

Service Satisfaction Survey

Spring 2002

MARKING INSTRUCTIONS

- Use a No. 2 pencil or a blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the response completely.
- Make no stray marks on this form.

CORRECT: ● INCORRECT: ⊗ ⊘ ⊙ ⊚

A. Please use the columns to the right to rate each of the following factors of your Villanova experience in terms of its PERSONAL IMPORTANCE to you and in terms of the QUALITY OF THE UNIVERSITY'S PERFORMANCE.
Please mark both columns for each factor.

	Personal Importance				Quality of Performance				Unsure/NA
	Not at all Important			Extremely Important	Very Inadequate			Very Adequate	
1. Feeling a part of the Villanova community	1	2	3	4	1	2	3	4	5
2. On-campus academic activities (e.g., speakers, seminars)	1	2	3	4	1	2	3	4	5
3. On-campus social activities	1	2	3	4	1	2	3	4	5
4. Course registration process	1	2	3	4	1	2	3	4	5
5. Credit transfer process	1	2	3	4	1	2	3	4	5
6. Academic advising	1	2	3	4	1	2	3	4	5
7. Career counseling	1	2	3	4	1	2	3	4	5
8. Tutoring services	1	2	3	4	1	2	3	4	5
9. Financial assistance application process	1	2	3	4	1	2	3	4	5
10. Amount of financial assistance made available to you	1	2	3	4	1	2	3	4	5
11. Your graduate Dean's Office	1	2	3	4	1	2	3	4	5
12. Your departmental Office	1	2	3	4	1	2	3	4	5
13. University Shop (bookstore)	1	2	3	4	1	2	3	4	5
14. WildCard Office	1	2	3	4	1	2	3	4	5
15. Bursar's Office	1	2	3	4	1	2	3	4	5
16. Registrar's Office	1	2	3	4	1	2	3	4	5
17. Access to Library (hours)	1	2	3	4	1	2	3	4	5
18. Library collection and materials	1	2	3	4	1	2	3	4	5
19. Computer facilities	1	2	3	4	1	2	3	4	5
20. Computer support services	1	2	3	4	1	2	3	4	5
21. Athletic and recreational facilities	1	2	3	4	1	2	3	4	5
22. Dining Services (snacks, meals, beverages)	1	2	3	4	1	2	3	4	5
23. Counseling Center services	1	2	3	4	1	2	3	4	5
24. Campus Ministry services	1	2	3	4	1	2	3	4	5
25. On-campus lounges and study space	1	2	3	4	1	2	3	4	5
26. Condition of classroom and laboratory facilities	1	2	3	4	1	2	3	4	5
27. Personal safety and security on campus	1	2	3	4	1	2	3	4	5
28. Safety and security of your belongings on campus	1	2	3	4	1	2	3	4	5
29. Parking facilities	1	2	3	4	1	2	3	4	5
30. Public Transportation	1	2	3	4	1	2	3	4	5
31. Class Times	1	2	3	4	1	2	3	4	5

B. What level is your graduate program?
 1 M.A./M.S. 2 Ph.D. 3 Certificate/Non-degree

C. Are you considered a part-time or full-time student by your program?
 1 Full-time 2 Part-time

D. In a typical semester how many graduate courses do you take?
 1 1 or 2 Courses 2 3 or 4 Courses

E. What is your current employment status? *Mark all that apply.* F. What is your gender?
 1 Graduate Assistant/Tuition Scholar 1 Female 2 Male

- 2 Employed Full-time
- 3 Employed Part-time
- 4 Not Employed - Seeking Work
- 5 Not Employed - Not Seeking Work
- 6 Retired

- 1 <25 years old
- 2 25 - 29 years old
- 3 30 - 39 years old
- 4 40 - 49 years old
- 5 50+ years old

H. Reasons for selecting Villanova: Please use the scale to the right to indicate how important each of the following factors was in your decision to attend graduate school at Villanova University. *Please mark one rating for each statement.*

	Not at all Important		Extremely Important		Unsure/ Not Applicable
	1	2	3	4	5
1. Academic reputation of the University	1	2	3	4	5
2. Reputation of the University with potential employers	1	2	3	4	5
3. Location of the University	1	2	3	4	5
4. Admission process (e.g., paperwork, forms)	1	2	3	4	5
5. Admission Requirements (e.g., academic qualifications)	1	2	3	4	5
6. Availability of programs (majors/concentrations/tracks) of interest	1	2	3	4	5
7. Availability of courses of interest	1	2	3	4	5
8. Quality of faculty	1	2	3	4	5
9. Level of financial assistance offered	1	2	3	4	5
10. Quality of students	1	2	3	4	5
11. Value (cost of tuition for quality of the program)	1	2	3	4	5
12. Religious affiliation of the University	1	2	3	4	5
13. Graduation requirements (e.g., number of credits, thesis requirement)	1	2	3	4	5

I. Which of the following is your PRIMARY reason for enrolling in your graduate program at Villanova University? *Please mark only one.*

- 1 Enhance opportunities within current career
- 2 Enhance opportunities to change career
- 3 Required for Doctoral/other advanced studies
- 4 Personal interest/growth
- 5 Other:

J. What is the PRIMARY source of financing for your graduate education? *Please mark only one.*

- 1 Assistantship/Scholarship
- 2 Family assistance
- 3 Grants
- 4 Loans (Personal)
- 5 Loans (Student)
- 6 Personal income
- 7 Personal savings/investments
- 8 Reimbursement from Employer
- 9 Other

K. What are the PRIMARY ways you keep yourself informed about events and activities occurring at Villanova? *Mark all that apply.*

- 1 Asking faculty
- 2 Asking other graduate students
- 3 Asking staff
- 4 Asking undergraduate students
- 5 Reading mailed materials
- 6 Reading posters/brochures on campus
- 7 Checking e-mail messages
- 8 Reviewing material on website
- 9 Other
- 10 None

L. In which graduate program are you currently enrolled?

- 1 Applied Statistics
- 2 Biology
- 3 Chemistry
- 4 Classical Studies
- 5 Computing Sciences
- 6 Counseling & Human Relations
- 7 Criminal Justice
- 8 Education - Graduate Teacher
- 9 Education - School Leadership
- 10 English
- 11 History
- 12 Human Resource Development
- 13 Liberal Studies
- 14 Mathematics
- 15 Philosophy
- 16 Political Science
- 17 Psychology
- 18 Public Administration
- 19 Spanish
- 20 Theatre
- 21 Theology and Religious Studies

M. In what year did you begin your graduate studies in this program?

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

N. How many credits have you earned toward your degree?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

O. If you were were making your choice of graduate schools, would you again elect to attend Villanova University?

- 1 Yes
- 2 No
- 3 Unsure

P. What else would you like to tell us about the services and supports you have used?