.9%	8.7%	8.0%	9.5%	9.6%	17.3%	8.7%
Semesters lived in USU housing while attending USU.									
zero	64.0%	64.9%	61.8%	67.2%	58.0%	54.8%	60.0%	63.0%	61.9%
1-2	21.3%	23.1%	25.5%	14.2%	26.6%	21.4%	20.9%	23.5%	23.2%
3-4	4.5%	6.3%	7.8%	6.6%	9.3%	7.1%	12.2%	8.6%	7.9%
5-6	5.6%	3.4%	2.7%	4.9%	3.5%	7.1%	1.7%	2.5%	3.5%
7 or more	4.5%	2.2%	2.2%	7.1%	2.7%	9.5%	5.2%	2.5%	3.5%
Other than summers, what was the longest interruption in your USU education?									
No interruption	69.7%	60.0%	68.5%	65.8%	63.5%	57.1%	63.5%	47.5%	63.8%
Less than year	14.6%	9.3%	9.9%	4.3%	10.9%	19.0%	5.2%	20.0%	10.1%
1-2 years	12.4%	24.8%	15.3%	26.6%	22.4%	16.7%	28.7%	27.5%	21.5%
3-4 years	1.1%	3.7%	2.2%	1.6%	1.1%	2.4%	1.7%	2.5%	2.0%
5 or more years	2.2%	2.2%	4.2%	1.6%	2.1%	4.8%	0.9%	2.5%	2.6%

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
What was the most important reason for the longest interruption?									
Finances	4.6%	5.3%	4.0%	4.4%	2.7%	7.3%	3.5%	3.7%	4.0%
Illness/stress	2.3%	0.0%	1.5%	1.7%	2.2%	4.9%	1.8%	8.6%	2.0%
Job	0.0%	3.8%	2.0%	1.1%	3.2%	2.4%	3.5%	4.9%	2.7%
Lack of interest in school	2.3%	1.5%	1.0%	0.6%	3.2%	2.4%	0.0%	0.0%	1.6%
Marriage	1.1%	1.1%	1.5%	0.6%	0.5%	2.4%	0.9%	2.5%	1.1%
Family responsibilities (childcare)	3.4%	3.0%	4.8%	1.7%	2.2%	2.4%	0.9%	6.2%	3.1%
Church service	6.9%	19.2%	10.1%	23.8%	16.7%	9.8%	24.6%	17.3%	16.1%
Attended another university	5.7%	2.3%	2.5%	0.0%	1.9%	0.0%	1.8%	4.9%	2.2%
Other	3.4%	5.3%	5.6%	2.8%	4.9%	12.2%	0.9%	6.2%	4.7%
No interruption	70.1%	58.6%	66.9%	63.5%	62.5%	56.1%	62.3%	45.7%	62.5%
After you graduate, what are your plans for the next year?									
Get a job	67.4%	71.3%	61.9%	70.3%	61.9%	59.5%	45.2%	50.6%	62.9%
Go to graduate school	16.9%	22.0%	25.7%	23.6%	24.3%	33.3%	46.1%	22.2%	25.5%
Stay at home (raise a family)	4.5%	2.2%	7.4%	2.2%	6.8%	2.4%	3.5%	12.3%	5.4%
Other	11.2%	4.5%	5.0%	3.8%	7.0%	4.8%	5.2%	14.8%	6.1%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: SOURCES OF FINANCIAL AID (See Table 2)

Students were asked to indicate the percent of their financial support for school (tuition, books, housing, food, etc.) that came from each of the following sources. The mean for each source follows:

- 19% Parents or other relative
- 3% Spouse
- 11% Personal Savings
- 15% Employment
- 18% Scholarship
- 16% Loans
- 16% Grants
- 2% Other

Fifty percent of respondent's total financial support came from public or donated funds in the form of scholarships, loans, or grants, and families were the most important single source of funds.

Seventy-one percent of the respondents worked half-time or more while taking courses at USU. Only 9.2% of the respondents did not work at all.

TABLE 2. SOURCES OF FINANCIAL AID

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Parents or other relative	19.22%	22.40%	17.67%	12.73%	22.27%	16.55%	19.19%	21.77%	19.38%
Spouse	3.12%	1.64%	5.21%	3.63%	1.77%	3.93%	1.35%	2.90%	3.03%
Personal Savings	12.47%	14.03%	11.81%	9.96%	10.53%	10.93%	11.48%	4.62%	11.29%
Employment	11.25%	17.40%	11.28%	17.82%	13.68%	19.74%	15.12%	17.43%	14.50%
Scholarship	21.98%	13.44%	19.56%	14.97%	17.83%	20.90%	26.10%	18.11%	18.13%
Loans	18.49%	12.79%	15.85%	19.20%	16.48%	13.21%	9.89%	17.96%	15.61%
Grants	10.91%	15.98%	15.48%	20.35%	15.08%	14.00%	16.69%	11.62%	15.63%
Other	1.29%	1.72%	2.43%	1.30%	1.79%	0.60%	0.81%	5.90%	1.96%

NOTE: Figures reported as a means.

On average, how much do you work while taking courses at USU?

Not at all	11.2%	7.9%	10.1%	12.0%	8.5%	7.1%	7.8%	6.2%	9.2%
One-fourth time	21.3%	14.2%	21.0%	22.3%	19.1%	11.9%	25.2%	16.0%	19.4%
One-half time	28.1%	30.7%	34.4%	40.2%	35.1%	35.7%	37.4%	32.1%	34.4%
Three-fourths time	20.2%	21.7%	17.8%	13.0%	21.0%	33.3%	15.7%	16.0%	19.0%
Full-time	19.1%	25.5%	16.6%	12.5%	16.2%	11.9%	13.9%	29.6%	18.0%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: ADVISING (See Table 3)

The survey included several questions about academic advising at USU. It should be noted that respondents could mark "Not Applicable" on these items. Responses for these students are not included in order to reflect ratings of only those who had some or all of these experiences at USU.

When students were asked about the most important sources of information used for their academic planning, 42.2% said their advisor and another 42% said the major requirement sheets. Fifty-eight percent of the respondents met with their advisor once a semester during the past school year. Nearly 6% had never met with their advisor during the past school year. The most frequently mentioned reasons for not meeting with advisors were: Got the needed information elsewhere (22.7%), Communicated with advisor by email or telephone (11.7%).

Seventy-three percent of the respondents agreed or strongly agreed that their advisor gave them good advice, while 11% disagreed or strongly disagreed; the remainder of the respondents were neutral. When asked if their advisors cared about them as individuals, 62.2% agreed or strongly agreed, and 12.6% disagreed or strongly disagreed. More respondents in the College of Agriculture strongly agreed that their advisor cared about them. Approximately 22% of the respondents said they had difficulty getting an appointment with an advisor. It should be noted that in the colleges of Agriculture and Science, more respondents strongly disagreed with this statement.

Seventy-two percent of the respondents agreed or strongly agreed that they were satisfied with their advisor, while 11.3% disagreed or strongly disagreed. When asked if "Overall, I am satisfied with the advising system at USU", 58.8% agreed or strongly agreed, while 17.5% disagreed or strongly disagreed.

When taken together, these questions on advising suggest that students are fairly satisfied with advising at USU, but the lack of overwhelming agreement as indicated by the neutral responses show that there is probably much room for improvement. Previous surveys had similar responses.

TABLE 3. ADVISING

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Most important source of information used for academic planning.									
Advisor	51.1%	46.2%	50.1%	43.2%	27.9%	31.0%	39.1%	51.3%	42.2%
Catalog	3.4%	4.5%	3.5%	3.3%	7.4%	4.8%	5.2%	6.3%	4.9%
Other students	0.0%	5.6%	3.7%	4.4%	3.3%	11.9%	3.5%	6.3%	4.1%
Faculty, not advisor	6.8%	2.6%	3.2%	2.7%	4.1%	7.1%	0.0%	0.0%	3.2%
Major requirement sheets	34.1%	38.3%	36.3%	44.3%	52.9%	45.2%	45.2%	31.3%	42.0%
CAPP (Curriculum Advising Program)	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Other	4.5%	2.6%	3.0%	2.2%	4.4%	0.0%	7.0%	5.0%	3.6%
Met with advisor how often in the past school year.									
Once a week	5.7%	0.0%	0.7%	0.0%	0.8%	0.0%	1.8%	3.7%	1.0%
Once a month	26.1%	10.5%	19.3%	5.0%	14.3%	26.2%	17.5%	21.0%	15.4%
Once a semester	48.9%	70.8%	58.2%	59.7%	56.9%	40.5%	51.8%	50.6%	58.3%
Once	14.8%	15.0%	16.1%	26.5%	22.5%	21.4%	23.7%	17.3%	19.3%
Never	4.5%	3.7%	5.7%	8.8%	5.5%	11.9%	5.3%	7.4%	5.8%
Reasons for not meeting with your advisor more often.									
Did not know who my advisor was	0.0%	3.0%	1.0%	0.0%	2.4%	4.8%	2.6%	1.2%	1.7%
Advisor was not helpful	2.2%	4.1%	6.1%	5.4%	10.1%	19.0%	11.3%	7.4%	7.2%
Advisor was not available	2.2%	3.3%	2.9%	2.2%	5.6%	4.8%	0.9%	3.7%	3.4%
Got needed information elsewhere	18.0%	17.4%	16.3%	35.9%	26.5%	28.6%	27.8%	19.8%	22.7%
Communicated with advisor by email	7.9%	9.3%	17.6%	9.8%	8.0%	4.8%	10.4%	21.0%	11.7%
NOTE: Only those who did not meet with their advisor or only met once answered this question.									
My USU advisors gave me good advice.									
Strongly agree	43.2%	32.6%	38.4%	24.3%	27.7%	19.5%	37.2%	33.8%	32.7%
Agree	40.9%	39.8%	39.7%	47.5%	39.1%	36.6%	32.7%	38.8%	39.9%
Neutral	9.1%	18.6%	13.1%	18.2%	19.7%	29.3%	16.8%	18.8%	17.0%
Disagree	4.5%	6.8%	5.0%	7.2%	8.3%	4.9%	9.7%	5.0%	6.7%
Strongly disagree	2.3%	2.3%	3.8%	2.8%	5.1%	9.8%	3.5%	3.8%	3.8%
My advisors cared about me as an individual.									
Strongly agree	50.6%	20.2%	36.5%	20.2%	28.2%	20.0%	35.1%	36.3%	30.1%
Agree	29.9%	36.3%	28.3%	35.4%	34.2%	32.5%	27.2%	31.3%	32.1%
Neutral	10.3%	30.2%	24.8%	27.5%	24.4%	27.5%	25.4%	22.5%	25.1%
Disagree	5.7%	10.7%	5.3%	10.7%	6.9%	15.0%	7.9%	7.5%	7.8%
Strongly disagree	3.4%	2.7%	5.3%	6.2%	6.3%	5.0%	4.4%	2.5%	4.8%
I often have difficulty getting an appointment with an advisor.									
Strongly agree	5.3%	5.8%	4.9%	15.8%	12.1%	5.0%	0.9%	17.1%	8.4%
Agree	6.6%	13.2%	12.1%	21.6%	15.6%	7.5%	4.6%	17.1%	13.5%
Neutral	2.6%	21.7%	19.5%	26.9%	20.4%	35.0%	19.4%	19.7%	20.5%
Disagree	25.0%	27.9%	25.3%	25.1%	25.4%	25.0%	26.9%	23.7%	25.8%
Strongly disagree	60.5%	31.4%	38.2%	10.5%	26.5%	27.5%	48.1%	22.4%	31.7%
I am satisfied with my advisor.									
Strongly agree	52.9%	27.1%	42.0%	22.9%	31.2%	22.0%	37.7%	41.8%	34.4%
Agree	33.3%	44.3%	32.3%	44.7%	38.4%	41.5%	30.7%	36.7%	37.7%
Neutral	6.9%	17.6%	15.5%	21.2%	16.3%	22.0%	20.2%	12.7%	16.6%
Disagree	3.4%	8.8%	6.8%	5.6%	7.2%	2.4%	7.0%	7.6%	6.8%
Strongly disagree	3.4%	2.3%	3.5%	5.6%	6.9%	12.2%	4.4%	1.3%	4.5%
Overall, I am satisfied with the advising system at USU.									
Strongly agree	31.0%	17.2%	28.0%	16.9%	18.6%	11.9%	21.4%	25.3%	21.7%
Agree	43.7%	42.4%	33.5%	38.8%	36.3%	35.7%	32.1%	38.0%	37.1%
Neutral	13.8%	25.2%	23.3%	31.5%	21.1%	26.2%	28.6%	17.7%	23.7%
Disagree	5.7%	9.5%	9.3%	7.9%	14.3%	16.7%	12.5%	11.4%	10.7%
Strongly disagree	5.7%	5.7%	6.0%	5.1%	9.7%	9.5%	5.4%	7.6%	6.8%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: FACULTY/DEPARTMENT EXPERIENCES (See Table 4)

Several questions in the survey were included to determine how students perceived their faculty and department interactions. Responses by students marking "Not Applicable" were removed. When responding to the statement "I am satisfied with the quality of teaching in my department", 81.1% agreed or strongly agreed. Approximately 6% of the respondents disagreed or strongly disagreed. Note that more respondents in the College of Engineering disagreed with this statement. When students were asked to rate how fairly they were treated by their department, 87.6% agreed or strongly agreed they were treated fairly, and only 2.6% disagreed or strongly disagreed.

When rating the availability of faculty after class and during office hours, 86.9% of the respondents agreed or strongly agreed they were available and only 2.4% disagreed or strongly disagreed. When asked if the requirements for their major were clear and reasonable, 82.8% agreed or strongly agreed, while 5.3% disagreed or strongly disagreed.

Approximately 69% of the respondents indicated there was at least one faculty member that they considered a friend, 12.8% disagreed or strongly disagreed that they had this type of a relationship with a faculty member. When responding to the statement, "Overall, I am satisfied with my department, 86.3% agreed or strongly agreed, while 3.5% disagreed or strongly disagreed.

Neutral responses on the above items ranged from 9.8% to 18%. However, the data suggest that, overall, the respondents were satisfied with their departmental and faculty experiences.

