

LANDER UNIVERSITY

Greenwood, South Carolina 29649



ACT Student Opinion Survey: 2007-2008

Spring 2008

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LANDER UNIVERSITY
ACT STUDENT OPINION SURVEY

SPRING 2008

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SURVEY PROJECT OVERVIEW

This survey, administered annually at Lander University for 1990-2000, 2003, and again in 2008, provides a snapshot of student satisfaction with each of a comprehensive range of services and activities that are important to each student's Lander experience. This survey in effect allows each student respondent to give Lander a report card "grading" the effectiveness with which Lander faculty, staff, and programs satisfy that student's perceived needs and aspirations. Such input from students also serves important informational, assessment, and planning needs of the University.

Satisfaction Scale Used:

Likert Satisfaction Scale (5-Point):

5 = Very Satisfied

4 = Satisfied

3 = Neutral

2 = Dissatisfied

1 = Very Dissatisfied

Note: "Does not apply" and blank responses were omitted in the computation of all item averages.

Purposes:

- 1) To collect students' opinions about their use of and satisfactions with:
 - Academic, student support and institutional programs and services
 - Self-development
 - The campus environment
 - The Lander experience
- 2) To use these data in Lander assessment activities.

Survey Items:

Number of Areas/Services Rated: 21

Locally-Produced Response Items: 42

Total Feedback Items: 63

Number Usable Surveys Returned: 921 completed, 8 blank.

Administration of Survey:

When Administered: March 2008

How Administered: In selected classes

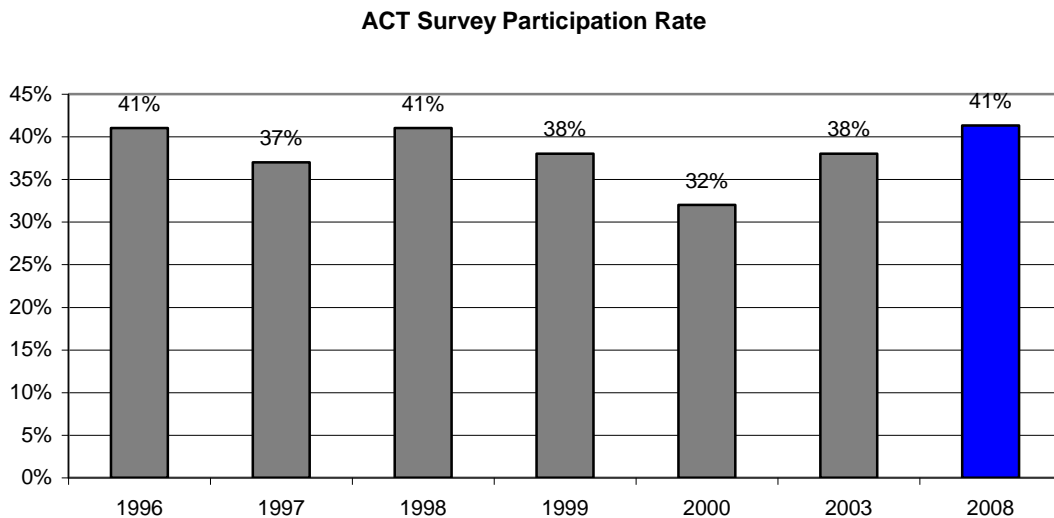
National Norms Definition:

The “National Norms” used in the report are based on 39,138 student records from 43 public postsecondary institutions that administered the ACT Student Opinion Survey between July 1, 2004 and June 20, 2007. Normative data of this type are often referred to as “user norms”, because they simply represent a composite of the data obtained by a number of institutions that administered the instrument during a particular period of time. See the “Normative Data Report” for the Student Opinion Survey for more information concerning the nature of the national norms sample.

Locally Produced Response Items:

No locally produced response questions were asked in the 2007-2008 ACT Student Opinion Survey. They were substituted for by the General Education Assessment questions asked in the annual MAPP (Measure of Academic Proficiency and Progress) testing. Locally produced questions may be used again in the future.

Spring 2008 Student Body Participation Rate:



Demographic Breakdown:

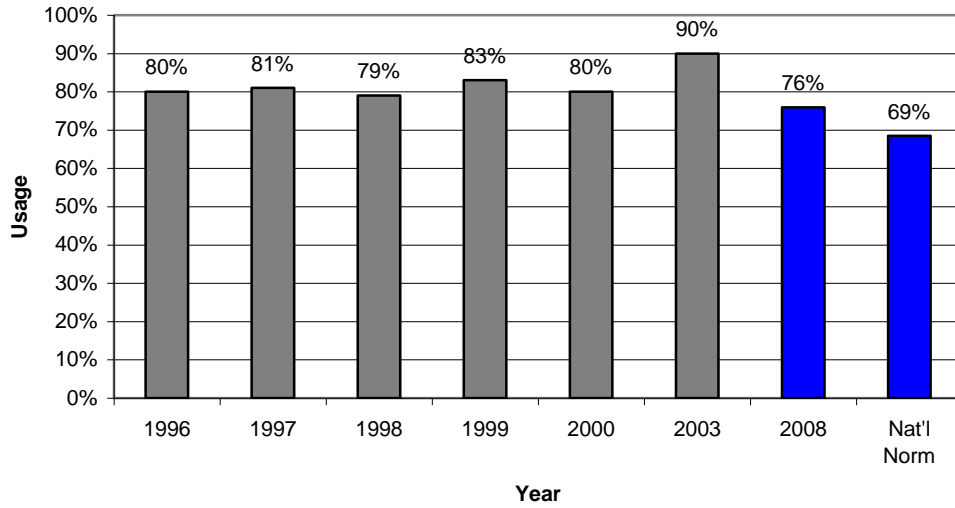
Gender		Survey Breakdown	Lander Student Body	Public College Sample	National Sample
Female	N =	594	1457	23861	45917
	%	64.5%	65.4%	61.0%	60.2%
Male	N =	322	772	14674	29142
	%	35.0%	34.6%	37.5%	38.2%
Ethnicity					
Ethnicity		Survey Breakdown	Lander Student Body	Public College Sample	National Sample
African-Amer./Black	N =	219	551	7695	11498
	%	23.8%	24.7%	19.7%	15.1%
Native Amer.	N =	1	15	792	1011
	%	0.1%	0.7%	2.0%	1.3%
Caucasian	N =	634	1472	24186	49808
	%	68.8%	66.0%	61.8%	65.3%
Mexican Amer.	N =	2	0	1511	2865
	%	0.2%	0.0%	3.9%	3.8%
Asian Amer./Oriental	N =	11	16	1081	2403
	%	1.2%	0.7%	2.8%	3.1%
Hispanic	N =	10	24	825	2080
	%	1.1%	1.1%	2.1%	2.7%
Other	N =	16	0	904	1919
	%	1.7%	0.0%	2.3%	2.5%
Did not respond	N =	21	95	1345	3093
	%	2.3%	4.3%	3.4%	4.1%
Class Level					
Class Level		Survey Breakdown	Lander Student Body	Public College Sample	National Sample
Freshmen	N =	246	502	7694	18728
	%	26.7%	22.5%	19.7%	24.5%
Sophomore	N =	251	506	7345	15346
	%	27.3%	22.7%	18.8%	20.1%
Juniors	N =	228	461	7784	15421
	%	24.8%	20.7%	19.9%	20.2%
Seniors	N =	185	709	11852	19689
	%	20.1%	31.8%	30.3%	25.8%
Graduate/Prof.	N =	0	0	3414	5077
	%	0.0%	0.0%	8.7%	6.7%

Full-Time/Part-Time		Survey Breakdown	Lander Student Body	Public College Sample	National Sample
Full-time	N =	892	1973	34636	69301
	%	96.9%	88.5%	88.5%	90.8%
Part-Time	N =	25	256	3908	5720
	%	2.7%	11.5%	10.0%	7.5%
Age Levels		Survey Breakdown	Lander Student Body	Public College Sample	National Sample
18 or Under	N =	140	266	3409	8691
	%	15.2%	11.5%	8.7%	11.4%
19	N =	247	264	5775	12965
	%	26.8%	11.5%	14.8%	17.0%
20	N =	149	381	5455	11737
	%	16.2%	16.5%	13.9%	15.4%
21	N =	156	354	5379	11110
	%	16.9%	15.4%	13.7%	14.6%
22	N =	97	365	4436	7991
	%	10.5%	15.8%	11.3%	10.5%
23 to 25	N =	70	336	6053	9577
	%	7.6%	14.6%	15.5%	12.6%
26 to 29	N =	23	96	2995	4807
	%	2.5%	4.2%	7.7%	6.3%
30 to 39	N =	22	129	3015	4889
	%	2.4%	5.6%	7.7%	6.4%
40 to 61	N =	8	95	1820	3007
	%	0.9%	4.1%	4.7%	3.9%
62 or Over	N =	1	9	58	107
	%	1.0%	0.4%	1.0%	1.0%

College Services

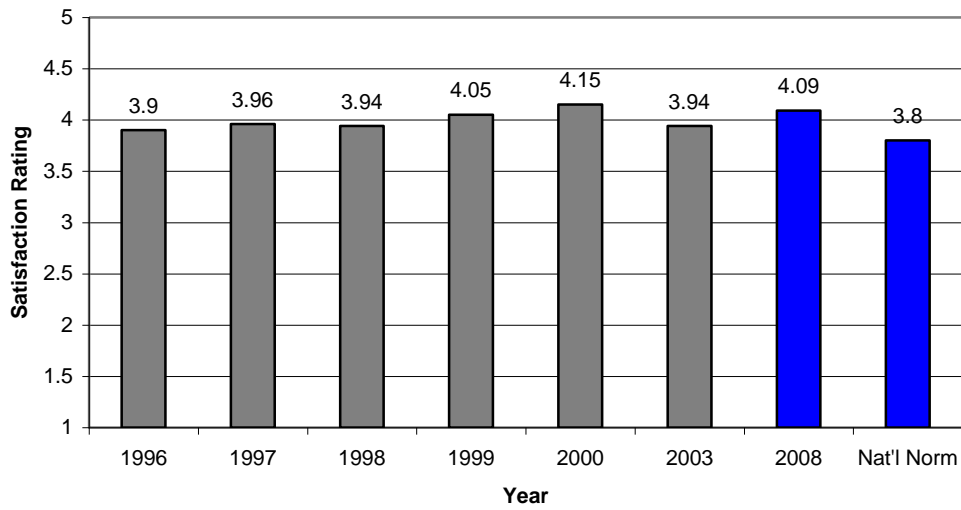
Usage and Satisfaction

Academic Advising Services Usage:



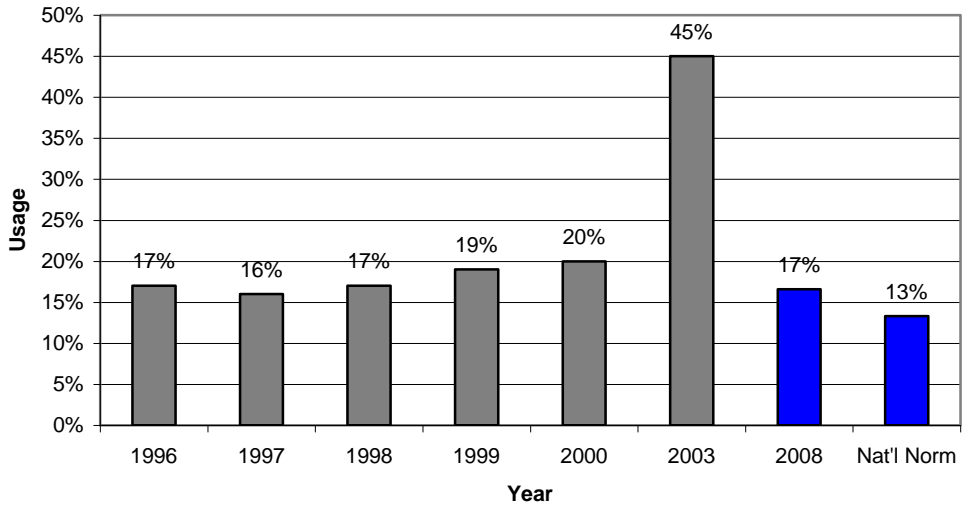
Note: The difference between Lander's score and the National Norm above is statistically significant.

Academic Advising Services Satisfaction:



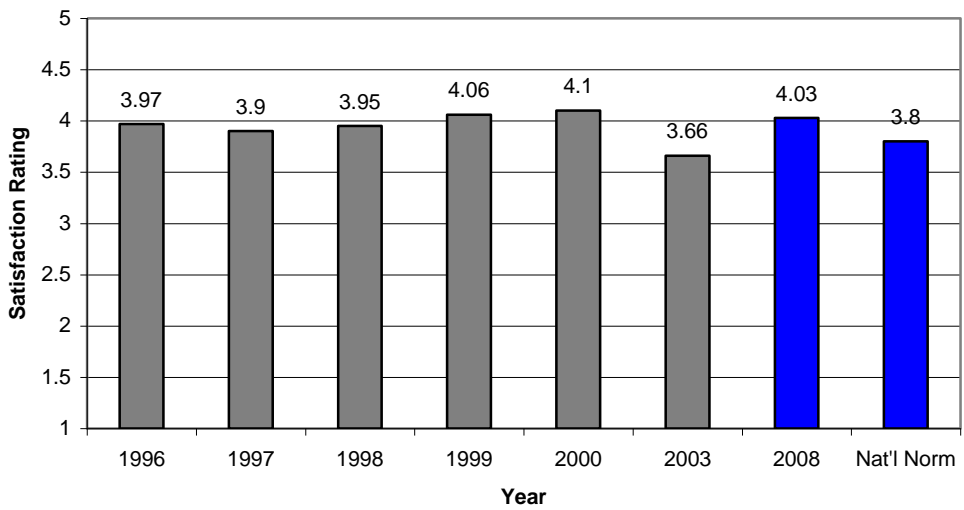
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Personal Counseling Services Usage:



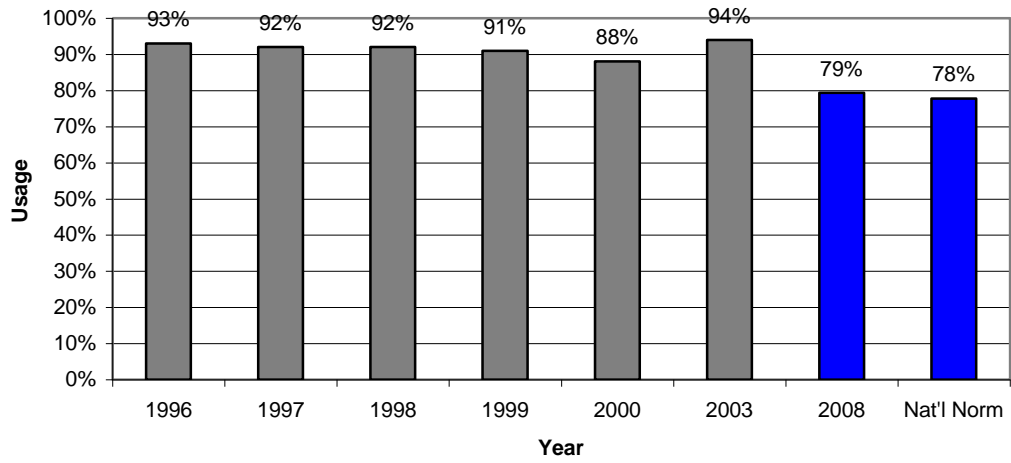
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Personal Counseling Services Satisfaction:

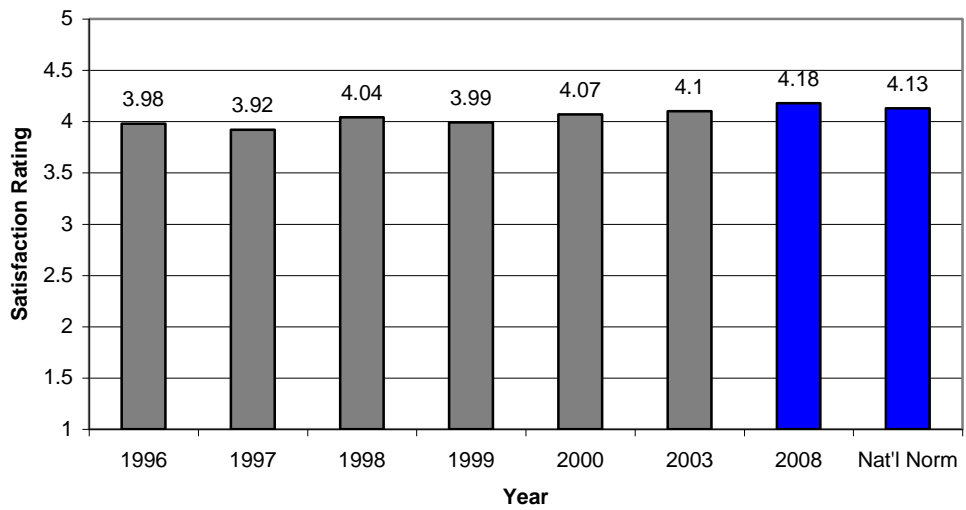


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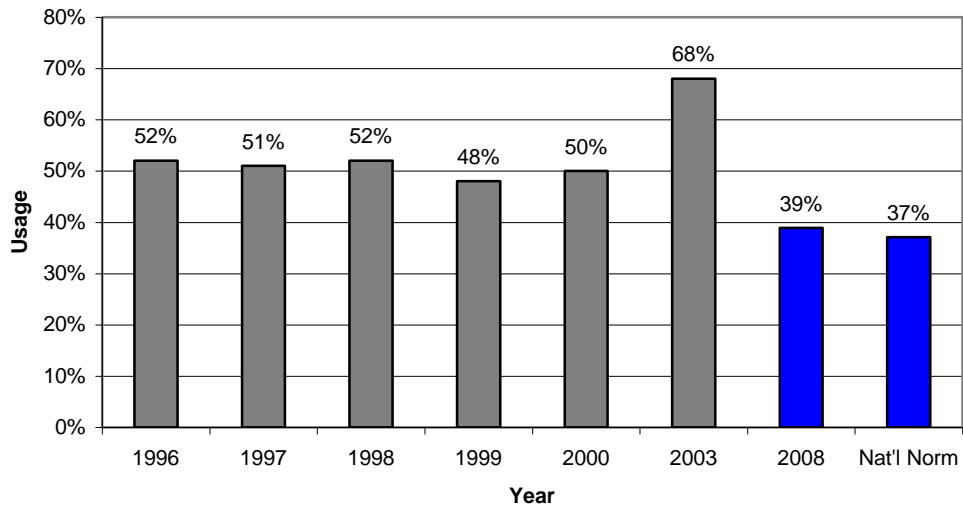
Library Facilities and Services Usage:



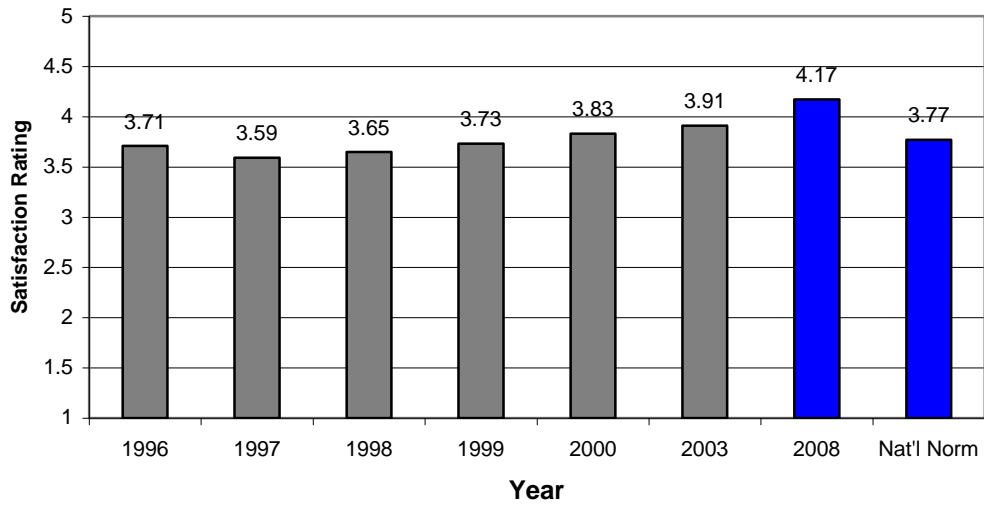
Library Facilities and Services Satisfaction:



Student Health Services Usage:

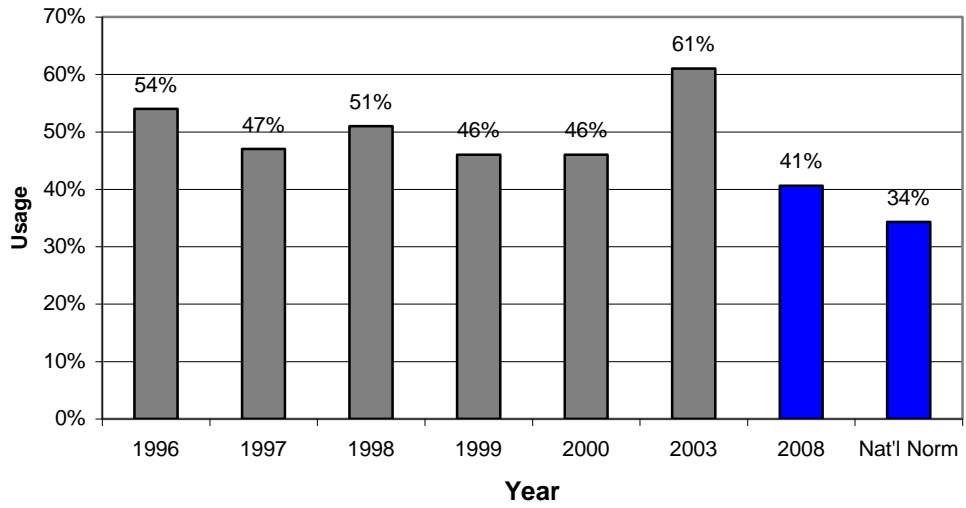


Student Health Services Satisfaction:



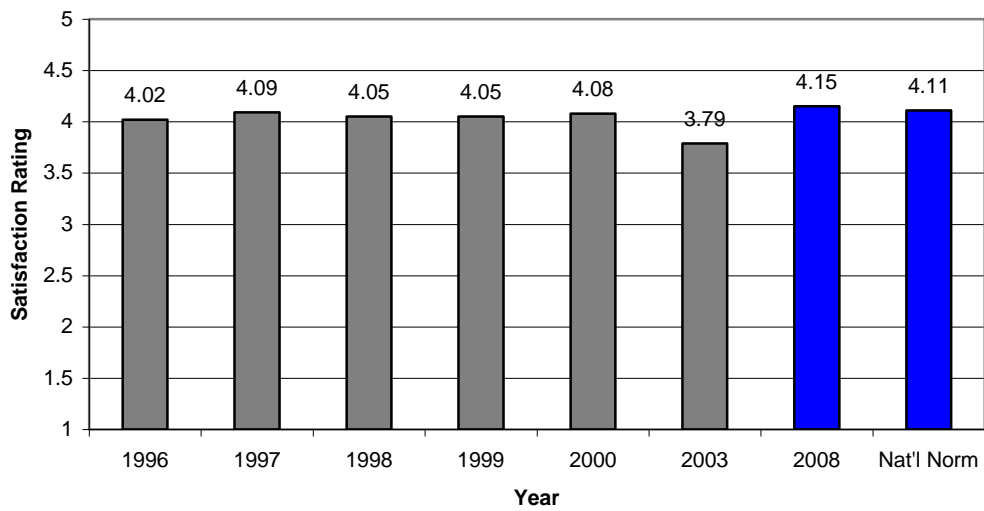
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Recreational/Intramural Programs and Services Usage:

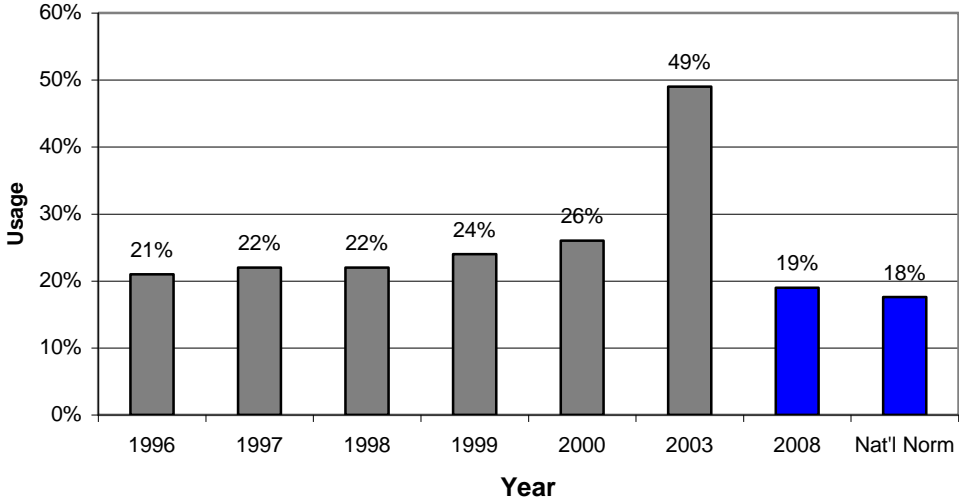


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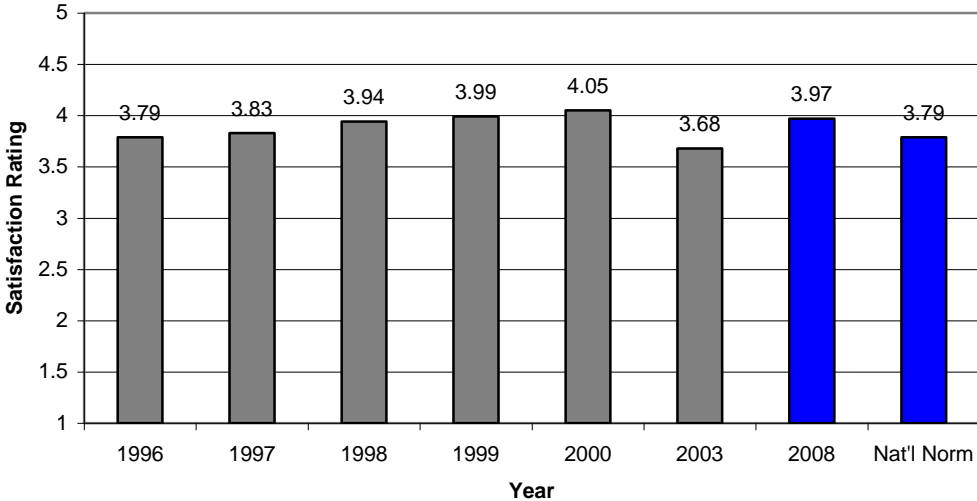
Recreational/Intramural Programs and Services Satisfaction:



Career Planning Services Usage:

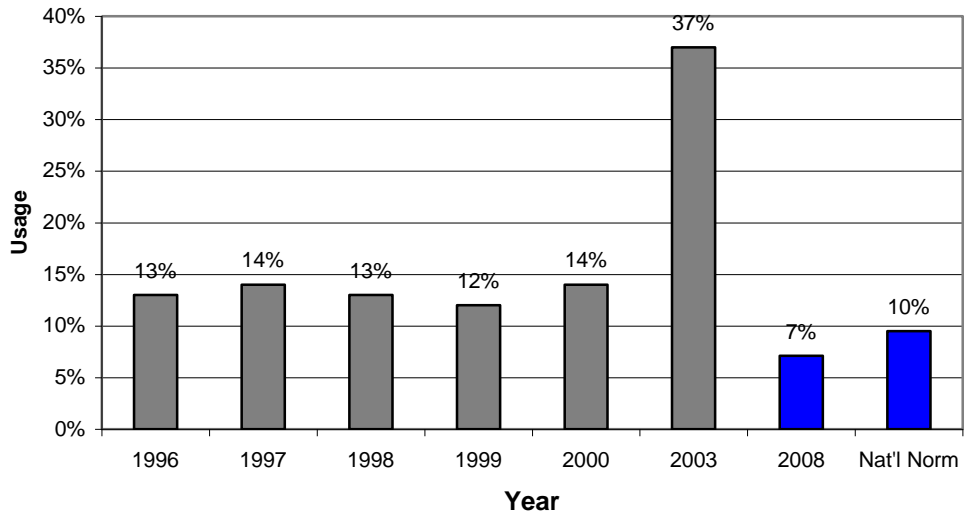


Career Planning Services Satisfaction:



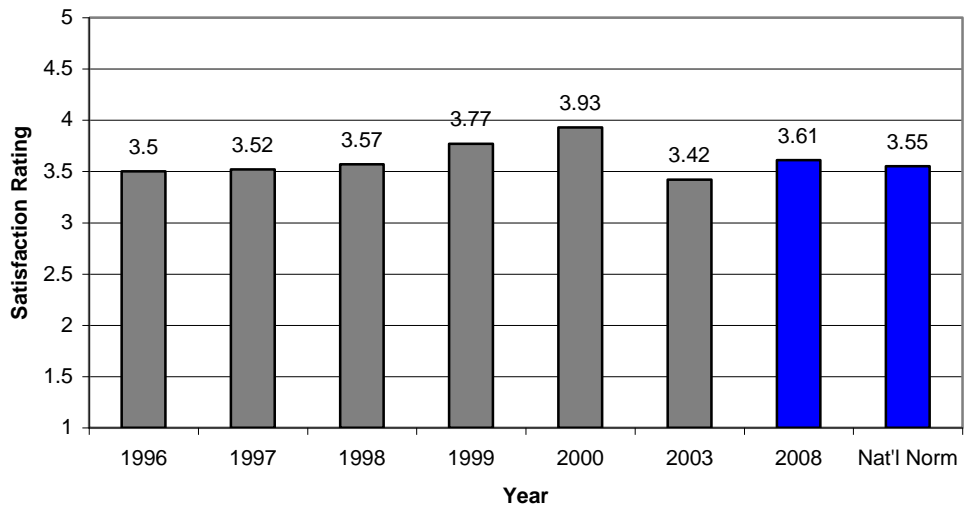
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Job Placement Services Usage:

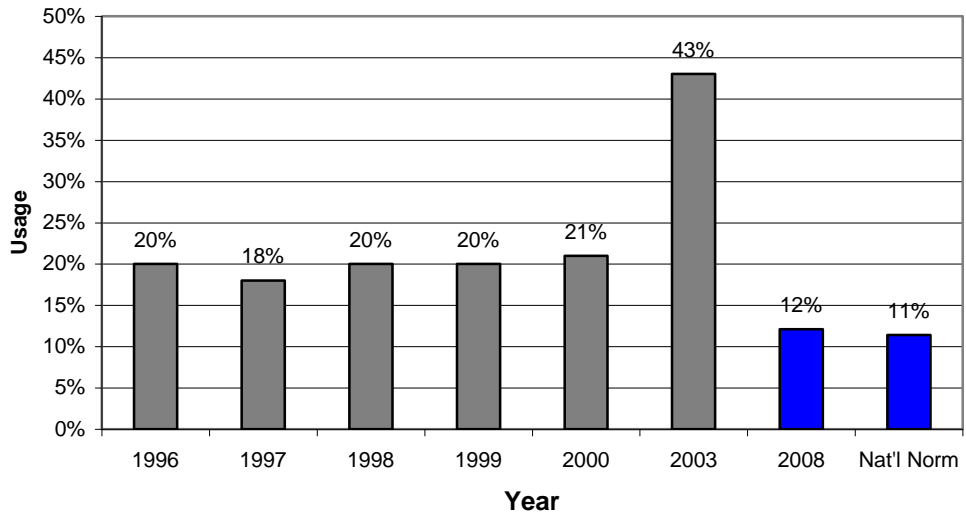


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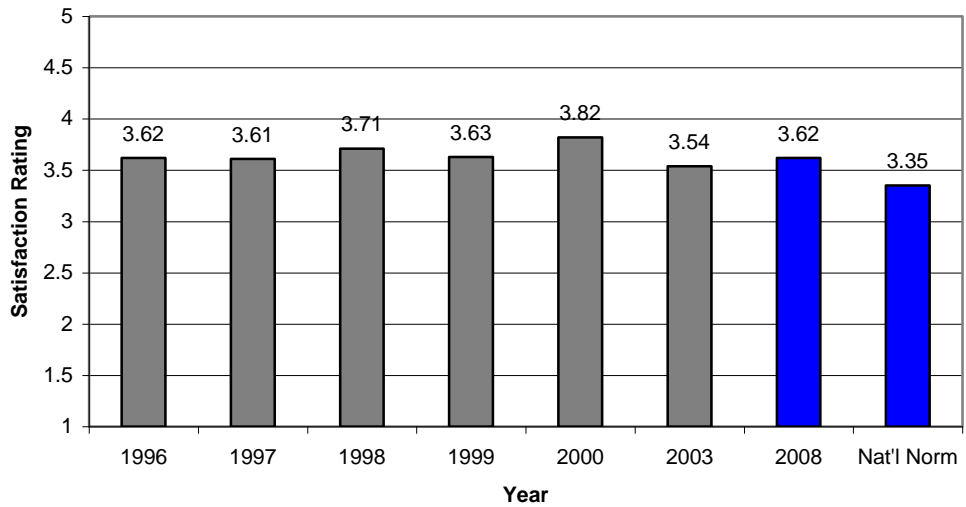
Job Placement Services Satisfaction:



Student Health Insurance Program Usage:

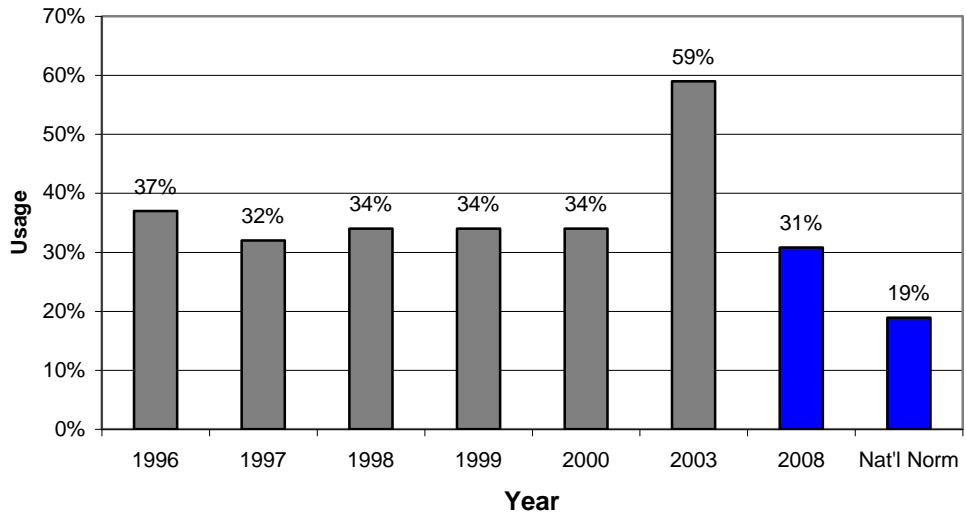


Student Health Insurance Program Satisfaction:



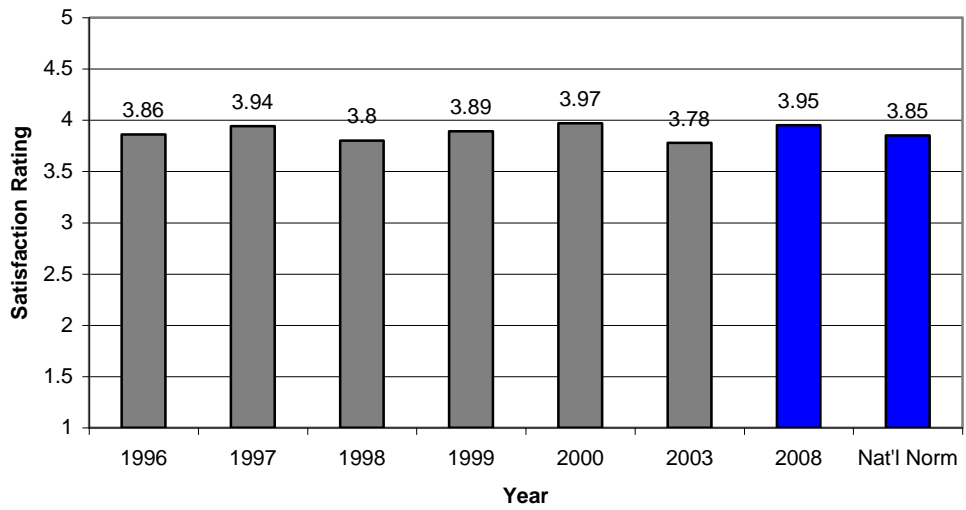
Note: The difference between Lander's score and the National Norm above is statistically significant.

