

EXECUTIVE SUMMARY (UG Students)

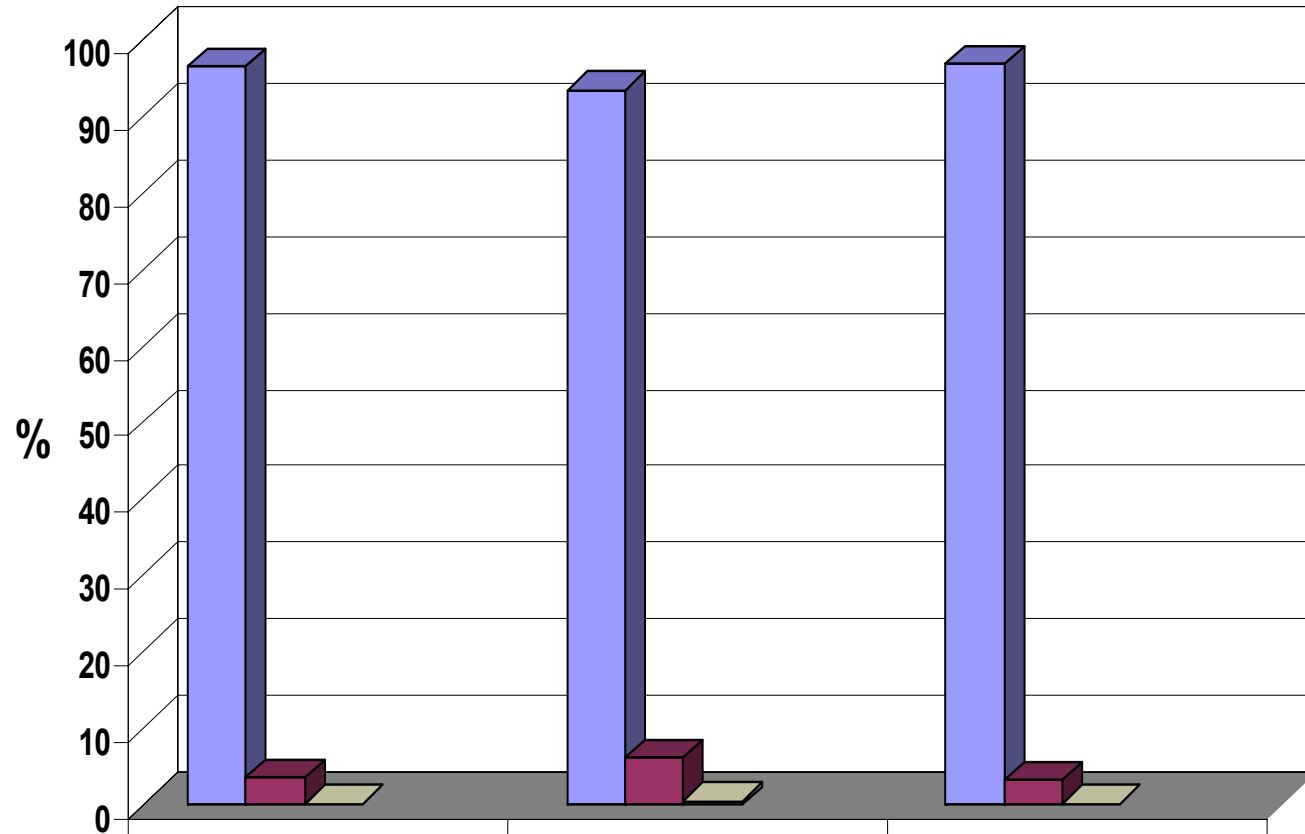
This study reports the findings of the current undergraduate student satisfaction at off-campus centers of Central Michigan University (CMU). Student perceptions were measured using the *Current Student Satisfaction Survey*. Mr. Elgammal consulted with program directors, student services staff, and the director of the ORA in developing the survey instrument. Every student was invited to participate in the survey online using the *Survey Monkey* link and 140 undergraduate students or 22% participated. On February 21st, 2006, a survey link was e-mailed to the undergraduate students.

