

Graduate Student Satisfaction Survey March 2017

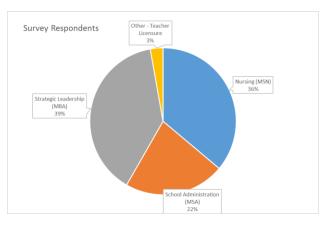
Office of Institutional Research

Overview

The Barton College Graduate Student Satisfaction Survey was designed, as part of a broader institutional effectiveness effort, to solicit graduate student opinions and perspectives about college programs and services and to gauge their viewpoints regarding the institution as a whole. Surveys such as this provide a means for understanding student opinion at a given point in time. In the spring of 2016, graduate students who were completing their degrees were sent an exit survey, but never before has the graduate student body been surveyed, as a whole, regarding their satisfaction.

The survey was administered using the Class Climate online evaluation system. The initial e-mail invitation for survey participation was sent to 89 graduate students on Monday, February 6, 2017. Reminders were sent to non-respondents on February 18 and February 28, 2017. The survey closed on Friday, March 3, 2017. Thirty-six responses were submitted for a response rate of 40.4%.

Results were compiled for the graduate student group as a whole and have also been disaggregated for students seeking the MSN degree, students seeking the MSA degree and students seeking the MBA degree. Note that one response was received by a graduate student seeking a Teacher Licensure certificate. His/her answers have not been included in any of the tables summarizing the survey results.



Demographics of the Respondents

- 69.4% of the overall respondents are full-time students and 30.6% are part-time students.
- 5.7% of the respondents were male and 94.3% were female.

Key Findings

Satisfaction with the academic experience at Barton is fairly consistent among the 3 groups of graduate students (MBS, MSN, and MSA), with the MBA students indicating the greatest satisfaction with their

academic experience (mean score of 3.9 out of 5), followed by MSN (mean score of 3.8) and MSA (mean score of 3.6).

MSA students rate their perception of the personal attention received by Barton students significantly lower (mean = 3.3) than do MBA (mean = 4.6) and MSN (mean = 4.2) students.

MSA students rate the quality of IT services offered significantly lower (mean = 3.4) than do MBA (mean = 4.5) and MSN (mean = 4.4) students.

In general, MSA students (n=8) appear to be the least satisfied of the 3 groups of graduate students.

Students in all groups gave the overall quality of the college a consistently strong mean score ranging from 4.0 (MSA) to 4.3 (MBA). MSN students rated the overall quality at 4.2.

Questions and Overall Results

Barton College Experience

How satisfied are you with your academic experience at Barton College?

	0\	verall	N	ISN	Μ	ISA	MBA		
	Tot	al = 36	Tota	Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%	
1-Very dissatisfied									
2-Dissatisfied	5	13.9%	2	15.4%	1	12.5%	2	14.3%	
3-Neutral	6	16.7%	3	23.1%	2	25.0%	1	7.1%	
4-Satisfied	16	44.4%	4	30.8%	4	50.0%	7	50.0%	
5-Very satisfied	9	25.0%	4	30.8%	1	12.5%	4	28.6%	
Not applicable									
Missing/no response									
	Mea	Mean=3.8		Mean=3.8		Mean=3.6		n=3.9	

How would you rate your satisfaction with the following aspects of your educational experience:

Quality of faculty

	0\	Overall		MSN		SA	MBA	
	Total = 36		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%					1	7.1%
2-Dissatisfied	4	11.1%	1	7.7%	1	12.5%	2	14.3%
3-Neutral	7	19.4%	3	23.1%	2	25.0%	2	14.3%
4-Satisfied	15	41.7%	5	38.5%	3	37.5%	6	42.9%
5-Very satisfied	9	25.0%	4	30.8%	2	25.0%	3	21.4%
Not applicable								

Missing/no response				
	Mean=3.8	Mean=3.9	Mean=3.8	Mean=3.6

Accessibility of faculty

	Overall		Γ	/ISN	N	ISA	MBA	
	Tot	al = 36	Tota	Total = 13		Total = 8		al = 14
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%	1	7.7%				
2-Dissatisfied	8	22.2%	2	15.4%	2	25.0%	4	28.6%
3-Neutral	5	13.9%	3	23.1%	1	12.5%	1	7.1%
4-Satisfied	14	38.9%	5	38.5%	2	25.0%	6	42.9%
5-Very satisfied	8	22.2%	2	15.4%	3	37.5%	3	21.4%
Not applicable								
Missing/no response								
	Mea	Mean=3.6		Mean=3.4		Mean=3.8		in=3.6