TABLE 4. FACULTY/DEPARTMENT EXPERIENCES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
I am satisfied with the quality of teaching in my department.									
Strongly agree	37.9%	18.1%	37.7%	16.1%	36.9%	21.4%	17.5%	26.0%	29.0%
Agree	41.4%	61.1%	50.6%	50.6%	49.0%	54.8%	57.0%	50.6%	52.1%
Neutral	17.2%	15.5%	8.2%	18.3%	9.9%	19.0%	19.3%	22.1%	13.4%
Disagree	1.1%	4.2%	3.0%	12.2%	3.7%	4.8%	5.3%	0.0%	4.4%
Strongly disagree	2.3%	1.1%	0.5%	2.8%	0.6%	0.0%	0.9%	1.3%	1.1%
I was treated fairly by my department.									
Strongly agree	50.6%	24.9%	44.6%	21.1%	44.5%	26.2%	29.2%	29.5%	36.3%
Agree	42.5%	60.0%	47.6%	58.3%	43.7%	59.5%	57.5%	55.1%	51.3%
Neutral	2.3%	13.2%	5.2%	15.6%	10.1%	11.9%	9.7%	14.1%	9.8%
Disagree	2.3%	0.8%	2.0%	3.9%	0.8%	2.4%	3.5%	1.3%	1.8%
Strongly disagree	2.3%	1.1%	0.5%	1.1%	0.8%	0.0%	0.0%	0.0%	0.8%
Faculty were usually available after class and during office hours.									
Strongly agree	51.8%	25.9%	45.0%	20.8%	46.7%	40.5%	34.5%	24.7%	37.6%
Agree	41.2%	55.6%	44.2%	59.0%	43.9%	50.0%	52.2%	61.0%	49.3%
Neutral	3.5%	15.1%	9.0%	15.2%	8.5%	9.5%	11.5%	11.7%	10.7%
Disagree	3.5%	2.3%	1.5%	3.4%	0.0%	0.0%	1.8%	2.6%	1.7%
Strongly disagree	0.0%	1.2%	0.3%	1.7%	0.9%	0.0%	0.0%	0.0%	0.7%
Requirements for my major were clear and reasonable.									
Strongly agree	43.7%	25.7%	41.4%	18.3%	41.5%	26.2%	33.6%	28.9%	34.5%
Agree	39.1%	52.8%	45.9%	58.3%	43.8%	47.6%	48.7%	52.6%	48.3%
Neutral	13.8%	17.4%	8.2%	13.9%	8.5%	19.0%	15.0%	14.5%	12.0%
Disagree	2.3%	3.0%	3.5%	8.3%	4.0%	4.8%	1.8%	2.6%	3.9%
Strongly disagree	1.1%	1.1%	1.0%	1.1%	2.3%	2.4%	0.9%	1.3%	1.4%
There is at least one faculty member that I consider a friend.									
Strongly agree	51.2%	21.5%	35.6%	27.9%	50.3%	40.5%	40.7%	28.0%	36.7%
Agree	27.9%	26.8%	35.4%	45.8%	27.6%	40.5%	30.1%	32.0%	32.5%
Neutral	14.0%	26.4%	20.6%	14.0%	12.1%	11.9%	15.0%	25.3%	18.0%
Disagree	3.5%	16.9%	5.9%	7.8%	5.7%	0.0%	10.6%	10.7%	8.3%
Strongly disagree	3.5%	8.4%	2.5%	4.5%	4.3%	7.1%	3.5%	4.0%	4.5%
Overall, I am satisfied with my department.									
Strongly agree	56.3%	21.7%	43.9%	22.8%	44.5%	26.2%	26.5%	26.9%	35.7%
Agree	36.8%	60.5%	48.4%	56.1%	43.1%	57.1%	57.5%	51.3%	50.6%
Neutral	4.6%	13.7%	5.8%	13.3%	8.2%	16.7%	13.3%	20.5%	10.2%
Disagree	1.1%	3.0%	0.8%	7.2%	3.7%	0.0%	1.8%	0.0%	2.6%
Strongly disagree	1.1%	1.1%	1.3%	0.6%	0.6%	0.0%	0.9%	1.3%	0.9%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: GENERAL EDUCATION/UNIVERSITY STUDIES (See Table 5)

General education courses are designed to enhance students' skills in communication, mathematics, and computer literacy; they are also designed to give them the needed background in the humanities and in the social, life, and physical sciences. With this in mind students were asked to respond to the statement "General Education was a useful part of my university experience." Approximately 43% of the respondents agreed or strongly agreed, while 23.4% disagreed or strongly disagreed. Only 37% of the respondents agreed or strongly agreed that General Education courses were well taught, and 24% disagreed or strongly disagreed.

When asked if students had difficulty scheduling General Education courses 28.7% agreed or strongly agreed, while 45.3% disagreed or strongly disagreed. Another statement asked if "General education requirements were confusing", 30.2% agreed or strongly agreed that they were, while 43.7% disagreed or strongly disagreed.

Students were asked to evaluate their writing and computer skills; 71.7% said they had good writing skills, and 82.8% said they had good computer skills. It should be noted that fewer respondents in the College of Engineering felt they had good writing skills. More respondents in the College of Science thought they had good computer and mathematics skills. As well, more respondents in the College of Engineering said they had the skills they need in mathematics.

Overall, approximately 76% of the respondents said they had the skills they needed in mathematics. Neutral responses to the above questions on general education ranged from 13.9% to 39%.

TABLE 5. GENERAL EDUCATION/UNIVERSITY STUDIES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
I had difficulty scheduling general education courses.									
Strongly agree	12.8%	5.6%	5.7%	8.7%	9.1%	7.7%	6.7%	5.6%	7.4%
Agree	24.4%	19.6%	19.5%	20.9%	25.4%	20.5%	24.0%	11.1%	21.3%
Neutral	23.1%	21.2%	27.5%	28.5%	26.6%	25.6%	22.1%	36.1%	26.0%
Disagree	26.9%	32.4%	28.3%	27.3%	24.2%	20.5%	29.8%	31.9%	27.9%
Strongly disagree	12.8%	21.2%	19.0%	14.5%	14.8%	25.6%	17.3%	15.3%	17.4%
General Education requirements were confusing.									
Strongly agree	7.5%	6.8%	5.6%	9.9%	8.6%	10.3%	8.4%	4.2%	7.4%
Agree	22.5%	22.4%	19.3%	23.3%	28.9%	17.9%	21.5%	16.9%	22.8%
Neutral	28.8%	23.6%	27.1%	29.7%	24.4%	30.8%	21.5%	31.0%	26.1%
Disagree	26.3%	29.2%	29.1%	25.6%	27.1%	25.6%	29.9%	31.0%	28.1%
Strongly disagree	15.0%	18.0%	19.0%	11.6%	11.0%	15.4%	18.7%	16.9%	15.6%
General Education courses were well taught.									
Strongly agree	3.7%	4.0%	6.6%	3.5%	3.0%	7.9%	4.7%	12.5%	5.0%
Agree	21.0%	35.2%	33.3%	30.8%	30.1%	28.9%	37.7%	30.6%	32.0%
Neutral	40.7%	40.5%	38.6%	43.6%	39.7%	34.2%	33.0%	31.9%	39.0%
Disagree	27.2%	15.4%	17.4%	12.8%	18.2%	18.4%	20.8%	18.1%	17.5%
Strongly disagree	7.4%	4.9%	4.1%	9.3%	9.0%	10.5%	3.8%	6.9%	6.5%
I am a good writer.									
Strongly agree	20.9%	11.7%	21.8%	8.4%	28.1%	19.5%	19.4%	18.2%	19.4%
Agree	50.0%	54.9%	49.6%	47.2%	55.0%	53.7%	54.6%	55.8%	52.3%
Neutral	24.4%	23.1%	21.0%	30.3%	10.3%	22.0%	16.7%	23.4%	20.0%
Disagree	3.5%	8.3%	6.6%	9.6%	5.7%	2.4%	7.4%	2.6%	6.6%
Strongly disagree	1.2%	1.9%	1.0%	4.5%	0.9%	2.4%	1.9%	0.0%	1.6%
I have good computer skills.									
Strongly agree	26.7%	29.5%	23.8%	39.3%	25.1%	14.6%	45.4%	20.3%	28.2%
Agree	47.7%	55.7%	55.7%	50.6%	59.4%	56.1%	42.6%	55.7%	54.6%
Neutral	17.4%	12.9%	16.5%	9.0%	11.1%	26.8%	11.1%	21.5%	13.9%
Disagree	8.1%	1.1%	3.8%	0.6%	4.0%	2.4%	0.9%	2.5%	2.9%
Strongly disagree	0.0%	0.8%	0.3%	0.6%	0.3%	0.0%	0.0%	0.0%	0.3%
I have the skills that I need in mathematics.									
Strongly agree	22.4%	26.6%	20.5%	44.9%	15.5%	17.1%	50.0%	12.7%	25.1%
Agree	50.6%	57.0%	55.4%	44.9%	50.3%	56.1%	40.7%	39.2%	51.1%
Neutral	20.0%	11.0%	16.7%	9.6%	23.6%	19.5%	7.4%	31.6%	16.8%
Disagree	5.9%	4.6%	4.8%	0.6%	7.5%	7.3%	1.9%	11.4%	5.1%
Strongly disagree	1.2%	0.8%	2.5%	0.0%	3.2%	0.0%	0.0%	5.1%	1.9%
General Education was a useful part of my university experience.									
Strongly agree	8.4%	7.0%	11.4%	5.8%	7.3%	9.8%	7.5%	15.1%	8.7%
Agree	24.1%	37.0%	37.9%	28.7%	34.5%	24.4%	40.2%	31.5%	34.5%
Neutral	31.3%	31.9%	32.8%	36.3%	33.6%	41.5%	28.0%	38.4%	33.3%
Disagree	24.1%	16.3%	14.1%	15.2%	14.6%	17.1%	15.0%	9.6%	15.2%
Strongly disagree	12.0%	7.8%	3.8%	14.0%	9.9%	7.3%	9.3%	5.5%	8.2%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: LIBRARIES/TECHNOLOGY (See Table 6)

The Libraries/Technology questions encompass experiences dealing with library materials and staff, online courses, and classroom technology.

"USU libraries have the books, journals, and materials I need"; 72.6% of the respondents agreed or strongly agreed with this statement. A little over 6% disagreed or strongly disagreed. About 28% of the respondents indicated that they had difficulty locating materials in USU's libraries, while 39.6% did not have difficulty locating materials. Sixty-three percent of the respondents agreed or strongly agreed that USU library staff were available and helpful, while 6.9% disagreed or strongly disagreed.

When asked if USU should offer more online courses, a plurality of respondents (44.2%) agreed or strongly agreed, while 8.8% disagreed or strongly disagreed. Seventy-two percent of the respondents said their teachers used technology effectively in the classroom, while 6.1% said they did not. Neutral responses to the questions in this section ranged from 21% to 47%.

TABLE 6. LIBRARIES/TECHNOLOGY

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
USU libraries had the books, journals, materials I needed.									
Strongly agree	21.0%	19.2%	22.1%	13.4%	21.8%	26.8%	15.0%	17.3%	19.8%
Agree	49.4%	50.2%	54.6%	46.3%	53.5%	53.7%	58.9%	57.3%	52.8%
Neutral	22.2%	23.0%	18.0%	32.9%	16.9%	17.1%	20.6%	22.7%	21.0%
Disagree	7.4%	3.8%	3.6%	6.7%	5.2%	2.4%	4.7%	2.7%	4.6%
Strongly disagree	0.0%	3.8%	1.6%	0.6%	2.6%	0.0%	0.9%	0.0%	1.8%
It is difficult to locate materials in USU's libraries.									
Strongly agree	7.5%	2.6%	6.6%	1.9%	7.4%	2.4%	1.8%	7.0%	5.2%
Agree	32.5%	23.3%	26.0%	18.5%	22.6%	19.5%	17.4%	21.1%	23.1%
Neutral	32.5%	34.9%	28.8%	40.7%	29.4%	31.7%	32.1%	32.4%	32.1%
Disagree	18.8%	39.7%	26.6%	28.4%	26.5%	36.6%	37.6%	28.2%	28.1%
Strongly disagree	8.8%	9.5%	11.9%	10.5%	14.1%	9.8%	11.0%	11.3%	11.5%
USU library staff were available and helpful.									
Strongly agree	13.4%	15.7%	18.9%	12.1%	19.0%	17.1%	7.8%	15.7%	16.2%
Agree	46.3%	51.9%	47.9%	42.0%	42.9%	56.1%	55.3%	42.9%	47.1%
Neutral	30.5%	24.7%	26.5%	41.4%	31.0%	24.4%	32.0%	31.4%	29.8%
Disagree	6.1%	7.2%	5.1%	3.2%	6.0%	2.4%	4.9%	4.3%	5.4%
Strongly disagree	3.7%	0.4%	1.7%	1.3%	1.2%	0.0%	0.0%	5.7%	1.5%
USU should offer more online courses.									
Strongly agree	25.3%	23.0%	17.9%	16.5%	18.5%	2.6%	8.4%	20.3%	18.2%
Agree	24.1%	24.6%	28.9%	23.8%	22.4%	36.8%	24.3%	36.5%	26.0%
Neutral	41.8%	44.0%	45.7%	51.2%	49.6%	52.6%	52.3%	37.8%	47.0%
Disagree	2.5%	6.5%	4.8%	5.5%	5.1%	7.9%	12.1%	5.4%	5.8%
Strongly disagree	6.3%	2.0%	2.7%	3.0%	4.5%	0.0%	2.8%	0.0%	3.0%
My teachers used technology effectively in the classroom.									
Strongly agree	20.9%	16.2%	15.6%	17.8%	18.3%	4.9%	14.2%	15.8%	16.5%
Agree	50.0%	57.7%	61.8%	55.7%	45.1%	58.5%	61.9%	51.3%	55.2%
Neutral	24.4%	21.9%	17.2%	20.1%	27.4%	29.3%	19.5%	27.6%	22.2%
Disagree	3.5%	4.2%	4.4%	6.3%	6.6%	7.3%	4.4%	3.9%	5.1%
Strongly disagree	1.2%	0.0%	1.0%	0.0%	2.6%	0.0%	0.0%	1.3%	1.0%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: CAMPUS CLIMATE (See Table 7)

These questions deal with student opinion regarding safety issues, tolerance of students and staff, diversity, and a sense of being cared about at Utah State University.

An overwhelming majority of respondents (92.3%) felt safe on the USU campus. Seventy-two percent of the respondents agreed or strongly agreed that professors at USU were tolerant of different points of view, while 8.3% disagreed or strongly disagreed. Fewer respondents (56.7%) felt that students' at USU were tolerant of different points of view, while 15.3% disagreed or strongly disagreed.

Fifty-four percent of the respondents felt that USU provided enough activities for its students, while 11% did not think there were enough activities. A majority of respondents (60.6%) agreed or strongly agreed that they got to know students from other countries and of other races, 16.7% disagreed or strongly disagreed.

A majority of respondents (67.1%) agreed or strongly agreed that faculty at USU care about students, while 7.3% disagreed or strongly disagreed. About 57% of the respondents felt staff at USU cared about students, while 11.3% disagreed or strongly disagreed.

Neutral responses on these questions ranged from 6.9% to 35.5%. Overall a majority of respondents saw USU as safe, tolerant and a caring place to be.

TABLE 7. CAMPUS CLIMATE

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
I felt safe on the USU campus.									
Strongly agree	38.8%	50.2%	41.5%	46.0%	48.4%	50.0%	49.6%	41.3%	45.9%
Agree	54.1%	41.1%	49.7%	48.3%	45.3%	40.5%	46.9%	41.3%	46.4%
Neutral	7.1%	7.5%	7.9%	5.2%	5.7%	7.1%	2.7%	16.0%	6.9%
Disagree	0.0%	1.2%	0.5%	0.6%	0.6%	2.4%	0.9%	1.3%	0.8%
Strongly disagree	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Professors at USU are tolerant of different points of view.									
Strongly agree	18.6%	17.0%	23.7%	13.1%	23.9%	16.7%	15.9%	14.1%	19.8%
Agree	47.7%	56.1%	47.7%	53.7%	50.7%	52.4%	56.6%	53.8%	51.7%
Neutral	24.4%	18.6%	22.2%	23.4%	16.5%	21.4%	20.4%	21.8%	20.3%
Disagree	8.1%	7.1%	4.9%	7.4%	5.7%	7.1%	6.2%	7.7%	6.3%
Strongly disagree	1.2%	1.2%	1.5%	2.3%	3.1%	2.4%	0.9%	2.6%	2.0%
Students at USU are tolerant of different points of view.									
Strongly agree	15.1%	12.4%	15.7%	6.9%	11.4%	2.5%	10.7%	6.5%	11.8%
Agree	38.4%	46.2%	45.2%	52.0%	42.3%	42.5%	47.3%	40.3%	44.9%
Neutral	30.2%	28.7%	26.1%	26.3%	27.7%	32.5%	25.0%	39.0%	28.0%
Disagree	10.5%	8.0%	10.2%	11.4%	11.1%	12.5%	10.7%	5.2%	10.0%
Strongly disagree	5.8%	4.8%	2.9%	3.4%	7.4%	10.0%	6.3%	9.1%	5.3%
USU does not provide enough activities for its students.									
Strongly agree	2.4%	2.5%	1.4%	2.4%	3.8%	2.4%	0.9%	2.9%	2.4%
Agree	8.4%	11.9%	7.1%	11.8%	6.8%	9.8%	5.6%	10.0%	8.6%
Neutral	36.1%	39.3%	29.5%	45.0%	35.1%	39.0%	36.1%	27.1%	35.5%
Disagree	28.9%	27.9%	38.5%	28.4%	34.2%	29.3%	39.8%	45.7%	34.0%
Strongly disagree	24.1%	18.4%	23.5%	12.4%	20.1%	19.5%	17.6%	14.3%	19.5%
I got to know students from other countries and of other races.									
Strongly agree	15.9%	13.6%	14.1%	17.4%	15.7%	14.6%	22.7%	15.5%	15.7%
Agree	51.2%	39.3%	43.4%	53.5%	46.5%	43.9%	44.5%	36.6%	44.9%
Neutral	9.8%	27.3%	24.6%	20.3%	21.2%	26.8%	20.0%	28.2%	22.8%
Disagree	14.6%	14.9%	12.7%	6.4%	12.5%	9.8%	9.1%	11.3%	11.9%
Strongly disagree	8.5%	5.0%	5.2%	2.3%	4.1%	4.9%	3.6%	8.5%	4.8%
Faculty at USU care about students.									
Strongly agree	16.1%	10.2%	18.3%	8.5%	19.0%	16.7%	13.3%	14.1%	15.1%
Agree	47.1%	53.5%	55.0%	48.9%	52.0%	40.5%	56.6%	43.6%	52.0%
Neutral	27.6%	27.7%	20.6%	33.0%	22.7%	31.0%	23.9%	37.2%	25.6%
Disagree	5.7%	6.6%	4.6%	6.8%	4.3%	9.5%	5.3%	3.8%	5.4%
Strongly disagree	3.4%	2.0%	1.5%	2.8%	2.0%	2.4%	0.9%	1.3%	1.9%
Staff at USU care about students.									
Strongly agree	12.6%	8.6%	15.8%	7.4%	13.8%	14.6%	11.5%	16.9%	12.6%
Agree	40.2%	44.0%	46.9%	45.5%	46.4%	41.5%	44.2%	36.4%	44.8%
Neutral	32.2%	32.3%	28.8%	36.9%	28.1%	36.6%	33.6%	35.1%	31.3%
Disagree	10.3%	10.9%	5.7%	6.8%	6.9%	2.4%	8.0%	9.1%	7.5%
Strongly disagree	4.6%	4.3%	2.8%	3.4%	4.9%	4.9%	2.7%	2.6%	3.8%

NOTE: Percentages are based on the number of students responding to each question.

