2021 Undergraduate Student Survey Results

May 2021

Prepared by the Office of Planning & Institutional Research



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REPORT SUMMARY

The 2021 *Undergraduate Student Survey* (USS) was administered to sophomores and juniors in April 2021. The USS is a complementary survey to the *Graduating Student Survey* (GSS) and was first administered in 2015. This survey report includes the questions' ratings from last year.

Two questions on this survey also appear on the GSS. They are:

- 1. If you were to start all over again, would you attend TAMU-CC?
- 2. Would you recommend TAMU-CC to a prospective student?

Demographics

A total of 3496 students were invited to take the survey. A total of 383 students opened the survey, but only 327 students answered at least one question and are considered respondents, for a response rate of 9% compared to 16% last year. Non-binary and unidentified students are underrepresented in the respondent population. While males are 39% of the population, only 25% responded to the survey.

KEY FINDINGS

General Campus Experiences

The items receiving the **highest** ratings of combined satisfaction (*Very Satisfied* responses added with the *Satisfied* responses), above 90%, in campus experiences are as follows:

- The helpfulness of the staff at the mail center (95%)
- The quality of equipment in computer labs (95%)
- The cleanliness of campus facilities (94%)
- The overall condition of University grounds and landscaping (94%)
- The accessibility of computer labs (92%)
- The fairness of ACADEMIC misconduct disciplinary process (91%)

The items receiving the **lowest** ratings of satisfaction in general experiences, under the recommended 75%, are as follows:

- The quality of the food in the Dining Hall (74%)
- The price of printing/copying on campus (74%)
- Nearly 40% of the students who live on campus are dissatisfied or very dissatisfied with the quality of food in the Dining Hall.

Campus Offices

Generally, 90% of students are satisfied with campus offices. All campus offices listed below received a combined satisfaction score over 90% for Courtesy and 89% or higher for Helpfulness.

		Courtesy	Helpfulness
•	Admissions & Records	(94%)	(99%)
•	Veteran's Affairs	(90%)	(95%)
•	University Bookstore	(93%)	(97%)
•	Financial Assistance Office	(93%)	(95%)
•	University Police	(91%)	(90%)

Campus Services

The combined satisfaction scores for campus services:

•	SAIL Online Portal	(91%)
•	Bell Library	(95%)
•	Campus Copies Office	(87%)
•	CASA (tutoring)	(92%)
•	Disability Services	(91%)
•	University Center	(97%)
•	Counseling Center	(92%)
•	Health Center	(90%)
•	Dining Hall	(80%)

• Other Campus Food Businesses (94%)

• Recreational Sports Facilities (92%)

Campus Events

The combined satisfaction scores for campus services: Student Activities and Events (92%) Islander Athletic Events (everyone) (89%)

Strangely, 40 people who said they never attended Islander Athletic Events rated their satisfaction with it. Those people were removed for the attendee calculation.

About the response numbers:

Respondents did not necessarily answer all questions on the survey. Therefore, the total number of responses for a question will not necessarily match other questions.

About percentages:

Valid percent means the percentage based on the number of people who answered the question, not the percentage of all the people who answered any question. Percentages are rounded to the nearest whole number, except when less than 1% in which case the exact percentage is reported.

Demographics

Respondents						
Gender	Student Count	Valid Percent				
Female	216	71%				
Male	80	26%				
Non-Binary	7	2%				
Not Identified	3	1%				

Respondents				
Class Level	Percent			
Junior	203	67%		
Sophomore	100	33%		

Entire Pool of Students					
Gender	Percent				
Female	2212	62%			
Male	1379	38%			
Total	3591	100%			

Respondents

College	Student Count	Valid Percent		
Business	31	10%		
Education	38	12%		
Liberal Arts	78	25%		
Nursing & Health Sciences	53	17%		
Science & Engineering	94	31%		
University College	12	4%		
Total	306	100%		

Entire Pool of Students

College	Student Count	Valid Percent
Business	684	19%
Education	385	11%
Liberal Arts	812	23%
Nursing and Health Sciences	653	18%
Science and Engineering	939	26%
University College	118	3%
Total	3591	100%

Parent graduated from college	Student Count	Valid Percent
Mother graduated	147	48%
Father graduated	126	41%
Both parents graduated	97	100%

	# of
# Years	Students
1	75
2	38
3	12
4	2

How many years have you lived on campus (either at Miramar or Momentum campus)?

#	%	Race
1	1	American Indian or Alaska Native
16	5	Asian
10	3	Black or African American
144	47	Hispanic/Latino
0	0	Native Hawaiian or Other Pacific Islander
113	37	White
18	6	Multi-racial
4	1	Other

Campus Experiences

The following questions were open for response to all students. The questions were constructed to ascertain satisfaction with general experiences on the TAMU-CC campus. The *Very Satisfied* responses have been added with the *Satisfied* responses to give the *Combined Satisfaction* score.

Usage items aim to provide some general insight on how often the services are used. The question reads: Please indicate how satisfied you are with the following offices/services. Additionally, please indicate how often you use the following offices or campus services.

