# 2021 <br> 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.

| - Admissions \& Records | Courtesy <br> - | Helpfulness <br> $(99 \%)$ |
| :--- | :--- | :--- |
| - 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
- Campus Copies Office (87\%)
- CASA (tutoring)
- 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 | Student Count | Percent |
| Junior | 203 | $67 \%$ |
| Sophomore | 100 | $33 \%$ |


| Entire Pool of Students |  |  |
| :--- | :--- | :--- |
| Gender | Student Count | Percent |
| Female | 2212 | $62 \%$ |
| Male | 1379 | $38 \%$ |
| Total | 3591 | $100 \%$ |

Respondents

| College | Student <br> Count | Valid <br> Percent |
| :--- | :---: | :---: |
| Business | 31 | $10 \%$ |
| Education | 38 | $12 \%$ |
| Liberal Arts | 78 | $25 \%$ |
| Nursing \& Health <br> Sciences | 53 | $17 \%$ |
|  <br> Engineering | 94 | $31 \%$ |
| University College | 12 | $4 \%$ |
| Total | 306 | $100 \%$ |


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


| Parent graduated <br> from college | Student <br> Count | Valid <br> Percent |
| :--- | :---: | :---: |
| Mother graduated | 147 | $48 \%$ |
| Father graduated | 126 | $41 \%$ |
| Both parents graduated | 97 | $100 \%$ |


| \# Years | \# of <br> 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

|  | Courtesy |  |  | 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

|  | Courtesy |  | Helpfulness |  |  | 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

|  | Courtesy |  |  | Helpfulness |  |  |  | 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

|  | Courtesy |  |  | Helpfulness |  |  | 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

|  | Courtesy |  | 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

|  | Courtesy |  |  |  |  |  |  |  |  | Helpfulness |  | Usage |  |  |
| :--- | :---: | :---: | :---: | :---: | :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\#$ | Valid $\%$ | $\#$ | Valid $\%$ |  | Valid $\%$ |  |  |  |  |  |  |  |  |
| Very Satisfied | 86 | 44 | 87 | 50 | Never | 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 |  |  |  |  |
| :--- | :---: | :---: | :--- | :---: | :---: |
|  | $\#$ | $\%$ |  | 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 office/services Usage

|  | Valid |  |  |  | \# |
| :--- | :---: | :---: | :--- | :---: | :---: |
|  | 41 | 37 | Never | 121 | 61 |
| Very Satisfied | 56 | 50 | $1-4$ times per year | 41 | 21 |
| Satisfied | 9 | 8 | 5 to 10 times per year | 18 | 9 |
| Dissatisfied | 6 | 5 | 11 or more times per year | 17 | 9 |
| Very Dissatisfied | 112 | 100 |  | 197 | 100 |
| Total |  |  |  |  |  |

Tutoring/CASA (Center for Academic Excellence)
Satisfaction with the office/services

|  | 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 office/services
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 office/services

|  |  | Valid <br> Satisfaction with the office/services |  |  |  |  | $\#$ | 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 office/services |  |  | Usage |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | \# | Valid $\%$ |  | \# | 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 office/services

|  | $\#$ | 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 office/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 office/services |  |  |  |  |  |  | Valid |  |  |  |  | Usage |
| :--- | :---: | :---: | :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\#$ | $\%$ |  |  |  |  |  |  |  |  |  |  |
|  | 43 | 34.5 | Never | 11 | 56 |  |  |  |  |  |  |  |
| Very Satisfied | 58 | 46.5 | $1-4$ times per year | 32 | 16 |  |  |  |  |  |  |  |
| Satisfied | 14 | 11 | 5 to 10 times per year | 18 | 9 |  |  |  |  |  |  |  |
| Dissatisfied | 10 | 8 | 11 or more times per year | 38 | 19 |  |  |  |  |  |  |  |
| Very Dissatisfied | 125 | 100 |  | 199 | 100 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |

## Other Campus Food Businesses

Satisfaction with the office/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 office/services

|  | $\#$ | 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

| Satisfaction with the office/services | Valid |  |  |  |  |
| :--- | :---: | :---: | :--- | :---: | :---: |
|  | $\#$ | $\%$ | Usage |  |  |
|  | 41 | 38 | Never | $\#$ | Valid $\%$ |
| Very Satisfied | 55 | 51 | $1-4$ times per year | 44 | 22 |
| Satisfied | 7 | 6 | 5 to 10 times per year | 14 | 7 |
| Dissatisfied | 5 | 5 | 11 or more times per year | 13 | 7 |
| Very Dissatisfied | 108 | 100 |  | 198 | 100 |
| Total |  |  |  |  |  |

## 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.

|  | Responses | Valid Percent | Combined Satisfaction |
| :--- | :--- | :--- | :--- |
| Very Satisfied | 36 | 30 |  |
| Satisfied | 72 | 59 | $89 \%$ |
| Dissatisfied | 9 | 7 |  |
| Very Dissatisfied | 5 | 4 |  |
| Total | 122 | $100 \%$ |  |

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 | $100 \%$ |  |

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.

|  | Responses | Valid Percent | Combined Satisfaction |
| :--- | :--- | :--- | :--- |
| Very Satisfied | 38 | 27 |  |
| Satisfied | 81 | 57 | $84 \%$ |
| Dissatisfied | 17 | 12 |  |
| Very Dissatisfied | 6 | 4 |  |
| Total | 142 | $100 \%$ |  |

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 $\mathbf{N o}$ for a response to involvement in any student organizations, they were asked: Why not?

|  | Responses | Valid Percent |
| :--- | :--- | :--- |
| 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 <br> Likely | Somewhat <br> Likely | Somewhat <br> Unlikely | Extremely <br> 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 |
| Linkedln | 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 |
| Linkedln | 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.

Q3 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) $\qquad$
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:
Business (1)
Education \& Human Development (2)
Liberal Arts (3)
Nursing and Health Sciences (4)
Science and Engineering (5)

Q9 How many years have you lived on campus (either at Miramar or Momentum campus)?


## Display This Question:

If College you are in: Business Is Selected
Q10 Your Major:
O Accounting (1)
O Economics (2)
O Finance (3)
O General Business (4)
O Management (5)
O Management Information Systems (6)
O Marketing (7)
O Undecided (8)

## Display This Question:

If College you are in: Education Is Selected
Q11 Department you are in:
O Educational Leadership (1)
O Curriculum and Instruction (2)
O Counseling and Educational Psychology (3)
O Distance Education (4)

- Teacher Education (5)

O Kinesiology (6)
O Military Science (7)
O Undecided (8)

Display This Question: If Department you are in: Kinesiology Is Selected
Q12 Program you are in:
O 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:
O 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)

Display This Question: If College you are in: Liberal Arts Is Selected
Q15 Your Major:
O 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)

## Display This Question:

If College you are in: Science and Engineering Is Selected

Q18 Your Major:
O 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)
O Geographic Information Science (9)
O Geology (10)
O Geospatial Computing Science (19)
O Geospatial Surveying Engineering (11)
O Marine Biology (12)
O Mathematics (13)
O Mechanical Engineering (14)
O 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?

|  <br> Records (1) | Never (1) | $1-4$ times per year <br> (2) | $5-10$ times per <br> year (3) | 11 or more times <br> per year (4) |
| :---: | :---: | :---: | :---: | :---: |
| Office of Veteran's <br> Affairs (2) <br> Cashier's | 0 | 0 | 0 | 0 |
| (Business) Office <br> (3) | 0 | 0 | 0 | 0 |
| Financial <br> Assistance Office <br> (4) | 0 | 0 | 0 | 0 |
| University Police <br> (5) | 0 | 0 | 0 | 0 |
| University <br> Bookstore (6) | 0 | 0 | 0 | 0 |