FINDINGS: USE AND EVALUATION OF OTHER SERVICES & ACTIVITIES

Making a listing of all services and activities provided to students is impossible. Those included in this survey are those that students would be most likely to have contact with, or services that are provided to particular segments of the USU population. The results presented in this section are divided into the following categories: Help with Classes, Technology, Placement Services, Academic Support Services, Psychological and Health Services, Non-Academic Support Services, Activities, and Community. Many of the services were not frequently utilized so both the use of the service and evaluation of the services appear in the tables. In reporting the evaluation data, responses by those who did not use the service were omitted in order to reflect only the views of those respondents who had experience with the service. Satisfaction ratings mentioned in the narrative include those who responded satisfied or very satisfied.

Services: Help with Classes (See Table 8)

Thirty-seven percent of the respondents used Supplemental Instruction five or more times, and an overwhelming majority (88.7%) were satisfied with this service. The Math/Stat Tutoring Center was used by 35.5% of the respondents, 82% of those that used it were satisfied. Over half of the respondents used the English Writing Lab and 81.6% were satisfied with the lab.

Forty-seven percent of the respondents had a practicum or internship experience. An overwhelming majority of respondents (95.4%) that had this experience were satisfied. A very small number of respondents (5.1%) used the Disability Resource Center and 88.9% of those who used this service were satisfied with the center.

Services: Technology (See Table 9)

Almost all of the respondents (94.3%) used the Computer Labs at some time or another, with a satisfaction rating of 97.7%. The Computer Help Desk was used by 59.9% of the respondents, with satisfaction at 90.5%. Over half of the respondents had taken online courses with satisfaction at 88.5%. Twenty-five percent of the respondents had taken other Independent Study Courses, and of those who had taken them, 87.3% were satisfied or very satisfied.

Almost all of the respondents (95.5%) had used Online Registration, with a satisfaction level of 87.8%. Almost 99% of the respondents used the USU Homepage and 89.2% of those that used it were satisfied or very satisfied. Ninety-six percent of the respondents used Websites for courses, and 92.2% were satisfied.

Services: Placement Services (See Table 10)

The Career Placement Office was used by only 20% of the respondents, with a satisfaction level of 81.4%. The Student Employment Office was used by 35.7% of the respondents who gave it a satisfaction rating of 86%.

Services: Academic Support Services (See Table 11)

The Registration Office was used by all but 4.3% of the respondents, 76.1% were satisfied with this service. The Cashier's Office was used by 85.1% of the respondents with satisfaction levels at 85.7%. The Financial Aid Office was used by 74.8% of the respondents with satisfaction at 85.5%. The Bookstore was used by 98.5% of the respondents with satisfaction at 79.6%.

TABLE 8. USE AND EVALUATION: HELP WITH CLASSES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Supplemental Instruction									
Didn't Use	21.3%	28.3%	32.3%	33.7%	25.1%	26.2%	26.5%	30.4%	28.7%
Used 1 Time	12.4%	10.2%	10.3%	8.2%	14.2%	7.1%	12.4%	12.7%	11.2%
Used 2-4 Times	23.6%	24.2%	21.8%	26.1%	24.0%	21.4%	22.1%	22.8%	23.4%
Used 5-9 Times	20.2%	20.0%	13.5%	17.9%	19.2%	16.7%	14.2%	13.9%	17.0%
Used 10+ Times	22.5%	17.4%	22.3%	14.1%	17.5%	28.6%	24.8%	20.3%	19.6%
Very Satisfied	16.2%	17.1%	23.3%	16.8%	17.8%	15.6%	18.3%	21.6%	19.0%
Satisfied	67.6%	68.5%	67.3%	69.9%	71.9%	81.3%	74.4%	62.7%	69.7%
Dissatisfied	13.2%	12.2%	7.8%	11.5%	7.5%	3.1%	3.7%	9.8%	8.9%
Very Dissatisfied	2.9%	2.2%	1.6%	1.8%	2.8%	0.0%	3.7%	5.9%	2.4%
Math/Stat Tutoring Center									
Didn't Use	70.8%	56.7%	66.6%	56.5%	76.9%	50.0%	50.4%	62.5%	64.5%
Used 1 Time	6.7%	11.4%	9.5%	11.4%	6.9%	11.9%	11.5%	10.0%	9.5%
Used 2-4 Times	5.6%	11.0%	10.0%	12.5%	7.8%	7.1%	12.4%	6.3%	9.6%
Used 5-9 Times	3.4%	8.4%	5.0%	6.5%	3.3%	11.9%	8.8%	6.3%	5.8%
Used 10+ Times	13.5%	12.5%	9.0%	13.0%	5.0%	19.0%	16.8%	15.0%	10.6%
Very Satisfied	40.7%	31.6%	23.0%	13.2%	24.1%	34.8%	35.8%	27.6%	26.6%
Satisfied	40.7%	52.1%	62.7%	69.7%	55.4%	43.5%	37.7%	55.2%	55.4%
Dissatisfied	11.1%	11.1%	10.3%	13.2%	16.9%	17.4%	18.9%	13.8%	13.3%
Very Dissatisfied	7.4%	5.1%	4.0%	3.9%	3.6%	4.3%	7.5%	3.4%	4.7%
English Writing Lab									
Didn't Use	42.7%	37.5%	49.9%	42.6%	38.8%	52.4%	47.8%	46.3%	43.6%
Used 1 Time	14.6%	18.6%	17.8%	18.6%	22.8%	21.4%	19.5%	18.8%	19.3%
Used 2-4 Times	34.8%	33.7%	24.8%	33.3%	27.0%	14.3%	25.7%	22.5%	28.1%
Used 5-9 Times	4.5%	7.6%	5.8%	3.8%	7.3%	11.9%	4.4%	10.0%	6.4%
Used 10+ Times	3.4%	2.7%	1.8%	1.6%	4.2%	0.0%	2.7%	2.5%	2.6%
Very Satisfied	14.0%	10.8%	14.8%	9.2%	14.4%	14.3%	6.8%	14.0%	12.6%
Satisfied	74.0%	67.5%	67.2%	76.5%	66.0%	76.2%	69.5%	69.8%	69.0%
Dissatisfied	6.0%	15.7%	13.2%	12.2%	13.4%	9.5%	18.6%	14.0%	13.5%
Very Dissatisfied	6.0%	6.0%	4.8%	2.0%	6.2%	0.0%	5.1%	2.3%	4.9%
Practicum/Internship									
Didn't Use	38.2%	63.1%	35.3%	59.9%	55.1%	88.1%	78.6%	54.5%	53.5%
Used 1 Time	36.0%	24.7%	19.7%	30.8%	27.0%	4.8%	12.5%	28.6%	24.0%
Used 2-4 Times	14.6%	8.4%	22.9%	7.7%	8.5%	7.1%	7.1%	10.4%	12.5%
Used 5-9 Times	2.2%	1.5%	4.7%	0.5%	1.4%	0.0%	0.0%	1.3%	2.1%
Used 10+ Times	9.0%	2.3%	17.4%	1.1%	8.0%	0.0%	1.8%	5.2%	7.9%
Very Satisfied	40.7%	29.6%	43.7%	35.2%	50.0%	33.3%	39.1%	45.7%	41.9%
Satisfied	53.7%	62.2%	53.0%	62.0%	43.8%	66.7%	60.9%	51.4%	53.5%
Dissatisfied	5.6%	5.1%	1.2%	1.4%	3.1%	0.0%	0.0%	2.9%	2.6%
Very Dissatisfied	0.0%	3.1%	2.0%	1.4%	3.1%	0.0%	0.0%	0.0%	2.0%
Disability Resource Center									
Didn't Use	92.0%	96.2%	95.2%	95.5%	94.4%	97.6%	97.3%	87.5%	94.9%
Used 1 Time	2.3%	1.5%	2.0%	2.2%	2.8%	2.4%	0.0%	2.5%	2.0%
Used 2-4 Times	3.4%	2.3%	1.8%	0.6%	0.6%	0.0%	0.0%	2.5%	1.4%
Used 5-9 Times	1.1%	0.0%	0.3%	0.6%	0.3%	0.0%	1.8%	0.0%	0.4%
Used 10+ Times	1.1%	0.0%	0.8%	1.1%	2.0%	0.0%	0.9%	7.5%	1.3%
Very Satisfied	37.5%	26.7%	36.0%	38.5%	41.4%	50.0%	66.7%	46.2%	38.9%
Satisfied	50.0%	46.7%	56.0%	46.2%	51.7%	50.0%	33.3%	46.2%	50.0%
Dissatisfied	12.5%	20.0%	0.0%	15.4%	6.9%	0.0%	0.0%	0.0%	7.4%
Very Dissatisfied	0.0%	6.7%	8.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.7%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

TABLE 9. USE AND EVALUATION: TECHNOLOGY

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Computer Labs									
Didn't Use	3.4%	6.8%	9.7%	4.4%	2.5%	4.8%	1.8%	8.9%	5.8%
Used 1 Time	0.0%	0.8%	1.0%	1.6%	0.6%	7.1%	0.9%	6.3%	1.3%
Used 2-4 Times	6.7%	4.9%	4.0%	1.1%	3.6%	2.4%	2.7%	5.1%	3.8%
Used 5-9 Times	1.1%	5.3%	2.5%	3.3%	3.6%	7.1%	1.8%	3.8%	3.4%
Used 10+ Times	88.8%	82.3%	82.8%	89.6%	89.7%	78.6%	92.9%	75.9%	85.8%
Very Satisfied	52.9%	51.5%	54.6%	51.5%	52.6%	50.0%	56.8%	53.7%	53.1%
Satisfied	45.9%	44.6%	44.2%	46.0%	45.3%	47.5%	40.5%	41.8%	44.6%
Dissatisfied	1.2%	3.4%	0.6%	2.5%	1.8%	2.5%	2.7%	3.0%	2.0%
Very Dissatisfied	0.0%	0.4%	0.6%	0.0%	0.3%	0.0%	0.0%	1.5%	0.4%
Computer Help Desk									
Didn't Use	41.6%	45.8%	40.8%	34.1%	37.1%	31.0%	46.9%	36.7%	40.0%
Used 1 Time	13.5%	21.2%	21.8%	24.7%	23.0%	26.2%	16.8%	27.8%	21.9%
Used 2-4 Times	25.8%	23.1%	22.8%	26.9%	22.8%	23.8%	22.1%	20.3%	23.3%
Used 5-9 Times	5.6%	3.8%	5.5%	9.9%	8.7%	9.5%	5.3%	6.3%	6.6%
Used 10+ Times	13.5%	6.1%	9.3%	4.4%	8.4%	9.5%	8.8%	8.9%	8.1%
Very Satisfied	39.2%	30.4%	31.4%	23.2%	32.9%	34.5%	28.8%	31.3%	30.9%
Satisfied	58.8%	60.0%	59.1%	69.6%	57.7%	44.8%	62.7%	52.1%	59.6%
Dissatisfied	2.0%	8.9%	6.8%	5.4%	6.8%	20.7%	8.5%	14.6%	7.6%
Very Dissatisfied	0.0%	0.7%	2.7%	1.8%	2.7%	0.0%	0.0%	2.1%	1.8%
Online Courses									
Didn't Use	38.2%	35.0%	32.8%	52.7%	52.4%	64.3%	57.5%	22.5%	42.6%
Used 1 Time	24.7%	23.3%	20.5%	22.5%	18.6%	23.8%	23.9%	17.5%	21.2%
Used 2-4 Times	23.6%	21.4%	25.7%	15.4%	17.2%	7.1%	14.2%	28.8%	20.4%
Used 5-9 Times	7.9%	13.5%	10.4%	3.3%	6.8%	2.4%	0.9%	10.0%	8.2%
Used 10+ Times	5.6%	6.8%	10.6%	6.0%	5.1%	2.4%	3.5%	21.3%	7.6%
Very Satisfied	20.0%	27.8%	22.9%	21.3%	23.5%	31.3%	17.0%	32.8%	24.1%
Satisfied	65.5%	58.0%	65.9%	65.0%	69.8%	50.0%	74.5%	55.2%	64.4%
Dissatisfied	10.9%	10.5%	8.1%	11.3%	4.9%	18.8%	6.4%	10.3%	8.7%
Very Dissatisfied	3.6%	3.7%	3.1%	2.5%	1.9%	0.0%	2.1%	1.7%	2.7%
Other Independent Study Courses									
Didn't Use	83.1%	62.5%	75.0%	77.5%	78.4%	90.5%	86.7%	60.8%	75.0%
Used 1 Time	4.5%	18.9%	12.8%	14.3%	12.1%	4.8%	9.7%	24.1%	13.5%
Used 2-4 Times	6.7%	11.4%	7.5%	7.7%	6.5%	4.8%	3.5%	7.6%	7.5%
Used 5-9 Times	3.4%	5.3%	1.8%	0.0%	0.8%	0.0%	0.0%	2.5%	1.9%
Used 10+ Times	2.2%	1.9%	3.0%	0.5%	2.2%	0.0%	0.0%	5.1%	2.1%
Very Satisfied	50.0%	19.1%	29.8%	14.3%	33.8%	50.0%	11.8%	27.6%	26.5%
Satisfied	37.5%	68.1%	54.8%	71.4%	58.8%	16.7%	76.5%	62.1%	60.8%
Dissatisfied	6.3%	9.6%	10.6%	14.3%	7.5%	33.3%	11.8%	3.4%	9.8%
Very Dissatisfied	6.3%	3.2%	4.8%	0.0%	0.0%	0.0%	0.0%	6.9%	2.8%
Online Registration									
Didn't Use	0.0%	7.1%	7.5%	2.2%	1.1%	2.4%	0.0%	13.9%	4.5%
Used 1 Time	2.2%	1.9%	2.5%	2.7%	1.1%	2.4%	0.0%	6.3%	2.1%
Used 2-4 Times	13.5%	12.0%	18.9%	7.1%	15.1%	19.0%	8.8%	15.2%	14.2%
Used 5-9 Times	41.6%	35.3%	41.3%	38.5%	36.4%	38.1%	43.4%	22.8%	37.9%
Used 10+ Times	42.7%	43.6%	29.9%	49.5%	46.2%	38.1%	47.8%	41.8%	41.3%
Very Satisfied	27.3%	28.4%	26.6%	30.7%	32.7%	36.6%	26.5%	41.0%	29.9%
Satisfied	58.0%	57.8%	59.5%	56.0%	54.9%	56.1%	68.1%	52.5%	57.9%
Dissatisfied	11.4%	10.3%	9.9%	12.0%	9.4%	7.3%	3.5%	6.6%	9.5%
Very Dissatisfied	3.4%	3.4%	4.0%	1.2%	2.9%	0.0%	1.8%	0.0%	2.8%

