

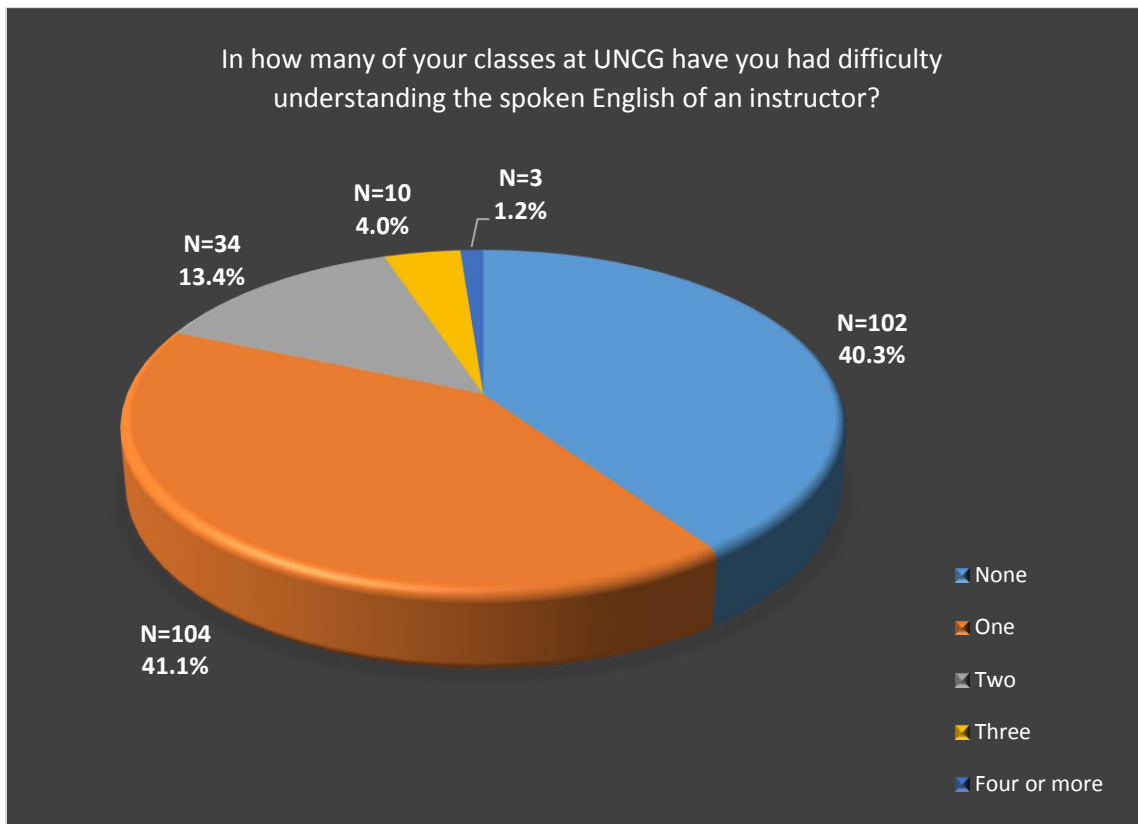
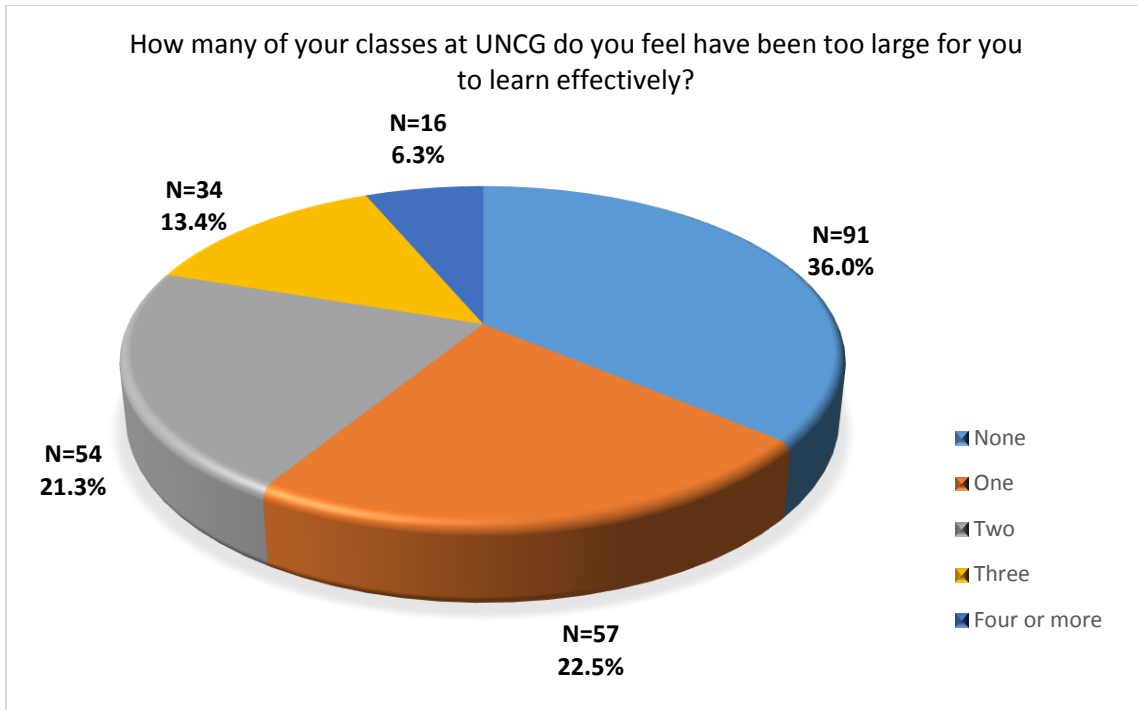
**2012-13 Sophomore Survey: Population – 1,027 Students; Respondents – 252 students; 24.5% response rate.**