College-Sponsored Tutorial Usage:

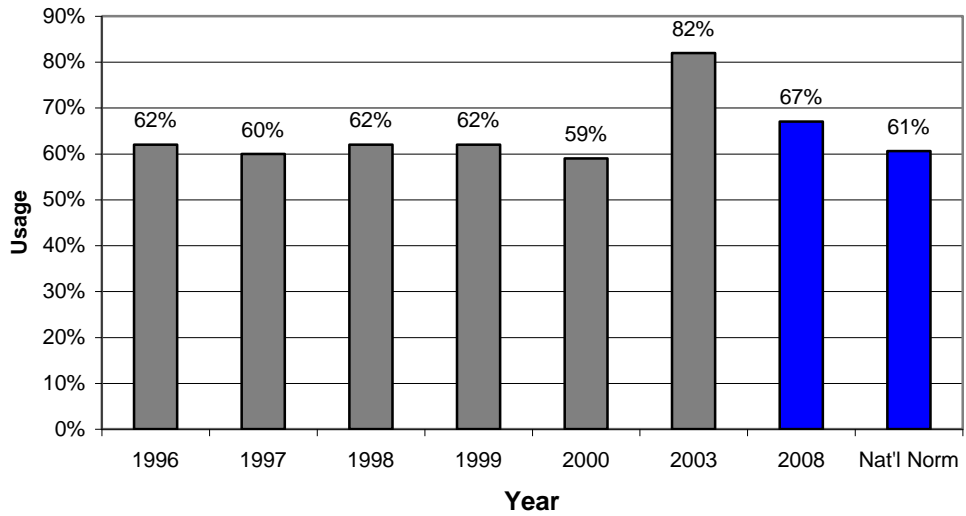


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College-Sponsored Tutorial Satisfaction:

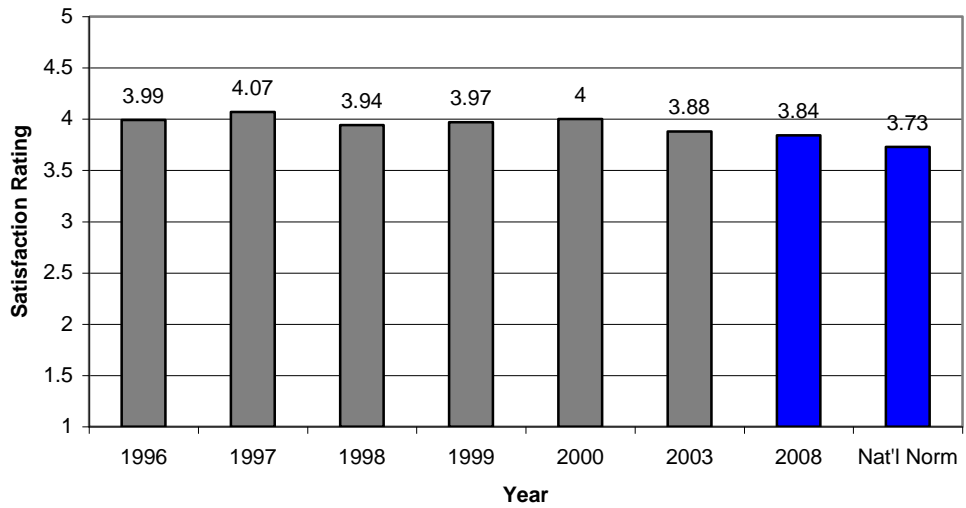


Financial Aid Services Usage:



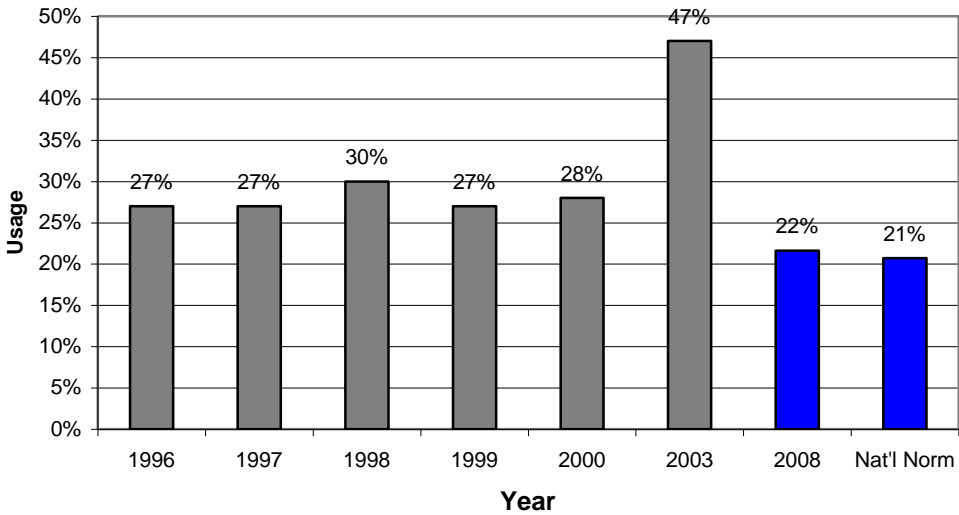
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Financial Aid Services Satisfaction:

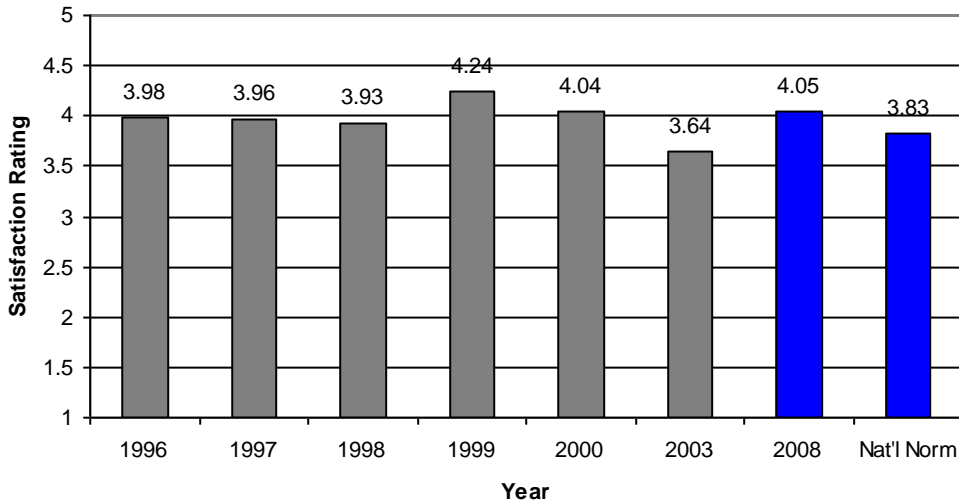


Note: The difference between Lander's score and the National Norm above is statistically significant.

Student Employment Services Usage:

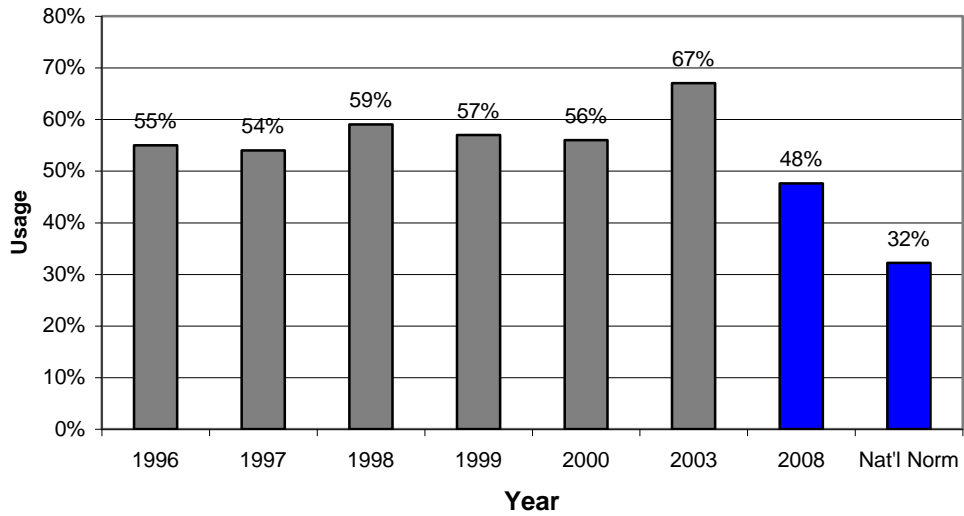


Student Employment Services Satisfaction:



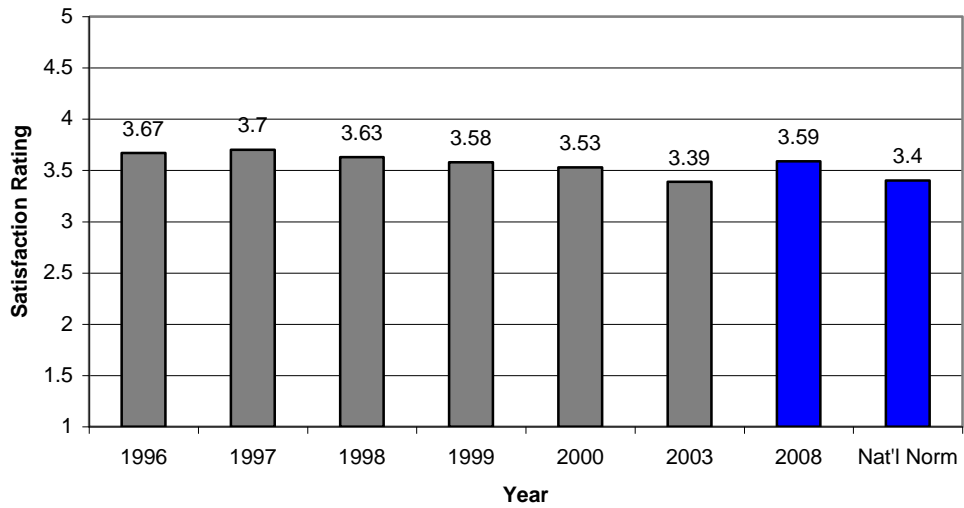
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Residence Hall Services and Programs Usage:



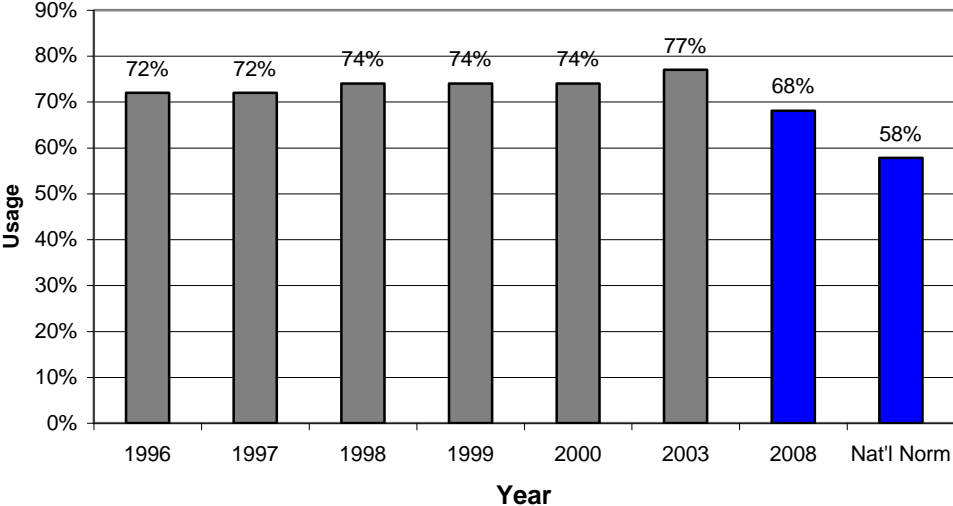
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Residence Hall Services and Programs Satisfaction:



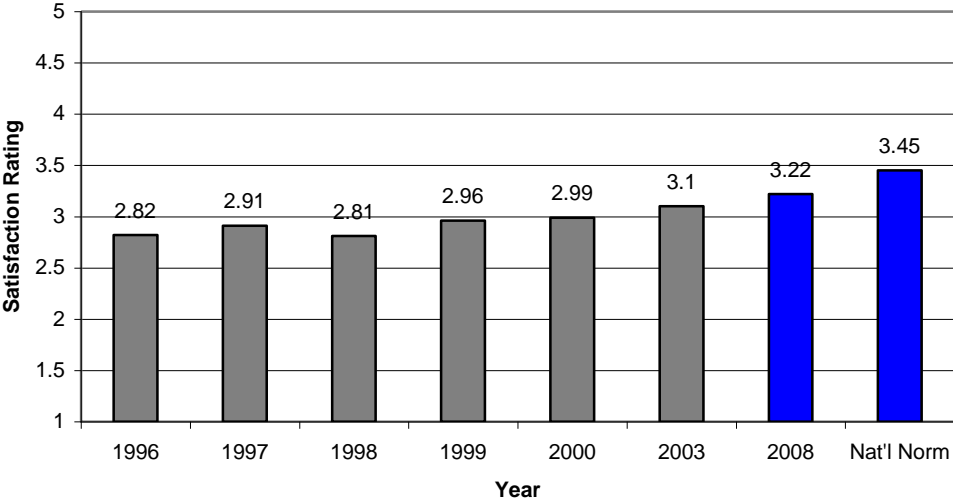
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Food Services Usage:



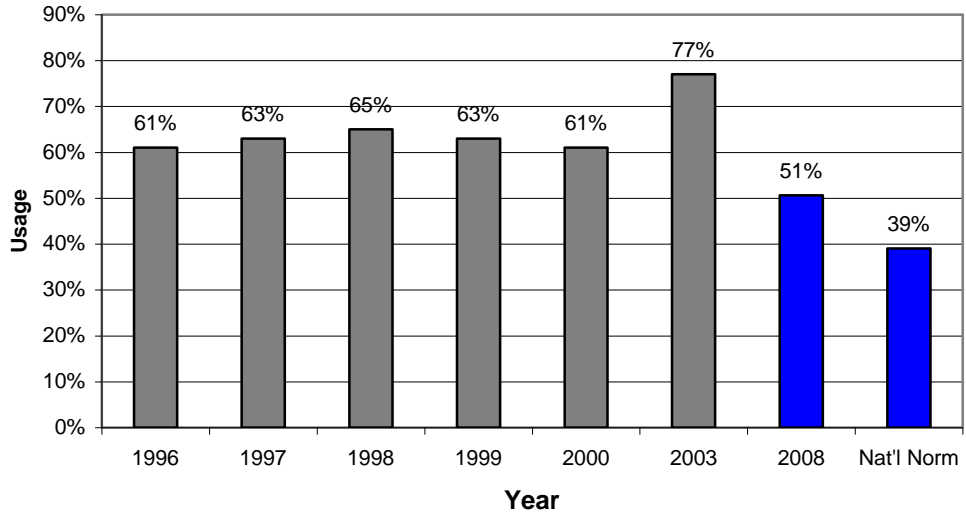
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Food Services Satisfaction:



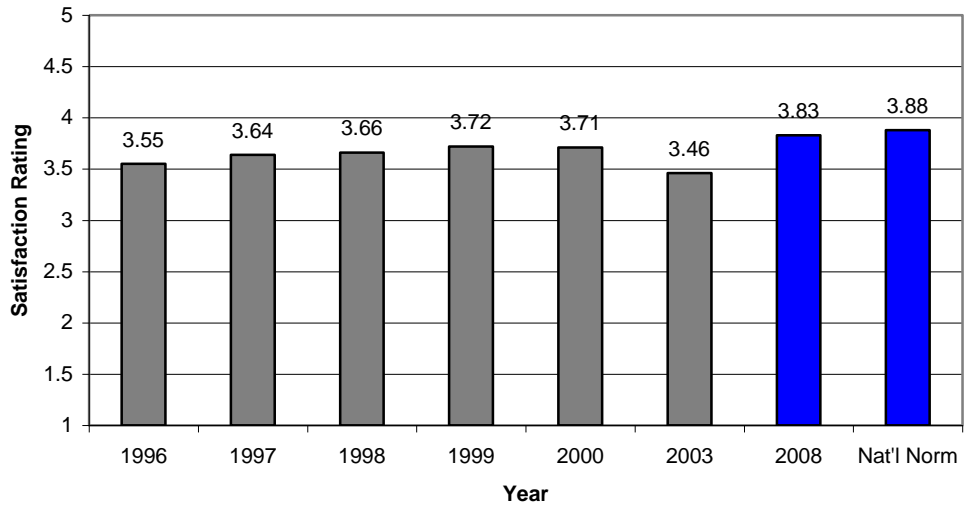
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College-Sponsored Social Activities Usage:

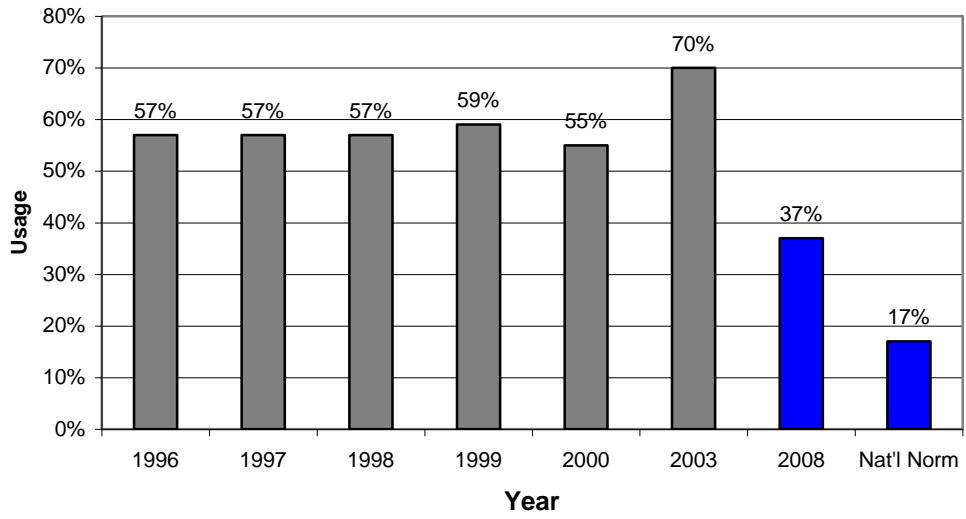


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College-Sponsored Social Activities Satisfaction:

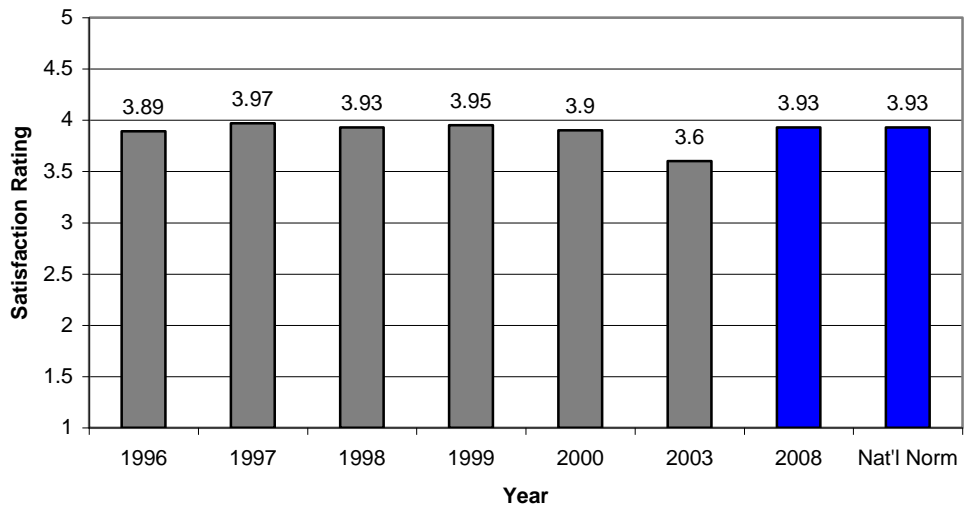


Cultural Program Usage:

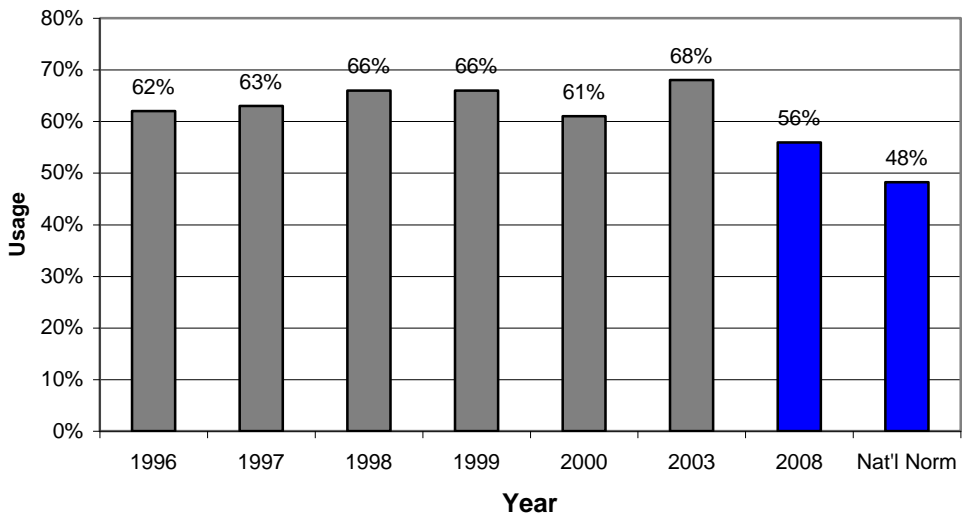


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Cultural Program Satisfaction:

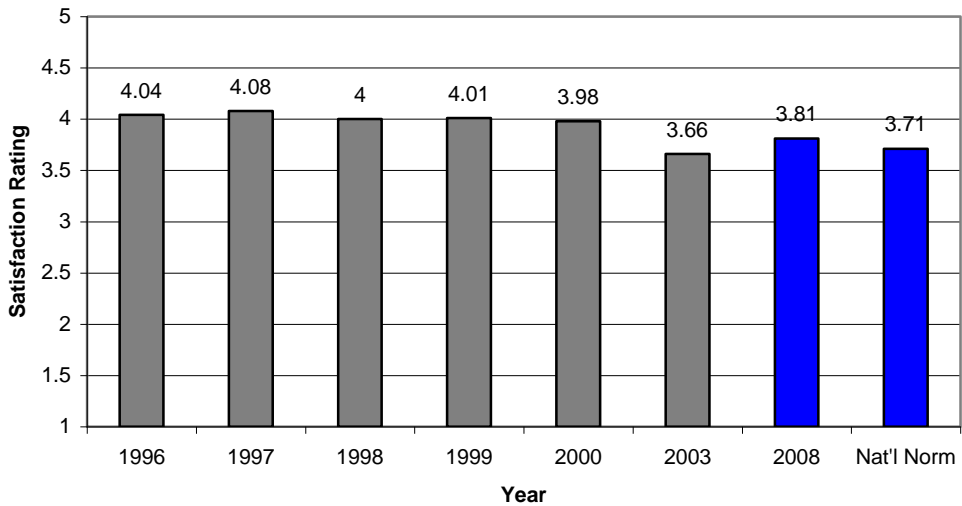


College Orientation Programs Usage:



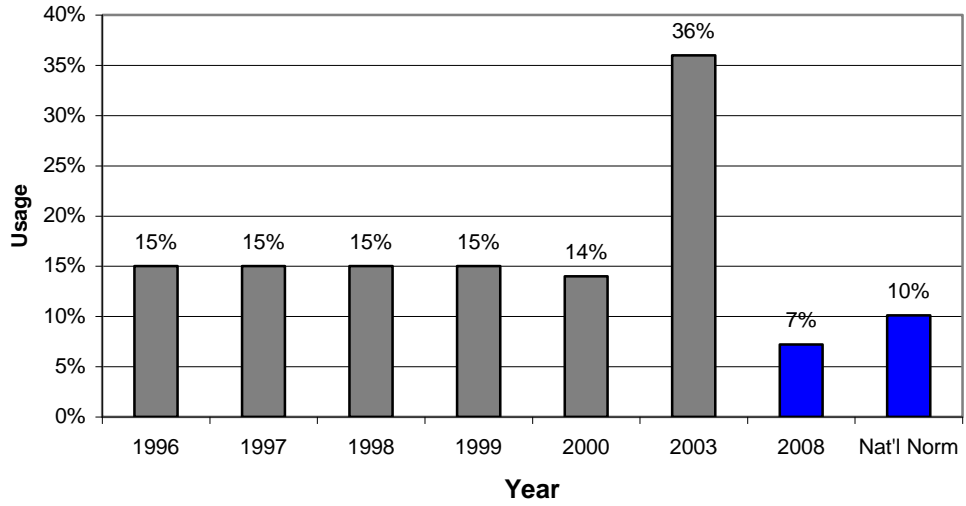
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College Orientation Programs Satisfaction:



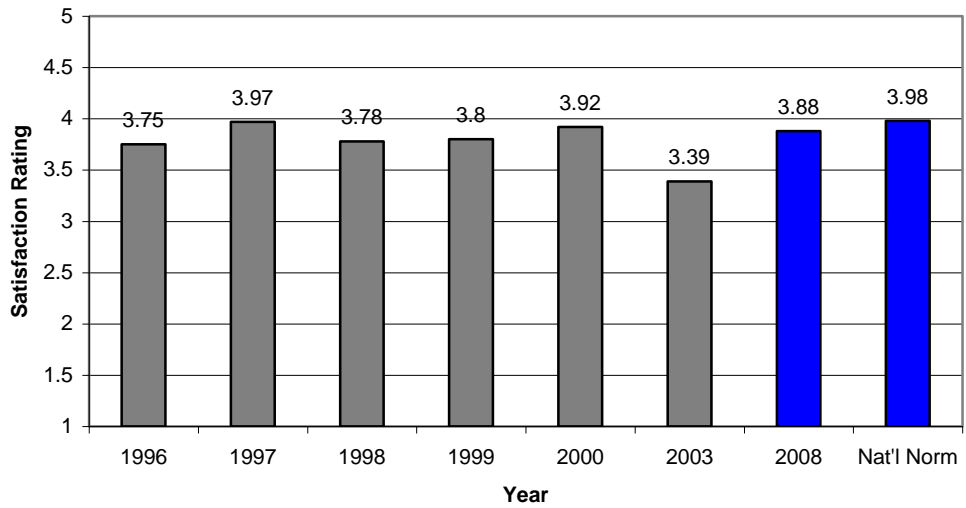
Note: The difference between Lander's score and the National Norm above is statistically significant.

Credit-by-Examination Program (PEP, CLEP, etc.) Usage:

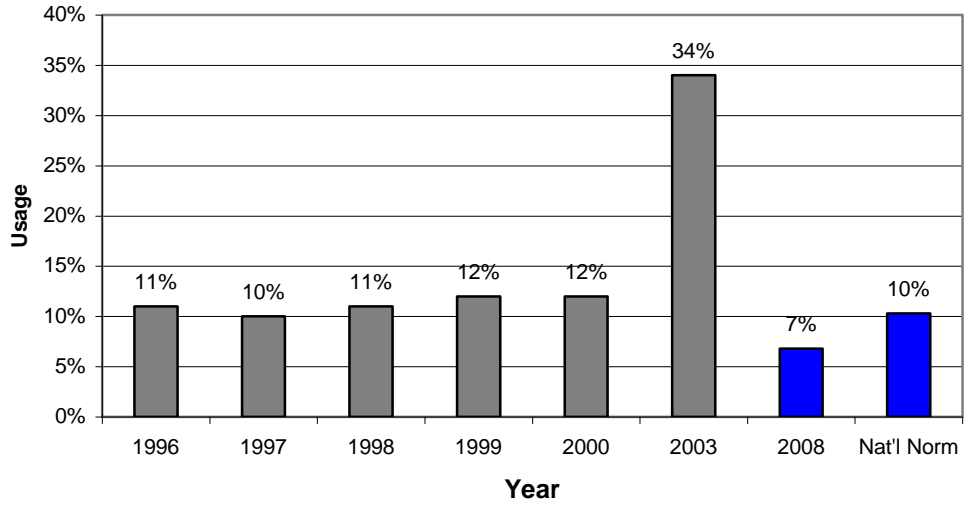


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Credit-by-Examination Program (PEP, CLEP, etc.) Satisfaction:

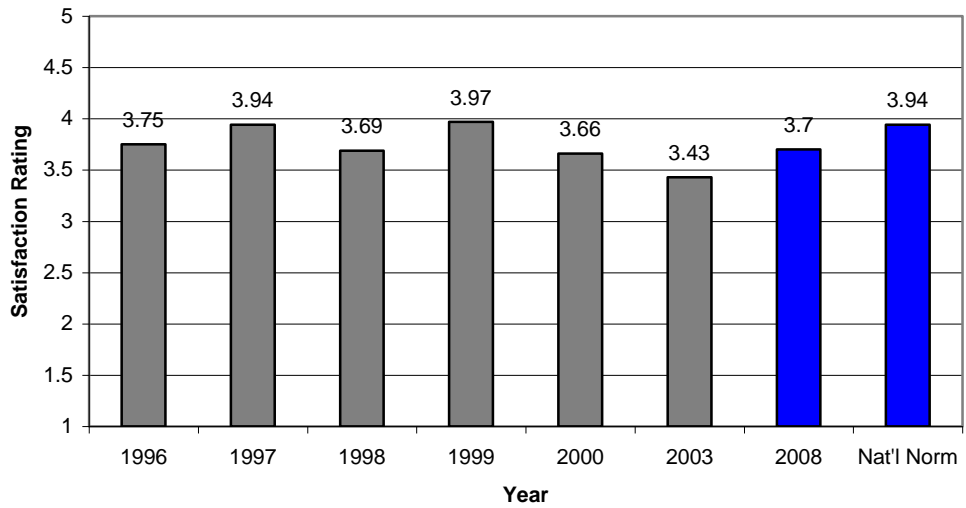


Honors Program Usage:

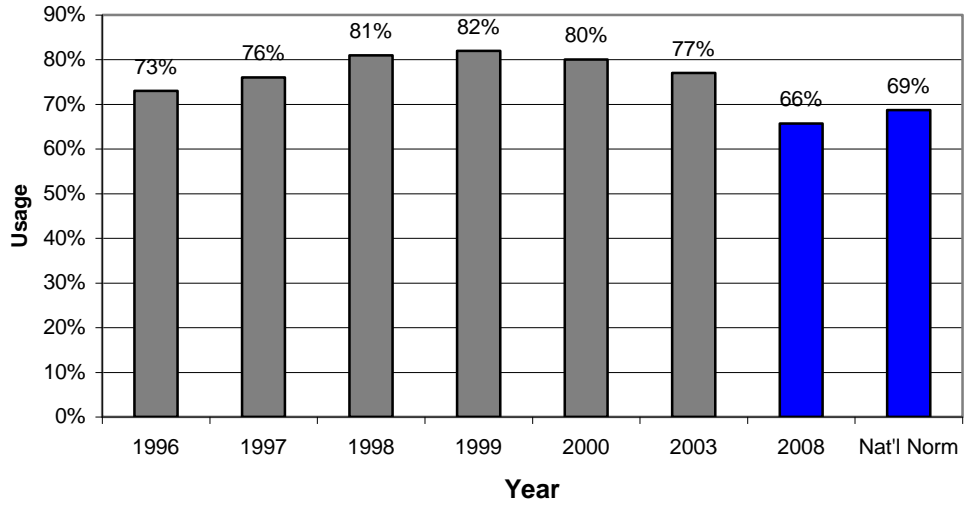


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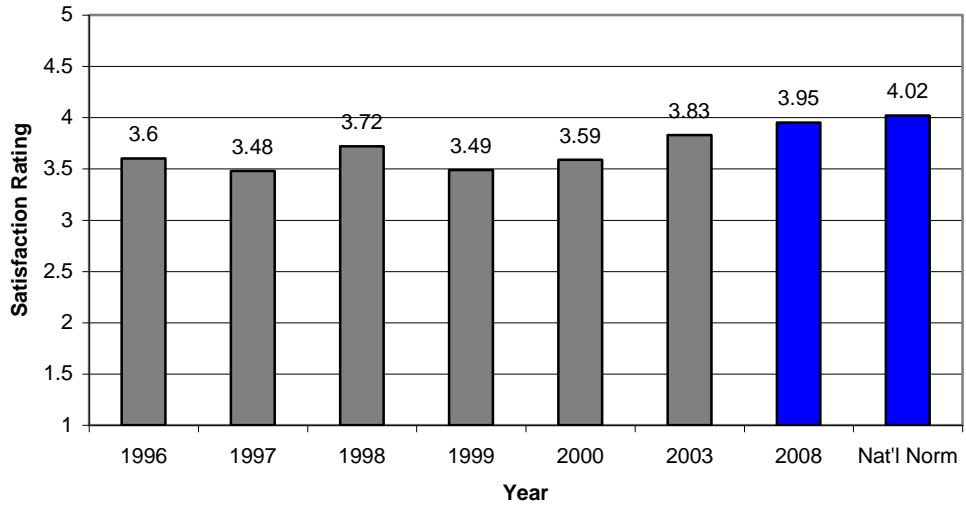
Honors Program Satisfaction:



Computer Services Usage:

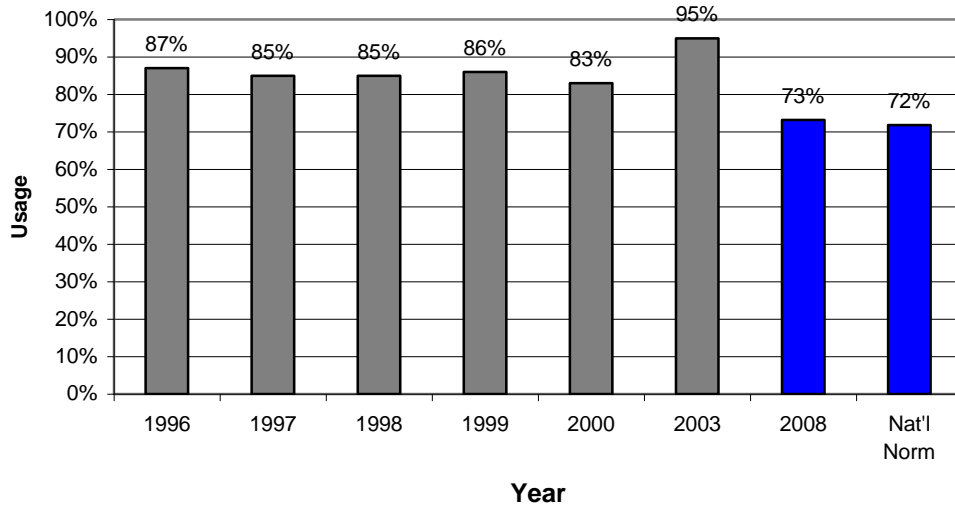


Computer Services Satisfaction:

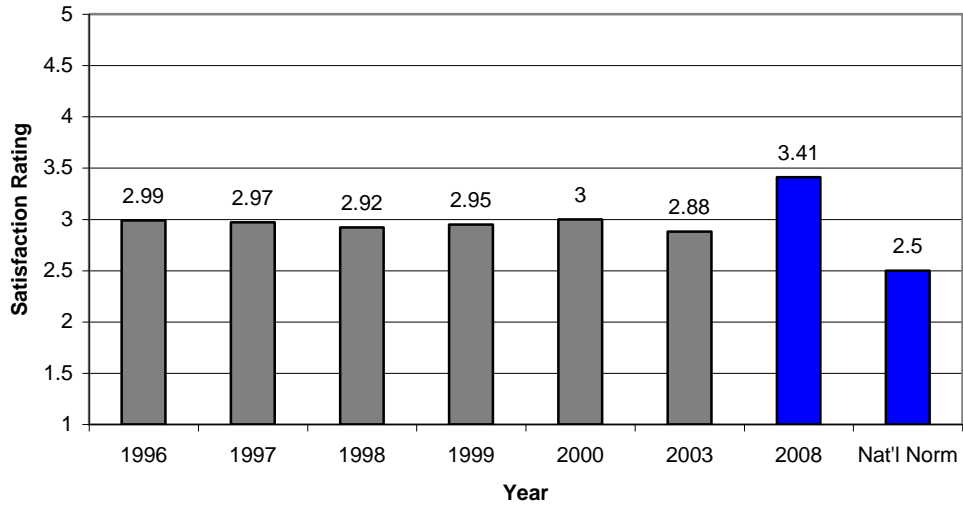


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Parking Facilities and Services Usage:

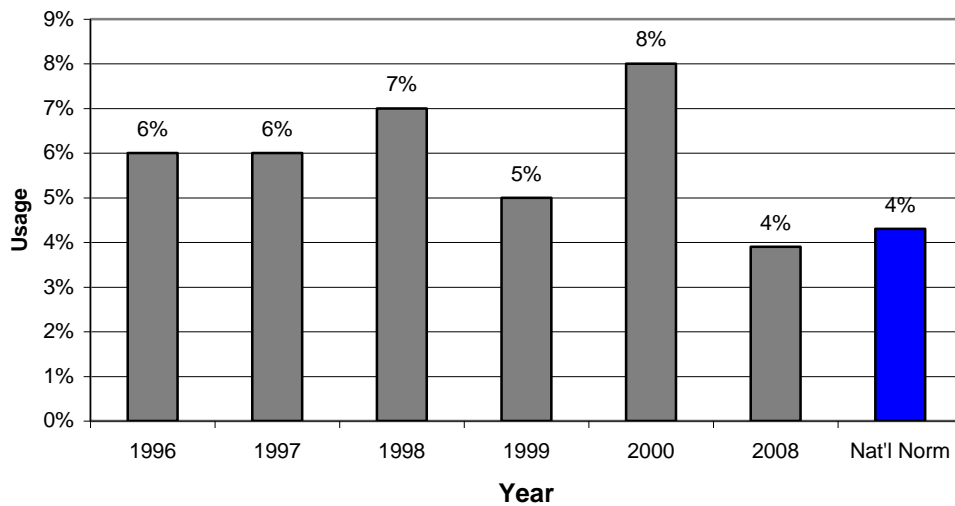


Parking Facilities and Services Satisfaction:

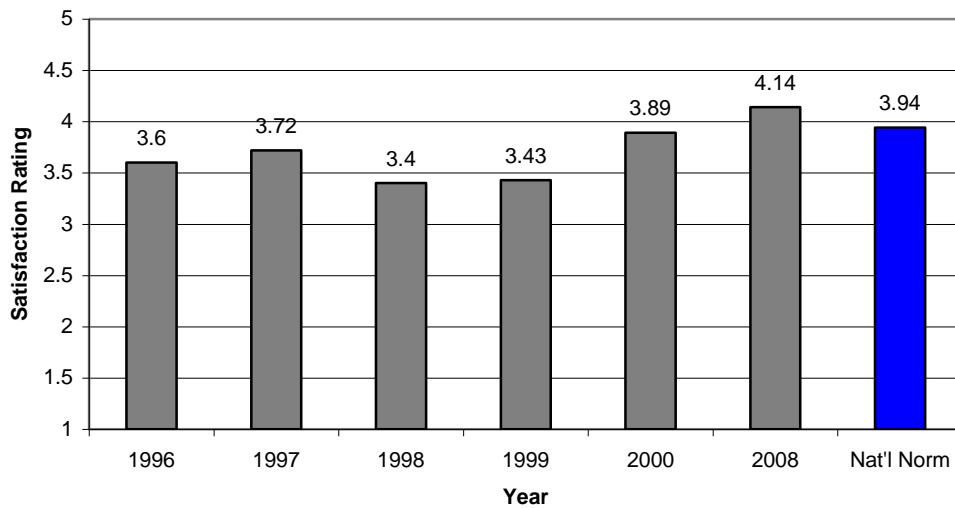


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Veterans Services Usage:



Veterans Services Satisfaction:



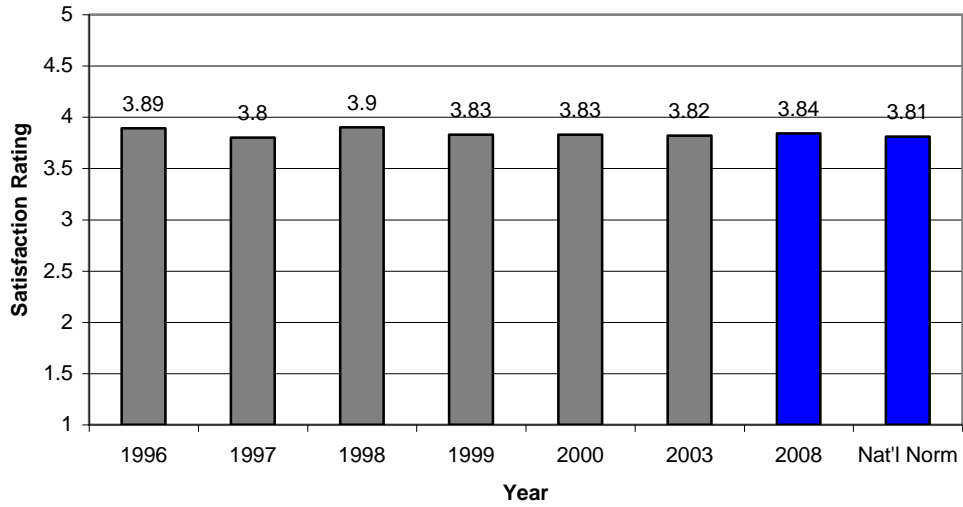
College Environment

Satisfaction

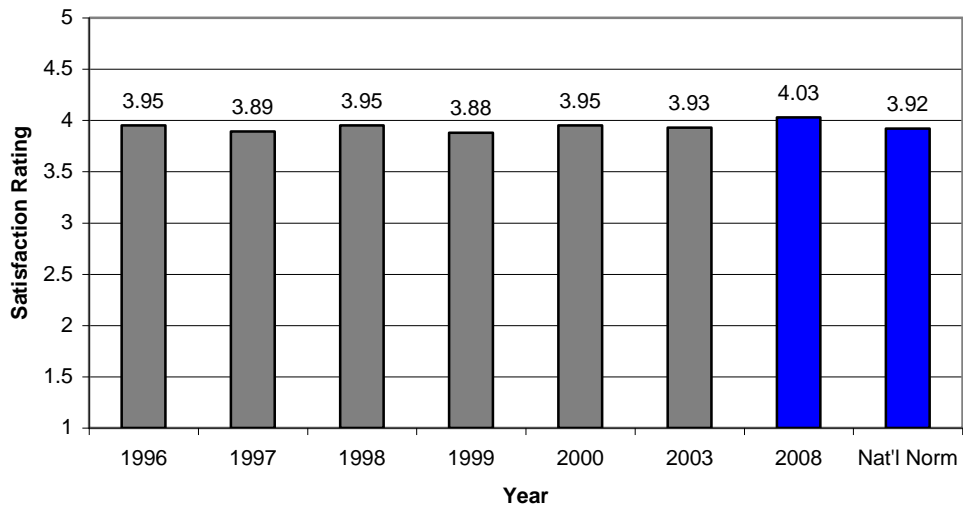
- A. Academic
- B. Admissions
- C. Rules and Regulations
- D. Facilities
- E. Registration
- F. General