Admissions & Records

	Co	ourtesy	Helpfulness		Usage		
	#	Valid %	#	Valid %		#	Valid %
Very Satisfied	80	41	79	46	Never	70	29
Satisfied	105	54	85	50	1- 4 times per year	155	64
Dissatisfied	4	2	3	2	5 to 10 times per year	12	5
Very Dissatisfied	6	3	3	2	11 or more times per year	4	2
Total	195	100	170	100		241	100

Veteran's Affairs

	Co	Courtesy		lpfulness	Usage		
	#	Valid %	#	Valid %		#	Valid %
Very Satisfied	45	52	41	62	Never	190	82
Satisfied	37	43	25	38	1- 4 times per year	35	15
Dissatisfied	1	1.5	0	0	5 to 10 times per year	5	2
Very Dissatisfied	3	3.5	0	0	11 or more times per year	2	1
Total	86	100	66	100		232	100

Cashier's (Business) Office

	Co	urtesy	Help	ofulness	Usage		
	#	Valid %	#	Valid %		#	Valid %
Very Satisfied	64	40	52	39	Never	98	42
Satisfied	85	53	74	56	1- 4 times per year	124	53
Dissatisfied	7	4	5	4	5 to 10 times per year	10	4
Very Dissatisfied	4	3	1	1	11 or more times per year	2	1
Total	160	100	132	100		234	100

Financial Assistance Office

	Co	urtesy	Help	ofulness	Usage		
	#	Valid %	#	Valid %		#	Valid %
Very Satisfied	81	44	67	44	Never	67	29
Satisfied	85	46	75	49	1- 4 times per year	130	55
Dissatisfied	9	5	8	5	5 to 10 times per year	36	15
Very Dissatisfied	9	5	4	2	11 or more times per year	3	1
Total	184	100	154	100		236	100

University Police

	Co	urtesy	Helpfulness		Usage		
	#	Valid %	#	Valid %	-	#	Valid %
Very Satisfied	36	32	29	33	Never	191	82
Satisfied	65	59	50	57	1- 4 times per year	40	17
Dissatisfied	4	4	4	5	5 to 10 times per year	1	0.5
Very Dissatisfied	5	5	4	5	11 or more times per year	1	0.5
Total	110	100	87	100		233	100

University Bookstore

	Co	urtesy	Helpfulness		Usage		
	#	Valid %	#	Valid %		#	Valid %
Very Satisfied	86	44	87	50	Never	54	23
Satisfied	102	52	85	49	1- 4 times per year	146	62
Dissatisfied	4	2	2	1	5 to 10 times per year	27	12
Very Dissatisfied	4	2	0	0	11 or more times per year	8	3
Total	196	100	174	100		235	100

SAIL Online Portal

Satisfaction with the office/services Usage

	#	Valid %		#	Valid %
Very Satisfied	88	37	Never	2	1
Satisfied	128	54	1- 4 times per year	19	9
Dissatisfied	11	5	5 to 10 times per year	33	16.5
Very Dissatisfied	9	4	11 or more times per year	149	73.5
Total	236	100		203	100

Bell Library (ability to find materials)

Satisfaction with the office/services		Usage
	Valid	
#	0/	

		valla			
	#	%		#	Valid %
Very Satisfied	97	49	Never	34	17
Satisfied	92	46	1- 4 times per year	54	27
Dissatisfied	3	2	5 to 10 times per year	44	22
Very Dissatisfied	6	3	11 or more times per year	69	34
Total	198	100		201	100

Campus Copies

Satisfaction with the o	ffice/services	;	Usage		
		Valid	_		
	#	%		#	Valid %
Very Satisfied	41	37	Never	121	61
Satisfied	56	50	1- 4 times per year	41	21
Dissatisfied	9	8	5 to 10 times per year	18	9
Very Dissatisfied	6	5	11 or more times per year	17	9
Total	112	100		197	100

Tutoring/CASA (Center for Academic Excellence)

Satisfaction with the o	office/services		Usage		
		Valid	_		
	#	%		#	Valid %
Very Satisfied	63	43	Never	86	44
Satisfied	73	49	1- 4 times per year	67	34
Dissatisfied	7	5	5 to 10 times per year	24	12
Very Dissatisfied	5	3	11 or more times per year	20	10
Total	148	100		197	100

Disability Services

Satisfaction with the o	ffice/service	es	Usage		
		Valid	_		
	#	%		#	Valid %
Very Satisfied	29	40	Never	165	84
Satisfied	37	51	1- 4 times per year	17	9
Dissatisfied	3	4.5	5 to 10 times per year	9	4
Very Dissatisfied	3	4.5	11 or more times per year	6	3
Total	72	100		197	100

University Center

Satisfaction with the o	ffice/services	;	Usage		
	#	Valid %	-	#	Valid %
Very Satisfied	91	44	Never	27	14
Satisfied	110	53	1- 4 times per year	55	28
Dissatisfied	4	2	5 to 10 times per year	32	16
Very Dissatisfied	3	1	11 or more times per year	84	42
Total	208	100		198	100

Counseling Center

Satisfaction with the o	ffice/services	5	Usage		
	"	Valid		,,	W-1:400
	#	%	T	#	Valid %
Very Satisfied	50	44	Never	127	64
Satisfied	55	48	1- 4 times per year	50	25
Dissatisfied	6	5	5 to 10 times per year	11	5.5
Very Dissatisfied	3	3	11 or more times per year	11	5.5
Total	114	100		199	100

Health Center

Satisfaction with the o	ffice/service:	S	Usage		
	#	Valid %		#	Valid %
Very Satisfied	44	40	Never	131	66
Satisfied	53	49	1- 4 times per year	56	28
Dissatisfied	6	6	5 to 10 times per year	6	3
Very Dissatisfied	5	5	11 or more times per year	5	3
Total	108	100		198	100