Conclusions:

- More females participated in the survey than males (66% female, 34% male).
- The number of students who participated in the survey from the military was 2%.
- The average age of the participated students was 36 years old.
- Overall responses throughout the survey were heavily skewed toward positive with lowest positive responses toward class schedules (Figure 7) and the highest positive responses toward the educational climate (Figure 11).
- Figure 1 showed that 97.3% of students were satisfied with the process of getting started at CMU and from the welcoming staff.
- Figure 2 indicated that 88.3% of students were satisfied with the advisors and 8.3% of the students were mostly dissatisfied because advisors were not available when they needed to speak with them and were not interested in the progress they made in their programs.
- Figure 3 showed that the best ways for students to contact advisors was by phone and e-mail.
- Figure 4 indicated that 81% of students were satisfied with the registration process and registration staff and 13.2% of the students did not use the phone to register for classes and did not use the help of the registration staff.
- Figure 5 showed that 96% of the students register for classes online from CMU website.
- Figure 6 showed that 86% of students were satisfied with the receivable accounting processes and 8.7% of the students were dissatisfied because of insufficient access to receivable accounting and inadequate information about when and how to make payments on accounts. Online payment service was irrelevant to most of the 5.8% of the students.
- Figure 7 indicated that 46% of students were satisfied with the financial aid staff and services and 52% of the students did not use financial aid services.

- Figure 8 showed that 81% of students were satisfied with the Missouri Book Store (MBS) services and 9% were dissatisfied. The rest of the students (10%) did not use MBS.
- Figure 9 showed that 56% of the students receive their books from MBS.
- Figure 10 indicated that 82% of the students were satisfied with the courses offered and class schedules offered at CMU. 17.1% of the students were dissatisfied with the courses offered and class schedules. The reasons given were mostly because courses were not offered in proper sequence in order to graduate on time and the variety of course offerings at CMU were inadequate.
- Figure 11 showed that 72% of the students had taken less than 3 courses online, 18% of the students had taken 4 to 6 courses online, and 10% of the students had taken 7 or more courses online.
- Figure 12 indicated 73% of the students were satisfied with classrooms and facilities at CMU and 22.6% of the students did not use CMU's computer labs, or needed adequate help desk support, and did not use the CMU's buildings and facilities.
- Figure 13 indicated 82% of the students were satisfied with the program center administration and 5% of the students were mostly dissatisfied because administrators did not alert them to changes in schedules or processes and were not careful to remind them about registration periods. 13% of the students did not use the help of the administrators to register for classes nor used their help in finding another class to take if the one they needed was full.
- Figure 14 showed that 56% of the students were satisfied with Off-Campus Library Services (OCLS) and 38.5% did not use OCLS resources and services.
- Figure 15 indicated the positive educational climate at CMU. 83% of the students were satisfied with the educational climate at CMU and 17% of the students did not answer the questions regarding CMU's support of people with disabilities and the needs of students in the military.
- Figure 16 indicated 95% of the students were satisfied with the overall educational quality at CMU. They were satisfied with the cost, quality of the curriculum, experience, and programs offered at CMU.
- Figure 17 indicated 90% of the students strongly and moderately agreed on the quality of teaching and 10% of the students slightly agreed on the quality of teaching.
- Figure 18 showed that 36% of the students felt that their learning was substantially improved, 42% of the students felt that their learning was moderately improved, 15% of the students felt small improvement in their learning, and 6% of the students felt that there was no improvement in their learning.