A. Academic

Testing/Grading system:

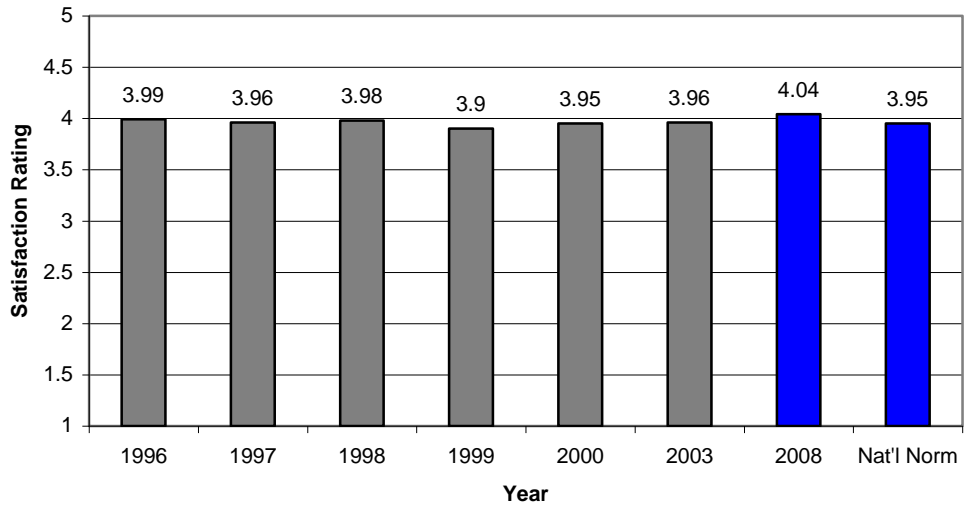


Course content in your major field:



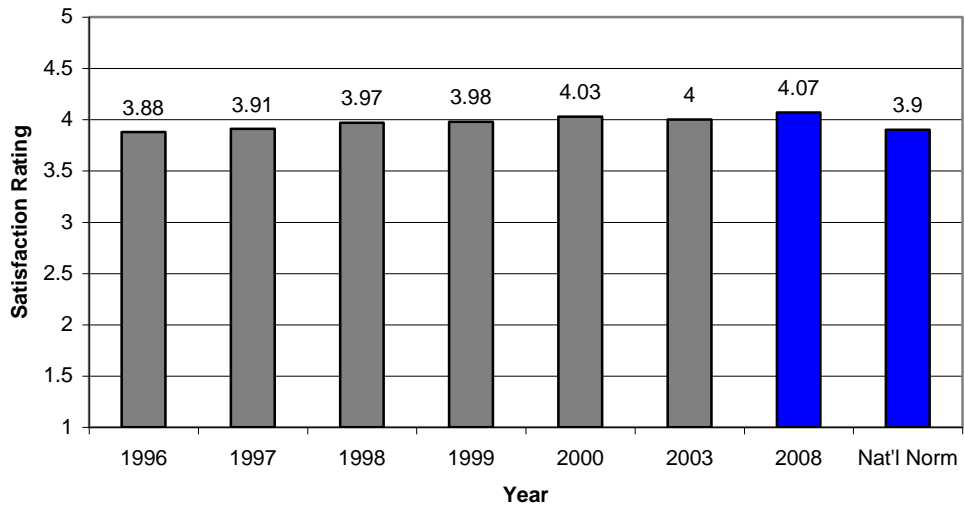
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Instruction in your major field:



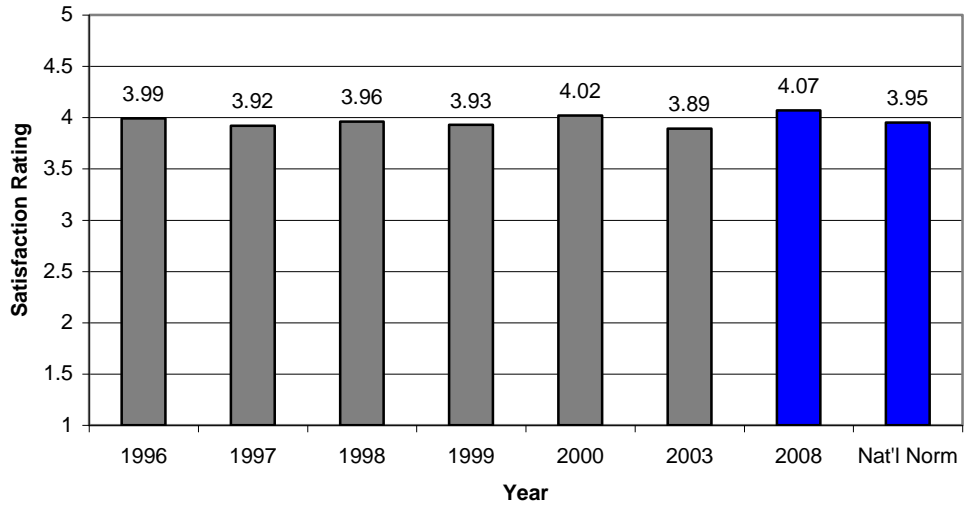
Note: The difference between Lander's score and the National Norm above is statistically significant.

Out-of-Class availability of your instructor:



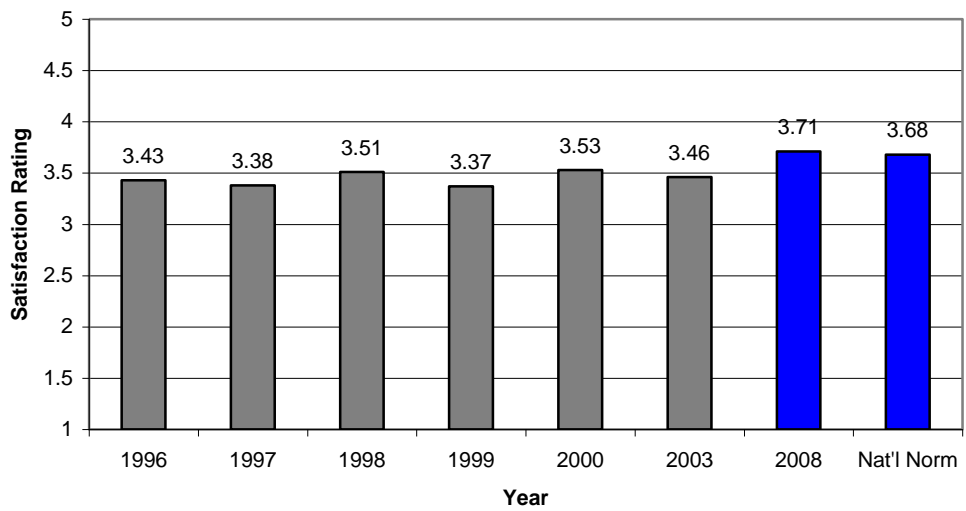
Note: The difference between Lander's score and the National Norm above is statistically significant.

Attitude of the faculty toward students:

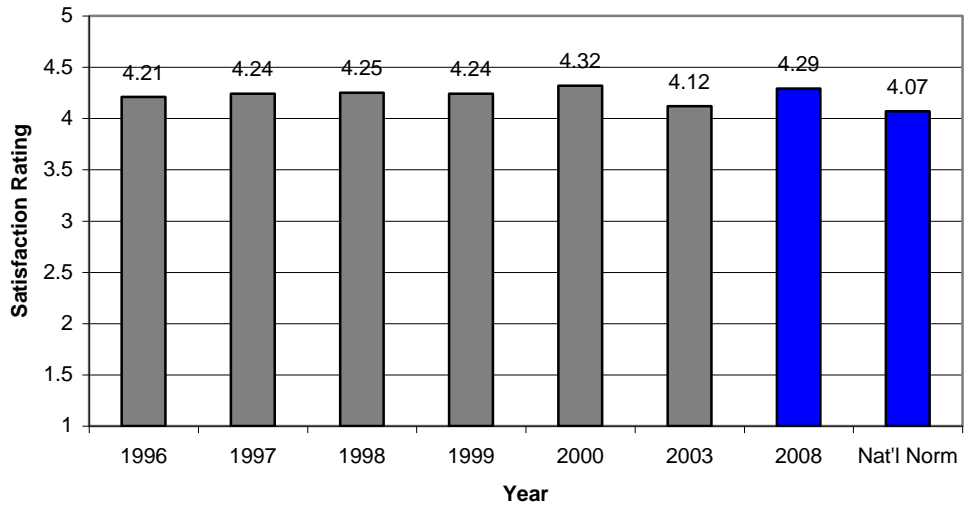


Note: The difference between Lander's score and the National Norm above is statistically significant.

Variety of courses offered at Lander:

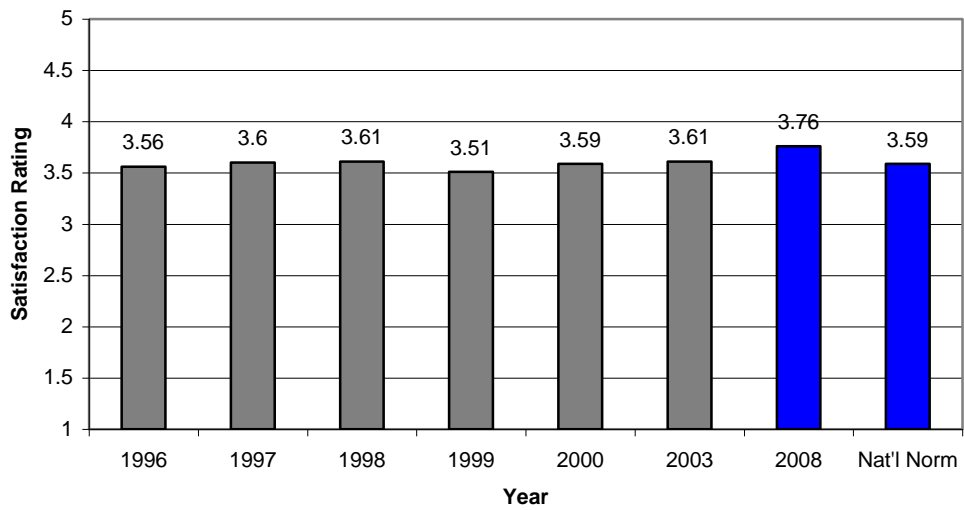


Class size relative to the type of course:



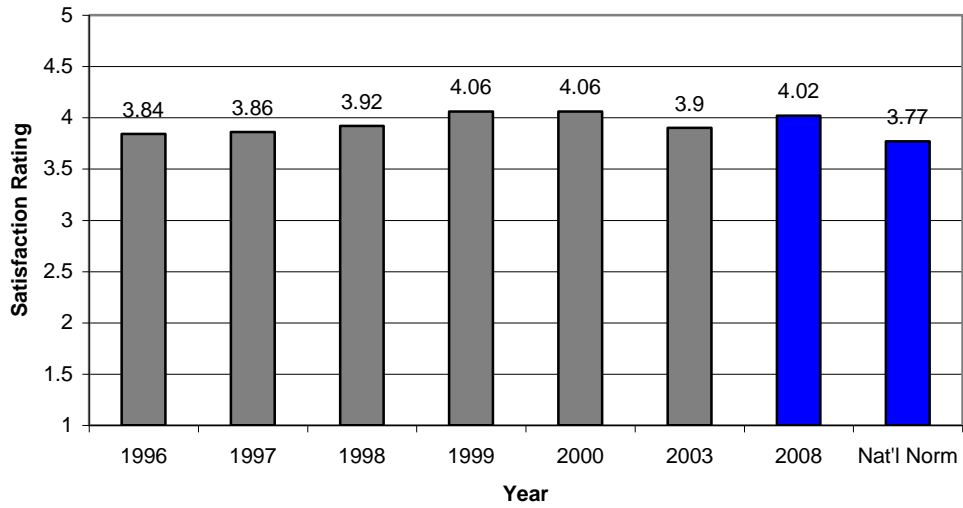
Note: The difference between Lander's score and the National Norm above is statistically significant.

Flexibility to design your own program of study:



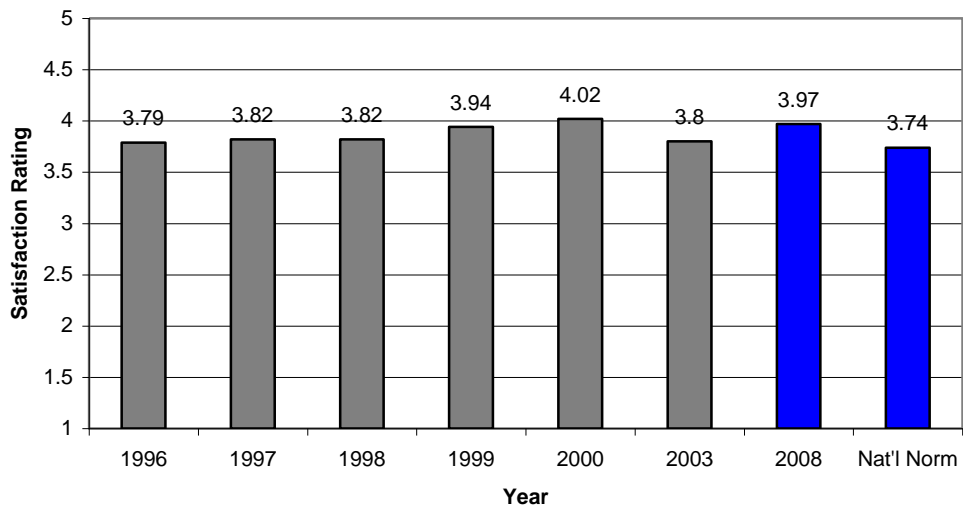
Note: The difference between Lander's score and the National Norm above is statistically significant.

Availability of your advisor:



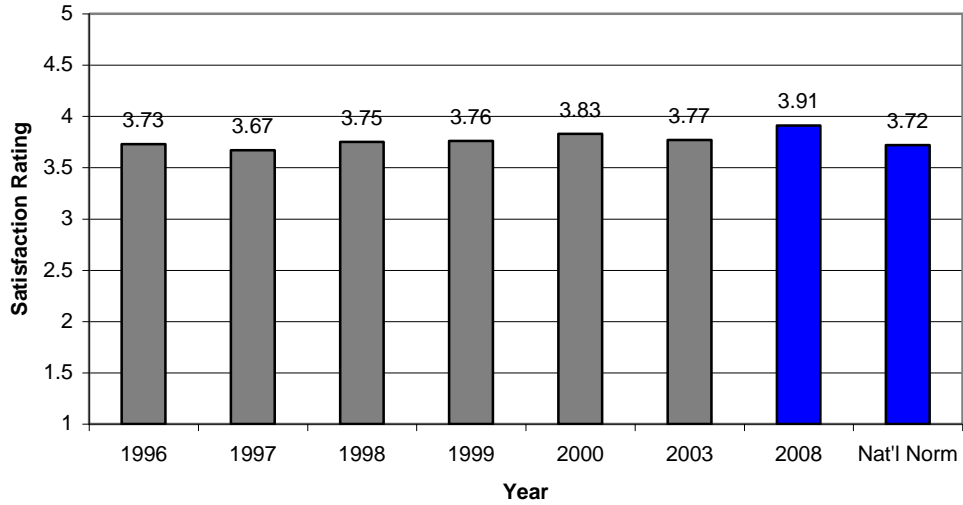
Note: The difference between Lander's score and the National Norm above is statistically significant.

Value of the information provided by your advisor:



Note: The difference between Lander's score and the National Norm above is statistically significant.

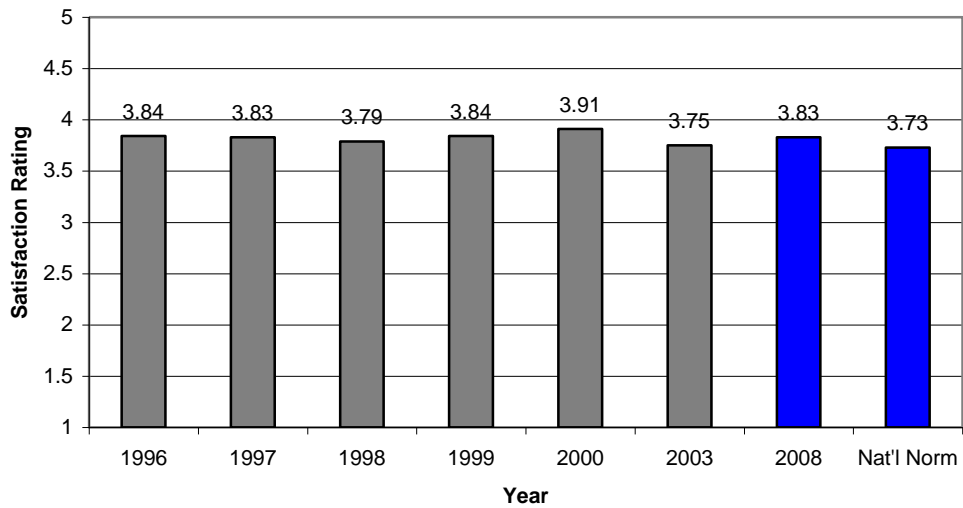
Preparation you are receiving for your future occupation:



Note: The difference between Lander's score and the National Norm above is statistically significant.