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

|  | To what extent are you satisfied with the courtesy of the personnel in these offices? |  |  |  |  | To what extent are you satisfied with the helpfulness of the personnel in these offices? |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Very Satisfi ed (1) | Satisfi <br> 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 | O | O | O | O | O | O | O | O | O |
| Office of Veteran's Affairs (2) | O | O | 0 | 0 | 0 | O | O | O | 0 | 0 |
| Cashier's (Business ) Office (3) | O | 0 | 0 | 0 | 0 | O | O | O | 0 | 0 |
| Financial Assistanc e Office <br> (4) | O | O | O | O | O | O | O | O | O | O |
| Universit y Police (5) | O | O | 0 | O | O | O | O | O | 0 | 0 |
| Universit <br> y Bookstor e (6) | O | 0 | 0 | O | O | O | O | O | 0 | 0 |

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

|  | Pleas | e indicate | he extent of office/se | our satisfacti ice. | n with the | $\xrightarrow{\text { Ho }}$ | often rvice in | ou utiliz acade | the year? |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Very Sati sfie d (1) | Satisfied <br> (2) | Dissatisfied <br> (3) | Very Dissatisfied <br> (4) | Not Applicable (5) | Never <br> (1) | 1-4 times per year (2) | 5-10 times per year (3) | 11 or more times per year (4) |
| SAIL Online Portal <br> (1) | 0 | 0 | 0 | 0 | 0 | 0 | O | 0 | O |
| Bell Library (2) | 0 | O | O | O | O | O | O | O | O |
| Campus Copies (3) | 0 | O | O | O | O | O | O | O | O |
| Tutoring/CASA (Center for Academic Student Achievement) (4) | 0 | 0 | O | O | O | O | O | O | O |
| Disability Services (5) | 0 | O | O | O | 0 | O | O | O | O |
| University Center (6) | 0 | O | O | O | O | O | O | O | O |
| Counseling Center (7) | 0 | 0 | O | O | O | O | O | O | O |
| Health Center (8) | 0 | 0 | O | O | O | O | O | O | O |
| Recreational Sports (9) | 0 | $\bigcirc$ | 0 | O | O | O | O | O | O |
| Dining Hall (10) | 0 | 0 | 0 | O | O | O | O | O | O |
| Other campus food businesses (13) | 0 | 0 | O | O | 0 | O | O | O | O |
| Student activities and events (11) | 0 | $0$ | O | O | O | O | O | O | O |
| Islander Athletic events (12) | 0 | O | O | O | O | O | O | O | O |

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

|  | Very Satisfied <br> (1) | Satisfied (2) | Dissatisfied (3) | Very Dissatisfied (4) | Not Applicable <br> (5) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| The web registration process <br> (1) | O | $\bigcirc$ | O | O | O |
| The walk-up registration process (2) | $\bigcirc$ | O | O | O | O |
| The ease of dropping/adding courses (3) | $\bigcirc$ | O | O | O | $\bigcirc$ |
| The fee payment process (4) | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ | O | O |
| The billing procedures (5) | $\bigcirc$ | O | $\bigcirc$ | O | O |
| The hours of operation of the Cashier's (Business) office (6) | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ | O | O |
| The timeliness of financial assistance award announcements (7) | O | O | O | O | $\bigcirc$ |
| The First Year Learning Community program (8) | $\bigcirc$ | $\bigcirc$ | O | O | $\bigcirc$ |
| The overall quality of Academic Advising you have received at this campus (9) | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ |
| The effectiveness of tutoring services provided by CASA (10) | O | O | O | O | $\bigcirc$ |
| The hours and days of the Dining Hall food service (11) | O | $\bigcirc$ | O | $\bigcirc$ | $\bigcirc$ |
| The hours and days of the other campus food locations (NOT Dining Hall) (12) | O | O | $\bigcirc$ | O | 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 <br> Dissatisfied (4) | Not Applicable (5) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| The helpfulness of the staff at the mail center (2) | O | O | $\bigcirc$ | O | O |
| The availability of printing/copying on campus <br> (9) | O | $\bigcirc$ | O | O | $\bigcirc$ |
| The price of printing/copying on campus (10) | O | O | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ |
| The quality of care offered by the Counseling Center (3) | O | O | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ |
| The quality of care offered by the Health Center (4) | $\bigcirc$ | O | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ |
| The availability of channels for expressing student complaints (5) | $\bigcirc$ | O | O | O | $\bigcirc$ |
| The fairness of ACADEMIC misconduct disciplinary process (7) | $\bigcirc$ | O | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ |
| The fairness of student disciplinary procedures administered under the Student Code of Conduct (6) | O | O | $\bigcirc$ | $\bigcirc$ | $\bigcirc$ |

## Display This Question:

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 ]

Q25
Please explain why you were dissatisfied with the fairness of the disciplinary procedures.