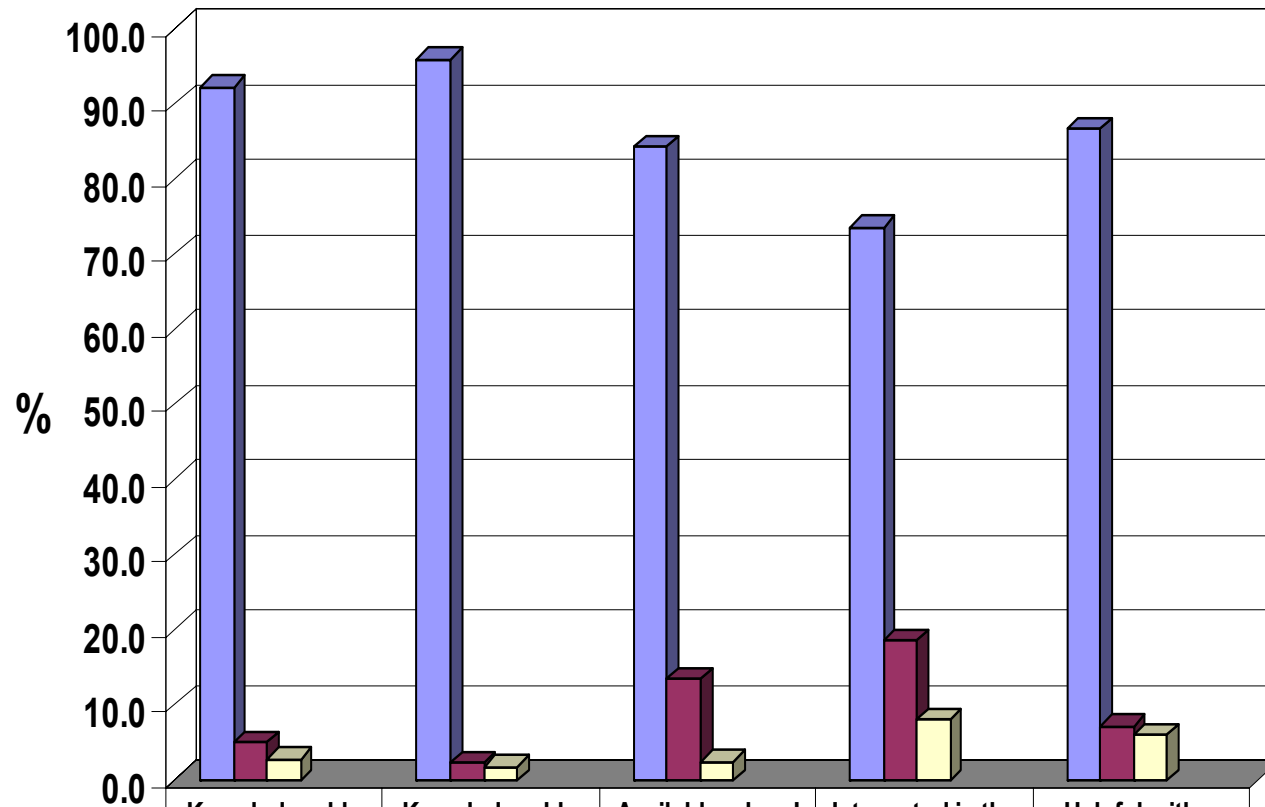
2006 Current Student Survey: Getting Started at CMU



	I can usually get information I need on CMU programs and services.	The process of getting started at CMU is well organized.	CMU staff are welcoming and helpful.
Strongly Agree/Agree	96.4	93.4	96.7
Strongly Disagree/Disagree	3.5	6.1	3.2
Not Applicable	0.2	0.5	0.2
Mean	1.52	1.6	1.44
Standard Deviation	0.592	0.623	0.562