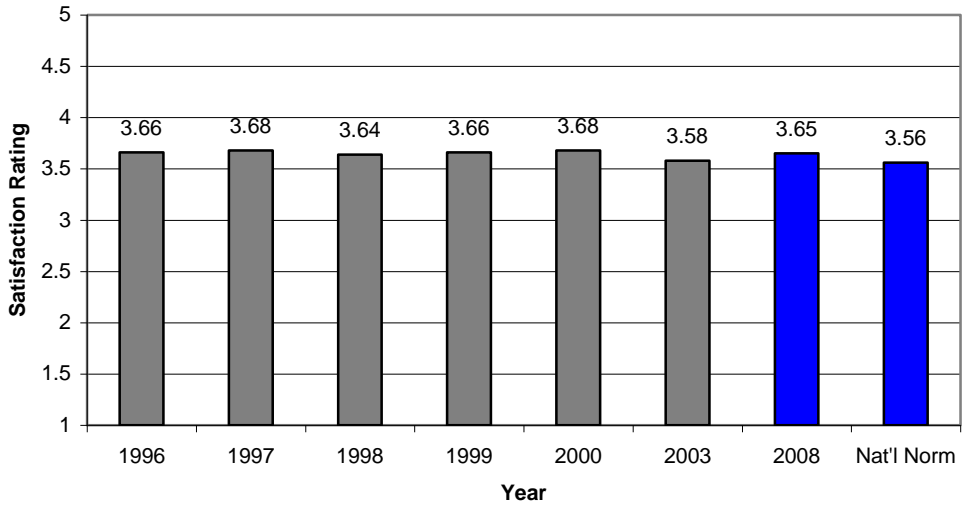
B. Admissions

General admissions procedures:



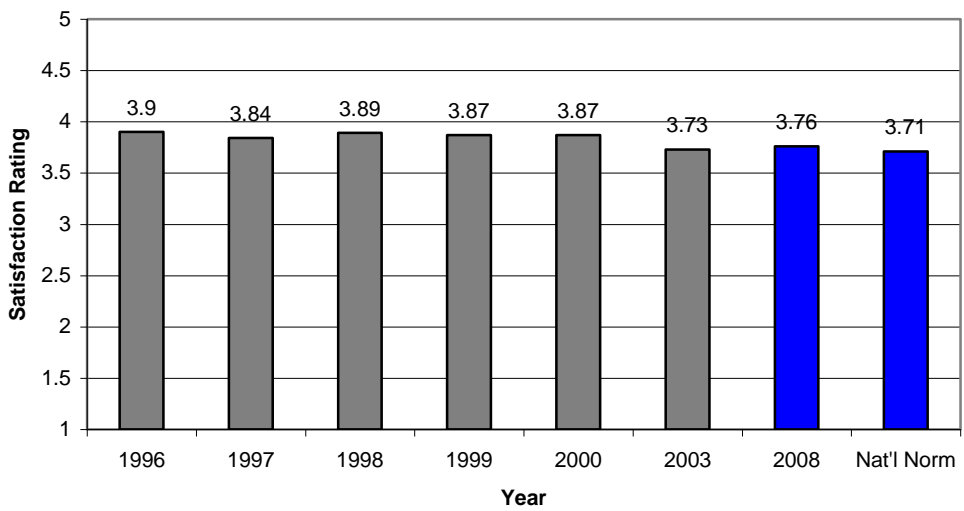
Note: The difference between Lander's score and the National Norm above is statistically significant.

Availability of Financial Aid information prior to enrolling:

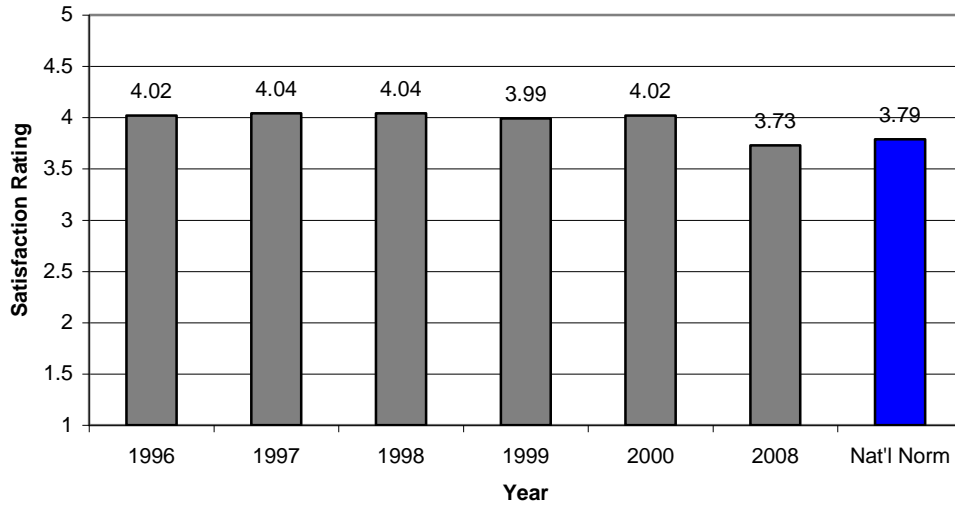


Note: The difference between Lander's score and the National Norm above is statistically significant.

Accuracy of college information you received before enrolling:



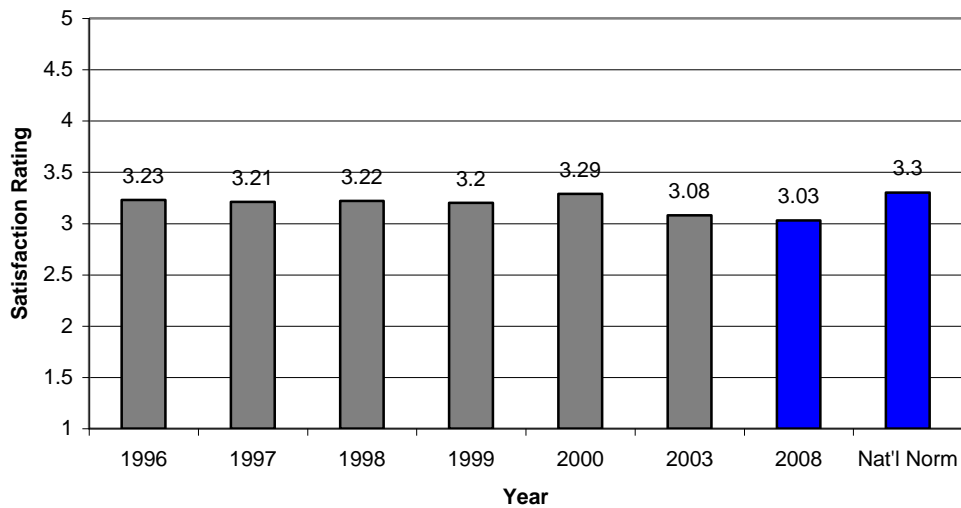
College Catalog/Admissions publications:



Note: The difference between Lander's score and the National Norm above is statistically significant.

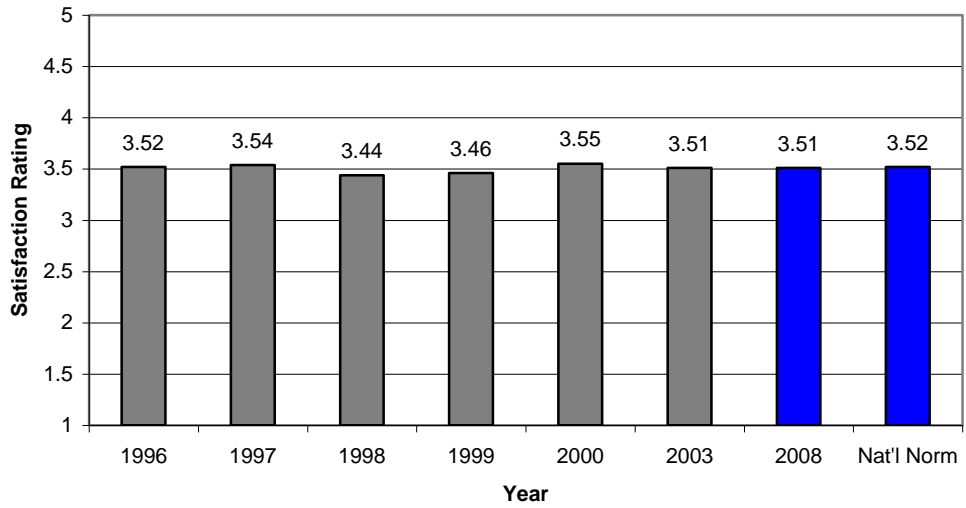
C. Rules and Regulations

Student voice in college policies:

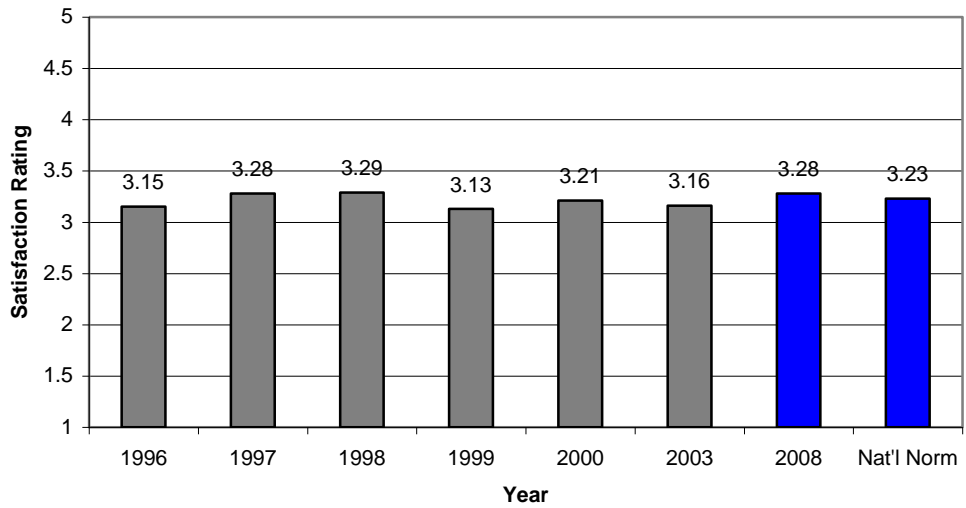


Note: The difference between Lander's score and the National Norm above is statistically significant.

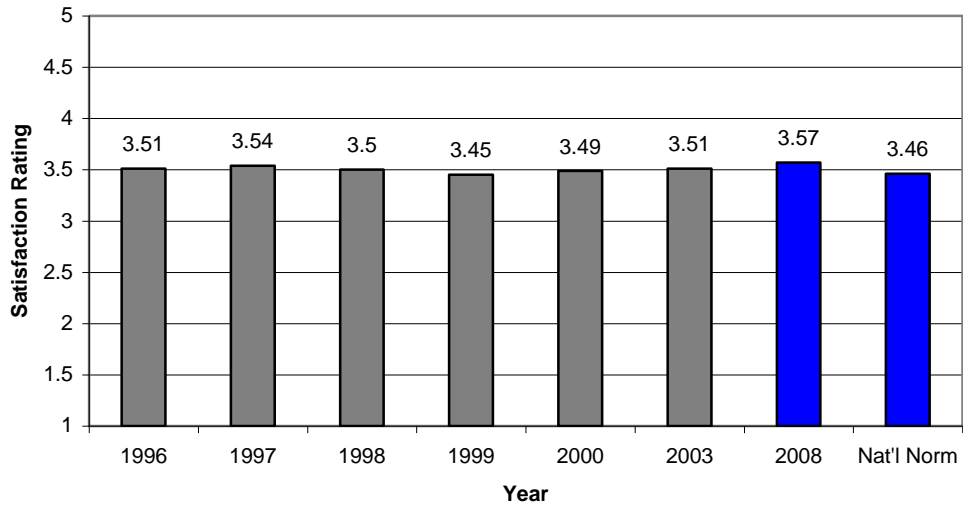
Rules governing student conduct at Lander:



Residence Hall rules and regulations:

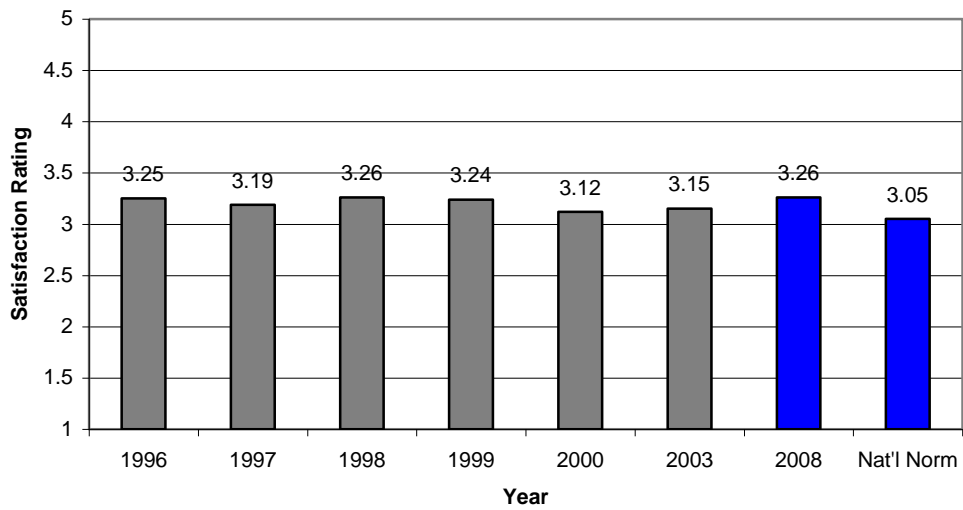


Academic probation and suspension policies:



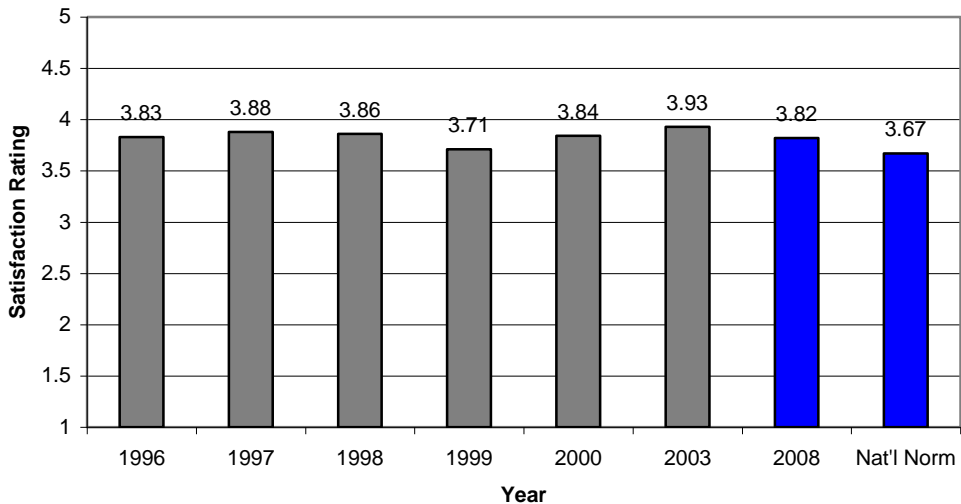
Note: The difference between Lander's score and the National Norm above is statistically significant.

Purposes for which student activity fees are used:



Note: The difference between Lander's score and the National Norm above is statistically significant.

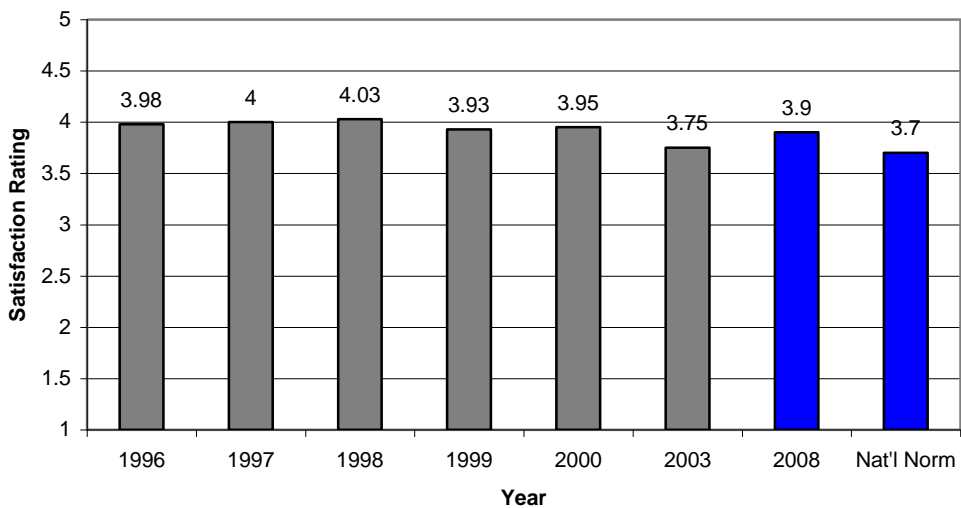
Personal Security/Safety at Lander:



Note: The difference between Lander's score and the National Norm above is statistically significant.

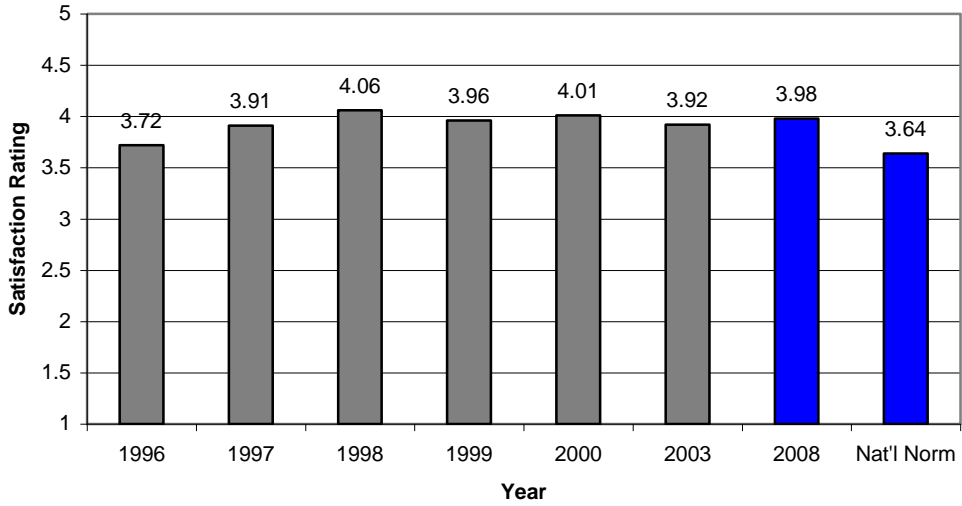
D. Facilities

Classroom Facilities:



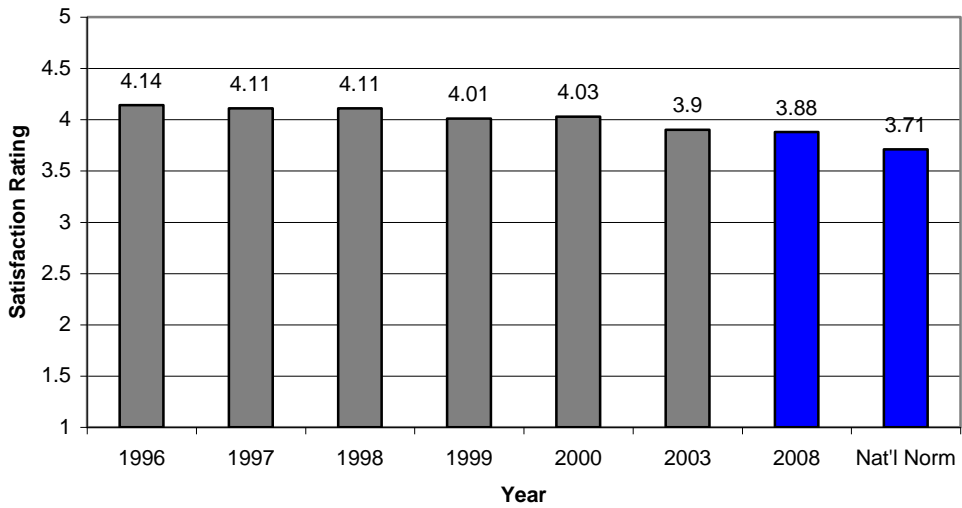
Note: The difference between Lander's score and the National Norm above is statistically significant.