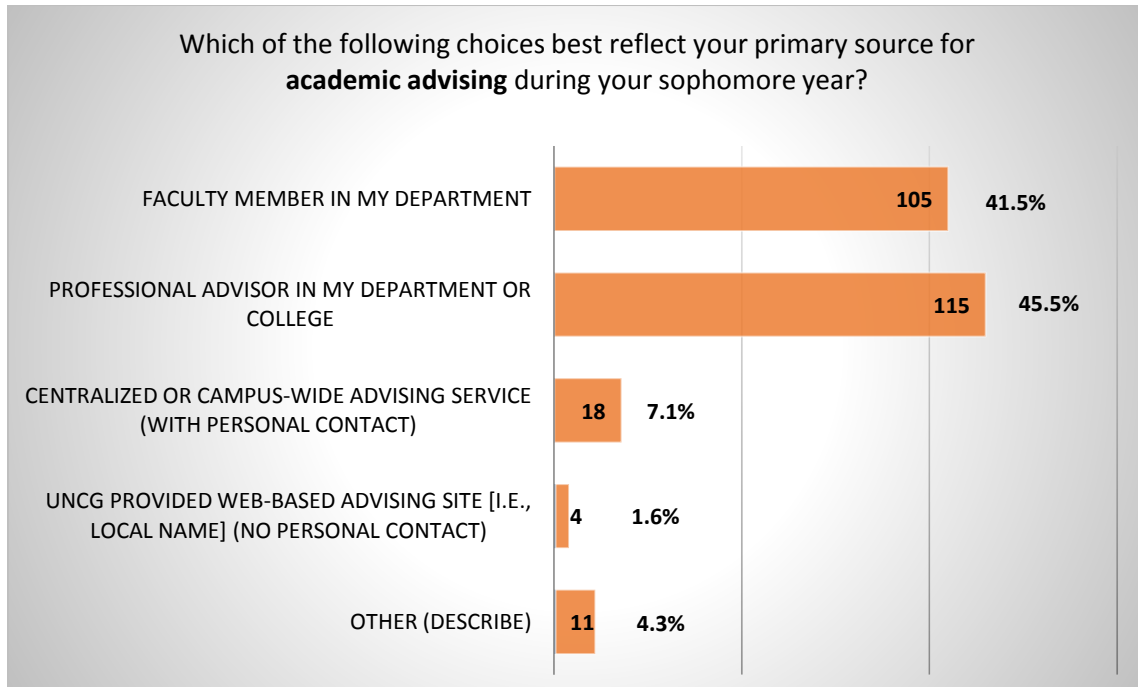
Please rate your overall satisfaction with instructors in your major department on each of the following:

	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Their ability to motivate me to do my best	40	15.9	148	59.0	49	19.5	11	4.4	3	1.2	251	3.8
How carefully instructors explain the expectations of student performance in the course	49	19.5	145	57.8	42	16.7	14	5.6	1	0.4	251	3.9
How well instructors explain course material	43	17.1	147	58.6	50	19.9	9	3.6	2	0.8	251	3.9
The extent to which instructors encourage class discussion	51	20.3	137	54.6	45	17.9	15	6.0	3	1.2	251	3.9
How effectively instructors use instructional technology in teaching and learning activities	57	22.7	125	49.8	52	20.7	13	5.2	4	1.6	251	3.9
How quickly instructors provide feedback on my work	29	11.6	130	51.8	62	24.7	22	8.8	8	3.2	251	3.6
The helpfulness of instructors' feedback on my work	47	18.7	117	46.2	58	23.1	25	10.0	4	1.6	251	3.7

Please rate the extent to which you agree or disagree with each of the following:

	Strongly Agree		Agree		Neither Agree Nor Disagree		Disagree		Strongly Disagree		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
I consider what I have been learning in my classes valuable	79	31.4	128	50.8	30	11.9	10	4.0	5	2.0	252	4.1
My experiences at UNCG have stimulated interest in an intended field of study	97	38.7	112	44.6	22	8.8	16	6.4	4	1.6	251	4.1
I am able to freely explore academic interests at UNCG	79	31.4	116	46.0	32	12.7	18	7.1	7	2.8	252	4.0
Students at UNCG are encouraged to ask questions	71	28.2	133	52.8	39	15.5	6	2.4	3	1.2	252	4.0
Students at UNCG are given meaningful answers to the questions they ask	47	18.7	135	53.6	50	19.8	14	5.6	6	2.4	252	3.8
At UNCG, students are invited to share their ideas and knowledge	73	29.0	128	50.8	42	16.7	5	2.0	4	1.6	252	4.0





Please rate your level of satisfaction with the person or office serving as your designated primary source for academic advising/guidance.												
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Accessibility of my primary advisor	91	36.1	99	39.3	35	13.9	16	6.4	11	4.4	252	4.0
Amount of time I am given during advising sessions	89	35.3	112	44.4	35	13.9	12	4.8	4	1.6	252	4.1
Advisor's concern with my academic success	96	38.3	86	34.3	45	17.9	18	7.2	6	2.4	251	4.0
Advisor keeping me informed about my academic progress	76	30.4	84	33.6	45	17.9	34	13.6	11	4.4	251	3.7
Advisor's knowledge about university rules and procedures	90	36.0	98	39.2	38	15.2	18	7.2	6	2.4	250	4.0
Advisor providing me with the information I need about academic courses and programs	97	38.7	89	35.5	30	12.0	28	11.2	7	2.8	251	4.0
Advisor's knowledge about the requirements for my current major or major of interest	115	46.0	97	38.8	24	9.6	8	3.2	6	2.4	250	4.2
Advisor's knowledge about general education and other degree requirements	99	39.6	95	38.0	36	14.4	12	4.8	8	3.2	250	4.1
Advisor knowing whom to contact to help me with non-academic problems	76	30.5	81	32.5	74	29.7	8	3.2	10	4.0	249	3.8
Advisor's encouragement of participation in educational enrichment opportunities (e.g., internship, service learning, clubs related to my major)	74	29.6	87	34.8	49	19.6	29	11.6	11	4.4	250	3.7

Please rate your satisfaction with Academic Assistance/Tutoring												
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Availability of academic assistance or tutoring services on campus	47	28.5	71	43.0	37	22.4	7	4.2	3	1.8	165	3.9
Academic assistance or tutoring services you have received on campus for help with Writing	40	30.5	50	38.2	35	26.7	5	3.8	1	0.8	131	3.9
Academic assistance or tutoring services you have received on campus for help with Reading	22	21.6	33	32.4	42	41.2	4	3.9	1	1.0	102	3.7
Academic assistance or tutoring services you have received on campus for help with Mathematics	28	22.8	41	33.3	39	31.7	8	6.5	7	5.7	123	3.6
Academic assistance or tutoring services you have received on campus for help with Science	38	28.6	50	37.6	31	23.3	9	6.8	5	3.8	133	3.8
Academic assistance or tutoring services you have received on campus for help with Foreign Language	27	24.6	35	31.8	43	39.1	3	2.7	2	1.8	110	3.7
Academic assistance or tutoring services you have received on campus for help with Study Skills	22	19.6	42	37.5	41	36.6	4	3.6	3	2.7	112	3.7