Figure 1

2006 Current Student Survey: Advising

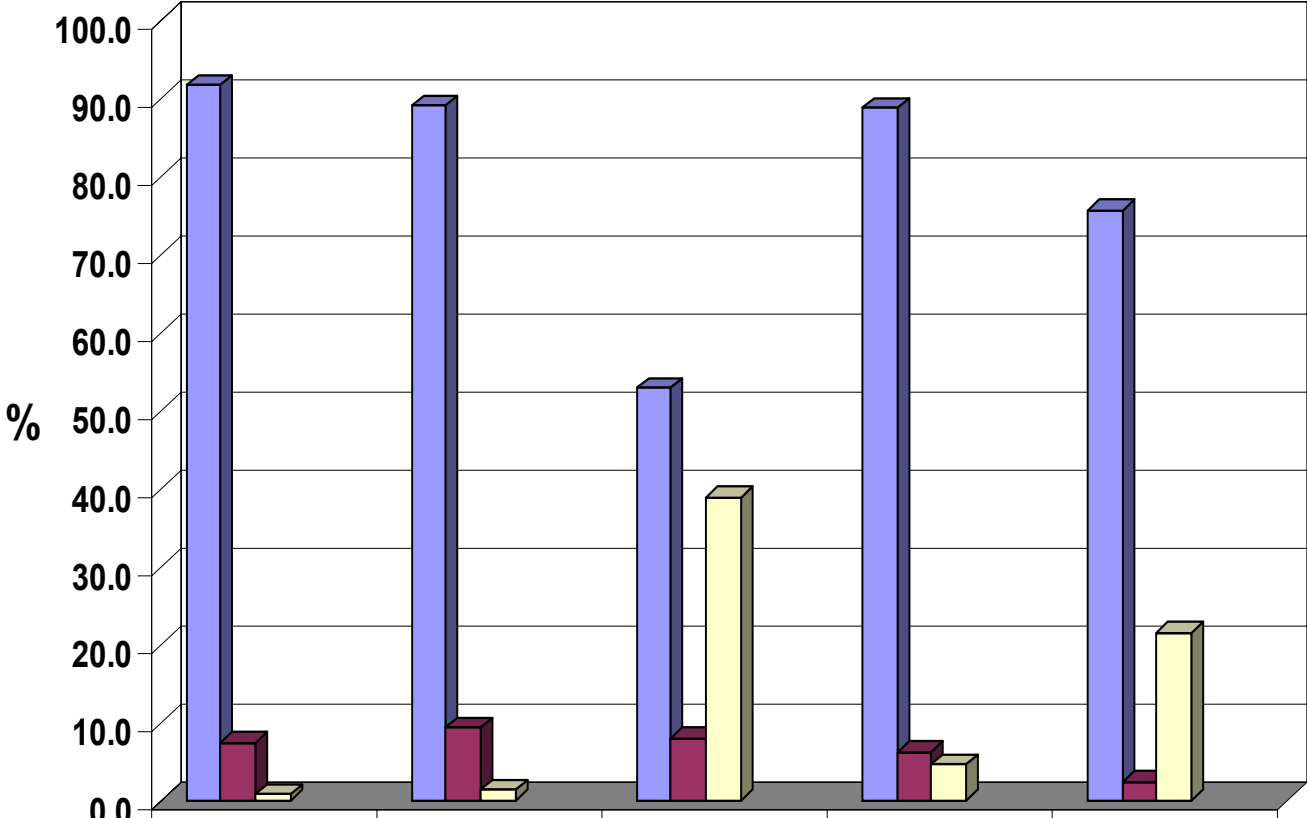


Advisors are:

	Knowledgeable about transfer of credit.	Knowledgeable about degree requirements.	Available when I need to speak with them.	Interested in the progress I make in my program.	Helpful with a variety of questions.
Strongly Agree/Agree	92.2	95.9	84.1	73.5	86.6
Strongly Disagree/Disagree	5.0	2.3	13.5	18.5	7.2
Not Applicable	2.8	1.7	2.4	7.9	6.1
Mean	1.54	1.52	1.83	1.92	1.69
Standard Deviation	0.594	0.558	0.732	0.774	0.645

Figure 2

2006 Current Student Survey: Registration



Registering for Classes:	Is well organized process.	Takes reasonable time.	By phone is helpful.	Online is a straightforward process.	Registration staff are helpful & knowledgeable.
Strongly Agree/Agree	91.8	89.2	53.0	88.9	75.8
Strongly Disagree/Disagree	7.4	9.4	8.0	6.3	2.5
Not Applicable	0.8	1.4	38.9	4.7	21.6
Mean	1.6	1.68	1.78	1.5	1.6
Standard Deviation	0.66	0.709	0.744	0.63	0.567