Laboratory Facilities:



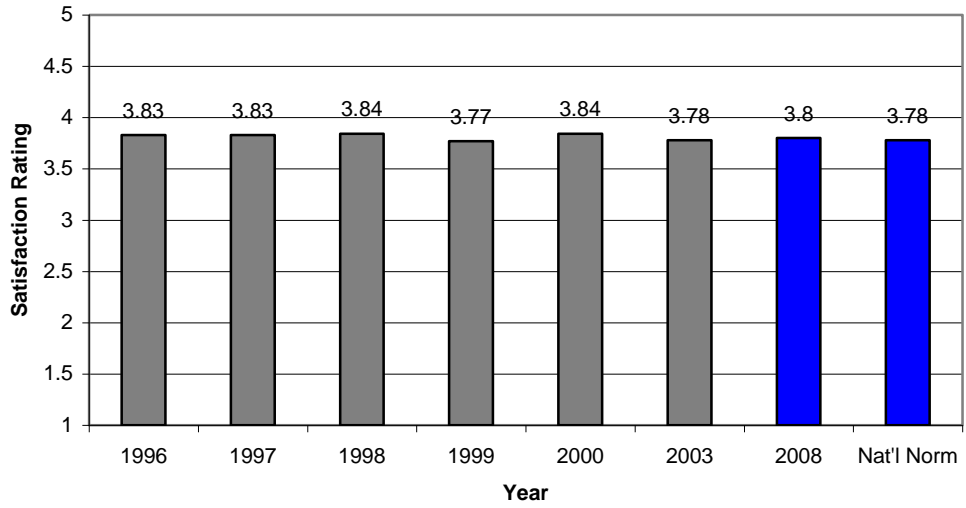
Note: The difference between Lander's score and the National Norm above is statistically significant.

Athletic Facilities:

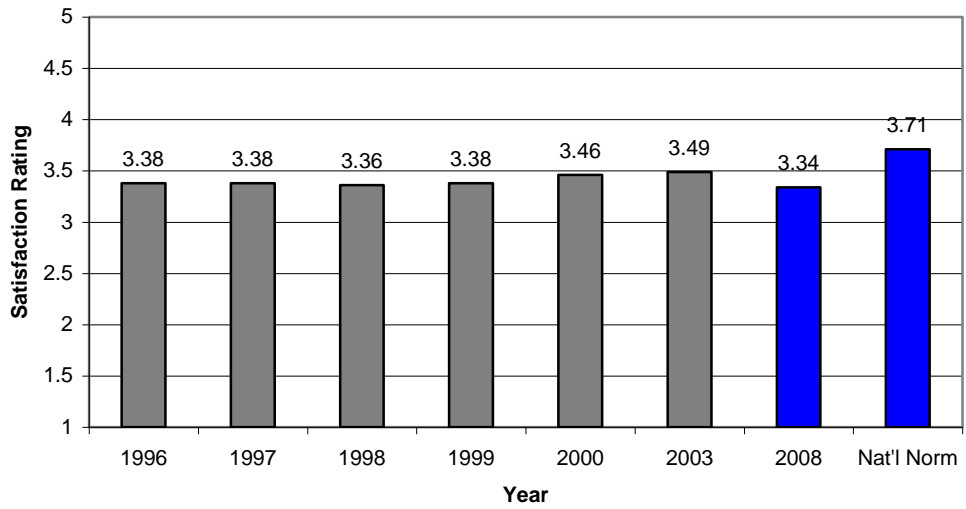


Note: The difference between Lander's score and the National Norm above is statistically significant.

Study Areas:

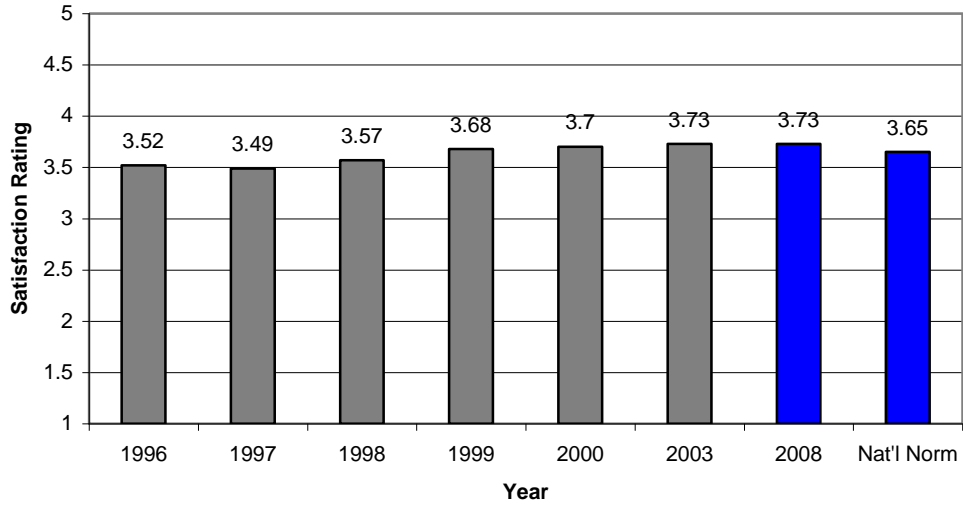


Student Union:



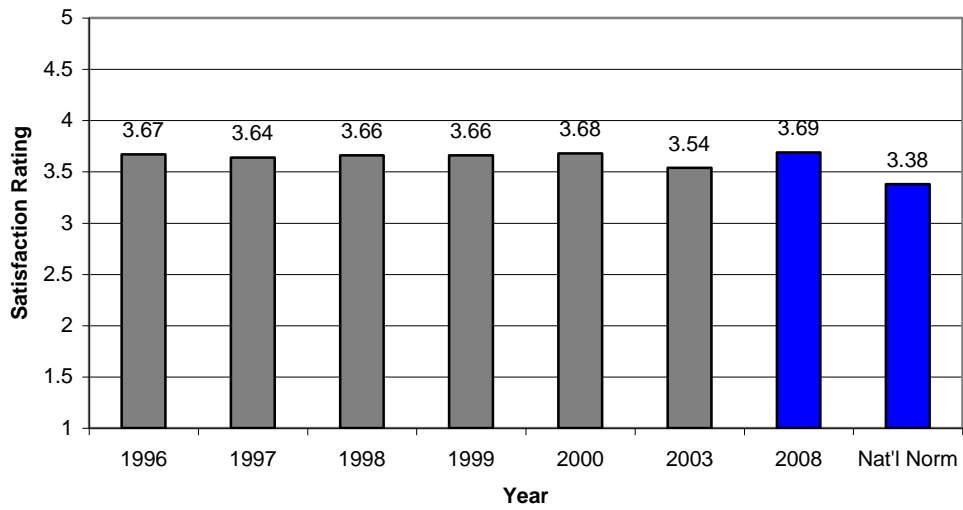
Note: The difference between Lander's score and the National Norm above is statistically significant.

Campus Bookstore:



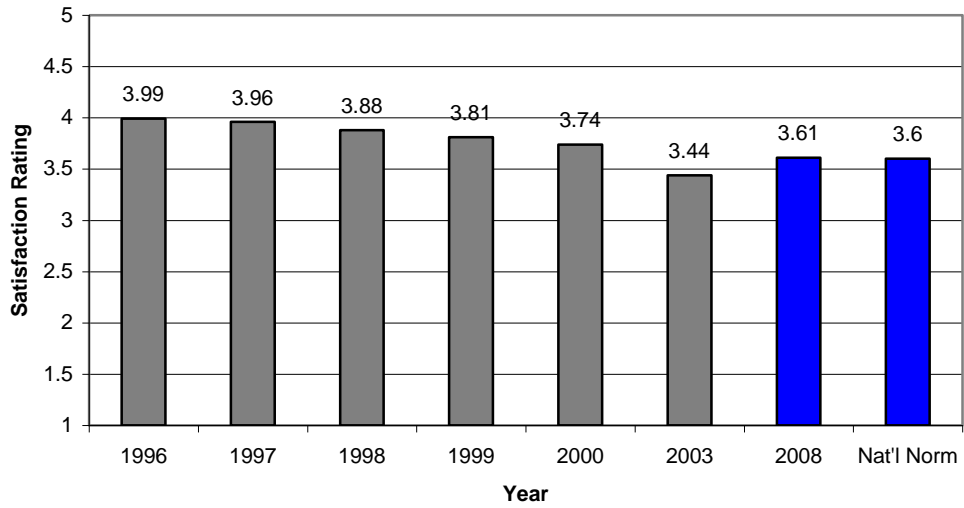
Note: The difference between Lander's score and the National Norm above is statistically significant.

Availability of student housing:



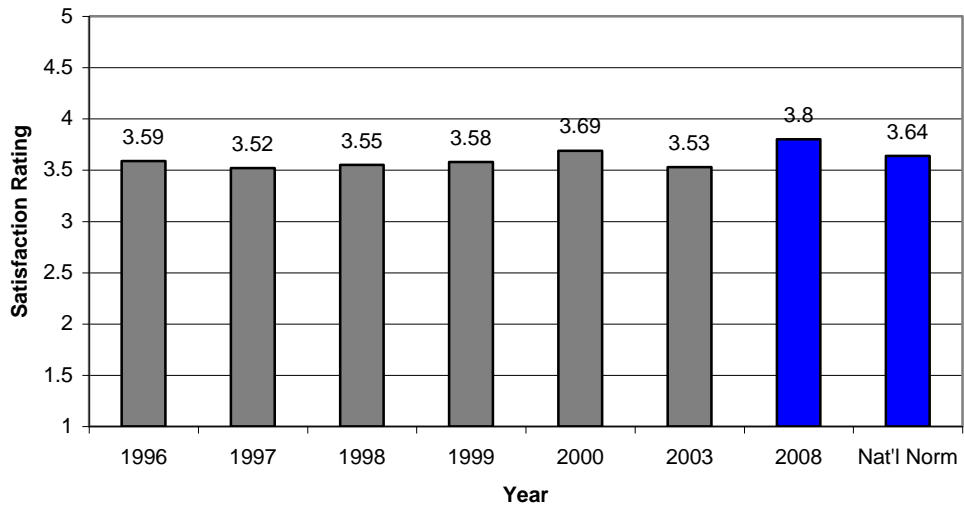
Note: The difference between Lander's score and the National Norm above is statistically significant.

General condition of buildings and grounds:



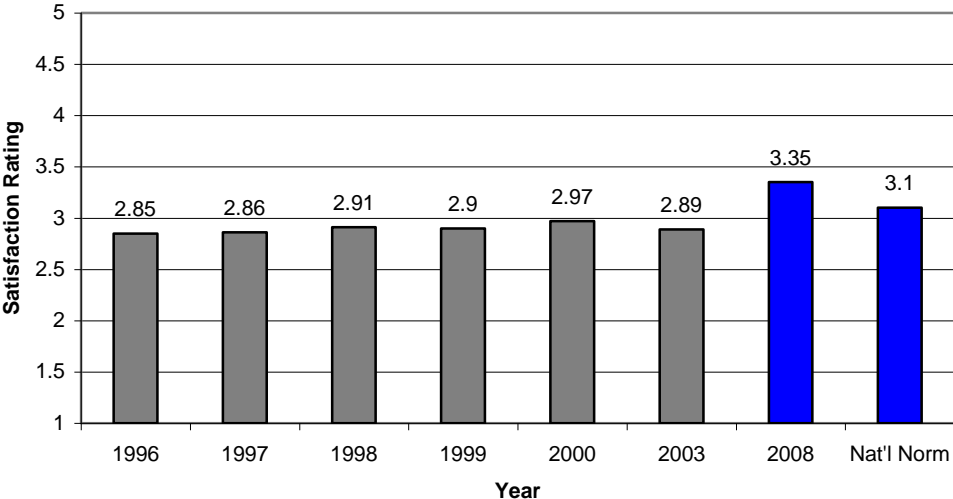
E. Registration

General registration procedures:



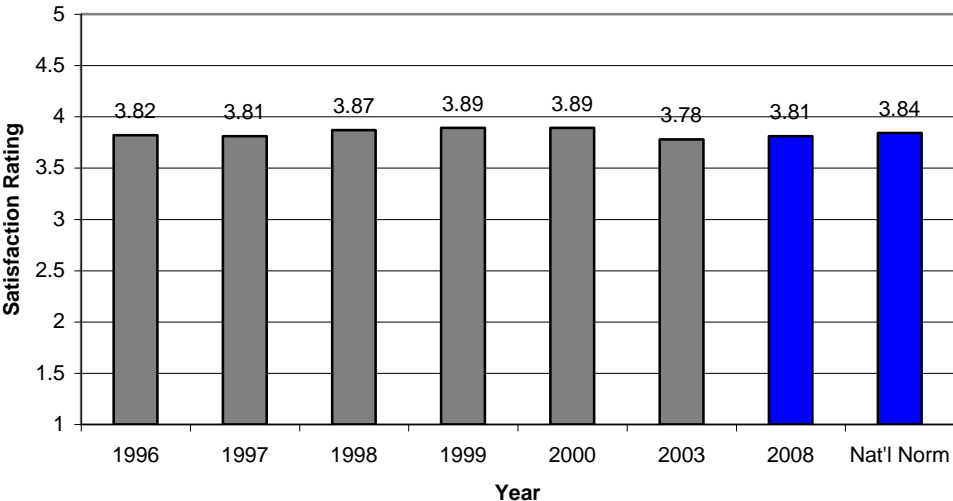
Note: The difference between Lander's score and the National Norm above is statistically significant.

Availability of the courses you want at times you can take them:

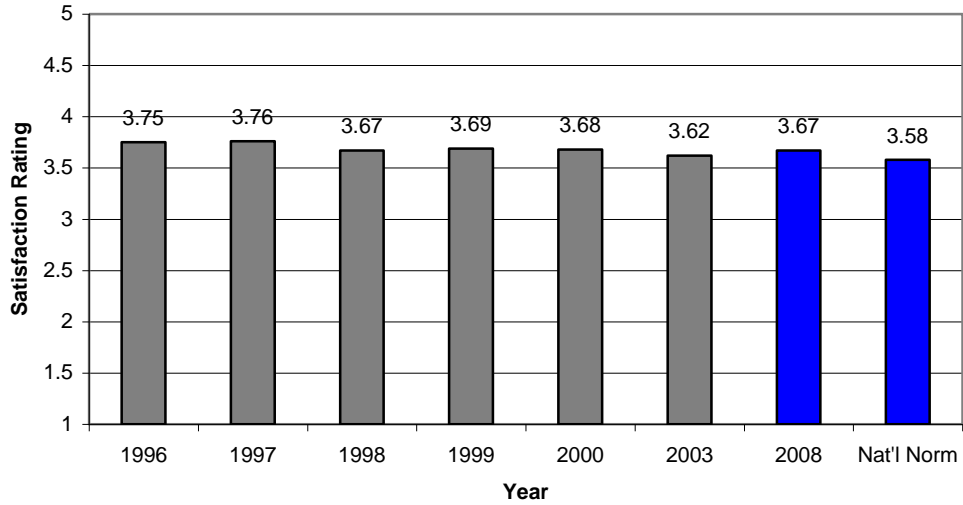


Note: The difference between Lander's score and the National Norm above is statistically significant.

Academic calendar for Lander:



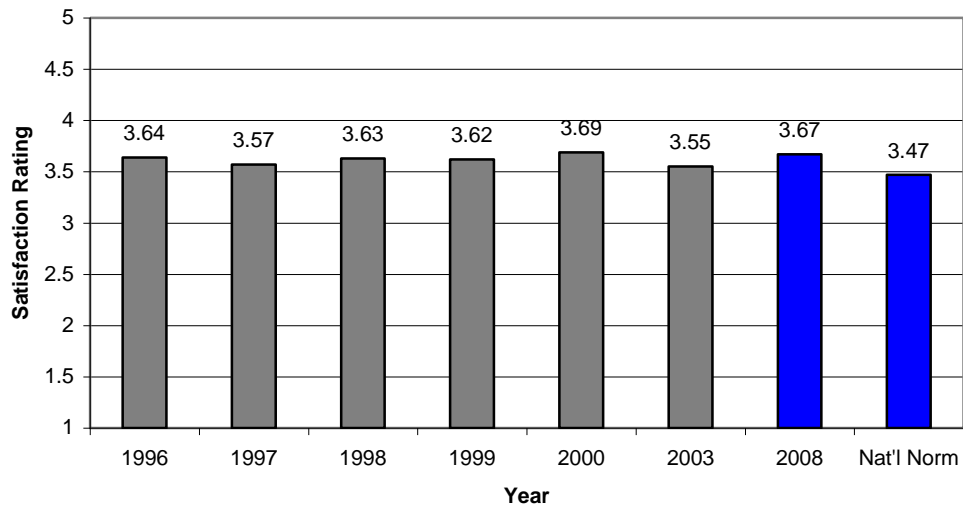
Billing and fee payment procedures:



Note: The difference between Lander's score and the National Norm above is statistically significant.

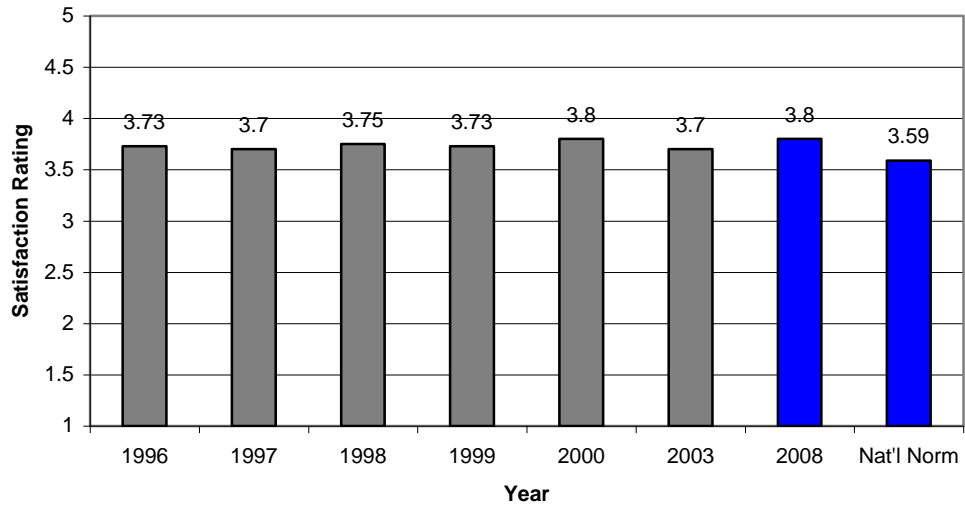
F. General

Concern for you as an individual:



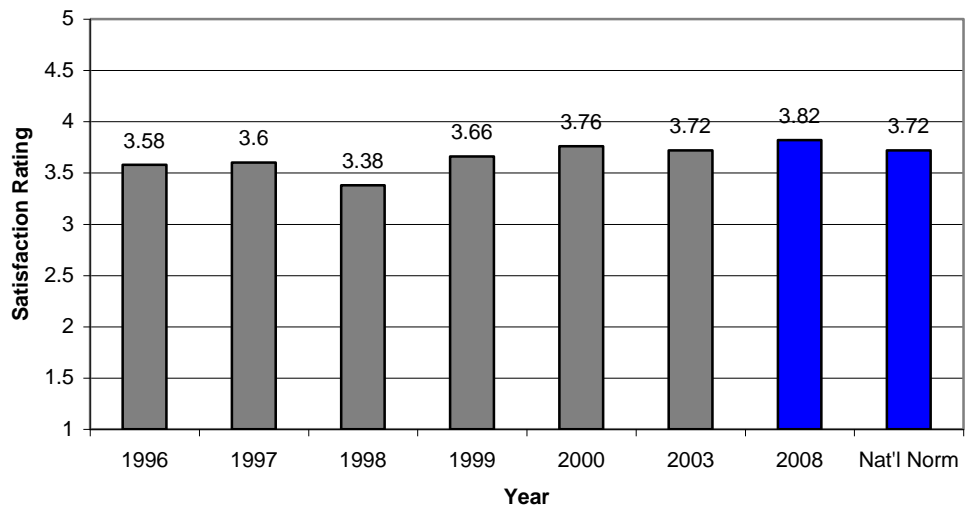
Note: The difference between Lander's score and the National Norm above is statistically significant.