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
USU Homepage									
Didn't Use	1.1%	2.3%	1.0%	1.1%	0.8%	2.4%	0.0%	3.8%	1.3%
Used 1 Time	0.0%	0.8%	0.2%	1.6%	0.6%	2.4%	0.0%	0.0%	0.6%
Used 2-4 Times	2.2%	2.3%	2.7%	3.3%	2.0%	4.8%	1.8%	2.5%	2.5%
Used 5-9 Times	2.2%	7.1%	3.7%	7.7%	3.4%	9.5%	4.4%	3.8%	4.8%
Used 10+ Times	94.4%	87.6%	92.3%	86.3%	93.3%	81.0%	93.8%	89.9%	90.8%
Very Satisfied	34.5%	30.3%	32.7%	21.6%	27.0%	41.5%	30.1%	36.2%	30.0%
Satisfied	55.2%	57.8%	59.6%	65.9%	59.2%	51.2%	57.5%	58.0%	59.2%
Dissatisfied	9.2%	8.6%	5.1%	7.2%	11.4%	7.3%	10.6%	5.8%	8.2%
Very Dissatisfied	1.1%	3.3%	2.7%	5.4%	2.3%	0.0%	1.8%	0.0%	2.6%
Websites for courses									
Didn't Use	3.4%	4.9%	5.2%	2.2%	3.7%	2.4%	0.9%	3.8%	3.9%
Used 1 Time	4.5%	3.0%	2.2%	1.1%	2.5%	0.0%	0.9%	3.8%	2.4%
Used 2-4 Times	14.8%	8.3%	10.4%	6.6%	13.6%	14.3%	7.1%	9.0%	10.4%
Used 5-9 Times	12.5%	12.4%	15.1%	12.7%	14.4%	9.5%	4.4%	15.4%	13.1%
Used 10+ Times	64.8%	71.4%	67.2%	77.3%	65.7%	73.8%	86.7%	67.9%	70.3%
Very Satisfied	26.2%	23.2%	23.0%	23.2%	22.7%	31.7%	21.4%	32.4%	23.8%
Satisfied	70.2%	67.1%	72.9%	65.9%	65.6%	58.5%	75.0%	61.8%	68.4%
Dissatisfied	3.6%	8.4%	3.0%	8.5%	10.4%	9.8%	3.6%	4.4%	6.7%
Very Dissatisfied	0.0%	1.3%	1.1%	2.4%	1.2%	0.0%	0.0%	1.5%	1.1%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

TABLE 10. USE AND EVALUATION: PLACEMENT SERVICES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Career Placement Office									
Didn't Use	79.5%	76.7%	85.2%	64.8%	82.8%	83.3%	82.3%	81.6%	80.0%
Used 1 Time	15.9%	12.6%	10.0%	16.8%	13.2%	7.1%	9.7%	10.5%	12.3%
Used 2-4 Times	4.5%	8.8%	4.3%	15.6%	3.1%	9.5%	7.1%	6.6%	6.6%
Used 5-9 Times	0.0%	1.9%	0.0%	1.7%	0.8%	0.0%	0.9%	0.0%	0.8%
Used 10+ Times	0.0%	0.0%	0.5%	1.1%	0.0%	0.0%	0.0%	1.3%	0.3%
Very Satisfied	11.8%	11.1%	18.2%	16.7%	23.1%	25.0%	15.8%	20.0%	17.2%
Satisfied	76.5%	63.5%	63.6%	71.7%	58.5%	25.0%	78.9%	53.3%	64.2%
Dissatisfied	11.8%	19.0%	14.5%	11.7%	12.3%	50.0%	5.3%	20.0%	14.9%
Very Dissatisfied	0.0%	6.3%	3.6%	0.0%	6.2%	0.0%	0.0%	6.7%	3.6%
Student Employment Office									
Didn't Use	65.9%	72.2%	68.8%	57.2%	60.5%	52.4%	55.8%	67.1%	64.4%
Used 1 Time	17.0%	16.0%	12.5%	17.8%	19.3%	11.9%	17.7%	15.2%	16.1%
Used 2-4 Times	14.8%	8.7%	12.7%	22.2%	16.2%	26.2%	20.4%	11.4%	15.0%
Used 5-9 Times	1.1%	1.5%	4.5%	1.7%	2.0%	4.8%	4.4%	2.5%	2.8%
Used 10+ Times	1.1%	1.5%	1.5%	1.1%	2.0%	4.8%	1.8%	3.8%	1.8%
Very Satisfied	32.1%	13.9%	19.5%	13.3%	23.6%	33.3%	20.8%	25.0%	20.6%
Satisfied	60.7%	65.3%	70.7%	77.3%	58.1%	47.6%	68.8%	60.7%	65.4%
Dissatisfied	3.6%	15.3%	8.1%	8.0%	15.5%	14.3%	6.3%	7.1%	10.9%
Very Dissatisfied	3.6%	5.6%	1.6%	1.3%	2.7%	4.8%	4.2%	7.1%	3.1%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

TABLE 11. USE AND EVALUATION: ACADEMIC SUPPORT SERVICES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Registration Office									
Didn't Use	2.2%	6.8%	7.2%	3.3%	1.7%	0.0%	1.8%	3.8%	4.3%
Used 1 Time	0.0%	5.7%	4.5%	6.0%	3.1%	4.8%	4.4%	7.7%	4.5%
Used 2-4 Times	27.0%	28.9%	29.3%	29.7%	24.6%	50.0%	31.9%	15.4%	28.1%
Used 5-9 Times	33.7%	28.1%	29.0%	34.1%	28.3%	21.4%	36.3%	28.2%	29.9%
Used 10+ Times	37.1%	30.4%	30.0%	26.9%	42.3%	23.8%	25.7%	44.9%	33.3%
Very Satisfied	7.0%	8.1%	9.4%	7.3%	8.9%	15.0%	9.1%	23.2%	9.5%
Satisfied	68.6%	60.4%	69.6%	75.2%	66.0%	67.5%	61.8%	59.4%	66.6%
Dissatisfied	15.1%	21.7%	14.5%	10.3%	15.4%	12.5%	21.8%	11.6%	15.8%
Very Dissatisfied	9.3%	9.8%	6.5%	7.3%	9.8%	5.0%	7.3%	5.8%	8.1%
Cashier's Office									
Didn't Use	2.2%	17.1%	19.8%	8.2%	13.5%	16.7%	15.9%	15.4%	14.9%
Used 1 Time	9.0%	15.2%	15.1%	15.4%	13.0%	14.3%	13.3%	9.0%	13.8%
Used 2-4 Times	36.0%	38.8%	30.9%	38.5%	28.7%	45.2%	33.6%	29.5%	33.5%
Used 5-9 Times	24.7%	15.2%	18.6%	18.7%	20.0%	16.7%	20.4%	19.2%	18.8%
Used 10+ Times	28.1%	13.7%	15.6%	19.2%	24.8%	7.1%	16.8%	26.9%	19.0%
Very Satisfied	9.3%	9.7%	12.9%	9.0%	10.4%	12.1%	9.3%	16.4%	10.9%
Satisfied	79.1%	71.5%	77.3%	78.2%	73.2%	75.8%	74.2%	67.2%	74.8%
Dissatisfied	5.8%	15.0%	6.5%	10.3%	13.1%	12.1%	12.4%	9.8%	10.7%
Very Dissatisfied	5.8%	3.9%	3.2%	2.6%	3.4%	0.0%	4.1%	6.6%	3.6%
Financial Aid Office									
Didn't Use	21.8%	32.6%	29.2%	10.4%	24.6%	26.2%	23.9%	21.8%	25.2%
Used 1 Time	20.7%	16.7%	9.5%	15.4%	14.0%	9.5%	4.4%	11.5%	12.9%
Used 2-4 Times	28.7%	28.4%	30.9%	35.2%	27.5%	42.9%	40.7%	25.6%	30.8%
Used 5-9 Times	13.8%	13.3%	18.5%	20.9%	17.6%	14.3%	18.6%	16.7%	17.2%
Used 10+ Times	14.9%	9.1%	12.0%	18.1%	16.2%	7.1%	12.4%	24.4%	13.9%
Very Satisfied	21.7%	16.8%	25.5%	15.0%	19.8%	22.6%	20.9%	29.3%	20.8%
Satisfied	62.3%	65.9%	59.9%	73.9%	64.2%	67.7%	66.3%	60.3%	64.7%
Dissatisfied	13.0%	13.9%	10.9%	8.5%	11.9%	9.7%	9.3%	6.9%	11.0%
Very Dissatisfied	2.9%	3.5%	3.7%	2.6%	4.1%	0.0%	3.5%	3.4%	3.4%
Bookstore									
Didn't Use	0.0%	3.0%	2.7%	1.1%	0.6%	0.0%	0.0%	0.0%	1.5%
Used 1 Time	1.1%	1.9%	1.0%	1.1%	1.1%	4.8%	0.9%	5.1%	1.5%
Used 2-4 Times	6.8%	6.1%	8.5%	8.8%	5.6%	11.9%	8.0%	6.3%	7.3%
Used 5-9 Times	19.3%	20.8%	22.6%	25.8%	19.6%	16.7%	17.7%	22.8%	21.3%
Used 10+ Times	72.7%	68.2%	65.2%	63.2%	73.1%	66.7%	73.5%	65.8%	68.4%
Very Satisfied	22.4%	17.8%	25.5%	11.9%	20.8%	24.4%	23.2%	20.5%	20.8%
Satisfied	58.8%	55.8%	59.1%	59.5%	60.5%	56.1%	57.1%	61.6%	58.8%
Dissatisfied	14.1%	17.4%	10.8%	19.6%	13.7%	17.1%	11.6%	12.3%	14.2%
Very Dissatisfied	4.7%	9.1%	4.6%	8.9%	5.0%	2.4%	8.0%	5.5%	6.2%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

Services: Psychological and Health Services (See Table 12)

The Counseling Center was used by 19% of the respondents, with a satisfaction rating of 80.5%. The Student Health Center was used by 47.6% of the respondents with satisfaction running 85.8%. Student Health Insurance was only used by 6.7% of the respondents with a satisfaction rating of 51.4%. The Student Wellness Center was used by 38.7% of the respondents with satisfaction at 84.8%.

Services: Non-Academic Support Services (See Table 13)

The Parking Services Office was used by 66.9% of the respondents. Of those who used the service, 63.7% were satisfied or very satisfied. It should be noted that respondents were asked to rate the office and not parking per se. This was done because available parking is always limited and the service of the office is what was intended for evaluation. The Shuttle Bus was used by 77.1% of the respondents with a satisfaction level of 93.4%. Twenty-four percent of the respondents used the USU Police Department. Of those who used this service 80.4% were satisfied with their experience.

Food Services were evaluated by each of the four major eating areas. The Quad Side Café was used by 51.3% of the respondents with a satisfaction rating of 87.9%. Carousel Square (now know as The Market Place) was used by 47.7% of the respondents with satisfaction at 89.3%. The HUB was used by 77.1% of the respondents with a satisfaction rating of 87.3%. The Junction was used by 37.3% of the respondents with satisfaction at 75.5%.

The Statesman was read by 82.1% of the respondents. Eighty-three percent of the respondents who read the Statesman were satisfied or very satisfied with the newspaper.

Services: Activities (See Table 14)

STAB Events were used by 46.3% of the respondents with a 91.6% satisfaction rating. The Arts and Lectures Series were utilized by 46.9% of the respondents with a satisfaction rating of 93.3%.

Football Games and Men's Basketball Games were attended by about 74% of the respondents. Other Varsity Athletic Events were attended by 44.5% of the respondents. Satisfaction ratings for these activities are not reported because it is not clear what they mean. A high rating may only mean the USU team won.

Club Sports were used by 34.2% of the respondents with a satisfaction rating of 93.6%. Intramurals were used by 33% of the respondents with satisfaction at 91%. HYPER/Fieldhouse was used by 77.5% of the respondents with satisfaction running 94.7%. Outdoor Recreation equipment rental was used by 26.5% of the respondents with satisfaction at 94.6%.

Services: Community (See Table 15)

Forty-seven percent of the respondents participated in volunteer activities in the community. Of those who participated 96.6% were satisfied with their experience. Sixty-one percent of the respondents participated in "Non-USU" religion classes with the satisfaction level at 97.1%. Twenty-three percent of the respondents participated in visits to community member's homes. Ninety-eight percent of the respondents participating were very satisfied or satisfied with these visits.

TABLE 12. USE AND EVALUATION: PSYCHOLOGICAL AND HEALTH SERVICES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Counseling Center									
Didn't Use	80.7%	78.3%	82.8%	84.4%	80.4%	81.0%	87.6%	65.8%	80.9%
Used 1 Time	10.2%	5.3%	7.3%	3.9%	5.0%	4.8%	4.4%	6.3%	5.9%
Used 2-4 Times	4.5%	8.7%	4.8%	7.3%	5.0%	7.1%	3.5%	13.9%	6.2%
Used 5-9 Times	2.3%	4.6%	2.5%	2.8%	5.6%	4.8%	1.8%	5.1%	3.7%
Used 10+ Times	2.3%	3.0%	2.8%	1.7%	3.9%	2.4%	2.7%	8.9%	3.2%
Very Satisfied	16.7%	14.0%	27.3%	14.8%	28.8%	33.3%	13.3%	32.1%	23.2%
Satisfied	61.1%	63.2%	53.0%	74.1%	52.1%	55.6%	46.7%	57.1%	57.3%
Dissatisfied	16.7%	14.0%	13.6%	11.1%	11.0%	11.1%	26.7%	10.7%	13.3%
Very Dissatisfied	5.6%	8.8%	6.1%	0.0%	8.2%	0.0%	13.3%	0.0%	6.1%
Student Health Center									
Didn't Use	53.9%	59.2%	54.9%	48.9%	46.2%	50.0%	55.4%	48.1%	52.4%
Used 1 Time	15.7%	11.3%	13.3%	14.3%	16.0%	19.0%	14.3%	8.9%	13.8%
Used 2-4 Times	14.6%	18.1%	16.0%	24.2%	21.6%	14.3%	21.4%	16.5%	19.0%
Used 5-9 Times	12.4%	6.4%	8.5%	6.6%	10.6%	7.1%	5.4%	11.4%	8.5%
Used 10+ Times	3.4%	4.9%	7.3%	6.0%	5.6%	9.5%	3.6%	15.2%	6.3%
Very Satisfied	20.5%	26.2%	29.7%	27.3%	30.8%	31.6%	26.5%	42.1%	29.2%
Satisfied	61.5%	57.3%	57.1%	58.0%	53.5%	68.4%	63.3%	44.7%	56.6%
Dissatisfied	15.4%	12.6%	9.1%	11.4%	10.8%	0.0%	6.1%	5.3%	10.1%
Very Dissatisfied	2.6%	3.9%	4.0%	3.4%	4.9%	0.0%	4.1%	7.9%	4.2%
Student Health Insurance									
Didn't Use	94.3%	92.1%	95.7%	91.8%	93.2%	95.2%	92.8%	88.6%	93.3%
Used 1 Time	3.4%	4.5%	2.3%	4.4%	3.7%	0.0%	4.5%	2.5%	3.4%
Used 2-4 Times	1.1%	2.3%	1.0%	2.2%	2.0%	2.4%	0.9%	3.8%	1.8%
Used 5-9 Times	1.1%	0.0%	0.3%	1.6%	0.3%	0.0%	1.8%	1.3%	0.6%
Used 10+ Times	0.0%	1.1%	0.8%	0.0%	0.8%	2.4%	0.0%	3.8%	0.9%
Very Satisfied	0.0%	7.7%	23.1%	10.5%	33.3%	33.3%	0.0%	35.7%	19.7%
Satisfied	25.0%	23.1%	35.6%	31.6%	33.3%	0.0%	50.0%	35.7%	31.7%
Dissatisfied	12.5%	19.2%	3.8%	26.3%	8.3%	0.0%	30.0%	7.1%	13.4%
Very Dissatisfied	62.5%	50.0%	38.5%	31.6%	25.0%	66.7%	20.0%	21.4%	35.2%
Student Wellness Center									
Didn't Use	55.1%	65.6%	60.2%	67.0%	56.3%	64.3%	71.4%	53.2%	61.3%
Used 1 Time	19.1%	11.8%	11.8%	11.0%	14.4%	11.9%	10.7%	8.9%	12.5%
Used 2-4 Times	14.6%	13.0%	13.1%	17.0%	15.2%	11.9%	10.7%	17.7%	14.2%
Used 5-9 Times	9.0%	4.6%	7.6%	2.2%	9.3%	7.1%	3.6%	3.8%	6.4%
Used 10+ Times	2.2%	5.0%	7.3%	2.7%	4.8%	4.8%	3.6%	16.5%	5.6%
Very Satisfied	20.5%	26.7%	30.3%	26.3%	33.1%	26.7%	18.2%	41.2%	29.3%
Satisfied	56.4%	52.3%	55.5%	59.6%	52.6%	66.7%	66.7%	52.9%	55.5%
Dissatisfied	17.9%	18.6%	10.3%	10.5%	9.1%	0.0%	9.1%	0.0%	10.8%
Very Dissatisfied	5.1%	2.3%	3.9%	3.5%	5.2%	6.7%	6.1%	5.9%	4.4%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