Academic advice

	0\	Overall		ISN	M	ISA	MBA	
	Tot	al = 34	Tota	Total = 13		Total = 8		l = 12
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	5.9%	1	7.7%	1	12.5%		
3-Neutral	9	26.5%	4	30.8%	2	25.0%	3	25.0%
4-Satisfied	15	44.1%	6	46.2%	3	37.5%	5	41.7%
5-Very satisfied	8	23.5%	2	15.4%	2	25.0%	4	33.3%
Not applicable	1						1	
Missing/no response	1	1					1	
	Mea	Mean=3.9		Mean=3.7		Mean=3.8		n=4.1

Course selections

	0	Overall		MSN		MSA		BA
	Total = 35		Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	5.7%		%	1	12.5%	1	7.1%

3-Neutral	3	8.6%	1	7.7%			2	14.3%
4-Satisfied	22	62.9%	10	76.9%	6	75.0%	6	42.9%
5-Very satisfied	8	22.9%	2	15.4%	1	12.5%	5	35.7%
Not applicable	1							
Missing/no response								
	Mean=4.0		Mean=4.1		Mean=3.9		Mean=4.1	

Course availability

	0\	verall	N	ISN	Μ	SA	М	BA
	Total = 35		Tota	Total = 13		al = 8	Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	5.7%	1	7.7%	1	12.5%		
3-Neutral	3	8.6%	1	7.7%			2	14.3%
4-Satisfied	18	51.4%	7	53.8%	5	62.5%	6	42.9%
5-Very satisfied	12	34.3%	4	30.8%	2	25.0%	6	42.9%
Not applicable	1							
Missing/no response								
	Mea	an=4.1	Mean=4.1		Mean=4.0		Mean=4.3	

Academic rigor of the courses

	0\	Overall		ISN	M	ISA	N	IBA
	Tot	al = 36	Tota	al = 13	Total = 8		Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%			1	12.5%		
2-Dissatisfied	1	2.8%					1	7.1%
3-Neutral	9	25.0%	4	30.8%	1	12.5%	4	28.6%
4-Satisfied	17	47.2%	7	53.8%	4	50.0%	5	35.7%
5-Very satisfied	8	22.2%	2	15.4%	2	25.0%	4	28.6%
Not applicable								
Missing/no response								
	Me	Mean=3.8		Mean=3.8		Mean=3.8		n=3.9

Academic support services

Overall	MSN	MSA	MBA
Total = 33	Total = 12	Total = 7	Total = 13

	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	3.0%	1	8.3%				
2-Dissatisfied	3	9.1%	1	8.3%			2	15.4%
3-Neutral	6	18.2%			2	28.6%	4	30.8%
4-Satisfied	18	54.5%	9	75.0%	3	42.9%	5	38.5%
5-Very satisfied	5	15.2%	1	8.3%	2	28.6%	2	15.4%
Not applicable	3		1		1		1	
Missing/no response								
	Me	Mean=3.7		Mean=3.7		Mean=4.0		n=3.5

How do you perceive each of the following:

Academic reputation of the college

	0\	verall	N	/ISN	M	ISA	MBA		
	Total = 36		Tota	Total = 13		Total = 8		Total = 14	
	n	%	n	%	n	%	n	%	
1-Poor									
2-Fair	2	5.6%	1	7.7%			1	7.1%	
3-Neutral	4	11.1%	1	7.7%	3	37.5%			
4-Good	15	41.7%	5	38.5%	5	62.5%	5	35.7%	
5-Excellent	15	41.7%	6	46.2%			8	57.1%	
Not applicable									
Missing/no response									
	Mea	Mean=4.2		Mean=4.2		Mean=3.6		n=4.4	

Value of your Barton education

	Overall		Ν	MSN		ISA	М	BA
	Total = 36		Tot	Total = 13		Total = 8		l = 14
	n	%	n	%	n	%	n	%
1-Poor	1	2.8%					1	7.1%
2-Fair	2	5.6%	1	7.7%			1	7.1%
3-Neutral	2	5.6%			2	25.0%		
4-Good	18	50.0%	7	53.8%	6	75.0%	5	35.7%
5-Excellent	13	36.1%	5	38.5%			7	50.0%
Not applicable								
Missing/no response								
	Me	an=4.1	Mea	an=4.2	Mean=3.8		Mean=4.1	