Please rate your satisfaction with the Library												
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Helpfulness of staff	69	36.3	92	48.4	24	12.6	2	1.1	3	1.6	190	4.2
Space for individual student work	61	29.9	107	52.5	16	7.8	15	7.4	5	2.5	204	4.0
Space for group work	60	29.9	112	55.7	18	9.0	8	4.0	3	1.5	201	4.1
Training/instruction for using library and information resources	42	23.1	90	49.5	35	19.2	9	5.0	6	3.3	182	3.8
Availability of information/material I need for my class assignments	62	31.3	109	55.1	19	9.6	6	3.0	2	1.0	198	4.1
Access to online library resources	67	33.0	112	55.2	17	8.4	5	2.5	2	1.0	203	4.2
Hours of operation	80	39.4	102	50.3	13	6.4	6	3.0	2	1.0	203	4.2
Effectiveness of library resources and services in improving my learning experience	57	28.2	107	53.0	32	15.8	3	1.5	3	1.5	202	4.0

Please rate your satisfaction with Career Services												
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Helpfulness of staff	33	26.0	54	42.5	31	24.4	7	5.5	2	1.6	127	3.9
Information on internships, co-ops, and other career-related experiences	26	21.5	53	43.8	35	28.9	4	3.3	3	2.5	121	3.8
Access to employment opportunities (e.g., career fairs, interviews, job listings, etc.)	23	18.9	61	50.0	30	24.6	6	4.9	2	1.6	122	3.8
Help in preparing for interviews, resumes, etc.	23	20.0	53	46.1	32	27.8	5	4.4	2	1.7	115	3.8
Availability of career resources online	23	19.0	55	45.5	36	29.8	6	5.0	1	0.8	121	3.8

Please rate your satisfaction with Information Technology Services												
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Training on the technology I need to use	24	18.6	54	41.9	37	28.7	11	8.5	3	2.3	129	3.7
Assistance from the helpdesk (e.g., 6-TECH) in solving my technology problems	36	24.5	66	44.9	32	21.8	10	6.8	3	2.0	147	3.8
Hours of operation for university computer labs	35	22.6	81	52.3	31	20.0	6	3.9	2	1.3	155	3.9
Availability of equipment and software in university computer labs to meet my needs	41	25.8	79	49.7	28	17.6	7	4.4	4	2.5	159	3.9
Availability of wireless access on campus	36	19.0	79	41.6	32	16.8	23	12.1	20	10.5	190	3.5
Online course management system(s) used in my classes (e.g., Blackboard)	44	23.0	85	44.5	36	18.9	17	8.9	9	4.7	191	3.7
Effectiveness of information technology in improving my learning experience	37	21.3	74	42.5	50	28.7	10	5.8	3	1.7	174	3.8