TABLE 13. USE AND EVALUATION: NON-ACADEMIC SUPPORT SERVICES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Parking Services Office									
Didn't Use	27.0%	32.3%	40.2%	23.9%	30.3%	28.6%	36.6%	38.2%	33.1%
Used 1 Time	15.7%	14.1%	12.0%	12.2%	15.0%	14.3%	9.8%	23.7%	13.8%
Used 2-4 Times	32.6%	26.6%	30.5%	40.6%	34.3%	23.8%	38.4%	21.1%	32.0%
Used 5-9 Times	14.6%	12.5%	9.7%	16.7%	9.9%	19.0%	11.6%	6.6%	11.6%
Used 10+ Times	10.1%	14.4%	7.6%	6.7%	10.5%	14.3%	3.6%	10.5%	9.5%
Very Satisfied	10.9%	6.9%	9.3%	7.6%	8.8%	3.4%	5.6%	12.0%	8.3%
Satisfied	54.7%	57.8%	56.8%	57.6%	53.1%	55.2%	56.3%	46.0%	55.4%
Dissatisfied	18.8%	19.7%	19.8%	20.5%	18.0%	24.1%	18.3%	28.0%	19.8%
Very Dissatisfied	15.6%	15.6%	14.1%	14.4%	20.1%	17.2%	19.7%	14.0%	16.4%
Shuttle Bus									
Didn't Use	21.6%	29.7%	25.3%	23.8%	14.2%	35.7%	21.4%	21.1%	22.8%
Used 1 Time	1.1%	5.7%	4.5%	3.3%	3.7%	9.5%	4.5%	3.9%	4.3%
Used 2-4 Times	4.5%	5.7%	5.6%	10.5%	7.7%	2.4%	10.7%	3.9%	6.8%
Used 5-9 Times	3.4%	6.5%	5.6%	5.5%	6.3%	0.0%	5.4%	6.6%	5.6%
Used 10+ Times	69.3%	52.5%	59.1%	56.9%	68.2%	52.4%	58.0%	64.5%	60.4%
Very Satisfied	31.4%	24.4%	36.0%	31.3%	33.6%	38.5%	35.2%	42.1%	33.0%
Satisfied	58.6%	66.7%	60.8%	61.1%	59.6%	53.8%	56.8%	50.9%	60.4%
Dissatisfied	8.6%	7.2%	2.8%	6.1%	5.8%	7.7%	6.8%	3.5%	5.5%
Very Dissatisfied	1.4%	1.7%	0.3%	1.5%	1.0%	0.0%	1.1%	3.5%	1.2%
USU Police									
Didn't Use	72.7%	81.7%	71.0%	75.0%	78.2%	69.0%	74.1%	77.6%	75.6%
Used 1 Time	13.6%	11.8%	20.4%	15.6%	12.7%	14.3%	17.0%	15.8%	15.5%
Used 2-4 Times	11.4%	3.8%	6.6%	8.3%	6.5%	11.9%	8.0%	5.3%	6.8%
Used 5-9 Times	2.3%	0.8%	0.5%	0.6%	1.7%	0.0%	0.9%	0.0%	0.9%
Used 10+ Times	0.0%	1.9%	1.5%	0.6%	0.8%	4.8%	0.0%	1.3%	1.2%
Very Satisfied	42.3%	28.3%	27.2%	20.9%	22.2%	18.8%	34.5%	31.8%	27.0%
Satisfied	53.8%	49.1%	59.6%	55.8%	51.1%	62.5%	48.3%	36.4%	53.4%
Dissatisfied	3.8%	13.2%	5.3%	14.0%	10.0%	12.5%	10.3%	4.5%	8.9%
Very Dissatisfied	0.0%	9.4%	7.9%	9.3%	16.7%	6.3%	6.9%	27.3%	10.7%
Quad Side Café									
Didn't Use	52.8%	47.5%	58.0%	51.4%	36.3%	35.7%	45.5%	61.8%	48.7%
Used 1 Time	5.6%	5.7%	9.6%	7.2%	11.4%	4.8%	8.9%	7.9%	8.6%
Used 2-4 Times	16.9%	17.6%	16.2%	19.3%	20.0%	21.4%	17.0%	5.3%	17.4%
Used 5-9 Times	12.4%	8.4%	6.6%	9.4%	10.6%	9.5%	12.5%	6.6%	9.0%
Used 10+ Times	12.4%	20.7%	9.6%	12.7%	21.7%	28.6%	16.1%	18.4%	16.3%
Very Satisfied	24.4%	19.7%	19.9%	12.0%	26.6%	34.6%	16.4%	35.5%	22.1%
Satisfied	53.7%	67.4%	75.6%	71.1%	62.8%	50.0%	68.9%	38.7%	65.8%
Dissatisfied	14.6%	11.4%	4.5%	10.8%	7.3%	3.8%	13.1%	16.1%	9.0%
Very Dissatisfied	7.3%	1.5%	0.0%	6.0%	3.2%	11.5%	1.6%	9.7%	3.2%
Carousel Square									
Didn't Use	61.8%	57.1%	57.2%	49.7%	43.4%	21.4%	56.3%	57.9%	52.3%
Used 1 Time	10.1%	8.0%	10.4%	7.8%	15.4%	14.3%	8.9%	6.6%	10.6%
Used 2-4 Times	11.2%	14.2%	14.9%	16.8%	18.9%	28.6%	15.2%	10.5%	15.9%
Used 5-9 Times	4.5%	7.3%	7.3%	8.9%	6.3%	9.5%	4.5%	7.9%	7.0%
Used 10+ Times	12.4%	13.4%	10.1%	16.8%	16.0%	26.2%	15.2%	17.1%	14.2%
Very Satisfied	32.4%	19.1%	23.0%	15.3%	21.8%	18.2%	20.4%	33.3%	21.6%
Satisfied	55.9%	67.3%	68.9%	74.1%	68.0%	60.6%	73.5%	53.3%	67.7%
Dissatisfied	11.8%	10.0%	6.2%	8.2%	8.6%	6.1%	4.1%	6.7%	7.9%
Very Dissatisfied	0.0%	3.6%	1.9%	2.4%	1.5%	15.2%	2.0%	6.7%	2.9%

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
HUB									
Didn't Use	24.7%	27.2%	27.1%	22.2%	13.8%	14.3%	18.9%	32.9%	22.9%
Used 1 Time	2.2%	2.3%	4.1%	4.4%	4.9%	4.8%	4.5%	5.3%	4.0%
Used 2-4 Times	13.5%	11.5%	14.9%	13.9%	17.5%	19.0%	9.0%	13.2%	14.3%
Used 5-9 Times	10.1%	11.1%	12.2%	13.9%	15.5%	19.0%	10.8%	6.6%	12.6%
Used 10+ Times	49.4%	47.9%	40.8%	45.6%	48.4%	42.9%	56.8%	42.1%	46.2%
Very Satisfied	16.7%	20.1%	23.3%	13.4%	23.0%	11.1%	18.7%	26.0%	20.5%
Satisfied	65.2%	66.3%	67.8%	69.4%	66.0%	66.7%	69.2%	60.0%	66.8%
Dissatisfied	16.7%	10.9%	7.4%	12.7%	9.6%	13.9%	9.9%	12.0%	10.3%
Very Dissatisfied	1.5%	2.7%	1.5%	4.5%	1.4%	8.3%	2.2%	2.0%	2.3%
Junction									
Didn't Use	62.9%	61.2%	67.6%	58.9%	59.9%	59.5%	63.4%	63.2%	62.6%
Used 1 Time	3.4%	8.8%	6.9%	7.2%	9.7%	11.9%	8.0%	14.5%	8.3%
Used 2-4 Times	11.2%	9.6%	8.4%	13.3%	8.2%	2.4%	10.7%	6.6%	9.2%
Used 5-9 Times	3.4%	3.1%	2.3%	4.4%	3.7%	7.1%	4.5%	2.6%	3.4%
Used 10+ Times	19.1%	17.3%	14.8%	16.1%	18.5%	19.0%	13.4%	13.2%	16.4%
Very Satisfied	15.2%	7.3%	19.2%	12.3%	14.0%	6.3%	7.1%	16.0%	13.1%
Satisfied	60.6%	66.7%	58.3%	60.3%	60.8%	56.3%	81.0%	56.0%	62.4%
Dissatisfied	15.2%	16.7%	15.8%	11.0%	14.0%	25.0%	9.5%	20.0%	14.8%
Very Dissatisfied	9.1%	9.4%	6.7%	16.4%	11.2%	12.5%	2.4%	8.0%	9.7%
Statesman									
Didn't Use	19.3%	20.4%	23.7%	15.0%	11.7%	16.7%	9.8%	27.3%	18.0%
Used 1 Time	0.0%	2.3%	1.8%	2.2%	3.4%	2.4%	0.9%	3.9%	2.3%
Used 2-4 Times	6.8%	8.1%	6.6%	3.3%	8.0%	11.9%	5.4%	14.3%	7.3%
Used 5-9 Times	5.7%	7.3%	6.4%	5.0%	8.3%	4.8%	9.8%	5.2%	6.9%
Used 10+ Times	68.2%	61.9%	61.5%	74.4%	68.7%	64.3%	74.1%	49.4%	65.6%
Very Satisfied	15.9%	16.7%	29.2%	24.1%	21.2%	22.9%	15.8%	27.8%	22.3%
Satisfied	65.2%	66.2%	61.5%	60.7%	57.6%	54.3%	63.4%	55.6%	61.1%
Dissatisfied	13.0%	14.1%	7.2%	13.1%	14.2%	20.0%	15.8%	13.0%	12.6%
Very Dissatisfied	5.8%	3.0%	2.1%	2.1%	7.0%	2.9%	5.0%	3.7%	4.0%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

TABLE 14. USE AND EVALUATION: ACTIVITIES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
STAB Events									
Didn't Use	52.3%	58.3%	52.1%	55.0%	49.3%	59.5%	55.4%	60.5%	53.7%
Used 1 Time	3.4%	6.9%	4.9%	6.1%	6.9%	7.1%	6.3%	6.6%	6.0%
Used 2-4 Times	25.0%	12.7%	16.2%	15.6%	17.8%	14.3%	16.1%	13.2%	16.2%
Used 5-9 Times	13.6%	6.9%	9.5%	13.3%	10.6%	9.5%	10.7%	10.5%	10.2%
Used 10+ Times	5.7%	15.1%	17.4%	10.0%	15.5%	9.5%	11.6%	9.2%	13.9%
Very Satisfied	17.1%	24.5%	30.4%	18.4%	29.1%	23.5%	16.0%	36.7%	26.0%
Satisfied	70.7%	63.7%	65.7%	67.1%	64.0%	70.6%	74.0%	53.3%	65.6%
Dissatisfied	12.2%	9.8%	3.9%	10.5%	5.7%	5.9%	10.0%	10.0%	7.3%
Very Dissatisfied	0.0%	2.0%	0.0%	3.9%	1.1%	0.0%	0.0%	0.0%	1.0%
Arts and Lectures Series									
Didn't Use	64.4%	57.1%	56.8%	62.4%	38.3%	52.4%	54.1%	53.9%	53.2%
Used 1 Time	4.6%	7.7%	7.2%	5.1%	9.7%	7.1%	13.5%	10.5%	8.1%
Used 2-4 Times	16.1%	13.9%	19.8%	23.6%	20.9%	19.0%	18.0%	15.8%	18.9%
Used 5-9 Times	6.9%	9.7%	5.9%	4.5%	16.0%	16.7%	7.2%	9.2%	9.4%
Used 10+ Times	8.0%	11.6%	10.3%	4.5%	15.1%	4.8%	7.2%	10.5%	10.5%
Very Satisfied	9.4%	23.6%	29.0%	23.1%	37.0%	42.9%	25.5%	43.2%	30.1%
Satisfied	87.5%	67.9%	67.3%	70.8%	55.0%	57.1%	62.7%	48.6%	63.2%
Dissatisfied	3.1%	7.5%	3.1%	4.6%	6.6%	0.0%	9.8%	5.4%	5.5%
Very Dissatisfied	0.0%	0.9%	0.6%	1.5%	1.4%	0.0%	2.0%	2.7%	1.2%
Football Games (Fall Semester)									
Didn't Use	39.3%	25.2%	26.3%	23.8%	24.7%	35.7%	27.7%	36.8%	27.1%
Used 1 Time	13.5%	9.9%	7.9%	12.7%	9.1%	7.1%	10.7%	6.6%	9.6%
Used 2-4 Times	23.6%	21.4%	22.0%	23.8%	21.6%	19.0%	25.0%	10.5%	21.7%
Used 5-9 Times	13.5%	16.4%	18.4%	21.0%	18.5%	16.7%	17.0%	19.7%	18.0%
Used 10+ Times	10.1%	27.1%	25.3%	18.8%	26.1%	21.4%	19.6%	26.3%	23.7%
Very Satisfied	5.5%	14.4%	16.7%	8.9%	13.0%	14.8%	7.4%	23.4%	13.4%
Satisfied	41.8%	35.6%	46.5%	40.0%	41.0%	40.7%	51.9%	42.6%	42.3%
Dissatisfied	30.9%	23.4%	24.1%	23.7%	21.1%	33.3%	21.0%	14.9%	23.1%
Very Dissatisfied	21.8%	26.6%	12.8%	27.4%	24.9%	11.1%	19.8%	19.1%	21.2%
Men's Basketball Games (Spring Semester)									
Didn't Use	34.8%	21.4%	26.3%	23.8%	22.0%	38.1%	24.1%	30.7%	25.0%
Used 1 Time	7.9%	4.6%	3.8%	7.7%	6.3%	4.8%	8.0%	2.7%	5.5%
Used 2-4 Times	14.6%	13.7%	9.4%	18.2%	14.6%	11.9%	14.3%	13.3%	13.4%
Used 5-9 Times	10.1%	9.9%	11.5%	7.7%	8.9%	2.4%	16.1%	10.7%	10.1%
Used 10+ Times	32.6%	50.4%	49.0%	42.5%	48.3%	42.9%	37.5%	42.7%	46.0%
Very Satisfied	50.0%	63.9%	67.1%	53.7%	57.2%	69.2%	51.2%	60.8%	60.1%
Satisfied	46.4%	32.0%	29.6%	41.8%	39.0%	26.9%	41.7%	39.2%	36.0%
Dissatisfied	1.8%	3.1%	2.9%	1.5%	2.6%	0.0%	7.1%	0.0%	2.7%
Very Dissatisfied	1.8%	1.0%	0.4%	3.0%	1.1%	3.8%	0.0%	0.0%	1.1%
Other Varsity Athletic Events									
Didn't Use	60.7%	58.8%	50.9%	57.5%	55.3%	59.5%	55.9%	55.3%	55.5%
Used 1 Time	6.7%	8.8%	7.7%	10.5%	9.4%	9.5%	13.5%	7.9%	9.1%
Used 2-4 Times	21.3%	13.8%	18.0%	16.6%	14.5%	16.7%	11.7%	14.5%	15.8%
Used 5-9 Times	3.4%	8.5%	6.7%	10.5%	9.4%	7.1%	9.0%	1.3%	7.8%
Used 10+ Times	7.9%	10.0%	16.7%	5.0%	11.4%	7.1%	9.9%	21.1%	11.8%
Very Satisfied	25.7%	33.0%	37.5%	17.9%	36.2%	37.5%	33.3%	35.3%	33.1%
Satisfied	71.4%	61.2%	58.2%	73.1%	58.6%	62.5%	56.3%	61.8%	61.4%
Dissatisfied	2.9%	4.9%	3.8%	6.4%	3.9%	0.0%	10.4%	2.9%	4.6%
Very Dissatisfied	0.0%	1.0%	0.5%	2.6%	1.3%	0.0%	0.0%	0.0%	0.9%