Personal attention received by Barton students

	Overall		Γ	MSN		ISA	М	BA
	Tot	al = 34	Tota	Total = 13		Total = 7		l = 13
	n	%	n	%	n	%	n	%
1-Poor								
2-Fair	1	2.9%			1	14.3%		
3-Neutral	8	23.5%	2	15.4%	4	57.1%	2	15.4%
4-Good	10	29.4%	7	53.8%	1	14.3%	1	7.7%
5-Excellent	15	44.1%	4	30.8%	1	14.3%	10	76.9%
Not applicable	2				1		1	
Missing/no response								
	Mea	an=4.1	Mean=4.2		Mean=3.3		Mean=4.6	

How satisfied are you with each of the following:

The quality of services offered by the Office of Admissions

	Overall		N	MSN		ISA	М	BA
	Total = 34		Tota	Total = 13		Total = 8		l = 12
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	1	2.9%			1	12.5%		
3-Neutral	5	14.7%	3	23.1%	1	12.5%		
4-Satisfied	12	35.3%	5	38.5%	3	37.5%	4	33.3%
5-Very satisfied	16	47.1%	5	38.5%	3	37.5%	8	66.7%
Not applicable	2							
Missing/no response							2	
	Mea	an=4.3	Mea	Mean=4.2		Mean=4.0		n=4.7

The quality of advising

	Overall		N	ISN	MSA		MBA	
	Total = 36		Tota	Total = 13		al = 8	Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	6	16.7%	1	7.7%	3	37.5%	1	7.1%
4-Satisfied	15	41.7%	7	53.8%	2	25.0%	6	42.9%
5-Very satisfied	15	41.7%	5	38.5%	3	37.5%	7	50.0%
Not applicable								
Missing/no response								

Mean=4.3 Mean=4.3 Mean=4.0 Mean=4.4	.4
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The course registration process

	Overall		Γ	MSN		ISA	М	BA
	Total = 36		Tota	Total = 13		Total = 8		l = 14
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	2	5.6%			2	25.0%		
4-Satisfied	17	47.2%	7	53.8%	2	25.0%	7	50.0%
5-Very satisfied	17	47.2%	6	46.2%	4	50.0%	7	50.0%
Not applicable								
Missing/no response								
	Mea	an=4.4	Mea	an=4.5	Mean=4.3		Mean=4.5	

The notification of registration dates and course offerings

	Overall		Γ	MSN		ISA	М	BA
	Total = 35		Tota	Total = 13		Total = 8		l = 13
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	2	5.7%			2	25.0%		
4-Satisfied	15	42.9%	7	53.8%	2	25.0%	5	38.5%
5-Very satisfied	18	51.4%	6	46.2%	4	50.0%	8	61.5%
Not applicable	1						1	
Missing/no response								
	Me	an=4.5	Mea	Mean=4.5		Mean=4.3		n=4.6

The quality of the Barton College website

	0\	Overall		ISN	м	SA	MBA	
	Total = 36		Tota	Total = 13		Total = 8		l = 14
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%					1	7.1%
2-Dissatisfied	1	2.8%			1	12.5%		
3-Neutral	1	2.8%			1	12.5%		
4-Satisfied	17	47.2%	7	53.8%	4	50.0%	5	35.7%
5-Very satisfied	16	44.4%	6	46.2%	2	25.0%	8	57.1%
Not applicable								

Missing/no response								
	Mea	an=4.3	Mea	an=4.5	Mea	n=3.9	Mear	n=4.4

The quality of Campus Connect

	Overall		N	MSN		ISA	М	BA
	Total = 36		Tota	Total = 13		Total = 8		l = 14
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	2.8%	1	7.7%				
2-Dissatisfied	2	5.6%	1	7.7%			1	7.1%
3-Neutral	4	11.1%	2	15.4%			1	7.1%
4-Satisfied	17	47.2%	5	38.5%	6	75.0%	6	42.9%
5-Very satisfied	12	33.3%	4	30.8%	2	25.0%	6	42.9%
Not applicable								
Missing/no response								
	Mea	an=4.0	Mea	an=3.8	Mean=4.3		Mean=4.2	

Business Office hours of operation

	Overall		Ν	MSN		ISA	MBA	
	Total = 31		Tot	Total = 12		Total = 7		l = 12
	n	%	n	%	n	%	n	%
1-Very dissatisfied						%		
2-Dissatisfied	2	6.5%	1	8.3%	1	14.3%		
3-Neutral	2	6.5%	1	8.3%			1	8.3%
4-Satisfied	13	41.9%	6	50.0%	4	57.1%	3	25.0%
5-Very satisfied	14	45.2%	4	33.3%	2	28.6%	8	66.7%
Not applicable	5		1		1		2	
Missing/no response								
	Me	an=4.3	Mea	Mean=4.1		Mean=		n=4.6