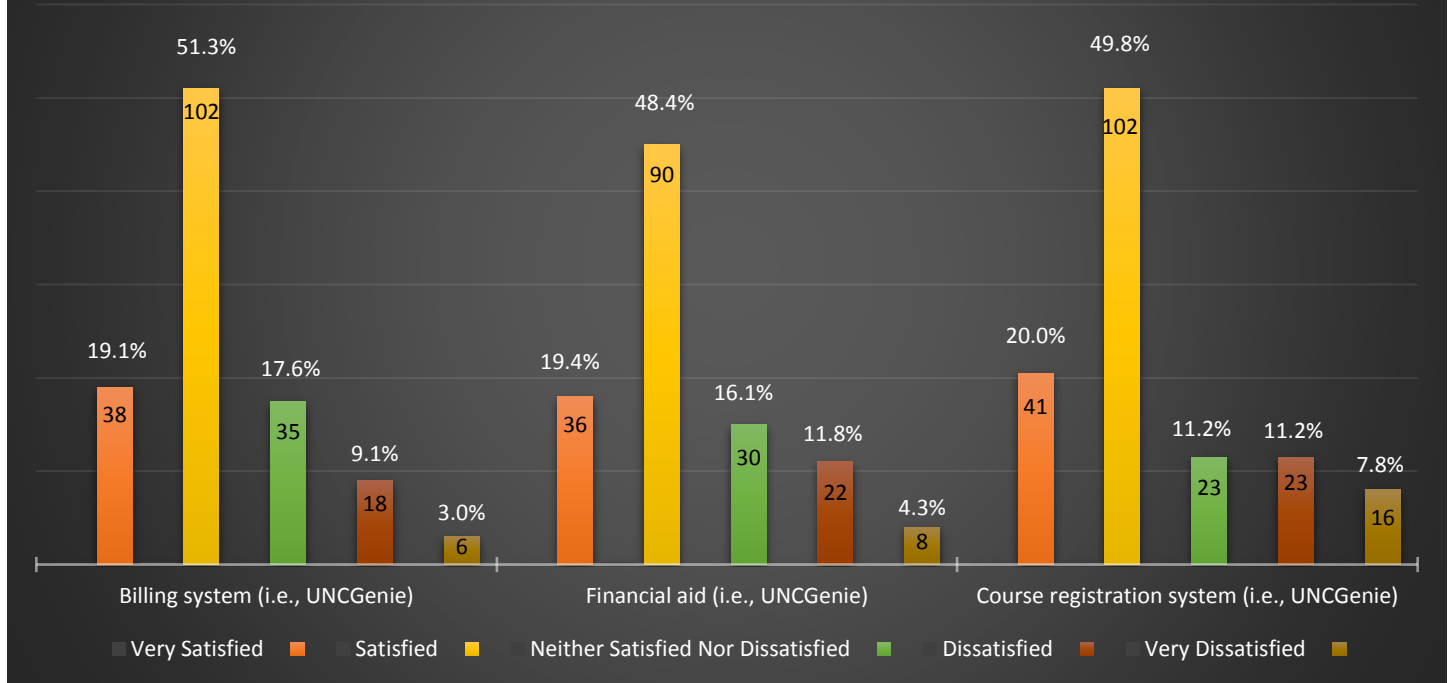
First, please rate your satisfaction with the services provided by the following offices on campus:

	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Financial Aid: Application/award process	27	15.3	84	47.7	34	19.3	19	10.8	12	6.8	176	3.5
Financial Aid: Disbursement process	26	15.4	84	49.7	32	18.9	18	10.7	9	5.3	169	3.6
Cashier/Student Accounts/Billing Office	28	14.8	95	50.3	45	23.8	14	7.4	7	3.7	189	3.7
Registrar's Office	28	15.3	103	56.3	33	18.0	11	6.0	8	4.4	183	3.7
Bookstore	31	15.4	116	57.7	30	14.9	19	9.5	5	2.5	201	3.7
Health Services	34	20.9	74	45.4	25	15.3	21	12.9	9	5.5	163	3.6
Counseling (personal, interpersonal, or psychological)	25	25.5	39	39.8	26	26.5	6	6.1	2	2.0	98	3.8
Housing and Residence Life	34	20.9	73	44.8	40	24.5	9	5.5	7	4.3	163	3.7
Campus Recreation	45	28.0	89	55.3	21	13.0	5	3.1	1	0.6	161	4.1
Dining Services	24	13.4	84	46.9	33	18.4	20	11.2	18	10.1	179	3.4
On-campus shuttle/transportation services	30	18.8	77	48.1	34	21.3	11	6.9	8	5.0	160	3.7
Campus Police Department	34	23.6	65	45.1	33	22.9	8	5.6	4	2.8	144	3.8
Parking	10	5.4	40	21.7	44	23.9	46	25.0	44	23.9	184	2.6

Now, please rate the quality of the staff associated with the following campus offices:

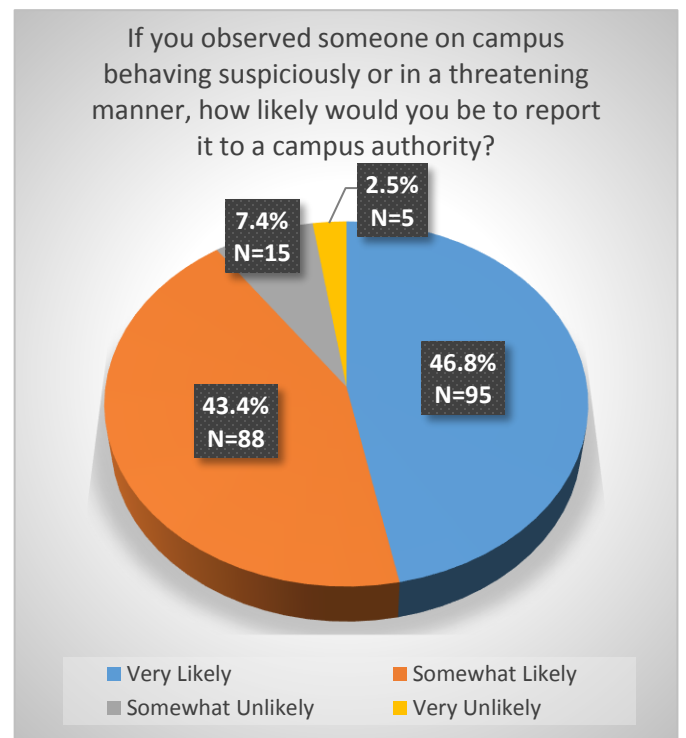
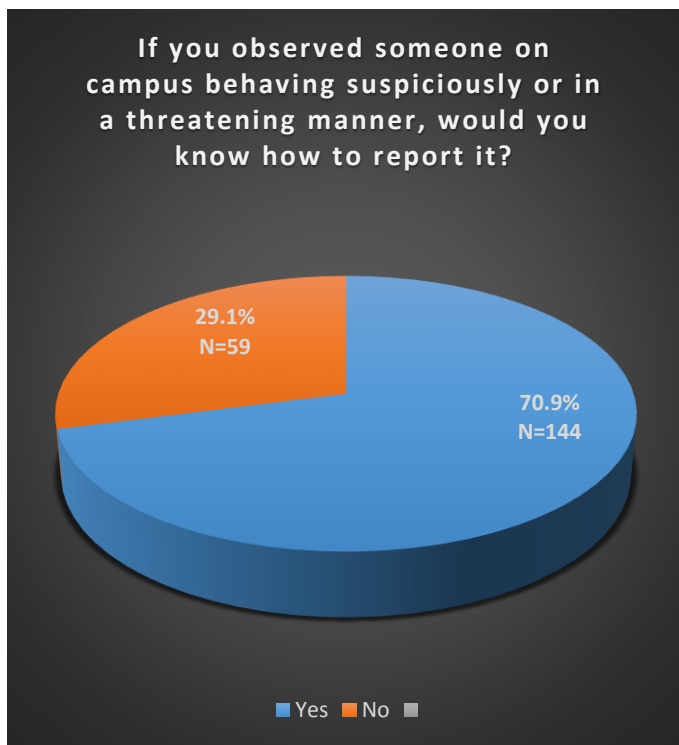
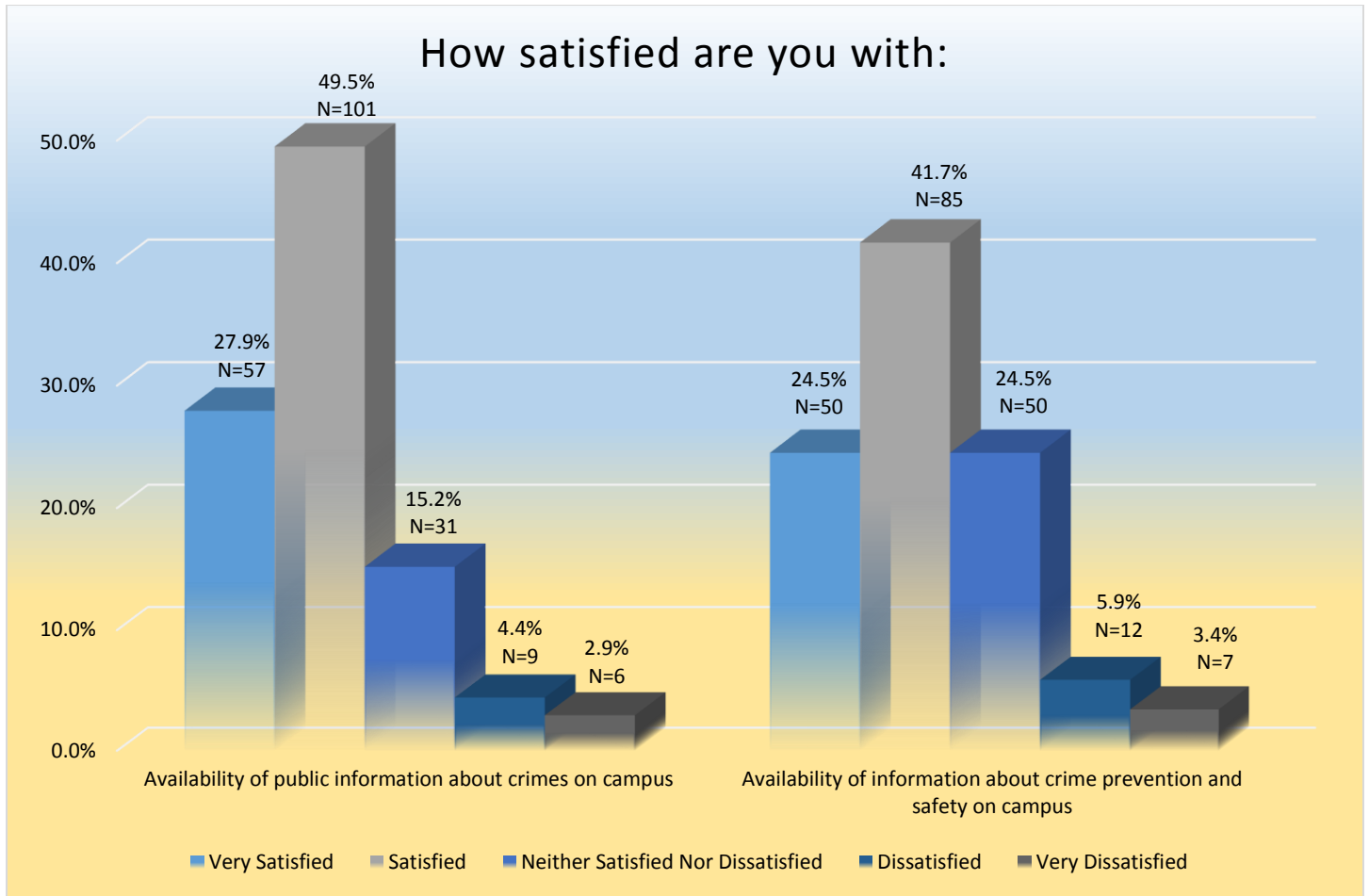
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Financial Aid: Application/award process	30	18.9	76	47.8	29	18.2	16	10.1	8	5.0	159	3.7
Financial Aid: Disbursement process	25	16.2	75	48.7	34	22.1	12	7.8	8	5.2	154	3.6
Cashier/Student Accounts/Billing Office	30	17.8	80	47.3	43	25.4	4	2.4	12	7.1	169	3.7
Registrar's Office	30	17.0	91	51.4	41	23.2	7	4.0	8	4.5	177	3.7
Bookstore	46	22.9	112	55.7	31	15.4	7	3.5	5	2.5	201	3.9
Health Services	39	23.8	80	48.8	25	15.2	14	8.5	6	3.7	164	3.8
Counseling (personal, interpersonal, or psychological)	26	26.3	47	47.5	17	17.2	5	5.1	4	4.0	99	3.9
Housing and Residence Life	35	22.0	80	50.3	25	15.7	13	8.2	6	3.8	159	3.8
Campus Recreation	50	30.9	86	53.1	21	13.0	3	1.9	2	1.2	162	4.1
Dining Services	51	28.2	89	49.2	26	14.4	8	4.4	7	3.9	181	3.9
On-campus shuttle/transportation services	48	30.0	82	51.3	26	16.3	1	0.6	3	1.9	160	4.1
Campus Police Department	36	25.9	65	46.8	27	19.4	6	4.3	5	3.6	139	3.9
Parking	28	18.4	52	34.2	39	25.7	16	10.5	17	11.2	152	3.4