Figure 3

2006 Current Student Survey: Receivable Accounting

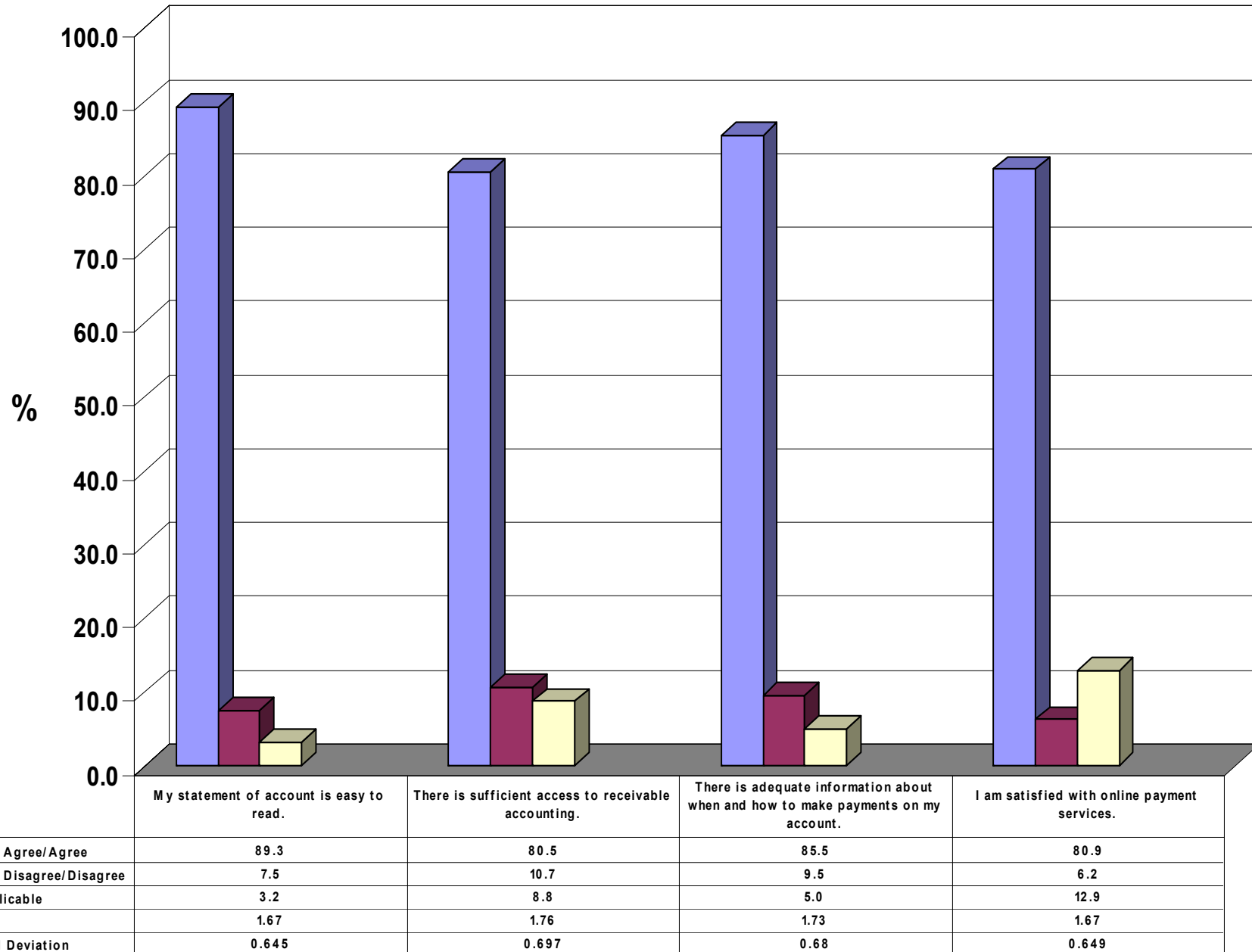
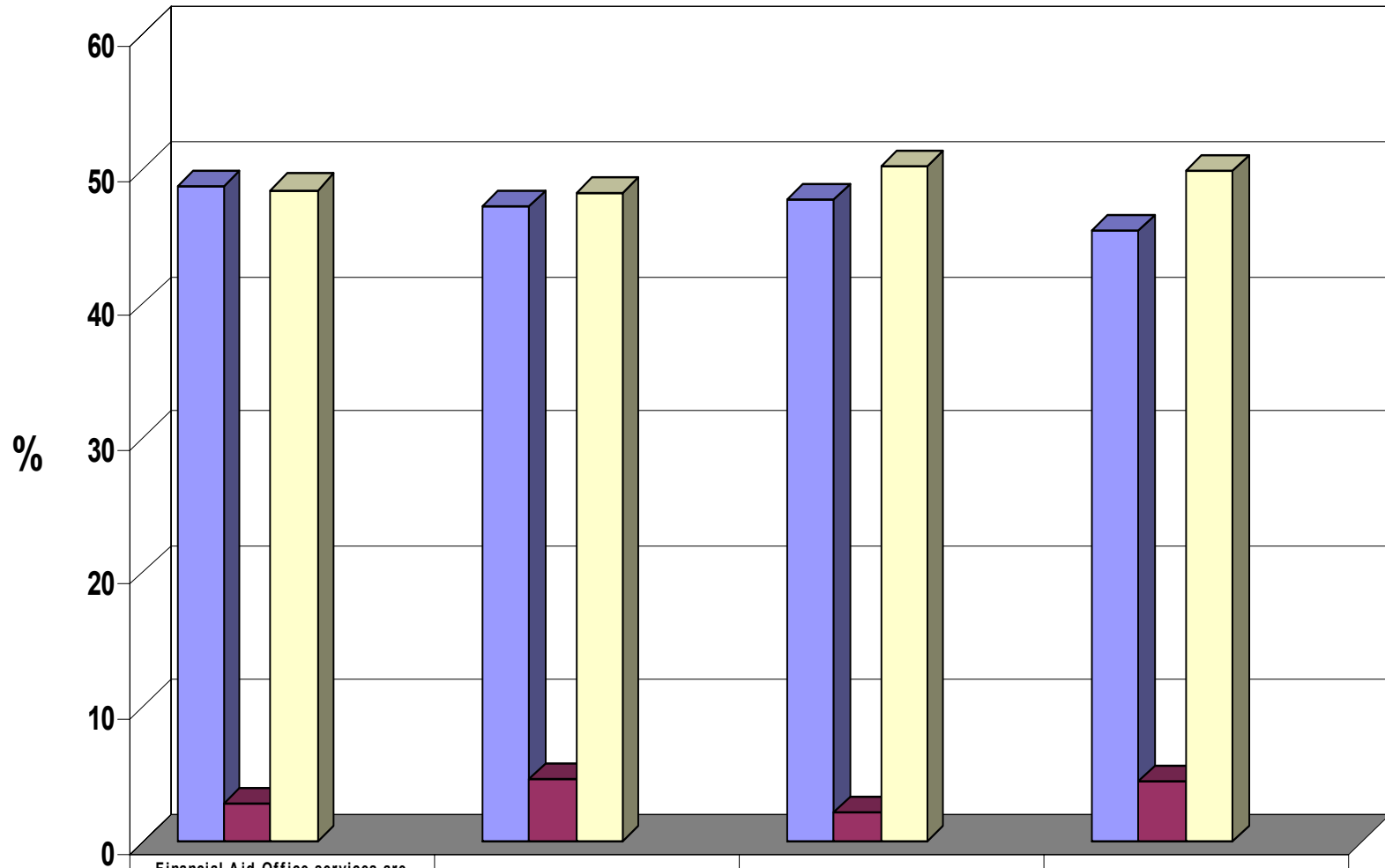