Payment options available to you

	Overall		N	MSN		SA	MBA		
	Total = 33		Total = 13		Total = 8		Total = 12		
	n	%	n	%	n	%	n	%	
1-Very dissatisfied									
2-Dissatisfied	2	6.1%	1	7.7%			1	8.3%	
3-Neutral	2	6.1%	1	7.7%			1	8.3%	

5-Very satisfied Not applicable	14 3	42.4%	5	38.5%	2	25.0%	2	58.3% %
Missing/no response								%
	Mean=4.2		Mea	n=4.2	Mea	n=4.3	Mea	n=4.3

The quality of the Student Account Center (online payment portal)

	0	verall	Γ	/ISN	M	ISA	Μ	BA		
	Total = 30		Tota	Total = 12		Total = 7		l = 11		
	n	%	% n % n %	%	n	%				
1-Very dissatisfied										
2-Dissatisfied	1	3.3%		%	1	14.3%		%		
3-Neutral	4	13.3%	2	16.7%	1	14.3%	1	9.1%		
4-Satisfied	13	43.3%	6	50.0%	4	57.1%	3	27.3%		
5-Very satisfied	12	40.0%	4	33.3%	1	14.3%	7	63.6%		
Not applicable	6		1		1		3			
Missing/no response										
	Mean=4.2		Mean=4.2		Mean=4.2		Mean=3.7		Mean=4.5	

The quality of the Barton College Bookstore

	0	verall	N	ISN	M	ISA	М	BA		
	Total = 23		Tota	Total = 11		al = 5	Total = 7			
	n	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied	2	8.7%		%	1	20.0%	1	14.3%		
3-Neutral	6	26.1%	2	18.2%	2	40.0%	2	28.6%		
4-Satisfied	10	43.5%	6	54.5%	2	40.0%	2	28.6%		
5-Very satisfied	5	21.7%	3	27.3%			2	28.6%		
Not applicable	13		2		3		7			
Missing/no response										
	Mean=3.8		Mean=3.8		Mean=4.1		Mean=3.2		Mean=3.7	

Quality of the Ragan Writing Center

Overall		N	1SN	М	SA	MBA	
Total = 27		Tota	al = 11	Tota	al = 6	Tota	= 10
n	%	n %		n	%	n	%

1-Very dissatisfied								%
2-Dissatisfied	1	3.7%			1	16.7%		%
3-Neutral	9	33.3%	3	27.3%	3	50.0%	3	30.0%
4-Satisfied	8	29.6%	4	36.4%	1	16.7%	3	30.0%
5-Very satisfied	9	33.3%	4	36.4%	1	16.7%	4	40.0%
Not applicable	9		2		2		4	
Missing/no response								
	Mean=3.9		Mea	an=4.1	Mea	n=3.3	Mea	n=4.1

Quality of the Oral Communications Center

	0	verall	N	ISN	M	ISA	M	IBA		
	Total = 23		Tot	al = 9:	Tota	al = 4	Tota	l = 10		
	n	%	% n % n %	%	n	%				
1-Very dissatisfied										
2-Dissatisfied										
3-Neutral	9	39.1%	3	33.3%	3	75.0%	3	30.0%		
4-Satisfied	6	26.1%	2	22.2%	1	25.0%	3	30.0%		
5-Very satisfied	8	34.8%	4	44.4%			4	40.0%		
Not applicable	13		4		4		4			
Missing/no response										
	Mean=4.0		Mean=4.0		Mean=4.1		Mean=3.3		Mean=4.1	

Quality of services offered by the Library and its staff

	0	verall	Γ	/ISN	M	ISA	М	BA		
	Total = 31		Tota	Total = 13		Total = 6		l = 12		
	n	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied										
3-Neutral	7	22.6%	3	23.1%	2	33.3%	2	16.7%		
4-Satisfied	11	35.5%	4	30.8%	2	33.3%	5	41.7%		
5-Very satisfied	13	41.9%	6	46.2%	2	33.3%	5	41.7%		
Not applicable	5				2		2	%		
Missing/no response								%		
	Mean=4.2		Mean=4.2		Mean=4.2		Mean=4.0		Mean=4.3	