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Club Sports									
Didn't Use	65.2%	66.0%	68.1%	64.4%	60.9%	73.2%	72.3%	67.1%	65.8%
Used 1 Time	6.7%	8.4%	5.7%	8.9%	8.9%	4.9%	4.5%	6.6%	7.3%
Used 2-4 Times	10.1%	11.1%	9.8%	8.3%	12.0%	9.8%	8.0%	6.6%	10.1%
Used 5-9 Times	4.5%	5.3%	3.9%	7.2%	5.4%	0.0%	4.5%	2.6%	4.8%
Used 10+ Times	13.5%	9.2%	12.6%	11.1%	12.9%	12.2%	10.7%	17.1%	12.0%
Very Satisfied	30.0%	43.8%	36.1%	28.1%	37.1%	36.4%	32.3%	53.8%	37.0%
Satisfied	56.7%	49.4%	59.0%	68.8%	55.3%	54.5%	64.5%	38.5%	56.6%
Dissatisfied	10.0%	6.7%	4.1%	3.1%	6.1%	9.1%	0.0%	0.0%	5.0%
Very Dissatisfied	3.3%	0.0%	0.8%	0.0%	1.5%	0.0%	3.2%	7.7%	1.4%
Intramurals									
Didn't Use	73.0%	64.4%	64.5%	68.5%	67.9%	76.2%	66.1%	71.1%	67.0%
Used 1 Time	12.4%	8.4%	8.7%	9.4%	7.4%	7.1%	7.1%	6.6%	8.4%
Used 2-4 Times	7.9%	11.9%	11.8%	7.7%	8.5%	4.8%	10.7%	6.6%	9.8%
Used 5-9 Times	2.2%	6.1%	3.1%	5.0%	6.8%	2.4%	4.5%	2.6%	4.7%
Used 10+ Times	4.5%	9.2%	12.0%	9.4%	9.4%	9.5%	11.6%	13.2%	10.1%
Very Satisfied	17.4%	31.2%	40.0%	27.1%	37.0%	11.1%	44.7%	58.3%	35.8%
Satisfied	78.3%	60.2%	51.1%	61.0%	54.6%	77.8%	44.7%	33.3%	55.2%
Dissatisfied	4.3%	8.6%	6.7%	11.9%	5.0%	11.1%	5.3%	4.2%	7.0%
Very Dissatisfied	0.0%	0.0%	2.2%	0.0%	3.4%	0.0%	5.3%	4.2%	2.0%
HYPER/Fieldhouse									
Didn't Use	23.6%	24.0%	24.0%	23.8%	17.9%	19.0%	18.8%	32.5%	22.4%
Used 1 Time	4.5%	3.4%	1.5%	3.3%	3.4%	4.8%	2.7%	2.6%	2.9%
Used 2-4 Times	13.5%	9.9%	6.4%	9.9%	10.0%	9.5%	9.8%	5.2%	9.0%
Used 5-9 Times	6.7%	6.5%	6.1%	5.0%	9.7%	11.9%	8.0%	6.5%	7.2%
Used 10+ Times	51.7%	56.1%	62.0%	58.0%	59.0%	54.8%	60.7%	53.2%	58.4%
Very Satisfied	25.4%	31.6%	46.2%	36.8%	37.9%	37.5%	33.0%	52.9%	38.3%
Satisfied	67.2%	62.1%	50.7%	58.6%	55.7%	59.4%	61.5%	41.2%	56.4%
Dissatisfied	6.0%	5.8%	2.4%	3.8%	5.4%	3.1%	4.4%	3.9%	4.3%
Very Dissatisfied	1.5%	0.5%	0.7%	0.8%	1.1%	0.0%	1.1%	2.0%	0.9%
Outdoor Recreation (Equipment Rental)									
Didn't Use	84.3%	76.7%	74.5%	64.1%	76.2%	56.1%	71.4%	67.1%	73.5%
Used 1 Time	7.9%	9.5%	10.2%	12.7%	8.3%	7.3%	11.6%	11.8%	9.9%
Used 2-4 Times	6.7%	9.9%	7.9%	15.5%	9.7%	14.6%	9.8%	13.2%	10.1%
Used 5-9 Times	0.0%	1.5%	3.3%	2.2%	0.9%	12.2%	3.6%	1.3%	2.3%
Used 10+ Times	1.1%	2.3%	4.1%	5.5%	4.9%	9.8%	3.6%	6.6%	4.2%
Very Satisfied	35.7%	42.4%	43.0%	33.9%	48.8%	50.0%	46.9%	37.5%	42.7%
Satisfied	64.3%	50.8%	54.0%	62.9%	42.9%	44.4%	43.8%	58.3%	51.9%
Dissatisfied	0.0%	6.8%	2.0%	3.2%	7.1%	5.6%	6.3%	0.0%	4.3%
Very Dissatisfied	0.0%	0.0%	1.0%	0.0%	1.2%	0.0%	3.1%	4.2%	1.0%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

TABLE 15. USE AND EVALUATION: COMMUNITY

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
Volunteer Activities in Community									
Didn't Use	62.5%	53.8%	46.5%	58.6%	50.4%	54.8%	57.1%	64.5%	53.0%
Used 1 Time	8.0%	10.0%	10.5%	8.8%	10.0%	7.1%	2.7%	3.9%	8.9%
Used 2-4 Times	14.8%	21.2%	20.6%	19.3%	19.9%	23.8%	12.5%	17.1%	19.3%
Used 5-9 Times	6.8%	5.4%	7.2%	4.4%	6.3%	7.1%	7.1%	6.6%	6.3%
Used 10+ Times	8.0%	9.6%	15.2%	8.8%	13.4%	7.1%	20.5%	7.9%	12.4%
Very Satisfied	34.4%	37.9%	43.9%	30.0%	38.3%	21.1%	44.9%	32.0%	38.6%
Satisfied	65.6%	55.2%	53.0%	65.7%	59.4%	73.7%	53.1%	68.0%	58.0%
Dissatisfied	0.0%	4.3%	2.5%	4.3%	1.7%	0.0%	2.0%	0.0%	2.5%
Very Dissatisfied	0.0%	2.6%	0.5%	0.0%	0.6%	5.3%	0.0%	0.0%	0.9%
"Non-USU" Religion Classes									
Didn't Use	41.6%	40.6%	36.6%	39.8%	36.9%	57.1%	33.9%	50.0%	39.1%
Used 1 Time	5.6%	6.9%	4.1%	4.4%	5.4%	2.4%	3.6%	2.6%	4.9%
Used 2-4 Times	13.5%	13.8%	12.3%	17.1%	9.4%	11.9%	10.7%	10.5%	12.3%
Used 5-9 Times	5.6%	8.8%	6.6%	7.2%	9.7%	2.4%	3.6%	6.6%	7.4%
Used 10+ Times	33.7%	29.9%	40.4%	32.5%	38.6%	26.2%	48.2%	30.3%	36.4%
Very Satisfied	70.6%	66.2%	70.7%	61.3%	66.7%	66.7%	65.8%	65.0%	67.1%
Satisfied	27.5%	29.1%	27.3%	34.9%	31.5%	27.8%	30.3%	32.5%	30.0%
Dissatisfied	2.0%	3.3%	1.7%	3.8%	1.4%	0.0%	2.6%	0.0%	2.1%
Very Dissatisfied	0.0%	1.3%	0.4%	0.0%	0.5%	5.6%	1.3%	2.5%	0.8%
Visit in Community Member's Homes									
Didn't Use	75.3%	80.5%	76.2%	77.7%	76.6%	73.8%	77.3%	84.0%	77.6%
Used 1 Time	2.2%	1.1%	4.1%	1.1%	3.4%	4.8%	1.8%	1.3%	2.7%
Used 2-4 Times	9.0%	8.0%	5.9%	10.1%	7.1%	9.5%	3.6%	6.7%	7.2%
Used 5-9 Times	6.7%	1.5%	3.6%	1.7%	4.0%	4.8%	4.5%	0.0%	3.2%
Used 10+ Times	6.7%	8.8%	10.2%	9.5%	8.9%	7.1%	12.7%	8.0%	9.4%
Very Satisfied	34.8%	43.4%	52.7%	37.5%	56.8%	33.3%	83.3%	64.3%	51.3%
Satisfied	65.2%	47.2%	47.3%	57.5%	43.2%	66.7%	16.7%	28.6%	46.4%
Dissatisfied	0.0%	5.7%	0.0%	5.0%	0.0%	0.0%	0.0%	7.1%	1.7%
Very Dissatisfied	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%

NOTE: Percentages are based on the number of students responding to each question.

NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

FINDINGS: OVERALL USU EXPERIENCES (See Table 16)

Survey questions in this category were included to determine the general perceptions students had of USU. When students were asked if they were satisfied with the education they received at USU, 88% agreed or strongly agreed that they were satisfied. Only 3.4% said they were dissatisfied or very dissatisfied; the remaining respondents marked neutral.

In evaluating whether tuition was a worthwhile investment for USU students, 68.9% of the respondents agreed or strongly agreed that it was. Nine percent of the respondents disagreed or strongly disagreed with this statement. These ratings could be influenced by tuition increases experienced by students at Utah State University.

Seventy-nine percent of the respondents said that if they had to make the decision again they would still come to USU. Eight percent said they would not come again.

The students were asked what they would tell a graduating high school student about Utah State University. Four responses were available: (1) It's great, come here to school, (2) Mostly positive things, (3) Mostly negative things, and (4) It's not great, don't come here to school. Only about 4% selected (3) or (4), while 95.7% said USU was great, or at least said mostly positive things about the university.

Responses to these questions imply general satisfaction with students' experiences at USU. It should be noted that those surveyed were the ones who remained at the university and does not take into account the views of students who did not return to USU. Previous research, however, suggests that non-returning students tend to leave for personal, financial, or family reasons, not dissatisfaction with the university.

TABLE 16. OVERALL USU EXPERIENCES

	AG	BUS	ED	ENGR	HASS	NR	SCI	OTHER	TOTAL
I am satisfied with the education I received at USU.									
Strongly agree	32.2%	27.7%	46.8%	24.0%	38.2%	19.0%	22.1%	35.0%	34.7%
Agree	55.2%	57.6%	45.8%	57.0%	49.6%	69.0%	69.0%	52.5%	53.3%
Neutral	9.2%	9.8%	4.5%	12.3%	10.3%	9.5%	5.3%	12.5%	8.6%
Disagree	3.4%	3.8%	2.3%	6.1%	0.9%	0.0%	3.5%	0.0%	2.6%
Strongly disagree	0.0%	1.1%	0.8%	0.6%	1.1%	2.4%	0.0%	0.0%	0.8%
The tuition I paid at USU was a worthwhile investment.									
Strongly agree	18.8%	21.6%	26.4%	22.2%	25.0%	17.1%	19.6%	21.3%	23.3%
Agree	44.7%	47.5%	46.3%	48.3%	44.1%	48.8%	49.1%	30.7%	45.6%
Neutral	22.4%	21.2%	21.2%	17.0%	22.6%	17.1%	24.1%	36.0%	22.0%
Disagree	9.4%	5.1%	3.4%	9.1%	5.6%	14.6%	2.7%	9.3%	5.8%
Strongly disagree	4.7%	4.7%	2.6%	3.4%	2.6%	2.4%	4.5%	2.7%	3.3%
If I had to make the decision again, I would still come to USU.									
Strongly agree	35.6%	31.9%	46.5%	25.7%	38.5%	28.6%	30.1%	41.3%	37.0%
Agree	44.8%	44.5%	38.5%	49.7%	43.0%	45.2%	42.5%	31.3%	42.4%
Neutral	9.2%	12.9%	10.0%	12.8%	11.4%	19.0%	15.9%	20.0%	12.3%
Disagree	5.7%	4.9%	3.0%	2.8%	4.0%	4.8%	6.2%	7.5%	4.2%
Strongly disagree	4.6%	5.7%	2.0%	8.9%	3.1%	2.4%	5.3%	0.0%	4.0%
What would you tell a graduating high school student about Utah State University?									
It's great, come here to school	37.9%	43.9%	58.1%	42.0%	50.9%	45.0%	51.9%	50.0%	49.6%
Mostly positive things	55.2%	50.2%	39.8%	50.6%	45.9%	47.5%	42.6%	48.7%	46.1%
Mostly negative things	5.7%	4.0%	1.3%	6.3%	1.8%	5.0%	4.6%	1.3%	3.1%
It's not great, don't come here	1.1%	2.0%	0.8%	1.1%	1.5%	2.5%	0.9%	0.0%	1.2%

NOTE: Percentages are based on the number of students responding to each question.

STUDENT COMMENTS

Appendix B provides respondent comments relating to the section on Evaluation of Other Services. At the end of this section students were asked if they had any comments on the services listed. Comments are arranged by the following topics:

- Activities
- Advising
- Athletics
- Bookstore
- Classes
- Computer Labs
- Distance Education
- English Writing Labs
- Facilities
- Faculty
- Fieldhouse/HPER
- Financial Aid Office
- Food Services
- Health & Wellness Center
- Home Page
- Housing
- Intramurals/Recreation
- Library
- Parking
- Registration
- Services
- Shuttle Bus
- Staff
- Students
- Survey
- Tuition/Fees
- Tutoring
- USU Experience

The majority of comments centered on the topics of Registration, Athletics, Distance Education, Classes, and USU Experience. Many respondents had complaints about the service from the Registration Office. Athletics got mixed review from respondent saying “the football team stinks”, to asking for cheaper tickets to events. Many of the Distance Education comments were praises for the ability to gain a college education in their home towns, to the need for more services. Comments on Classes centered on issues of scheduling, funding for courses and the value of courses. Comments on the respondents’ USU Experiences ranged from it is wonderful here, to statements on lack of communication across campus, and poor efficiency. All comments appear in Appendix B.

ADDITIONAL INFORMATION

This report appears on USU’s Facts and Figures website at <http://aaa.usu.edu/FactsFigures/surveys.asp>.

APPENDIX A
GRADUATING STUDENT SURVEY



36010

12. On average, how much did you work while taking courses at USU?
- Not at all Three-fourths time
 One-fourth time Full-time
 One-half time
13. How many semesters did you live in USU housing while attending USU?
- zero 1-2 3-4 5-6 7 or more
14. Other than summers, what was the longest interruption in your USU education?
- No interruption 1-2 years 5 or more years
 Less than year 3-4 years
15. What was the most important reason for the longest interruption?
- Finances Family Responsibilities (e.g., childcare)
 Illness/stress Church service
 Job Attended another university
 Lack of interest in school Other
 Marriage No interruption
16. What degree are you are receiving?
- Certificate
 Associate
 Bachelors
17. After you graduate, what are your plans for the next year?
- Get a job
 Go to graduate school
 Stay at home (e.g., raise a family)
 Other

SOURCES OF FINANCIAL AID

18. During the time you were at USU, about what percent of your financial support for school (tuition, books, housing, food, etc.) came from each of the following sources? (Carefully write in the percent for each source. The total should add to 100%.)