Figure 4

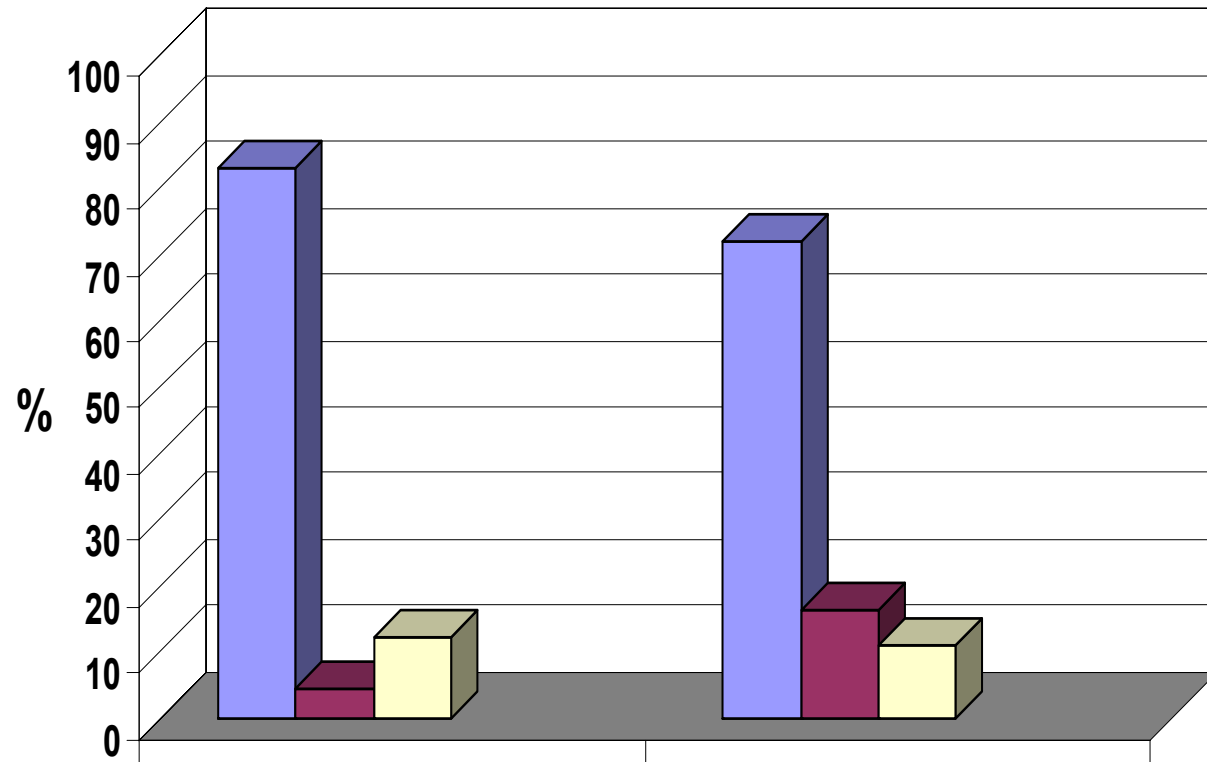
2006 Current Student Survey: Financial Aid



	Financial Aid Office services are provided in a courteous and friendly manner.	The information that I receive from Financial Aid is accurate and timely.	The Financial Aid staff are knowledgeable about aid programs.	I am satisfied with online Financial Aid services.
Strongly Agree/Agree	48.7	47.2	47.7	45.5
Strongly Disagree/Disagree	2.9	4.6	2.1	4.5
Not Applicable	48.5	48.2	50.2	49.9
Mean	1.64	1.68	1.59	1.7
Standard Deviation	0.634	0.658	0.603	0.729