Recreational Sports Facilities

Satisfaction with the of	fice/services		Usage		
		Valid	_		
	#	%		#	Valid %
Very Satisfied	44	40	Never	130	66
Satisfied	58	51	1- 4 times per year	34	17
Dissatisfied	5	5	5 to 10 times per year	13	6
Very Dissatisfied	4	4	11 or more times per year	21	11
Total	111	100		198	100

Dining Hall

Satisfaction with the of	ffice/services		Usage		
		Valid	_		
	#	%		#	Valid %
Very Satisfied	43	34.5	Never	11	56
Satisfied	58	46.5	1- 4 times per year	32	16
Dissatisfied	14	11	5 to 10 times per year	18	9
Very Dissatisfied	10	8	11 or more times per year	38	19
Total	125	100		199	100

Other Campus Food Businesses

Satisfaction with the o	ffice/services		Usage		
	#	Valid %	-	#	Valid %
Very Satisfied	82	48	Never	62	31
Satisfied	78	46	1- 4 times per year	42	21
Dissatisfied	6	4	5 to 10 times per year	27	14
Very Dissatisfied	4	2	11 or more times per year	69	34
Total	170	100		200	100

Student Activities and Events

Satisfaction with the of	fice/services		Usage		
		Valid	_		
	#	%		#	Valid %
Very Satisfied	60	38	Never	80	40
Satisfied	84	54	1- 4 times per year	67	34
Dissatisfied	8	5	5 to 10 times per year	30	15
Very Dissatisfied	5	3	11 or more times per year	22	11
Total	157	100		199	100

Islander Athletic Events - A large number who responded said they never attended these events

fice/services		Usage		
	Valid			
#	%		#	Valid %
41	38	Never	127	64
55	51	1- 4 times per year	44	22
7	6	5 to 10 times per year	14	7
5	5	11 or more times per year	13	7
108	100		198	100
	# 41 55 7 5	# Valid # % 41 38 55 51 7 6 5 5	#	# % # 41 38 Never 127 55 51 1- 4 times per year 44 7 6 5 to 10 times per year 14 5 5 11 or more times per year 13

General Experiences

For the following section, the question asked was: *Please indicate the extent of your satisfaction with the following processes/procedures.*

The Very Satisfied responses have been added with the Satisfied responses to give the Combined Satisfaction score.

The web registration process.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	62	26	
Satisfied	129	54	80%
Dissatisfied	33	14	
Very Dissatisfied	14	6	
Total	238	100%	

The walk-up registration process.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	16	22	
Satisfied	47	63	85%
Dissatisfied	6	8	
Very Dissatisfied	5	7	
Total	74	100%	

The ease of dropping/adding courses.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	96	43	
Satisfied	109	48	91%
Dissatisfied	15	7	
Very Dissatisfied	5	2	
Total	225	100%	

The fee payment process.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	45	21	
Satisfied	133	62	83%
Dissatisfied	25	12	
Very Dissatisfied	11	5	
Total	214	100%	

The billing procedures.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	53	23	
Satisfied	136	61	85%
Dissatisfied	26	12	
Very Dissatisfied	8	4	
Total	223	100%	

The hours of operation of the Cashier's (Business) office.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	40	24	
Satisfied	103	63	87%
Dissatisfied	15	9	
Very Dissatisfied	6	4	
Total	164	100%	

The timeliness of financial assistance award announcements.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	50	24.5	
Satisfied	119	58	82%
Dissatisfied	27	13	
Very Dissatisfied	9	4.5	
Total	205	100%	

The First Year Learning Community program.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	52	32	
Satisfied	76	47	79%
Dissatisfied	16	10	
Very Dissatisfied	18	11	
Total	162	100%	

The overall quality of Academic Advising you have received at this campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	84	36	
Satisfied	101	44	80%
Dissatisfied	33	14	
Very Dissatisfied	14	6	
Total	232	100%	

The effectiveness of tutoring services provided by CASA.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	50	36	
Satisfied	76	54	90%
Dissatisfied	10	7	
Very Dissatisfied	4	3	
Total	140	100%	

The hours and days of the Dining Hall food service.

36	30	
	30	
72	59	89%
9	7	
5	4	
122	100%	
	9 5	9 7 5 4

The hours and days of the other campus food locations (NOT Dining Hall).

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	47	28	
Satisfied	95	58	86%
Dissatisfied	15	9	
Very Dissatisfied	8	5	
Total	165	100%	

The helpfulness of the staff at the mail center.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	52	45	
Satisfied	58	50	95%
Dissatisfied	2	2	
Very Dissatisfied	4	3	
Total	116	100%	

The availability of printing/copying on campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	50	35	
Satisfied	78	55	90%
Dissatisfied	9	6	
Very Dissatisfied	5	4	
Total	142	100%	
rotat	17 L	10070	

New in 2018

The price of printing/copying on campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	35	24	
Satisfied	72	50	74%
Dissatisfied	20	14	
Very Dissatisfied	17	12	
Total	144	100%	

The quality of care offered by the Counseling Center.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	43	41	
Satisfied	53	50	91%
Dissatisfied	3	3	
Very Dissatisfied	6	6	
Total	105	100%	

The quality of care offered by the Health Center.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	33	31	
Satisfied	62	57	89%
Dissatisfied	5	5	
Very Dissatisfied	7	7	
Total	107	100%	