Student activities available to you

	0	Overall		/ISN	M	ISA	М	BA		
	Total = 22		Tot	Total = 9		Total = 5		al = 8		
	n %	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied										
3-Neutral	7	31.8%	3	33.3%	2	40.0%	2	25.0%		
4-Satisfied	7	31.8%	2	22.2%	3	60.0%	2	25.0%		
5-Very satisfied	8	36.4%	4	44.4%		%	4	50.0%		
Not applicable	14		4		3		6			
Missing/no response										
	Mean=4.0		Mean=4.0		Mean=4.1		Mean=		Mean=4.3	

Campus security

	0\	verall	N	ISN	M	ISA	М	BA		
	Total = 28		Tota	Total = 11		al = 4	Total = 13			
	n	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied	1	3.6%					1	7.1%		
3-Neutral	6	21.4%	3	27.3%	1	25.0%	2	15.4%		
4-Satisfied	6	21.4%	1	9.1%	3	75.0%	2	15.4%		
5-Very satisfied	15	53.6%	7	63.6%			8	61.5%		
Not applicable	8		2		4		1			
Missing/no response										
	Mean=4.3		Mean=4.3		Mean=4.4		Mean=3.8		Mean=4.3	

Quality of IT services offered to you

	0\	verall	Ν	/ISN	N	ISA	М	MBA Total = 11 n %		
	Total = 30		Tot	Total = 13		Total = 5		l = 11		
	n	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied										
3-Neutral	4	13.3%	1	7.7%	3	60.0%				
4-Satisfied	14	46.7%	6	46.2%	2	40.0%	6	54.5%		
5-Very satisfied	12	40.0%	6	46.2%			5	45.5%		
Not applicable	6				3		3			
Missing/no response										
	Mean=4.3		Mean=4.3		Mean=4.4		Mean=3.4		Mean=4.5	

Reliability of wireless connectivity on campus

	0	verall	N	ISN	N	ISA	Μ	BA		
	Total = 31		Tota	Total = 12		al = 5	Total = 14			
	n	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied										
3-Neutral	1	3.2%					1	7.1%		
4-Satisfied	16	51.6%	5	41.7%	5	100%	6	42.9%		
5-Very satisfied	14	45.2%	7	58.3%			7	50.0%		
Not applicable	5		1		3					
Missing/no response										
	Mean=4.4		Mean=4.4		Mean=4.6		Mean=4.0		Mean=4.4	

Quality of services offered by the Office of Career Services

	0	verall	Ν	ISN	M	ISA	М	BA		
	Total = 22		Tot	Total = 9		al = 3	Total = 10			
	n	%	n	%	n	%	n	%		
1-Very dissatisfied										
2-Dissatisfied										
3-Neutral	3	13.6%	1	11.1%	1	33.3%	1	10.0%		
4-Satisfied	7	31.8%	2	22.2%	2	66.7%	3	30.0%		
5-Very satisfied	12	54.5%	6	66.7%			6	60.0%		
Not applicable	14		4		5		4			
Missing/no response										
	Mean=4.4		Mean=4.4		Mean=4.6		Mean=3.7		Mean=4.5	

Appearance of the campus (buildings and grounds)

	0	Overall		MSN Total = 13		SA	MBA	
	Total = 35		Tota			Total = 8		l = 14
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	2	5.7%			2	25.0%		
4-Satisfied	17	48.6%	8	61.5%	3	37.5%	6	42.9%
5-Very satisfied	16	45.7%	5	38.5%	3	37.5%	8	57.1%

Not applicable	1					%		%
Missing/no response						%		%
	Mean=4.4		Mean=4.4		Mea	n=4.1	Mean=4.6	

Cleanliness of campus buildings

	0	verall	Ν	/ISN	Μ	ISA	М	BA
	Tot	Total = 33		Total = 12		Total = 7		l = 14
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	3.0%					1	7.1%
2-Dissatisfied	1	3.0%					1	7.1%
3-Neutral								
4-Satisfied	17	51.5%	7	58.3%	4	57.1%	6	42.9%
5-Very satisfied	14	42.4%	5	41.7%	3	42.9%	6	42.9%
Not applicable	3		1		1			
Missing/no response								
	Me	Mean=4.3		Mean=4.4		Mean=4.4		n=4.1

Availability of places to charge your electronic devices

	0	verall	N	ISN	Μ	ISA	М	BA
	Total = 27		Tota	Total = 10		al = 3	Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied	1	3.7%					1	7.1%
2-Dissatisfied	4	14.8%	1	10.0%			3	21.4%
3-Neutral	2	7.4%					2	14.3%
4-Satisfied	12	44.4%	5	50.0%	2	66.7%	5	35.7%
5-Very satisfied	8	29.6%	4	40.0%	1	33.3%	3	21.4%
Not applicable	9		3		5			
Missing/no response								
	Me	Mean=3.8		Mean=4.2		Mean=4.3		n=3.4

