

Villanova University
Parent Satisfaction Survey
 Spring 2003

MARKING INSTRUCTIONS	
This form is scanned, please	
• 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: ○ ⊗ ⊘ ⊙ ⊚

1. Please use the scale to the right to indicate **YOUR** level of satisfaction with each of the aspects of Villanova University. Please mark one rating per statement. If YOU have had no interaction or experience with a particular area or office, please mark the column labeled "Can't Rate/No Contact".

	Can't Rate/No Contact					
	Very Dissatisfied				Very Satisfied	
A. Development of your son's/daughter's communication skills (written, verbal)	1	2	3	4	5	6
B. Development of your son's/daughter's personal, ethical and social values	1	2	3	4	5	6
C. Development of your son's/daughter's sense of personal responsibility & maturity	1	2	3	4	5	6
D. Adequacy of academic support services (tutoring, study guides, advising)	1	2	3	4	5	6
E. Adequacy of personal support services (counseling, health, career services)	1	2	3	4	5	6
F. Sense you have of the safety of your son/daughter on campus	1	2	3	4	5	6
G. Adequacy of on-campus housing	1	2	3	4	5	6
H. Adequacy of dining services	1	2	3	4	5	6
I. Overall communication with University offices and departments	1	2	3	4	5	6
J. Overall satisfaction with the quality of the University	1	2	3	4	5	6
K. Overall satisfaction with the value of a Villanova education (cost for quality)	1	2	3	4	5	6

2. Please use the scale to the right to rate how effective each of the following is in communicating information to YOU about Villanova.

	Can't Rate/No Contact					
	Not Informative				Very Informative	
A. <i>Villanova</i> Magazine	1	2	3	4	5	6
B. <i>The Parents Connection</i> Newsletter	1	2	3	4	5	6
C. The Villanova University Internet Web Site	1	2	3	4	5	6
D. Your son/daughter	1	2	3	4	5	6
E. Special Mailings and Announcements	1	2	3	4	5	6

3. How would you prefer to get information about Villanova? (All that apply.)
- 1 *Villanova* Magazine
 - 2 *Parents Connection*
 - 3 The VU Web Site
 - 4 U.S. Mail
 - 5 Email
 - 6 Other (Specify):

4. Is either parent a graduate of Villanova University? (All that apply.)	1 Father	2 Mother	3 Neither
5. Have you or your spouse visited Villanova's campus within the past 3 years?	1 Yes	2 No	
6. Which parent is completing this survey?	1 Father	2 Mother	3 Both
7. How many of your children are currently attending Villanova?	1 One	2 Two	3 Three or more

If you have more than one child currently attending Villanova, please answer the following questions only for your eldest child who is attending.

8. What is the gender of your eldest child who is currently attending Villanova? 1 Female 2 Male

9. What is the enrollment status of your son/daughter? 1 First Year Student 2 Sophomore 3 Junior 4 Senior

10. In which college is your son/daughter enrolled? 1 Commerce & Finance 2 Engineering 3 Liberal Arts & Sciences 4 Nursing 5 Undecided

11. What do you think is your son's/daughter's perception of his/her overall experience at Villanova?
 4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

12. Please use the scale to the right to indicate YOUR level of satisfaction with YOUR interaction with each of the following offices of Villanova University. Please mark one rating per statement. If YOU have had no interaction or experience with a particular office, please mark the column labeled "Can't Rate/No Contact".	Can't Rate/No Contact					
	Very Dissatisfied				Very Satisfied	
A. Clarity of the bills from the Bursar's Office	1	2	3	4	5	6
B. Time in which the Bursar's Office responded to your calls or letters	1	2	3	4	5	6
C. Courtesy shown by the staff of the Bursar's Office	1	2	3	4	5	6
D. Ability of the Bursar's Office to answer your questions about bills and charges	1	2	3	4	5	6
E. Time in which the Registrar's Office responded to your calls or letters	1	2	3	4	5	6
F. Courtesy shown by the staff of the Registrar's Office	1	2	3	4	5	6
G. Ability of the Registrar's Office to answer your questions about grades and courses	1	2	3	4	5	6
H. Time in which Financial Assistance responded to your calls or letters	1	2	3	4	5	6
I. Courtesy shown by the Financial Assistance staff	1	2	3	4	5	6
J. Ability of Financial Assistance to answer your questions about financial aid	1	2	3	4	5	6
K. Time in which the Office for Residence Life responded to your calls or letters	1	2	3	4	5	6
L. Courtesy shown by the staff of the Office for Residence Life	1	2	3	4	5	6
M. Ability of Residence Life to answer your questions about ON-campus housing	1	2	3	4	5	6
N. Ability of Residence Life to answer your questions about OFF-campus housing	1	2	3	4	5	6
O. Time in which the Office of the Dean of Students responded to your calls or letters	1	2	3	4	5	6
P. Courtesy shown by the staff of the Office of the Dean of Students	1	2	3	4	5	6
Q. Ability of this office to answer your questions about policies, events and other areas	1	2	3	4	5	6
R. Time in which the Department of Public Safety responded to your calls or letters	1	2	3	4	5	6
S. Courtesy shown by the staff of the Department of Public Safety	1	2	3	4	5	6
T. Ability of this department to answer your questions about safety and security	1	2	3	4	5	6

13. How satisfied have YOU been with your overall interaction with Villanova University?
 1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
14. If you were making your choice of colleges today, would you choose Villanova again for your son/daughter?
 1 Definitely Would Not 2 Probably Would Not 3 Probably Would 4 Definitely Would
15. Would you recommend Villanova as a school of choice to other parents and their children?
 1 Yes 2 No 3 Unsure

This year's survey gives us an opportunity to solicit parents' opinions about the following impending decision. Please let us know of your preference.

16. How do you usually communicate with your son/daughter when he/she is at Villanova?
 1 Phone 2 Cell Phone 3 E-Mail 4 Instant Messenger 5 Other: _____
17. As part of the University's Wireless Strategy, Villanova is considering a partnership with one of the leading wireless carriers to provide a discounted, full service, national cell phone calling plan and an array of state-of-the-art cell phones for students. Would you be interested in such a plan?
 1 Very Interested 2 Somewhat Interested 3 Not Interested

18. What else would you like to tell us about your experiences with Villanova University?

Thank you very much for your participation and comments.
 You may use the enclosed postage paid envelope to return your completed survey to:
 Office of Planning, Training & Institutional Research, Villanova University, 800 Lancaster Avenue, Villanova, PA, 19085-1699.

(Please do not write below this line. Feel free to attach additional pages if necessary.)