The availability of channels for expressing student complaints.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	29	25	
Satisfied	55	46	71%
Dissatisfied	20	17	
Very Dissatisfied	14	12	
Total	118	100%	

The fairness of ACADEMIC misconduct disciplinary process.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	45	39	
Satisfied	60	52	91%
Dissatisfied	3	3	
Very Dissatisfied	7	6	
Total	115	100%	

The fairness of student disciplinary procedures administered under the Student Code of Conduct.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	44	36	
Satisfied	65	53	89%
Dissatisfied	7	6	
Very Dissatisfied	6	5	
Total	122	100%	

The quality of equipment in computer labs.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	52	31	
Satisfied	106	64	95%
Dissatisfied	4	2.5	
Very Dissatisfied	4	2.5	
Total	166	100%	

The accessibility of computer labs.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	49	30	
Satisfied	102	62	92%
Dissatisfied	10	6	
Very Dissatisfied	4	2	
Total	165	100%	

The ability to find materials in the library to complete class assignments.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	53	34	
Satisfied	91	58	92%
Dissatisfied	8	5	
Very Dissatisfied	5	3	
Total	157	100%	

The quality of the food in the Dining Hall.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	28	24	
Satisfied	59	50	74%
Dissatisfied	19	16	
Very Dissatisfied	11	10	
Total	117	100%	

The quality of the food in other campus dining locations.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	67	41	
Satisfied	89	54	95%
Dissatisfied	4	2	
Very Dissatisfied	5	3	
Total	165	100%	

The overall condition of classrooms on campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	73	37	
Satisfied	106	53	90%
Dissatisfied	16	8	
Very Dissatisfied	3	2	
Total	198	100%	

The overall condition of University grounds and landscaping.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	97	46	
Satisfied	101	48	94%
Dissatisfied	7	3.5	
Very Dissatisfied	5	2.5	
Total	210	100%	

The quality of equipment in science labs.

	Valid Percent	Combined Satisfaction
38	27	
81	57	84%
17	12	
6	4	
142	100%	
	81 17 6	81 57 17 12 6 4

The responsiveness of University Police.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	15	18	
Satisfied	58	68	86%
Dissatisfied	7	8	
Very Dissatisfied	5	6	
Total	85	100%	

The overall safety of the campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	69	35	
Satisfied	105	54	89%
Dissatisfied	16	8	
Very Dissatisfied	5	3	
Total	195	100%	

The cleanliness of campus facilities (please note problem area/s).

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	82	43	
Satisfied	97	51	94%
Dissatisfied	4	2	
Very Dissatisfied	7	4	
Total	190	100%	

The cleanliness of recreational sports facilities and equipment.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	42	19	
Satisfied	62	28	47%
Dissatisfied	3	1	
Very Dissatisfied	2	1	
Total	219		

New in 2018

The safety of recreational sports facilities.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	43	20	
Satisfied	60	28	47%
Dissatisfied	2	1	
Very Dissatisfied	2	1	
Total	218		

The contribution of intercollegiate athletic programs to your sense of school spirit.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	31	14	
Satisfied	53	24	39%
Dissatisfied	14	6	
Very Dissatisfied	7	3	
Total	218		

Bike lanes leading to campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	32	15	
Satisfied	53	24	39%
Dissatisfied	4	2	
Very Dissatisfied	4	2	
Total	218	100%	

On-campus bike pathways.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	32	15	
Satisfied	55	25	40%
Dissatisfied	6	3	
Very Dissatisfied	2	1	
Total	219		

The adequacy of sidewalks on campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	68	31	
Satisfied	103	47	79%
Dissatisfied	33	1	
Very Dissatisfied	3	1	
Total	217		

Your sense of pride about the campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	58	26	
Satisfied	111	51	77%
Dissatisfied	15	7	
Very Dissatisfied	6	3	
Total	219		

Bus Service

City bus route #5 to campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	10	5	
Satisfied	25	12	16%
Dissatisfied	3	1	
Very Dissatisfied	3	1	
Total	217		

City bus route #37 to campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	13	6	
Satisfied	28	13	19%
Dissatisfied	2	1	
Very Dissatisfied	2	1	
Total	219		

The Wave #63 shuttle bus service.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	12	6	
Satisfied	27	12	18%
Dissatisfied	3	1	
Very Dissatisfied	3	1	
Total	218		

Momentum #60 shuttle bus service.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	17	8	
Satisfied	28	13	21%
Dissatisfied	2	1	
Very Dissatisfied	3	1	
Total	218		

Extracurricular Involvement

The following questions were open for response to all students. The questions were constructed to ascertain student involvement in extracurricular activities.

Are you actively involved in any student organizations at TAMU-CC?

	Responses	Valid Percent
Yes	78	35%
No	144	65%
Total	222	100%

Please indicate to what extent being involved in a student organization has made you feel more connected to campus.

	Responses	Valid Percent	At least a moderate amount
A great deal	13	18	
A lot	10	14	31%
A moderate amount	27	36	
A little	22	30	
Not at all	2	2	
Total	74	100%	

If a student chose *No* for a response to involvement in any student organizations, they were asked: Why not?

	Responses	Valid Percer
I didn't have time	78	57
Nothing interested me	24	17
I didn't know about these organizations	22	16
What I wanted wasn't offered or available	0	0
I didn't like what I experienced when I tried it	4	3
Other	10	7
	138	100%

Educational outcomes or services

Students were asked to indicate the extent of their satisfaction with the following educational outcomes or services at A&M-Corpus Christi.