Classroom environment

	0\	Overall		ISN	MSA		MBA		
	Tot	Total = 31		Total = 11		Total = 6		Total = 14	
	n	%	n	%	n	%	n	%	
1-Very dissatisfied									
2-Dissatisfied	1	3.2%			1	16.7%			

	Me	Mean=4.3		Mean=4.5		Mean=4.0		n=4.2
Missing/no response								
Not applicable	5		2		2			
5-Very satisfied	12	38.7%	5	45.5%	2	33.3%	5	35.7%
4-Satisfied	16	51.6%	6	54.5%	3	50.0%	7	50.0%
3-Neutral	2	6.5%					2	14.3%

Lab facilities

	0\	verall	N	ISN	Μ	SA	М	BA
	Total = 17		Tot	Total = 7		al = 2	Total = 8	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	5	29.4%	1	14.3%	1	50.0%	3	37.5%
4-Satisfied	5	29.4%	2	28.6%			3	37.5%
5-Very satisfied	7	41.2%	4	57.1%	1	50.0%	2	25.0%
Not applicable	19		6		6		6	
Missing/no response								
	Mea	Mean=4.1		Mean=4.4		Mean=4.0		n=3.9

Selection of food offered in the cafeteria

	0	verall	N	ISN	Μ	SA	М	BA
	Total = 15		Tot	Total = 7		al = 2	Total = 6	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	4	26.7%	2	28.6%	1	50.0%	1	16.7%
4-Satisfied	7	46.7%	3	42.9%	1	50.0%	3	50.0%
5-Very satisfied	4	26.7%	2	28.6%			2	33.3%
Not applicable	21		6		6		8	
Missing/no response								
	Me	Mean=4.0		Mean=4.0		Mean=3.5		n=4.2

Selection of food offered by additional food service options on campus

Overall	MSN	MSA	MBA
Total = 16	Total = 7	Total = 2	Total = 7

	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied								
3-Neutral	7	43.8%	2	28.6%	1	50.0%	4	57.1%
4-Satisfied	4	25.0%	3	42.9%	1	50.0%		
5-Very satisfied	5	31.3%	2	28.6%			3	42.9%
Not applicable	20		6		6		7	
Missing/no response								
	Me	Mean=3.9		Mean=4.0		Mean=3.5		า=3.9

Selection of products in campus vending machines

	0	verall	N	ISN	Μ	ISA	М	BA
	Tot	Total = 21		Total = 9		al = 2	Total = 10	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	2	9.5%					2	20.0%
3-Neutral	7	33.3%	3	33.3%			4	40.0%
4-Satisfied	8	38.1%	4	44.4%	2	100%	2	20.0%
5-Very satisfied	4	19.0%	2	22.2%		%	2	20.0%
Not applicable	15		4		6		4	
Missing/no response								
	Me	Mean=3.7		Mean=3.9		Mean=4.0		n=3.4

Overall quality of the college

	0	verall	N	ISN	M	ISA	Μ	BA
	Tot	Total = 36		Total = 13		al = 8	Total = 14	
	n	%	n	%	n	%	n	%
1-Very dissatisfied								
2-Dissatisfied	1	2.8%					1	7.1%
3-Neutral	4	11.1%	2	15.4%	2	25.0%		
4-Satisfied	19	52.8%	7	53.8%	4	50.0%	7	50.0%
5-Very satisfied	12	33.3%	4	30.8%	2	25.0%	6	42.9%
Not applicable								
Missing/no response								
	Me	Mean=4.2		Mean=4.2		Mean=4.0		n=4.3

Are you a full-time or a part-time student?

	Overall	MSN	MSA	MBA
Full-time	69.4%	76.9%	50.0%	78.6%
Part-time	30.6%	23.1%	50.0%	21.4%

What is your gender?

	Overall	MSN	MSA	MBA
Male	5.7%		12.5%	7.7%
Female	94.3%	100.0%	87.5%	92.3%

How do you prefer to be communicated with? (check all that apply)

	Overall	MSN	MSA	MBA
Email	94.4%	100.0%	100%	85.7%
Cell Phone (voice call)	16.7%	15.4%		28.6%
Cell phone (text)	44.4%	46.2%	37.5%	50.0%