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

|  | Always (1) | Often (2) | About half the <br> time (3) | Sometimes (4) | Never (5) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Courses in your <br> major (1) | 0 | 0 | 0 | 0 | 0 |
| Courses NOT <br> in your major <br> $(2)$ | 0 | 0 | 0 | 0 | 0 |

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 <br> (5) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| The quality of equipment in computer labs (1) | O | O | O | O | O |
| The accessibility of computer labs (2) | O | O | O | O | O |
| The ability to find materials in the library to complete class assignments (3) | O | O | O | O | O |
| The quality of the food in the Dining Hall (4) | O | O | O | O | O |
| The quality of the food in other campus dining locations (11) | O | O | O | O | O |
| The overall condition of classrooms on campus (5) | O | O | O | O | O |
| The overall condition of the university grounds and landscaping (6) | O | O | O | O | O |
| The quality of equipment in science labs (7) | O | O | O | O | O |
| The responsiveness of University Police (8) | O | O | O | O | O |
| The overall safety of the campus (9) | O | O | O | O | O |
| Cleanliness of campus facilities (please note problem area/s) (10) | O | O | O | O | O |

## Display This Question:

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 ]

What are the location/s that are not clean?
$\qquad$
$\qquad$
$\qquad$

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

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

```
Display This Question:
    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
campus (If dissatisfied, where else are they needed?) [ Very Dissatisfied is selected]
```

Q30 Where do you thing sidewalks should be added?
$\qquad$
$\qquad$
$\qquad$
$\qquad$
$\qquad$

## 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.)

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)
O A little (4)
O Not at all (5)

## Display This Question:

If Are you actively involved in any student organizations at TAMU-CC? (Student organizations incl... = No is selected

Q33 If no, why not?
O I don't have time (1)
O Nothing interested me (2)
O I didn't know about these organizations (3)
O What I was interested in wasn't offered or available (4)
O I didn't like what I experienced when I tried an organization (5)
O Other (6) $\qquad$

Q34 Please indicate the extent of your satisfaction with the following educational outcomes at TAMU-CC.

|  | Very Satisfied <br> $(1)$ | Satisfied (2) | Dissatisfied (3) | Very <br> Dissatisfied (4) | $\mathrm{N} / \mathrm{A}(5)$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| The protection <br> of the right to <br> freedom of <br> expression on <br> campus (1) | O |  | 0 | 0 | O |

Q35 If you were to start college all over again, would you attend TAMU-CC?
O Definitely would (1)
O Probably would (2)
O Probably would not (3)
O Definitely would not (4)
O I would not attend college at all (5)

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

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

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 | 0 | 0 |
| Flickr (2) | 0 | 0 | 0 | 0 |
| Google+ (3) | 0 | 0 | 0 | 0 |
| Instagram (4) | 0 | 0 | 0 | 0 |
| LinkedIn (5) | 0 | 0 | 0 | 0 |
| Myspace (6) | 0 | 0 | 0 | 0 |
| Snapchat (7) | 0 | 0 | 0 | 0 |
| Tagged (8) | 0 | 0 | 0 | 0 |
| Tumbler (9) | 0 | 0 | 0 | 0 |
| Twitter (10) | 0 | 0 | 0 | 0 |
| YouTube (11) | 0 | 0 | 0 | 0 |

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 Mark social media you do not use.

- Facebook (1)
- Flickr (2)
- Google+ (3)
- Instagram (4)
- Linkedln (5)
- Myspace (6)
- Snapchat (7)
- Tagged (8)
- Tumbler (9)
-] Twitter (10)
- YouTube (11)

Q41 Please use the space below to provide any comments you would like to add about your overall educational 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