The protection of the right to freedom of expression on campus.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	68	37	
Satisfied	101	56	92%
Dissatisfied	11	6	
Very Dissatisfied	2	1	
Total	182	100%	

Learning to appreciate teamwork with diverse groups in settings outside the classroom.

	Responses	Valid Percent	Combined Satisfaction
Very Satisfied	63	35	
Satisfied	105	58	93%
Dissatisfied	9	5	
Very Dissatisfied	3	2	
Total	180	100%	

Likelihood of Attending/Recommending TAMU-CC

The Office of Planning and Institutional Research recommends a combined probability percentage of 75% or greater for each item.

If you were to start all over again, would you attend TAMU-CC?

	Responses	Valid Percent	Combined Positive
Definitely attend TAMU-CC	83	39	
Probably attend TAMU-CC	89	42	82%
Probably not attend TAMU-CC	25	12	
Definitely not attend TAMU-CC	7	3.5	
Not attend college at all	7	3.5	
Total	211	100%	

Would you recommend TAMU-CC to a prospective student?

	Responses	Valid Percent	Combined Positive
Definitely recommend	93	44	
Probably recommend	102	48	92%
Probably not recommend	11	5	
Definitely not recommend	6	3	
_Total	212	100%	

Academic Registration Experiences

The questions below were constructed to ascertain how often respondents encountered courses that were closed when they were registering.

How frequently did you encounter closed courses IN in your major when you went to register?

	Responses	2021 Valid Percent
Always	14	6
Often	30	13
About half the time	35	16
Sometimes	92	41
Never	54	24
Total	225	100%

How frequently did you encounter closed courses NOT in your major when you went to register?

	Responses	2021 Valid Percent
Always	4	2
Often	12	5
About half the time	24	11
Sometimes	87	39
Never	98	43
Total	225	100%

Learning about Campus Events

The students were asked three questions concerning social media. They were asked to rank order two lists about where they get information about campus events, and then about social media they do not use.

How likely are you to learn about campus events and information from the following sources?

	Extremely Likely	Somewhat Likely	Somewhat Unlikely	Extremely Unlikely
Brochures	34	71	56	49
Email	123	66	18	4
Facebook	29	63	34	85
Flickr	10	24	25	149
Fliers/Posters on bulletin boards	64	92	34	21
Google+	19	28	22	142
iNews	74	71	34	31
Instagram	49	82	21	58
LinkedIn	12	32	29	136
Myspace	9	21	15	164
Sidewalk Chalking	55	94	32	30
Snapchat	39	45	27	98
Tagged	18	31	22	138
Tumbler	12	22	24	150
Twitter	36	46	25	101
University Website	60	89	40	22
Word of Mouth	61	81	45	24
YouTube	23	45	32	106

By far most students get their information most often from email; iNews, Sidewalk chalking, word-of-mouth, university website, and fliers/posters on bulletin boards are also strong information sources. Facebook, Twitter, Instagram, brochures, Snapchat and YouTube are somewhat effective, while Flickr, Google+, LinkedIn, Myspace, Tagged, and Tumbler have a limited reach.

How often do you use these social media to learn about campus events and programs?

	Daily	Weekly	Almost never	No Account
Facebook	28	35	87	60
Flickr	1	1	27	180
Google+	7	13	69	118
Instargram	48	56	60	44
LinkedIn	4	6	52	145
Myspace	0	0	24	183
Snapchat	41	14	86	66
Tagged	4	5	28	170
Tumbler	3	3	30	170
Twitter	29	24	60	93
You Tube	26	21	87	71

Number of people who do not use the following:

Facebook	74
Flickr	188
Google+	156
Instagram	42
LinkedIn	153
Myspace	187
Snapchat	45
Tagged	180
Tumbler	169
Twitter	90
YouTube	42
TOTAL	1326

Survey Instrument

2021 USS - Undergraduate Student Survey

We would appreciate getting your feedback about your experiences while at Texas A&M University – Corpus Christi. We use the data from this survey to make changes and improvements.

The following questions are for data-collection and institutional research purposes only. Participation in this study is strictly voluntary and in no way affects your status at Texas A&M University-Corpus Christi. The Office of Planning & Institutional Research will ensure that your responses are completely confidential and will only be reported in the aggregate.

For further information regarding this study or your confidentiality, please contact Erin Mulligan-Nguyen in the office of Planning and Institutional Research at 361-825-5989, or erin.mulligan-nguyen@tamucc.edu

- Q2 In this section we collect some demographic information that lets us examine if the respondents are similar to the overall population of students. For instance, does one gender respond more answer than the other? Does college or class level make a difference in responses? ... and so forth.
- O3 Gender

Male (1)
Female (2)
Gender Non-binary (3)
Prefer not to identify (4)

Q4 Race/Ethnicity

Hispanic/Latino (1)
White (2)
Black or African American (3)
Asian (4)
American Indian or Alaska Native (5)
Native Hawaiian or Other Pacific Islander (6)
Multi-racial (7)
Other (8) ______

Q5 Did your mother (or female legal guardian) graduate from college?

yes (1) No (2)

Q6 Did your father (or male legal guardian) graduate from college?

yes (1) No (2)

Q7	Your class level:
	Sophomore (1)
	Junior (2)
Q8	College you are in:
	Dusings (1)
	Business (1) Education & Human Development (2)
	Liberal Arts (3)
	Nursing and Health Sciences (4)
	Science and Engineering (5)
00	Here we are the second live deep angular (with an at Minney and Manager to the second Name and Manager to the second Name and Nam
Q9	
Dis	1 2 3 4 None play This Question:
	If College you are in: Business Is Selected
Q9	Department you are in:
O	Accounting, Finance, and Business Law (1)
O	Decision Sciences and Economics (2)
0	Management and Marketing (3)
Dis	play This Question:
	If College you are in: Business Is Selected
Q1	0 Your Major:
O	Accounting (1)
O	Economics (2)
O	Finance (3)
O	General Business (4)
O	Management (5)
0	Management Information Systems (6)
0	Marketing (7)
0	Undecided (8)
Dis	play This Question:
	If College you are in: Education Is Selected
Q1	1 Department you are in:
O	Educational Leadership (1)
O	Curriculum and Instruction (2)
0	Counseling and Educational Psychology (3)
0	Distance Education (4)
0	Teacher Education (5)
0	Kinesiology (6)
0	Military Science (7)
\mathbf{O}	Undecided (8)

If Department you are in: Kinesiology Is Selected

Q12 Program you are in:

- Athletic Training (1)
- O Interdisciplinary Studies (2)
- O Kinesiology (3)
- O Undecided (4)

Display This Question:

If College you are in: Education Is Selected

Q13 Your Major:

- Athletic Training (1)
- O EC-6 Reading (2)
- O EC-6 Bilingual (3)
- O Grades 4-8 Mathematics (4)
- O EC-12 Special Education (5)
- O Kinesiology (6)
- O Military Science Program (7)
- O Undecided (8)

Display This Question:

If College you are in: Liberal Arts Is Selected

Q14 Department you are in:

- **O** Art (1)
- O Communication & Media (2)
- O Dance & Theatre (3)
- O English (4)
- O Humanities (5)
- O Music (6)
- O Psychology & Sociology (7)
- O Social Sciences (8)
- O Undecided (10)

If College you are in: Liberal Arts Is Selected

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- Applied Sciences (1)
- **O** Art (2)
- O Communication (3)
- O Criminal Justice (4)
- O Economics (5)
- O English (6)
- O Graphic Design (17)
- O History (7)
- O Music (8)
- O Philosophy (9)
- O Political Science (10)
- O Psychology (11)
- O Sociology (12)
- O Spanish (13)
- O Theatre (14)
- O University Studies (15)
- O Undecided (16)

Display This Question:

If College you are in: Nursing and Health Sciences Is Selected

Q16 Program you are in:

- O BSN in Nursing (1)
- O BSHS in Health Science (2)

Display This Question:

If College you are in: Science and Engineering Is Selected

Q17 Department you are in:

- O Computing Sciences (1)
- O Engineering (2)
- O Life Sciences (3)
- O Mathematics & Statistics (4)
- O Physical & Environmental Sciences (5)

If College you are in: Science and Engineering Is Selected

Q18 Your Major:

- Atmospheric Sciences (18)
- O Biology (1)
- O Biomedical Sciences (2)
- O Chemistry (3)
- O Coastal & Marine System Science (4)
- O Computer Science (5)
- O Electrical Engineering (6)
- O Environmental Science (7)
- O Fisheries & Mariculture (8)
- Geographic Information Science (9)
- O Geology (10)
- Geospatial Computing Science (19)
- O Geospatial Surveying Engineering (11)
- Marine Biology (12)
- O Mathematics (13)
- O Mechanical Engineering (14)
- Mechanical Engineering Technology (15)
- O Physics (16)
- O Undecided (17)

Q20 How often do you utilize/contact the following offices in an average academic year?

	Never (1)	1-4 times per year (2)	5-10 times per year (3)	11 or more times per year (4)
Admissions & Records (1)	•	•	•	•
Office of Veteran's Affairs (2)	•	•	•	•
Cashier's (Business) Office (3)	•	•	•	O
Financial Assistance Office (4)	•	•	•	O
University Police (5)	0	•	•	O
University Bookstore (6)	0	0	•	•

Q21 Please let us know how satisfied you are with both the courtesy and the helpfulness of the following offices.

	To wha		re you satisf ersonnel in t		To what extent are you satisfied with the helpfulness of the personnel in these offices?					
	Very Satisfi ed (1)	Satisfi ed (2)	Dissatisfi ed (3)	Very Dissatisfi ed (4)	Not Applica ble (5)	Very Satisfi ed (1)	Satisfi ed (2)	Dissatisfi ed (3)	Very Dissatisfi ed (4)	Not Applica ble (5)
Admissio ns & Records (1)	O	•	•	•	•	•	•	•	•	•
Office of Veteran's Affairs (2)	•	•	•	O	•	•	•	•	•	O
Cashier's (Business) Office (3)	O	O	•	O	0	0	0	0	•	O
Financial Assistanc e Office (4)	0	•	•	O	•	•	•	•	•	O
Universit y Police (5)	O	O	0	O	•	O	O	O	O	O
Universit y Bookstor e (6)	•	•	•	O	•	•	•	•	•	•

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Q22 Please indicate how satisfied you are with the following offices/services. Additionally, please indicate how often you use the office/service.

	Pleas	se indicate	the extent of y office/ser	How often do you utilize the office/service in an academic year?					
	Very Sati sfie d (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	Not Applicable (5)	Never (1)	1-4 times per year (2)	5-10 times per year (3)	11 or more times per year (4)
SAIL Online Portal (1)	0	O	O	O	O	O	O	•	C
Bell Library (2)	0	O	•	•	•	•	•	O	C
Campus Copies (3)	0	O	O	O	O	•	O	O	C
Tutoring/CASA (Center for Academic Student Achievement) (4)	O	•	•	•	•	O	O	O	•
Disability Services (5)	0	•	0	0	•	O	•	•	O
University Center (6)	0	•	0	O	0	•	•	•	O
Counseling Center (7)	0	•	•	•	•	O	•	•	O
Health Center (8)	0	O	•	•	•	•	O	O	C
Recreational Sports (9)	o	O	•	O	•	O	O	O	o
Dining Hall (10)	0	O	•	O	•	•	o	O	o
Other campus food businesses (13)	O	O	0	•	0	O	O	O	O
Student activities and events (11)	0	•	•	•	•	O	o	O	C
Islander Athletic events (12)	0	O	•	O	•	O	O	0	C

Q23 Please indicate the extent of your satisfaction with the following processes/services/program.

	Very Satisfied (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	Not Applicable (5)
The web registration process (1)	O	•	•	•	•
The walk-up registration process (2)	O	•	•	•	•
The ease of dropping/adding courses (3)	O	•	•	•	O
The fee payment process (4)	O	O	O	O	O
The billing procedures (5)	C	O	0	0	O
The hours of operation of the Cashier's (Business) office (6)	O	•	•	•	•
The timeliness of financial assistance award announcements (7)	•	•	•	•	O
The First Year Learning Community program (8)	O	•	•	•	•
The overall quality of Academic Advising you have received at this campus (9)	•	O	•	•	•
The effectiveness of tutoring services provided by CASA (10)	0	O	•	•	•
The hours and days of the Dining Hall food service (11)	O	•	•	•	•
The hours and days of the other campus food locations (NOT Dining Hall) (12)	0	O	•	•	•

Q24 Please indicate the extent of your satisfaction with the following services or processes at TAMU-CC.

	Very Satisfied (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	Not Applicable (5)
The helpfulness of the staff at the mail center (2)	O	•	•	•	O
The availability of printing/copying on campus (9)	o	•	•	•	O
The price of printing/copying on campus (10)	O	•	•	•	O
The quality of care offered by the Counseling Center (3)	O	•	•	•	O
The quality of care offered by the Health Center (4)	0	•	0	•	O
The availability of channels for expressing student complaints (5)	•	O	•	•	•
The fairness of ACADEMIC misconduct disciplinary process (7)	•	•	•	•	O
The fairness of student disciplinary procedures administered under the Student Code of Conduct (6)	O	•	•	•	o

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If Please indicate the extent of your satisfaction with the following services or processes at TAMU-CC. = The fairness of student disciplinary procedures administered under the Student Code of Conduct [Dissatisfied is selected]

Or Please indicate the extent of your satisfaction with the following services or processes at TAMU-CC. = The fairness of student disciplinary procedures administered under the Student Code of Conduct [Very Dissatisfied is selected]

procedures.

Q25	Please explain why you were dissatisfied with the fairness of the disciplinary							
-								
_								
-								

Q26 How frequently did you encounter courses closed when you went to register?

	Always (1)	Often (2)	About half the time (3)	Sometimes (4)	Never (5)
Courses in your major (1)	•	•	•	•	O
Courses NOT in your major (2)	•	•	•	•	O

Q27 Please indicate the extent of your satisfaction with the following aspects of the campus.

	Very Satisfied (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	Not Applicable (5)
The quality of equipment in computer labs (1)	O	•	•	•	•
The accessibility of computer labs (2)	O	O	•	•	•
The ability to find materials in the library to complete class assignments (3)	0	O	•	•	•
The quality of the food in the Dining Hall (4)	O	•	•	•	•
The quality of the food in other campus dining locations (11)	0	O	•	•	•
The overall condition of classrooms on campus (5)	O	•	•	•	•
The overall condition of the university grounds and landscaping (6)	0	O	•	•	O
The quality of equipment in science labs (7)	O	O	0	0	O
The responsiveness of University Police (8)	O	•	•	•	•
The overall safety of the campus (9)	O	•	•	•	•
Cleanliness of campus facilities (please note problem area/s) (10)	0	O	0	O	O

Disp	lav	This	Oue	estion:
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If Please indicate the extent of your satisfaction with the following aspects of the campus. = Cleanliness of campus facilities (please note problem area/s) [Dissatisfied is selected]

And Please indicate the extent of your satisfaction with the following aspects of the campus. = Cleanliness of campus facilities (please note problem area/s) [Very Dissatisfied is selected]

Q28	What are the location/s that are not clean?	
-		
-		
-		

Q29 Please indicate the extent of your satisfaction with the following aspects of the campus.

	Very Satisfied (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	Not Applicable (5)
The cleanliness of recreational sports facilities and equipment (1)	O	•	•	•	•
The safety of recreational sports facilities (2)	O	•	•	•	•
The contribution of intercollegiate athletic programs to your sense of school spirit (3)	O	O	0	0	O
Bike lanes leading to campus (4)	O	O	O	•	O
On campus bike pathways (5)	C	O	O	•	O
Your sense of pride about the campus (6)	O	•	O	O	O
City bus route #5 to campus (7)	O	O	O	•	O
City bus route #37 to campus (8)	C	O	O	•	O
The Wave #63 Shuttle bus service (9)	O	•	•	•	•
Momentum #60 Shuttle bus service (10)	O	•	•	•	O
The adequacy of sidewalks on campus (If dissatisfied, where else are they needed?) (12)	O	O	0	•	O

Campus (If dissatisfied, where else are they needed?) [Very Dissatisfied is selected] Q30 Where do you thing sidewalks should be added? End of Block: Campus Services Start of Block: Around Campus Q31 Are you actively involved in any student organizations at TAMU-CC? (Student organizations include academic or career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Q Yes (1) No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected) Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. A great deal (1) A lot (2) A moderate amount (3) A little (4)	If Please indicate the extent of your satisfaction with the following aspects of the campus. = The adequacy of sidewalks on campus (If dissatisfied, where else are they needed?) [Dissatisfied is selected] And Please indicate the extent of your satisfaction with the following aspects of the campus. = The adequacy of sidewalks on
End of Block: Campus Services Start of Block: Around Campus Q31 Are you actively involved in any student organizations at TAMU-CC? (Student organizations include academic or career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Q Yes (1) No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected) Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. Q A great deal (1) A lot (2) A moderate amount (3)	
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career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Yes (1) No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. A great deal (1) A lot (2) A moderate amount (3)	Start of Block: Around Campus
If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. Q A great deal (1) Q A lot (2) Q A moderate amount (3)	
Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. O A great deal (1) O A lot (2) O A moderate amount (3)	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) • Yes (1)
campus. O A great deal (1) O A lot (2) O A moderate amount (3)	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Yes (1) No (2) Display This Question:
O A lot (2) O A moderate amount (3)	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Yes (1) No (2) Display This Question:
• A moderate amount (3)	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) O Yes (1) O No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to
	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Yes (1) No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus.
O A little (4)	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) Yes (1) No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. A great deal (1)
	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) O Yes (1) O No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. O A great deal (1) O A lot (2)
O Not at all (5)	career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, Greek organizations, etc.) O Yes (1) O No (2) Display This Question: If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl = Yes is selected) Q32 Please indicate to what extent being involvement in a student organization has made you feel more connected to campus. O A great deal (1) O A lot (2) O A moderate amount (3)

If Are you active	ely involved in any st	tudent organization	s at TAMU-CC? (St	udent organizations	incl = No is selected		
Q33 If no, why no	ot?						
•	ve time (1)						
O Nothing in							
O I didn't kn	O I didn't know about these organizations (3)						
O What I wa	O What I was interested in wasn't offered or available (4)						
O I didn't lik	e what I experienc	ed when I tried an	organization (5)				
O Other (6)							
Q34 Please indica	ate the extent of yo	our satisfaction wi	th the following ed	ducational outcome	es at TAMU-CC.		
	Very Satisfied (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	N/A (5)		
The protection of the right to freedom of expression on campus (1)	•	•	•	•	O		
Learning to appreciate teamwork with diverse groups in settings outside the classroom (2)	O	•	•	O	O		
DefinitelyProbablyProbably	would (1)	over again, would	you attend TAMU	-CC?			
O I would no	ot attend college a	t all (5)					

O	Definitely would (1)
O	Probably would (2)
O	Probably would not (3)
O	Definitely would not (4)

Q37 How likely are you to learn about campus events and information from the following sources?

Q36 Would you recommend TAMU-CC to a prospective student?

	Extremely likely (39)	Somewhat likely (40)	Somewhat unlikely (42)	Extremely unlikely (43)
University Website (12)	•	•	O	0
Fliers/Posters on campus bulletin boards (13)	0	•	•	O
Brochures (14)	O	•	O	O
Sidewalk chalking (15)	•	0	O	•
Word of mouth (16)	•	O	O	•
Email (17)	O	•	O	O
iNews - (Thursday events email) (18)	O	•	O	O
Facebook (1)	O	•	•	O
Flickr (2)	O	•	•	O
Google+ (3)	O	•	O	O
Instagram (4)	· ·	0	O	O
LinkedIn (5)	· ·	0	O	O
Myspace (6)	O	•	O	O
Snapchat (7)	O	•	O	O
Tagged (8)	•	O	O	•
Tumbler (9)	•	0	O	•
Twitter (10)	•	0	O	•
YouTube (11)	•	O	O	O

Q38 How often do you use these social media to learn about campus events and programs?

	Daily (11)	Weekly (13)	Almost never (14)	No account (16)
Facebook (1)	0	•	0	•
Flickr (2)	0	•	0	•
Google+ (3)	0	•	0	•
Instagram (4)	0	O	O	0
LinkedIn (5)	0	O	O	0
Myspace (6)	0	•	0	•
Snapchat (7)	0	•	0	•
Tagged (8)	0	•	0	•
Tumbler (9)	0	•	0	•
Twitter (10)	0	0	0	0
YouTube (11)	0	0	0	O

Q39 Is there a different platform that you wish had campus event information? If so please tell us where you would like to see campus event information.

Q40 N	Mark social media you do not use.
	Facebook (1)
	Flickr (2)
	Google+ (3)
	Instagram (4)
	LinkedIn (5)
	Myspace (6)
	Snapchat (7)
	Tagged (8)
	Tumbler (9)

☐ Twitter (10)☐ YouTube (11)

	Please use the space below to provide any comments you would like to add about your overall ational experience at TAMU-CC.
-	
Q42	Is there anything else you would like us to know?
Q43	This is the end of the survey. We greatly appreciate that you shared your opinions!

End of Block: Around Campus

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