			Parents or other relative
			Spouse
			Personal savings
			Employment
			Scholarship
			Loans
			Grants
			Other
<hr/>			
1	0	0	%

ADVISING

19. What was the most important source of information you used to plan your academic program?
- Advisor Faculty, but not an advisor Other
 Catalog Major requirements sheets
 Other students CAPP (Curriculum Advising Program Planning)



36010

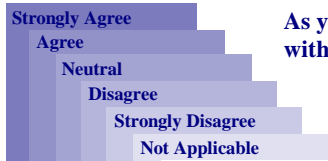
20. During the past school year, how often did you meet with your advisor?

- Once a week Once
- Once a month Never
- Once a semester

21. If you answered "Once" or "Never", why didn't you meet more often? (Mark all that apply.)

- Did not know who my advisor was. Got the needed information from other sources.
- Advisor was not helpful. Communicated with my advisor by email or telephone.
- Advisor was not available.

QUALITY OF YOUR USU EXPERIENCE:



As you reflect back over your time at USU, to what extent do you agree or disagree with each of the following statements?

Advising

- My USU advisors gave me good advice.
- My advisers cared about me as an individual.
- I often had difficulty getting an appointment with an advisor.
- I am satisfied with my advisor.
- Overall, I am satisfied with the advising system at USU.

Major Department

- I am satisfied with the quality of teaching in my department.
- I was treated fairly by my department.
- Faculty were usually available after class or during office hours.
- Requirements for my major were clear and reasonable.
- There is at least one faculty member that I consider a friend.
- Overall, I am satisfied with my department.

General Education/University Studies

- I had difficulty scheduling general education courses.
- General education requirements were confusing.
- General education courses were well-taught.
- I am a good writer.
- I have good computer skills.
- I have the skills that I need in mathematics.
- General education was a useful part of my university experience.

Libraries/Technology

- USU libraries had the books, journals, and materials I needed.
- It is difficult to locate materials in USU's libraries.
- USU library staff were available and helpful.
- USU should offer more online courses.
- My teachers used technology effectively in the classroom

Campus Climate

- I felt safe on the USU campus.
- Professors at USU are tolerant of different points of view.
- Students at USU are tolerant of different points of view.
- USU does not provide enough activities for its students.
- I got to know students from other countries or of other races.
- Faculty at USU care about students.
- Staff at USU care about students.

USU Overall

- I am satisfied with the education I received at USU.
- The tuition I paid at USU was a worthwhile investment.
- If I had to make the decision again, I would still come to USU.

APPENDIX B
STUDENT COMMENTS

ACTIVITIES
Bigger name arts & lectures visitors.
Reemphasize the need to participate in activities at USU.
I was disappointed when they stopped doing the STAB aerobics classes my last year here, they were so great & I used them all the time (morning & night).
USU has an amazing variety of activities. I only wish I would have had more time to get involved in more of them.
USU should do more to promote and bring cultural and arts/music events to campus.
Other than attending sports events there wasn't much for fun; there should be more parties.
This semester there are no STAB events, I pay my student fees and am upset they are not going to events I like to attend.
I would have participated in more activities if I didn't have to hold a job during my education career.
Not much push for community involvement.
I would have liked more advertising for the STAB events, such as: STAB aerobics. Perhaps you could put up flyers in the shuttles and update their information every couple weeks.
STAB events have weakened in the recent years....
I hope the STAB events take place at Utah State sometime soon! I heard they might not be coming back.
ADVISING
Advisors need to be more helpful in guiding students rather than getting students in and out within 2-3 minutes.
I feel that advisors, staff & administration need to communicate better so students aren't being told 3 different stories about what needs to be done.
I think it is ridiculous we have to walk all over campus & meet with different advisors to add a minor, or major.
Need one more advisor for Engineering.
I feel that Bob Peterson is not a good academic advisor for general studies.
My advisor Karen Ranson and my financial aid advisor Mary Skinner were ALWAYS quick to respond to my queries, as were all the Ephraim extension staff--Dan, Jan, Whitney and Chris--Everyone is great!!
The advisors and requirements to graduate were unclear and hard to work with.
My undergrad biology advising was horrible. They told me to take almost no generals but lots of core classes. They wasted my time and money.
Having 3 different advisors is a pain for them and me to really be able to help.
I do not like (name) but commend Myra Cook.
Overall the advising in Biology has gotten better, but lack of knowledge and bad advising cost me a semester extra of school and made USU a place I almost didn't come back to for my degree.
My experience with advisors was a bad one until I met and worked with Sally Peterson and Scott Robinette. Great people really helped a lot.
I got frustrated with my advisor because he told me I'd be fine and would get in by the Dec. 1 deadline, but because he failed to mention meeting with the HASS advisor I have to pay the \$50 fee instead.
HASS advisors have no clue about what is going on with the majors under their school. They gave me advice that was totally wrong. The visual arts advisor was great, though.
ATHLETICS
Varsity athletics is over-rated and club sports is not taken care of.
Bad football team, rude basketball fans.
We have one sport worth watching. Why can't we have more?
Cheaper tickets to USU hockey events, really fun but not cheap.
Cancel football, use the money to buy a brain for parking services and subsidize textbooks for engineers and pre-
Even though I didn't enjoy football games that much it is just because they weren't very good.
Need more than one entrance to events for students.
Football team stinks.
I shouldn't have to go into debt for an athlete if they bring money in-- no problem. If they don't why should I?
It's a waste of my money to pay for athletics with student fees. Athletics fee should be optional for those people who like watching other people play games.
The Basketball team is amazing! Go Aggies!
Football program needs to be strengthened.
Football players should be kicked off the team for smoking pot.

Get rid of the football team & have a men's soccer team!
Stop spending money on sports and lower tuition.
I am a football player so I wasn't sure how to answer that question.
I should have gone to more sports games.
Football needs to recruit more players from Utah!
do well. I think simple academic scholarships for the players still gets them to school but doesn't waste their time playing.
Get a better football team!!
Our fans at basketball games have the worst sportsmanship that I've ever seen, excluding BYU.
Could promote other sports besides football/basketball. I played on the tennis team and we were not advertised as much.
I don't agree with the policy of administration of scholarships for sports. I think male soccer team should get scholarships.
I wish for a winning football team.
Don't make students pay high fees for the athletic teams and facilities. Some of us came to learn, not to go to sports games. Everyone should pay for his/her own opportunities.
Stop investing money in the football team; invest in the hockey team.
There should be card readers at the North entrance of the football Stadium for those who park farther north.
Football team is a waste of scholarship money that should go to help others...
I should go to the football/basketball games.
The only thing I was very dissatisfied with was the performance of the football team. I stopped going when we stopped playing!
Hockey should get full varsity status.
My son was considering USU on his list of colleges until we witnessed a display of bad sportsmanship by the Logan High School Lacrosse team and their mostly college age fans. I realize they are not affiliated with the University but I doubt that anyone visiting the field that day wants to live in Logan.
Football team sucks.
Baseball should be more than a club sport!
I got VERY disappointed with the fact that our football team is AWFUL and yet they don't have to pay for participating and my fees help pay for them! But the woman's rugby team (with a better record) charges people to
We need a better football team.
Basketball is fun!
I hated football games; we always lose.
BOOKSTORE
USU Bookstore is a rip off. I took my business elsewhere.
The bookstore staff should be more helpful & friendly.
Lower prices in the bookstore!
I think the book store is priced too high. I tried not to buy books from them.
Bookstore charges too much for textbooks and I like that they sell other than apple computers
Bookstore prices are extremely high!
The bookstore is a filthy operation and they take advantage of students. Down with textbooks!
As an art student, I always found the art supply section of the bookstore to be disorganized and under-stocked.
The bookstore needs not to price gouge so hard!!
Bookstore is too expensive.
The main bookstore should allow returns from extension bookstores. Something bought at Target can be returned at another Target location.
The bookstore should be more competitive.
The bookstore is an evil monopoly.
Buy backs on books = rip off. Books = way too expensive.

CLASSES

It is very hard to fulfill class time volunteer time/activity when you have to work 30 hours a week to pay for college, service learning was a waste.

Course websites should be easier to find & offer more information about course.

Lack of funding in graphic design dept.

Make SI's available for upper level classes

I have been very pleased with almost all the classes I have taken.

USU also needs to offer more night courses for non-traditional students. It was tough to plan y education at USU while working full-time.

General (USU) classes are useless & I did not retain anything--also I believe math requirements are unnecessarily high for my program.

The history and folklore depts. went above & beyond any expectation, they treated me like a human not just a student who had real problems, especially for a non-traditional student. The rest of the school really seemed to be working against me, not with me.

Syllabuses needs help!

Gen psychology 1210 was an absolute headache.

General education courses--difficult to get into and required more study time than they ought to.

I feel that the value added to my aviation education would have justified the extra expense of a more prestigious university.

More classes offered online during summer.

The math department at USU is one of the worst I've seen. Please hire only fluent English speakers! Elementary Ed Department is very well run/organized! very helpful.

The business department needs to become decentralized. Smaller classes for better education and job placement.

The math dept. really cares about the students, why don't you give us a building rather than giving the engineers ANOTHER building?

Terry Tiegler did an outstanding job setting up our courses for our inst. Tech. BS degree.

Leadership in Language and Philosophy seemed completely indifferent to the problems in the French department, and results for French majors. Also through the years here, on various occasions there has been blatant discrimination against those of the masonry religion in a handful of my classes. And I have had a really GOOD experience with Prof. Gordon of the French department. Perhaps she is the most helpful of all the French professors including those who have left the university. She has contributed to the most positive thing, the only one I really liked WebCT.

Getting into required classes was often difficult and discouraging.

The dance classes (country swing) are the best.

I think more independent and internet online classes should be offered, they were very helpful to me and I wished I could have dome more of then that way.

It seems USU needs to focus more intently on funding HASS programs.

COMPUTER LABS

Providing the option of using a MAC or PC in the TSC computer lab should not have been taken away.

The campus computer labs shouldn't require you to scan an ID card before you com in and require you to log in. Log in verification should be enough. ID scanning is time consuming & wasteful.

Webmail seemed to have many problems compared to other email sources like Gmail.

Please change the rule where you need your student ID card to get into the computer labs. I went to a school where there were none we just used login passwords and it worked out great! I don't have my card on me every time I'm on campus.

TSC computer lab--often full.

Don't have classes scheduled in computer labs during peak use times.

Computer labs great!

The computer labs and library is where I felt I gained my most education outside of class.

The Help Desk was hard to get a hold of.

DISTANCE EDUCATION

Dissatisfied that my original major, Business Administration was taken away half way through my education (Uintah Basin)

I am an independent study student & felt like most of the professors didn't care about helping me succeed at all. Registration is difficult & the whole college experience was long, hard, & confusing. Whenever I called with questions, sometimes I'd have to go days & go to 3 different people to get help. But...USU seems to be the only legit college offering a full degree independent study. Thanks, keep improving & maybe it'll be a great program

Wish some of these services were offered to extension campuses as our tuition is higher!

I attended the Ephraim extension.

I was not able to use facilities due to taking distant education in Price Utah.

The independent study courses were awful. The tests were incomplete, the proctor was ineffective, I would not recommend them.

Most of these things were not available to me since I attend school in Tooele.

I was very impressed with the Brigham City extension, their staff, activities, and everything they offer.

I attend USU through the UDS Prison site located in Monticello. While I believe I earned a good degree, access to advisors was/is severely limited. While in prison it is very tough to feel a part of or participate in the USU

Distant Education students for the most part do not have access to campus amenities.

The satellite distance courses were sub-par. Teacher knowledge.

I attended USU mainly through online classes, and via the extension programs. I did not live in Cache Valley while going to school.

I didn't use most of the services because I'm an extension student.

I haven't been at USU very long and I'm at Salt Lake so I don't use most of these. I'm sure they're great.

As an incarcerated distance Ed student the above mentioned facilities and/or activities were not available to me

I really appreciate all the help the registration offices in Blanding and Moab offer. They go the extra mile for us

Help USU Brigham with more activities, classes, and own sports.

I think that the extension sites need more resources for the students (i.e. student use copy machines, work room with books, cutters, etc).

I'm a 56 year old student at the Bluffdale South Prison Site.

The faculty and staff at different locations have been wonderful and made a great impact in my collegiate career. studies.

Steve Geyer in Salt Lake was extremely helpful.

I am an extension site (Nephi) student. I am very satisfied with my USU experience.

Why do extension students pay the same tuition/fees and we don't have access to these services!!!

I went to an extension--not USU campus.

A lot of these are not available at the Uintah Basin Campuses.

Extension students are isolated. Extension students should have more clout in academic requests. Extension students should pay the same tuition as those on campus. Education students should be allowed to take an internship assignment instead of student teaching. USU has the best educated students coming out of the program compared to other Utah universities. Please honor that and trust us students to do a good job at an

Most items don't apply to me because I attended the Tooele extension.

I'm appreciative of the distance education classes. However, an increase and availability of courses are needed.

There were several classes that I wanted to take (e.g. psychology 2100, 4230, 4240, 5670) but they were seldom-if ever-offered to distance education students.

I was an extension student in the SLC area.

I had some great instructors but the distance education is challenging.

ENGLISH WRITING LABS

Why should English majors have to pay the English writing lab fee so much? We should be able to pay once and keep using it.

The English writing lab was required for English 1010 and 2010, but it was completely worthless and a waste of Learned a great deal from the English Writing Lab.

FACILITIES

Need a new English building and better equipped labs.

The library (SciTech) only has one door! It's annoying to get into and out of that building; poor design! We want our business door back!!

Need better b-ball arena.

FACULTY

Teachers here just want money. I didn't feel like I was important.

The teachers were great.

It was frustrating that my department had only 2-3 faculty members so classes were hard to come by and there was hardly any selection--I didn't get to take a lot of classes I would have liked to.

Help faculty use websites more efficiently.

I had a number of unprepared and under qualified instructors and overall I do not feel that I got my money's worth.

Most of the teachers are great and focus on the students.

There are big problems in MAE with professors being down right degrading to students. Also, false advertising. Senior design projects I wanted and CAME TO USU FOR were cancelled although a large number of students wanted them. This reason alone would be enough for me to recommend students NOT to come here. If you

FIELDHOUSE/HPER

Fieldhouse is way too small.

The HPER/Fieldhouse were convenient and great, but they need some serious remodeling, especially the women's locker room in the fieldhouse.

Need to update the equipment/facilities in both the HPER and fieldhouse.

The fieldhouse is extremely hot in warm weather--more ac or fans would be good.

Would be more satisfied with the HPER if there were more dance floors and scheduling was more organized.

I think USU needs a proper gym, that money should be diverted from a failing football program.

Would be nice if field house opened 30 minutes earlier in order to work out and get to 7:30 classes for those who work after classes.

The fieldhouse shouldn't be used for team practices. We don't payout money to not be able to use it.

Longer hours at the fieldhouse.

The fieldhouse is useful.

FINANCIAL AID OFFICE

I felt that the financial aid & registration office constantly gave me the "run around" which made me feel that they don't know what they're doing.

Apart from the advisors/counselors who are knowledgeable & friendly, at the financial aid office, the rest of the people working there are either inept, insufferable rude, or both.

Quite often I had to register for classes I didn't need because I had to for financial aid and all my classes were full (Fresh-Soph year).

Cashier's Office/Financial Aid--I was always handed off between these 2 offices when I would try to locate and receive my scholarship stipend check. Hardly any employee would take the time to look into my problem when asking a supervisor could have saved me time, money, and anguish. At this time I'm still waiting for a stipend check that is supposed to come to me each September 1st each year--it is October 7th and no one in financial aid

Fin Aid Office confusing and not helpful.

The financial aid office could be better informed on different education/work grants. Be able to answer questions and address concerns.

Financial Aid is a big problem, they are rewarding people who have scholarships to pay for all of school and more. They use this money for cars, recreation, and other non-school things. Other people are having to work full-time take out loans in order to survive. You need to figure out this problem and get the money to the people who need it. Need more room for other problems!