Attitude of college nonteaching staff toward students:



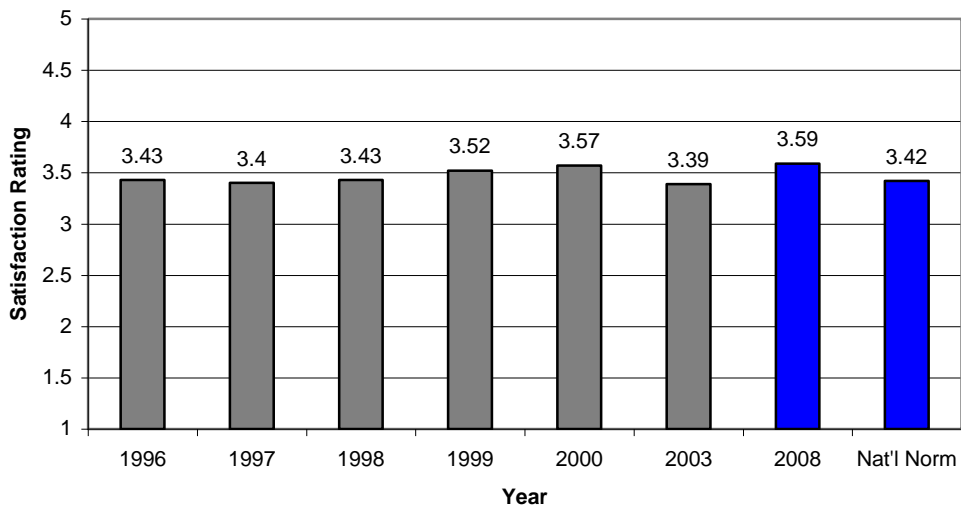
Note: The difference between Lander's score and the National Norm above is statistically significant.

Racial harmony at this campus:



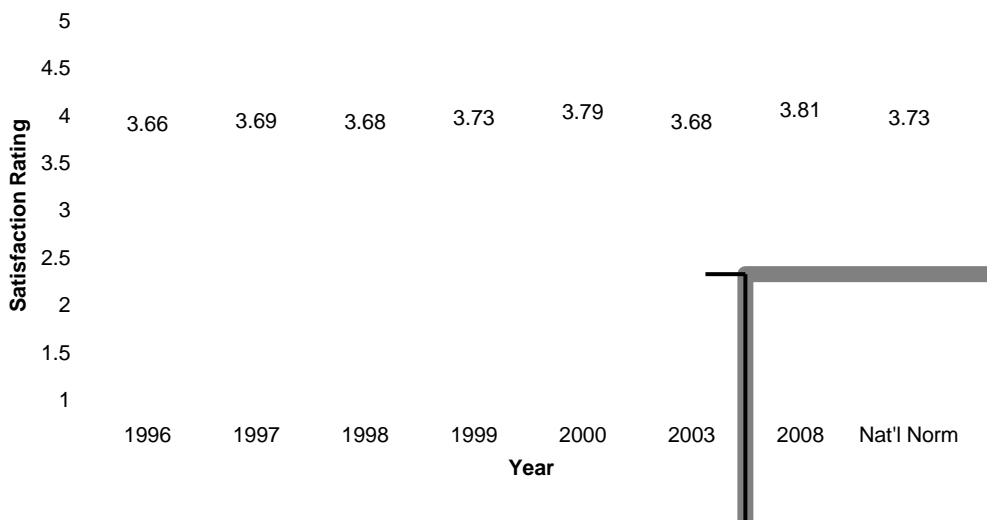
Note: The difference between Lander's score and the National Norm above is statistically significant.

Opportunities for student employment:



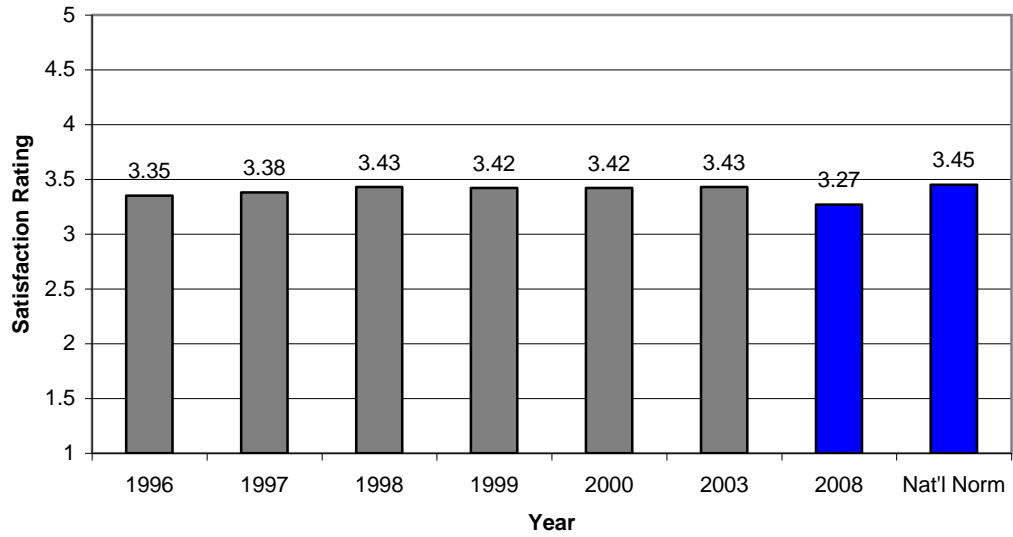
Note: The difference between Lander's score and the National Norm above is statistically significant.

Opportunities for personal involvement in campus activities:



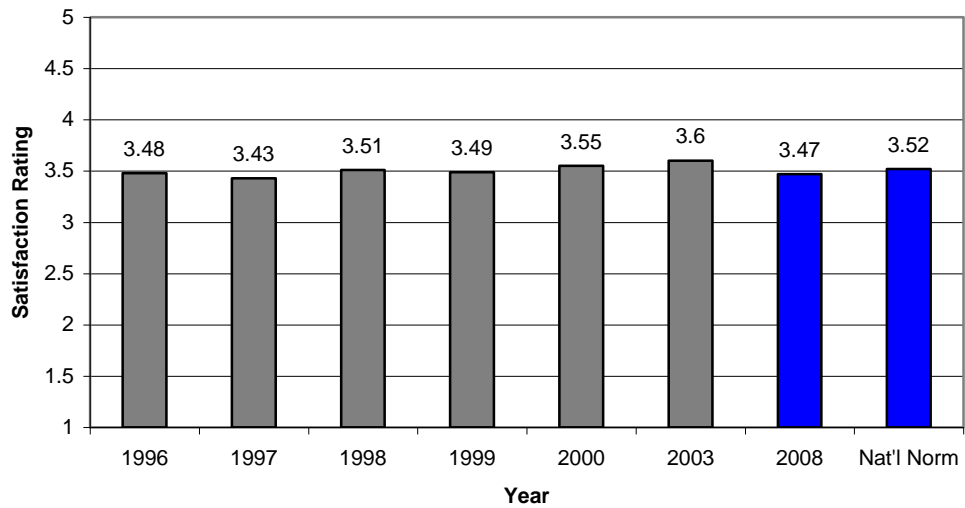
Note: The difference between Lander's score and the National Norm above is statistically significant.

Student government:

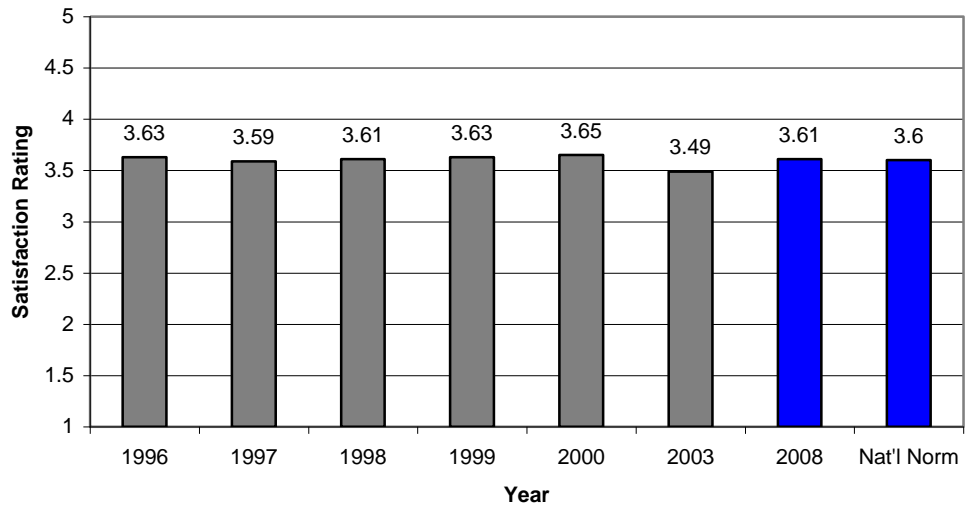


Note: The difference between Lander's score and the National Norm above is statistically significant.

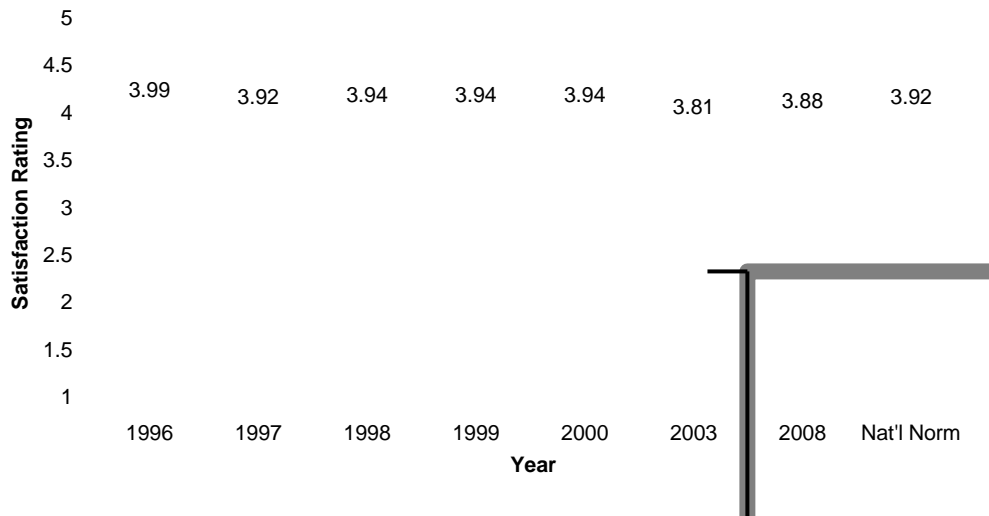
Religious activities and programs:



Campus media (student newspaper, campus radio, etc.):



This college in general:



College Services: Satisfaction with College Services for Those Who Have Used This Service

Top Five Areas of Satisfaction (of highest rating) for Lander:

Top Five	Lander		National Norms	
	Ave. Rating	% Used	Ave. Rating	% Used
Library facilities and services	4.18	79.4	4.13	77.8
Student health services	4.17	38.9	3.77	37.1
Recreational/intramural programs and services	4.15	40.6	4.11	34.3
Veterans services	4.14	3.9	3.94	4.3
Academic advising services	4.09	75.9	3.80	68.5

Bottom Five Areas of Satisfaction (of lowest rating) for Lander:

Bottom Five	Lander		National Norms	
	Ave. Rating	% Used	Ave. Rating	% Used
Food services	3.22	68.1	3.45	57.8
Parking facilities and services	3.41	73.2	2.50	71.8
Residence hall services and programs	3.59	47.6	3.40	32.2
Day care services	3.60	2.1	3.74	2.6
Job placement services	3.61	7.1	3.55	9.5

(Satisfaction Scale: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)
NOTE: Items with fewer than 10 respondents were not included in the analyses.

Areas with Largest Positive and Largest Negative Differences between Lander's Averages and the National Averages of Satisfaction Level with the Services of Lander:

Largest Positive (or Smallest Negative Differences)	Lander Ave.	Nat'l Norms Ave.	Difference
Parking Facilities and services	3.41	2.50	0.92
Student health services	4.17	3.77	0.40
Academic advising services	4.09	3.80	0.28
Student health insurance program	3.62	3.35	0.28
Student employment services	4.05	3.83	0.22

Largest Negative (or Smallest Positive Differences)	Lander Ave.	Nat'l Norms Ave.	Difference
Honors program	3.70	3.94	-0.24
Food services	3.22	3.45	-0.23
Day care services	3.60	3.74	-0.14
Credit-by-examination program	3.88	3.98	-0.10
Computer services	3.95	4.02	-0.07

(Satisfaction Scale: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)
NOTE: Items with fewer than 10 respondents were not included in the analyses.

College Environment: Satisfaction with All Aspects of Lander

Top Five Areas of Satisfaction (of highest rating) for Lander:

Top Five	2008 Lander	2008 Nat'l Norm
Class size relative to the type of course	4.29	4.07
Out-of-Class availability of your instructors	4.07	3.90
Attitude of the faculty toward students	4.07	3.95
Instruction in your major field	4.04	3.95
Course content in your major field	4.03	3.92

Bottom Five Areas of Satisfaction (of lowest rating) for Lander:

Bottom Five	2008 Lander	2008 Nat'l Norm
Student voice in college policies	3.03	3.30
Purposes for which student activity fees are used	3.26	3.05
Student government	3.27	3.45
Residence hall rules and regulations	3.28	3.23
Student union	3.34	3.71

(Satisfaction Scale: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)
NOTE: Items with fewer than 10 respondents were not included in the analyses.

Areas with Largest Positive and Largest Negative Differences between Lander's Averages and the National Averages of Satisfaction Level with All Aspects of Lander:

Largest Positive (or Smallest Negative Differences)	Lander Ave.	Nat'l Norms Ave.	Difference
Laboratory facilities	3.98	3.64	0.33
Availability of student housing	3.69	3.38	0.31
Availability of the course you want at time you can take them	3.35	3.10	0.25
Availability of your advisor	4.02	3.77	0.24
Value of the information provided by your advisor	3.97	3.74	0.24

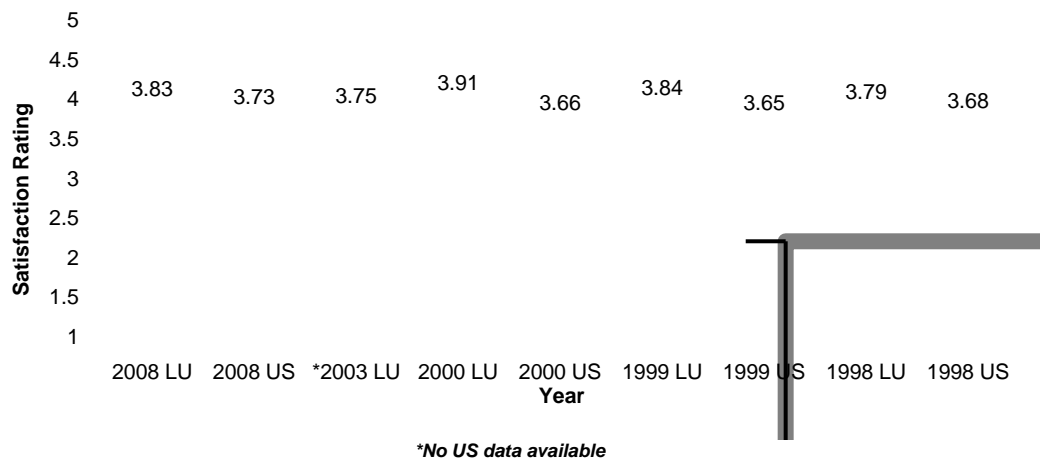
Largest Negative (or Smallest Positive Differences)	Lander Ave.	Nat'l Norms Ave.	Difference
Student union	3.34	3.71	-0.36
Student voice in college policies	3.03	3.30	-0.27
Student government	3.27	3.45	-0.18
College catalog/admissions publications	3.73	3.79	-0.07
Religious activities and programs	3.47	3.52	-0.05

(Satisfaction Scale: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)
NOTE: Items with fewer than 10 respondents were not included in the analyses.

**Measures of Student Satisfaction Most Linked to Student Persistence
(Based on an American College Testing Study of 19 Institutions and 115,000 college students)**

A Comparison of Lander Student Satisfaction Ratings with Those of US Public College Students of the Six Items Identified by Research as the Most Significant Pertaining to Student Retention

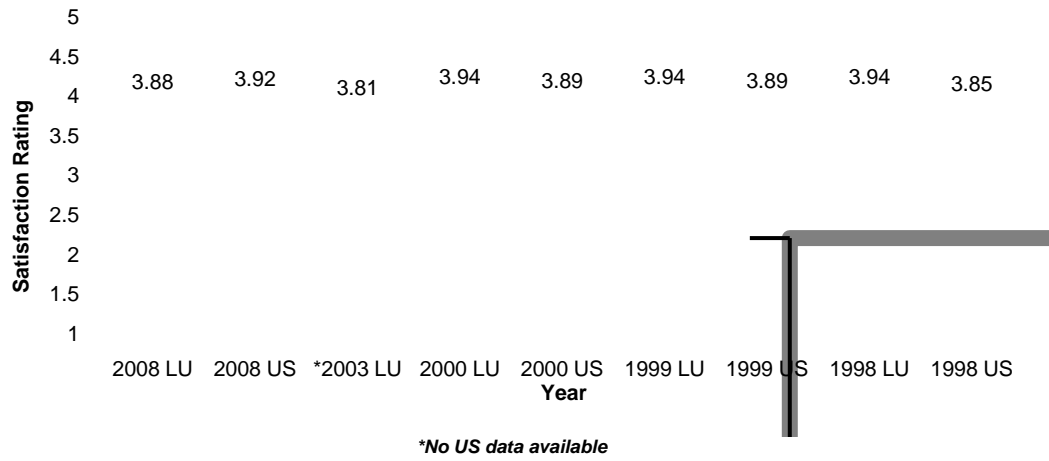
Admissions procedures:



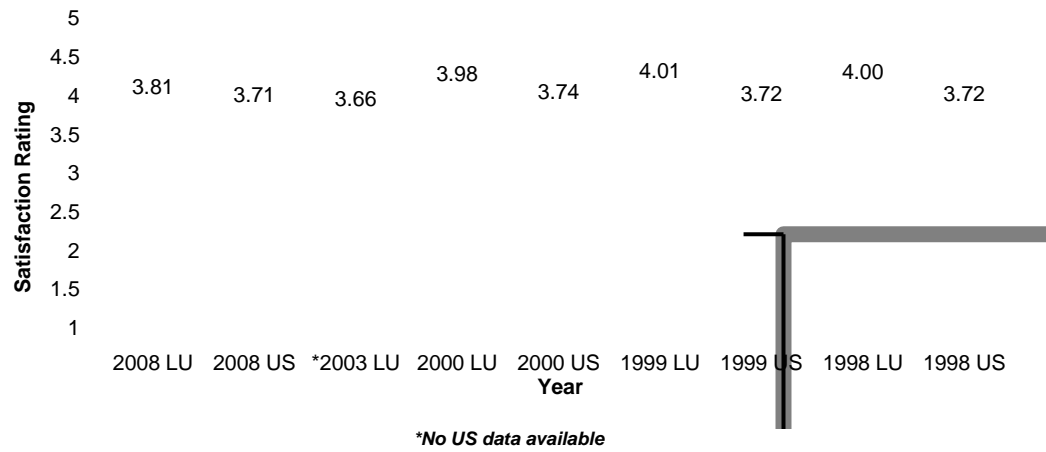
General condition of buildings and grounds:



Institution in general:



Orientation:



Out-of-class availability of your instructors:



Quality of instruction in your major field:

