

2016 Graduate Survey Comparison Chart

QUESTIONS	2012 711 Respondents	2013 410 Respondents	2014 516 Respondents	2015 566 Respondents	2016 628 Respondents
1. Quality of Academic Advising (Faculty Academic Advising)	90.0%	87.9%	89.7%	91.2%	94.0%
2. Quality of Admissions (entering college)	90.0%	87.0%	90.9%	92.7%	93.8%
3. Quality of Blackboard System	95.2%	97.7%	93.3%	95.7%	97.2%
4. Quality of Public Safety & Security	92.8%	94.6%	94.7%	97.0%	96.3%
5. Quality of Cashier's Office Services	93.2%	92.1%	93.2%	94.2%	93.1%
6. Quality of Career Center Services	96.7%	96.1%	94.5%	96.8%	98.0%
7. Quality of Counseling Services	89.4%	88.3%	91.9%	91.8%	95.0%
8. Quality of Financial Aid Services	74.7%	77.5%	80.3%	86.6%	84.8%
9. Quality of Instruction in Other Courses	98.4%	98.2%	96.7%	97.8%	97.0%
10. Quality of Instruction in Program Area Course	96.8%	96.5%	95.3%	98.2%	98.2%
11. Quality of Internet Access/Computing Services	95.8%	97.3%	96.0%	95.7%	97.3%
12. Quality of the Library	98.0%	98.8%	98.1%	98.6%	97.9%
13. Quality of Media Services	97.4%	99.0%	97.3%	98.9%	98.1%
14. Quality of Financial Aid Service Center	84.0%	81.7%	89.0%	92.1%	96.3%

15. Overall Quality of Academic Program	96.0%	97.0%	95.9%	98.7%	98.7%
16. Overall Quality of the College	96.3%	96.1%	95.7%	97.8%	97.4%
17. Quality of Registration Process	89.0%	87.8%	91.4%	92.4%	93.8%
18. Quality of Student Activities	93.4%	97.2%	94.3%	96.5%	96.4%
19. Quality of JOBS Center & University Outreach	96.5%	96.0%	96.8%	97.0%	97.5%
20. Quality of WebAdvisor	97.0%	97.2%	96.5%	97.8%	98.0%
Average Satisfaction Rate	1,951.1/21 = 93.0%	1,950.1/21 = 92.9%	1,962.2/21 = 93.4%	1,907.5/20 = 95.4%	1,918.8/20 = 95.9%