Student employment office--people fine, program poor.

FOOD SERVICES

Closing the carousel ruined my on campus dining experience.

Ate at junction for pr-season and didn't think they had good selection. Especially the salad bar was horrible & not many choices for vegetarians or healthy choices either.

Carousel Square (Market Place) I felt the jump in to accommodate new residents & new renovations left a loyal customer base with nowhere to eat at a college student's budget. Be more accommodating to the students that showed support to them before.

The carousel isn't as great now as it was before. It's too expensive. Not everyone wants all you can eat there...it has better selection than the hub or quad side café.

Should have kept carousel square and not changed it into expensive meal plan for living /learning center.

Quad side café--over priced!

Carousel was a little expensive.

Many of the food services seem overpriced.

The prices of food @ the HUB are ridiculous.

I'm only dissatisfied with the carousel because of the change. I really liked the carousel format. Now it's too

USU needs to develop healthier and less expensive dining options. The New Carousel is ridiculous.

Miss the old Carousel. A buffet lunch doesn't sound good everyday and way \$\$\$\$. I have to eat the low quality food at the Hub.

Need more healthy options, extended hours at Hub.

I AM NOT PLEASED WITH THE FACT THEY DID AWAY WITH THE CAROUSEL AND PUT IN AN ALL YOU CAN EAT BUFFET.

The Café is stinky smokey.

Hub too expensive.

Hub lines slow! Fix the card reader problem.

Quad Side Cafe is too slow and has awful coffee.

The Hub needs more nutritional choices for the quick shopper.

Food!! We need more healthy food rather than Mac and Cheese, mashed potatoes, burger.

Food options on campus are too expensive.

HEALTH & WELLNESS CENTER

The health care at the student wellness center is awful, doctors seem very inexperienced.

Health insurance offered by the university is overpriced and doesn't cover prescriptions. That needs to change so we can be healthy.

The doctors at the student Health & Wellness center may be competent, but do not take it seriously. Very dissatisfactory & rude.

The doctor in the student wellness center was awful and acted like he didn't believe a word I said.

used it.

The Wellness Center was awesome!! It was wonderful to have somewhere to go for next to nothing.

I would have used student health insurance but it was unreasonable to use it at the extension site.

Student health insurance is ridiculously high, no student can afford it.

Student health center is terrible.

Student Wellness Center was awesome to work with. Thank you!

The Student Health/Wellness Center was EXCEPTIONAL for a poor student.

Bad doctors at Student Health--looked over problems.

Student health insurance is too expensive.

I don't know what the student health center is.

USU needs to take a look at their student insurance. It really was rip off and very difficult to work with. We found another insurance company for 1/4 of the price.

Reconsider this as a priority, please, and PLEASE keep providing cheap birth control at the Student Health Services. Very helpful.

The wellness center is essential!

HOME PAGE

Make access easier to get to from the USU homepage.

On USU homepage you should put a short cut to webmail!

USU homepage could be improved.

Link to webmail needs to be on main USU page.
 The new USU homepage & links needs serious help. It's chaotic & disorganized in fact the old layout was much better than the "new" one.
 Put webmail and Access links on the USU homepage.
 I think the USU homepage should have a direct link to webmail and Access.
 The homepage does not have a webmail or Access link directly on it, you have to click current students to access links which are used most often and should be directly on the homepage.
 I also liked the USU homepage before. It is a little hard to navigate around now.
 Put links straight to webmail and Access on the home page.
 The USU webpage NEEDS to have a DIRECT link to Webmail.
 Put more useful links on the USU homepage.

HOUSING

Freshman should not have to live on campus.

INTRAMURALS/RECREATION

Intramural program needs to give their officials training.
 The ORC lost all knowledgeable employees by hiring work-study students only.
 I didn't like the intramurals softball on the grass. Maybe you could rent fields at Willow Park to have real softball playing areas.
 Intramural referees need to have experience in the sport and should be paid enough to make them do well.
 More notice about intramurals.

LIBRARY

We should get a book on making wooden skis in USU library or contact Isaac Reeder (isaacspence@hotmail.com) to write one (and then buy it).

ONLINE COURSES

Online courses are too expensive.
 Need more night, online, & independent study classes
 Online courses should cost the same amount as regular courses.
 It's very difficult to contact your professors for online courses.
 I would have taken more online classes if there was any in my major.
 Online courses should be part of university tuition. I would have taken many if it weren't for the \$700 fees.
 The online classes made it easier for me as a mother to finish my degree. Thank you!
 Online classes should be less expensive than a normal class! Most the time it doesn't feel like any USU staff cares about anything but their paycheck!
 Please offer more online classes!

PARKING

Parking is terrible & too expensive.
 I wish there was better parking on campus. I was grateful for the shuttles, but they need to make sure to stick to their schedule so we can better predict when to leave for class (mainly south campus loop).
 More parking.
 And if I feel ripped off or taken advantage of at all here at USU it's by the parking office and the lack of campus
 Parking is a real problem for students who have jobs and don't have time to wait for shuttles.
 My worst experience by far was with parking services. I am very disappointed with them.
 More on campus parking needed.
 Parking is too expensive.
 The parking situation is ridiculous.
 Parking is expensive.
 There needs to be more parking available to students.
 The Parking Service office staff are very rude and hard to work with.
 Parking and Hub could be greatly improved. We already pay \$1,800 a semester, parking should be included.
 You might want to consider more parking for students. A bigger parking garage would be a great investment!

grandfather (a major donor) called the President of USU. We had continuous problems with her. She's very dishonest.
The parking situation and rules is a freaking joke. I will never donate a dime to USU after I graduate because of the Parking Services and how they have treated me.
REGISTRATION
I don't like the new banner system especially for registering online.
The registration office needs to accept cards for free.
Registration has gotten 10X better since we got rid of the Quad.
Registration is difficult and fussy, hard to get into art classes.
I have had the unfortunate experience of going to the registrar's office. Every time I have gone there have been plenty of staff, though all behind one or two desks chatting. The lines have been long and slow, and the only thing I can figure out is the staff are incompetent and don't know how to perform their jobs. I think their pay and salaries should be based off of these evaluations. Or maybe a new staff should be hired.
The registration office really needs to be better and answer phones. Their excuse is not enough staff--hire more because it sucks.
Online registration, I used it 10+ times.
Banner needs an overhaul.
I had a lot of problems with the registrars office and scholarships.
Something needs to be done to decrease the lines and waiting time at the registration office!
Registrar's office dropped my grades, emphasis, minor, and AP scores multiple times. This resulted in a mess when it came to registration nearly every semester.
Give the registrar's office a kick in the butt--do your job and don't point the finger.
Continue upgrading the online registration system.
Registration office employees sometimes unfriendly/hostile, there is a great lack of communication between the main office and the Distance Ed office.
Registration-assistants not always helpful.
Every year I have had problems registering. I have to chase all over campus getting people to override the system and register me for specific classes. Access is not user friendly for registration purposes.
In regard to registration and filing out form make a list more readily available about where exactly to go to take care of what to help eliminate the students running in circles to get one thing signed.
Registration office lost my transcript 3 times, and also one of my scholarship papers. Good thing for copies!
Work on format of unofficial transcripts on Banner.
Online registration was often confusing and stressful. They needed more of the general classes offered--they were always "closed/full."
The registrar's office needs help.
The registrar's office is atrocious. If you're not being sent around campus for no good reason, someone there is screwing up your schedule.
It is hard to register for classes online! It seemed that the website was always down at midnight when I needed to register for art classes. We art students at USU have to fight for them because not many are offered.
The registrar's office should have more people answering phones and returning phone calls. It would also be better if they accepted Visa!!
Registration office is ALWAYS slow...
Had trouble getting my transfer transcripts recognized.
Registrar's office could be a bit more friendly and trained more completely in my opinion. Almost ALWAYS a BAD experience!
The registration office makes way too many mistakes on student records. I personally have had 7 or more mistakes over the past 3 year period that I was at USU. That's too many!
I think the registration office is really frustrating to deal with. They always give me the runaround on things and make things harder than they should be.
The registrar office is extremely difficult to work with. Have had a rather bad experience with this registrar's office compared to other universities I have been to.
Registrar's Office gave me the run around a lot and were not nice.
Registration lines too long.
The service in the registrar's shitty as well as the website not being updated!

I hated trying to deal with the Registration processes and dealing with transcripts. There wasn't very good P.R.
 My transfer credits were not articulated for eight months when I finally asked why.
 The registrar's office/graduation lost my graduation application. My paperwork (applications and packets) have been lost or misplaced many times.
 The administration part of the University (i.e. Registrar, Departments, Fin Aid) do not communicate very well with each other.
 The registration office is very frustrating. Every time I went there I was redirected only to be sent back with questions unanswered. I felt the staff were often unhelpful and not knowledgeable enough to assist students
 Also, registrar's/cashier's office NEEDS more staff who are well-trained.
 Registration office never answers phone and never responded to my messages.
 Registrar's sucks.
 The registrar's office lost my graduation packet; it was a nightmare.

SERVICES

I am happy with USU services.
 I didn't use many USU services enough to have a strong or well educated opinion about them.
 Is the counseling center different than advisor. (I assumed so)
 The graduation application process is terrible & totally inconvenient for students. Very disappointed that students do not have a meaningful way to voice concerns. Ombudsman committee is almost non-existent.
 Thanks for all the services!
 All on-campus events/resources offer a lot to the school.
 We tried to use the legal counseling but found they had helped a non-student sue us so we "paid" through tuition for a service unavailable to us!
 I think that students need to be more educated about the disability resource center. If they are injured while attending school, it could be a valuable resource. I didn't know about it and had several problems with classes.
 Spend money on the Spectrum.
 Typos in Statesman need more editing to be professional.
 I'd also like to recognize the multicultural student services. I was very satisfied with all their help and recruitment.
 The library's weekend hours should be GREATLY extended.
 Yes. I would really appreciate it if you have an evaluation form about the OISS office because I'm sure most of the international students, including myself, have a lot of complaints about their service that someone should pay attention to.
 The Statesman should not have wedding announcements, I find it very off-putting.
 Better counseling!
 You did not list re-entry student services. This service was greatly appreciated. They recognized the high demands getting an education places on existing family condition.
 Cashier's office should take credit cards.
 The ORC used to be cool, now it sucks!
 The Statesman needs some serious editing help (spelling, grammar, etc.). I have stopped reading it because of this annoying problem.
 Students should be better educated on available resources.
 Looking back, I wish I would have known more about some services (e.g. arts and Lecture series, Club sports).
 Statesman is great!
 The Disability Resource Center could not help me because I could not pay the high fee for the testing to see if I had a disability. I am a poor student and cannot pay that big of a fee.
 I really appreciate all the services offered to USU students that are free (such as the Student Health Center and the Fieldhouse).
 Orientation is the only time students really learn of services so give more opportunities to learn about the campus.
 I also hate how biased the Statesman is. Non-conservatives (or non-Mormons) have no voice.

SHUTTLE BUS

The shuttle buses are very over crowded & routes are confusing & not too helpful.
 Shuttle was never on schedule.
 Shuttle busses are nice, but not consistently on time and sometimes you can't get on one!
 Need more than one bus on TR at 7:30.

Shuttle busses are the best!
 I felt like the south campus shuttle was not consistent with correct pick-up times.
 The south campus shuttle bus should have one more bus on the route, while 8th east & stadium express could give it over!
 It would be so helpful if there was an Aggie Bus stop in front of the NFS building.
 Have the shuttles do timed stops. I never know if I just missed the bus, if it's on its way, or it's 10 minutes away...
 Shuttle bus service needs update with better buses.
 More shuttle buses running during busy times, especially during winter and mid-morning hours.
 I would like to see more USU shuttles near 6th and 5th East, and 9th and 10th North. The LTD doesn't run as frequently as I'd like.

STAFF

Engineering office was the only support I had. Every other office was Hell to get things done!
 I know registration, financial aid, and parking office employees see a lot of people but they always seem grumpy when I go in there offices
 Work on customer service. People need assistance not someone to sent them off to be someone else's problem.

STUDENTS

The majority of students are closed-minded and hypocritical but are too vain to admit it.

SURVEY

This was boring.
 On #21 the option " a single meeting with my advisor was sufficient" would have been the most appropriate.
 I hate questionnaires.
 You need a choice between "satisfied" and "dissatisfied". Many services (e.g. registration office, the HUB) are very good except for long lines at peak times.
 There was no option to select that I didn't have time for activities because of all the school work...
 There should be a "neutral" option-- biased survey!
 I didn't read them b/c I was in a hurry.
 dissatisfied. What is the difference in the student health and the student wellness center? So I put the same for both.
 Aren't the health and wellness centers the same thing?
 This survey should be more specific to the person receiving it/filling it out. For distance sites or campus.
 Too many questions.
 What does "visit in community members homes" mean?
 Too many question.

TUITION/FEEES

Students are over-charged.
 I feel that it was wrong that I was charged for things like health insurance & athletic events if I had personal health insurance & did not attend athletic events.
 Tuition is too much.
 We (I) pay for a lot of stuff I don't use.
 Should have an alternative student card that costs less for those who don't go to any activities.
 I should be able to pay for this application with a card.
 The cashier's office should take ALL major credit cards, personal checks, and cash.
 Too many non-educational student fees.
 All of the fees should not have to be paid if they are not used.
 Students are over-charged.
 I think it's ridiculous that to pay fees online with a debit/credit card an additional fee is charged. Most people use cards to pay for everything these days. You can't even pay for anything in the Registrar's Office with a card, which is equally ridiculous.

TUTORING

The math tutoring center needs to be larger with better table space and more tutors.

Math/Stat tutor taught more than the instructor in a more kindly manner.

Thank you for providing the Math Tutoring centers free!

USU EXPERIENCE

When is the University going to put students & their education first? That is what we are here for!

Love it

I left my family in Salt Lake to attend USU Although this was very difficult USU was well worth it!!!

My only complaints but they are significant to my choosing to come to school here again is that USU is not student friendly. They do not offer a variety of class times, but they encourage not working, but in some cases that is not possible. I choose not to like off the government! I want an education, but I felt like USU worked against that.

No one knows what other offices do, instead of calling an office ahead to see if they are sending you to the right place, you end up on a wild goose chase instead.

Love USU great place to be.

I love Utah State, Cache Valley community is great.

Great school, great resources, great opportunities! I've loved attending USU!

Cache valley is beautiful and USU is a great school. I'm going to miss it when I leave. Everyone is here for one purpose--the better educate themselves and have a good time. I loved it here.

One last thing, I emailed the president of the school for an assignment I had that I needed help with in my class & no response. I know he's busy, but he could have at least had his secretary email me back. I've been to other universities that are the same size & this never happened.

I enjoyed my experience here!

I love Utah State!

Excellent education.

It seemed that all they wanted was my money. No one knew what was going on and no one seemed to care.

USU is falling victim to the same disease that is killing our nation--political correctness!!

You got to go somewhere, and it's a great city to live in.

USU administration has a growing reputation for being difficult to work with.

I loved USU, great school.

USU is the hardest university in the state to work with, especially financially.

We are not treated like customers, but we are!

Good school!

Thank you for everything.

Thank you for a great education!

All great!

I attended USU on Logan Campus for 2 years and the Salt Lake extension for 2 years and loved them both!!!

Please treat students as individuals and recognize their diverse backgrounds and experiences. Some of us have spent extensive time in the classroom and are ready to soar.

My experience at USU was 8 years ago, a lot may have changed since then.

Great education for the money.

USU needs stronger traditions like homecoming and other things. I didn't feel like the students were as united here as other schools I have been to.

Efficiency at USU needs severe improvement. Constantly referred to offices that don't know anything. Phone answering at USU is horrible.

All the activities above have made USU an excellent experience.

I've loved my time here!

Every facility I used was excellent! A great school and department.

Accessing this campus is a joke.

Great school, but a cold, Mormon, no night-life over-policed town!

Utah State has been a blessing in my life. It was home and I miss it!

My education at USU is invaluable and I'm so grateful that I came here!

USU needs to discontinue USU depth credit program. It is not effective.