General Student Satisfaction Survey - 2021

Start of Block: Welcome

Welcome

Please answer the following questions about your experiences at USA. Your opinion is very important and helps inspire change where needed. Your responses to the following survey questions are confidential and your individual responses will NOT be reported.

If you have any questions or comments about the survey please contact the Office of Institutional Effectiveness at effectiveness@southalabama.edu or (251) 460-6447. We greatly appreciate your participation and thank you for your time.

Clicking next and continuing with the survey indicates your voluntary participation.

End of Block: Welcome

Start of Block: Student Activity

This section of the questionnaire asks questions regarding the different activities, in class or out of class, that students participate in while attending USA.

Have you participated in any of the following:

	Done or in progress (1)	Plan to do (2)	Do not plan to do (3)	Have not decided (4)
Faculty-led research (1)	○	○	○	○
Work with faculty on creative projects (2)	○	○	○	○
Service learning (volunteering required as part of a class) (3)	○	○	○	○
Volunteering in the community (4)	○	○	○	○

The next two questions ask about your work and social activities.

	0 (1)	1 to 10 (2)	11 to 20 (3)	21 to 30 (4)	More than 30 hours (5)
How many hours a week do you work for pay (on & off campus)? (1)	○	○	○	○	○
How many hours a week do you spend relaxing and socializing? (2)	○	○	○	○	○

End of Block: Student Activity

UNIVERSITY OF SOUTH ALABAMA

Start of Block: Online Learning

This section asks questions to better understand student opinions of opportunities for online learning and different course formats.

	Excellent (1)	Good (2)	Fair (3)	Poor (4)	N/A (5)
Please rate your experience in course(s) you have taken online. (1)	○	○	○	○	○
Please rate your experience in course(s) you have taken on-campus. (3)	○	○	○	○	○
Please rate your experience in blended course(s) you have taken (online and on-campus). (2)	○	○	○	○	○

Would you take more online courses if they were available?

- Yes (1)
- No (2)

	Very Satisfied (1)	Satisfied (2)	Dissatisfied (3)	Very Dissatisfied (4)	N/A (5)
Are you satisfied with online course offerings? (1)	○	○	○	○	○

When taking a course, what is your preferred format?

- All class sessions on campus (1)
- All class sessions online (2)
- Some sessions online and some sessions on campus (3)

End of Block: Online Learning

Start of Block: College Experience

This section asks questions to better understand your college experience.

On a scale from 1 to 7, with 1 being "not at all" and 7 being "very much," to what extent do you feel...

	7-Very much (1)	6-A lot (2)	5-Somewhat (3)	4-Neutral (4)	3-Slightly (5)	2-Very little (6)	1-Not at all (7)
that your college experience has taught you to handle adversity and failure? (1)	○	○	○	○	○	○	○
that your college experience has made you more comfortable and tolerant when interacting with people of different backgrounds than yourself? (2)	○	○	○	○	○	○	○
that your college experience has encouraged you to explore new opportunities? (3)	○	○	○	○	○	○	○

that your college experience has given you opportunities to get to know people from a variety of ethnic, religious, national, and/or gender communities? (4)	○	○	○	○	○	○	○
that you are part of an academic community that encourages thoughtful reflection and intellectual growth? (5)	○	○	○	○	○	○	○
that your college experience has helped you see the value of including a variety of different kinds of people in your professional and personal life? (6)	○	○	○	○	○	○	○

that college has changed your life in positive ways? (7)	○	○	○	○	○	○	○

During your time at this institution, to what extent have your courses...

	7-Very much (1)	6-A lot (2)	5-Somewhat (3)	4-Neutral (4)	3-Slightly (5)	2-Very little (6)	1-Not at all (7)
inspired you to make connections between ideas from different disciplines? (1)	○	○	○	○	○	○	○
delved deeply into complex issues? (2)	○	○	○	○	○	○	○
addressed topics from multiple disciplinary perspectives? (3)	○	○	○	○	○	○	○

The next set of questions focuses on the quality of your academic advising experience.

	Extremely satisfied (43)	Moderately satisfied (44)	Slightly satisfied (45)	Neither satisfied nor dissatisfied (46)	Slightly dissatisfied (47)	Moderately dissatisfied (48)	Extremely dissatisfied (49)
How satisfied are you with the general quality of academic advising that you have received (1)	○	○	○	○	○	○	○
How satisfied are you with information about courses, programs, and requirements provided through academic advising (2)	○	○	○	○	○	○	○
How satisfied are you with the availability of academic advising (3)	○	○	○	○	○	○	○

Overall, my advisor is a good source for academic advice

- ○ Strongly Agree (1)
- ○ Agree (2)
- ○ Neither agree nor disagree (4)
- ○ Somewhat disagree (5)
- ○ Disagree (8)

Please provide feedback on your academic advising experience.

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The next set of questions focuses on your participation in curricular or co-curricular activities.

	Done or in progress (1)	Plan to do (2)	Do not plan to do (3)	Have not decided (4)
Present the results of research, scholarly activities, or creative works at a formal conference or exhibition either on campus or elsewhere? (1)	○	○	○	○
Start or help launch a new organization or initiative either on or off campus? (2)	○	○	○	○
Participate in a Study Abroad Program? (3)	○	○	○	○
Become an officer in a campus organization? (4)	○	○	○	○

If you indicated that you have participated in any activity above, please provide feedback on your experiences.

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End of Block: College Experience

Start of Block: Student Services and Support G1

In this section, you will provide information about your personal experience with student academic support and services at the university.

Have you visited, called, emailed or participated in an activity or program with any of the following during the past year? (select all that apply)

- [ ] Career Services Center (182)
- [ ] Office of Undergraduate Research (183)
- [ ] Professional Readiness Engagement Program (184)
- [ ] Student Academic Success (186)
- [ ] Scholarship Services (187)
- [ ] I have not had any contact with any of these offices this year. (190)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

In the past year, about how many times have you had contact with Career Services Center?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

To what extent do you agree with the following statements about your experience with Career Services Center:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)					
I felt welcomed (5)					
I was treated with respect (6)					
I was satisfied with the outcome of the interaction (7)					

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

To what extent do you agree with the following statements about Career Services Center:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

Do you feel that Career Services Center meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

How satisfied are you with the following items related to Career Services Center:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

What does Career Services Center do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Career Services Center

How can Career Services Center improve?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

In the past year, about how many times have you had contact with the Office of Undergraduate Research?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

To what extent do you agree with the following statements about your experience with the Office of Undergraduate Research:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

To what extent do you agree with the following statements about the Office of Undergraduate Research:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

Do you feel that the Office of Undergraduate Research meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

How satisfied are you with the following items related to the Office of Undergraduate Research:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

What does the Office of Undergraduate Research do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of Undergraduate Research

How can the Office of Undergraduate Research improve?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

In the past year, about how many times have you had contact with the Professional Readiness Engagement Program?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

To what extent do you agree with the following statements about your experience with the Professional Readiness Engagement Program:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

To what extent do you agree with the following statements about the Professional Readiness Engagement Program:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

Do you feel that the Professional Readiness Engagement Program meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

How satisfied are you with the following items related to the Professional Readiness Engagement Program:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

What does the Professional Readiness Engagement Program do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Professional Readiness Engagement Program

How can the Professional Readiness Engagement Program improve?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

In the past year, about how many times have you had contact with Student Academic Success?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

To what extent do you agree with the following statements about your experience with Student Academic Success:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

To what extent do you agree with the following statements about Student Academic Success:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

Do you feel that Student Academic Success meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

How satisfied are you with the following items related to Student Academic Success:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

What does Student Academic Success do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Academic Success

How can Student Academic Success improve?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

In the past year, about how many times have you had contact with Scholarship Services?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

To what extent do you agree with the following statements about your experience with Scholarship Services:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

To what extent do you agree with the following statements about Scholarship Services:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

Do you feel that Scholarship Services meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

How satisfied are you with the following items related to Scholarship Services:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

What does Scholarship Services do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Scholarship Services

How can Scholarship Services improve?

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End of Block: Student Services and Support G1

Start of Block: Student Services and Support G2

In this section, you will provide information about your personal experience with student academic support and services at the university.

Have you visited, called, emailed or participated in an activity or program with any of the following during the past year? (select all that apply)

- [ ] Human Patient Simulation Program (182)
- [ ] International Education (183)
- [ ] Office of the Registrar (184)
- [ ] Student Financial Services (185)
- [ ] Writing Center (186)
- [ ] I have not had any contact with any of these offices this year. (190)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

In the past year, about how many times have you had contact with Human Patient Simulation Program?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

To what extent do you agree with the following statements about your experience with Human Patient Simulation Program:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

To what extent do you agree with the following statements about Human Patient Simulation Program:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

Do you feel that Human Patient Simulation Program meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

How satisfied are you with the following items related to Human Patient Simulation Program:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

What does Human Patient Simulation Program do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Human Patient Simulation Program

How can Human Patient Simulation Program improve?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

In the past year, about how many times have you had contact with International Education?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

To what extent do you agree with the following statements about your experience with International Education:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

To what extent do you agree with the following statements about International Education:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

Do you feel that International Education meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

How satisfied are you with the following items related to International Education:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

What does International Education do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = International Education

How can International Education improve?

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Page Break

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

In the past year, about how many times have you had contact with the Office of the Registrar?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

To what extent do you agree with the following statements about your experience with the Office of the Registrar:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

To what extent do you agree with the following statements about the Office of the Registrar:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

Do you feel that the Office of the Registrar meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

How satisfied are you with the following items related to the Office of the Registrar:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

What does the Office of the Registrar do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Office of the Registrar

How can the Office of the Registrar improve?

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Page Break

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

In the past year, about how many times have you had contact with Student Financial Services?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

To what extent do you agree with the following statements about your experience with Student Financial Services:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

To what extent do you agree with the following statements about Student Financial Services:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

Do you feel that Student Financial Services meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

How satisfied are you with the following items related to Student Financial Services:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

What does Student Financial Services do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Student Financial Services

How can Student Financial Services improve?

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Page Break

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

In the past year, about how many times have you had contact with the Writing Center?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

To what extent do you agree with the following statements about your experience with the Writing Center:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

To what extent do you agree with the following statements about the Writing Center:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

Do you feel that the Writing Center meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

How satisfied are you with the following items related to the Writing Center:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

What does the Writing Center do well?

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Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = Writing Center

How can the Writing Center improve?

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End of Block: Student Services and Support G2

Start of Block: Block 7

Display This Question:

If Have you visited, called, emailed or participated in an activity or program with any of the follo... = I have not had any contact with any of these offices this year.

Or Have you visited, called, emailed or participated in an activity or program with any of the follo... = I have not had any contact with any of these offices this year.

Why haven't you had any contact this year?

_____

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End of Block: Block 7

Start of Block: Academic Goals

This section involves questions regarding your academic goals and the education of your parent(s)/ guardian.

What is the highest level of education that you wish to acquire?

- ◯ Certificate (EMS) (145)
- ◯ Bachelor's degree (B.A., B.S., etc.) (146)
- ◯ Post Baccalaureate Certificate (147)
- ◯ Master's degree (M.A., M.S., etc.) (148)
- ◯ Doctoral or professional degree (Ph.D., J.D., M.D., Ed.S., etc.) (149)

What is the highest level of education completed by either of your parents or guardian?

- ◯ Did not finish high school (300)
- ◯ High school diploma or G.E.D. (301)
- ◯ Attended college but did not complete degree (302)
- ◯ Associate's degree (A.A., A.S., etc.) (303)
- ◯ Bachelor's degree (B.A., B.S., etc.) (304)
- ◯ Master's degree (M.A., M.S., etc.) (305)
- ◯ Doctoral or professional degree (Ph.D., J. D., M.D., etc) (306)

End of Block: Academic Goals

Start of Block: Comments

Please add any additional comments regarding your academic experiences at USA.

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In your time here, how would you rate your overall educational experience?

- ○ Poor (4)
- ○ Fair (5)
- ○ Good (6)
- ○ Excellent (7)

Display This Question:

If In your time here, how would you rate your overall educational experience? = Poor

Or In your time here, how would you rate your overall educational experience? = Fair

Please explain your response.

_____

Display This Question:

If In your time here, how would you rate your overall educational experience? = Good

Or In your time here, how would you rate your overall educational experience? = Excellent

Please explain your response.

_____

End of Block: Comments