## How satisfied are you with the ease with which you can navigate through the following online services?



In general, how safe do you feel: (Please consider "day/early evening" to be 7:00 am to 8:00 pm, and "night" to be after 8:00 pm and before 7:00 am.)												
	Very Safe		Pretty Safe		Not Very Safe		Not at All Safe		N/A – Never There*		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
In campus residence halls <b>during the day/early evening</b>	90	58.4	63	40.9	1	0.7	0	0.0	50	19.8	154	3.6
In campus residence halls <b>at night</b>	68	45.3	69	46.0	10	6.7	3	2.0	54	21.3	150	3.3
Using the parking lots, garages, and/or decks on campus <b>during the day/early evening</b>	79	41.4	99	51.8	10	5.2	3	1.6	13	5.1	191	3.3
Using the parking lots, garages, and/or decks on campus <b>at night</b>	25	13.8	83	45.9	54	29.8	19	10.5	23	9.1	181	2.6
In non-residence buildings on campus <b>during the day/early evening</b> (e.g., classrooms, libraries, etc.)	96	49.7	94	48.7	2	1.0	1	0.5	11	4.3	193	3.5
In non-residence buildings on campus <b>at night</b> (e.g., classrooms, libraries, etc.)	48	25.5	103	54.8	27	14.4	10	5.3	16	6.3	188	3.0
Outside on the grounds of the campus <b>during the day/early evening</b>	81	41.1	105	53.3	8	4.1	3	1.5	6	2.4	197	3.3
Outside on the grounds of the campus <b>at night</b>	20	10.5	74	39.0	67	35.3	29	15.3	14	5.5	190	2.4

\*The numbers for N/A were not included in the total number of responses nor the Mean





About how often during the typical year do you attend or participate in each of the following campus activities?														
	1 or more times weekly		2-3 times a month		Once a month		2-3 times a semester		1-2 times a year		Never		Responses (N)	Mean
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)		
Workshops, seminars, speakers, etc. outside of class	6	3.0	21	10.5	21	10.5	49	24.5	48	24.0	55	27.5	200	4.4
University sponsored art events (e.g., plays, musical performances, exhibits)	9	4.5	32	15.9	16	8.0	43	21.4	60	29.9	41	20.4	201	4.2
Multicultural/diversity events/programs	6	3.0	12	6.0	16	8.0	33	16.4	46	22.9	88	43.8	201	4.8
Community service/volunteer work	7	3.5	20	10.0	14	7.0	31	15.5	44	22.0	84	42.0	200	4.7
Intramural activities (including club and recreational sports)	13	6.5	13	6.5	10	5.0	20	10.0	22	11.0	123	61.2	201	5.0
Co-curricular activities (e.g., University –sponsored student organization, student government, Greek Life)	20	10.0	21	10.5	18	9.0	11	5.5	23	11.4	108	53.7	201	4.6
Intercollegiate athletic events	9	4.5	21	10.5	21	10.5	21	10.5	25	12.4	104	51.7	201	4.7

Please rate your overall satisfaction with:													
	Very Satisfied		Satisfied		Neither Satisfied Nor Dissatisfied		Dissatisfied		Very Dissatisfied		Responses (N)	Mean	
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)			
Weekend activities on campus for students	20	10.0	71	35.3	84	41.8	21	10.5	5	2.5	201	3.4	
The ease with which I can get involved in campus organizations	22	11.0	82	41.0	69	34.5	22	11.0	5	2.5	200	3.5	
Opportunities on campus to interact with or learn from people from a range of racial/ethnic or cultural backgrounds	36	17.9	81	40.3	70	34.8	10	5.0	4	2.0	201	3.7	
Opportunities on campus to develop leadership skills	32	16.0	85	42.5	73	36.5	8	4.0	2	1.0	200	3.7	

To what extent do you agree or disagree with each of the following:													
	Strongly Agree		Agree		Neither Agree Nor Disagree		Disagree		Strongly Disagree		Responses (N)	Mean	
	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)	(N)	(%)			
I am confident that I made the right decision to attend UNCG	92	45.8	66	32.8	26	12.9	12	6.0	5	2.5	201	4.1	
I believe I was academically prepared to attend UNCG	100	49.8	71	35.3	19	9.5	9	4.5	2	1.0	201	4.3	
I feel I belong at UNCG	90	45.0	61	30.5	27	13.5	15	7.5	7	3.5	200	4.1	
I will have the financial resources I need to finish college	59	29.4	59	29.4	46	22.9	28	13.9	9	4.5	201	3.7	