Figure 5

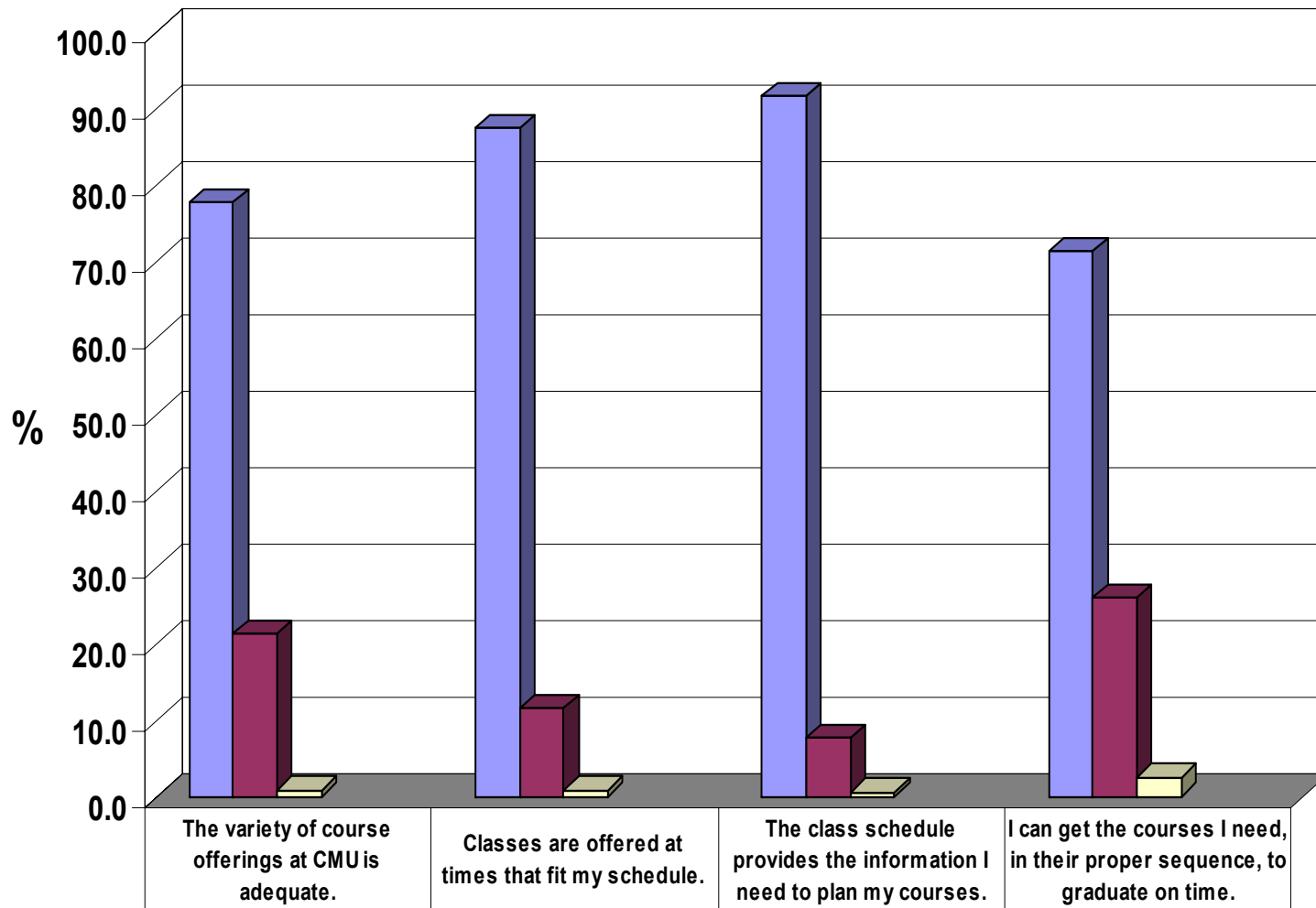
2006 Current Student Survey:MBS- Classroom Learning Materials



	I receive my material from MBS in a timely manner.	I am satisfied with online bookstore services.
■ Strongly Agree/Agree	83.3	72.2
■ Strongly Disagree/Dsiagree	4.4	16.6
■ Not Applicable	12.3	11.2
Mean	1.64	1.88
Standard Deviation	0.589	0.815

Figure 6

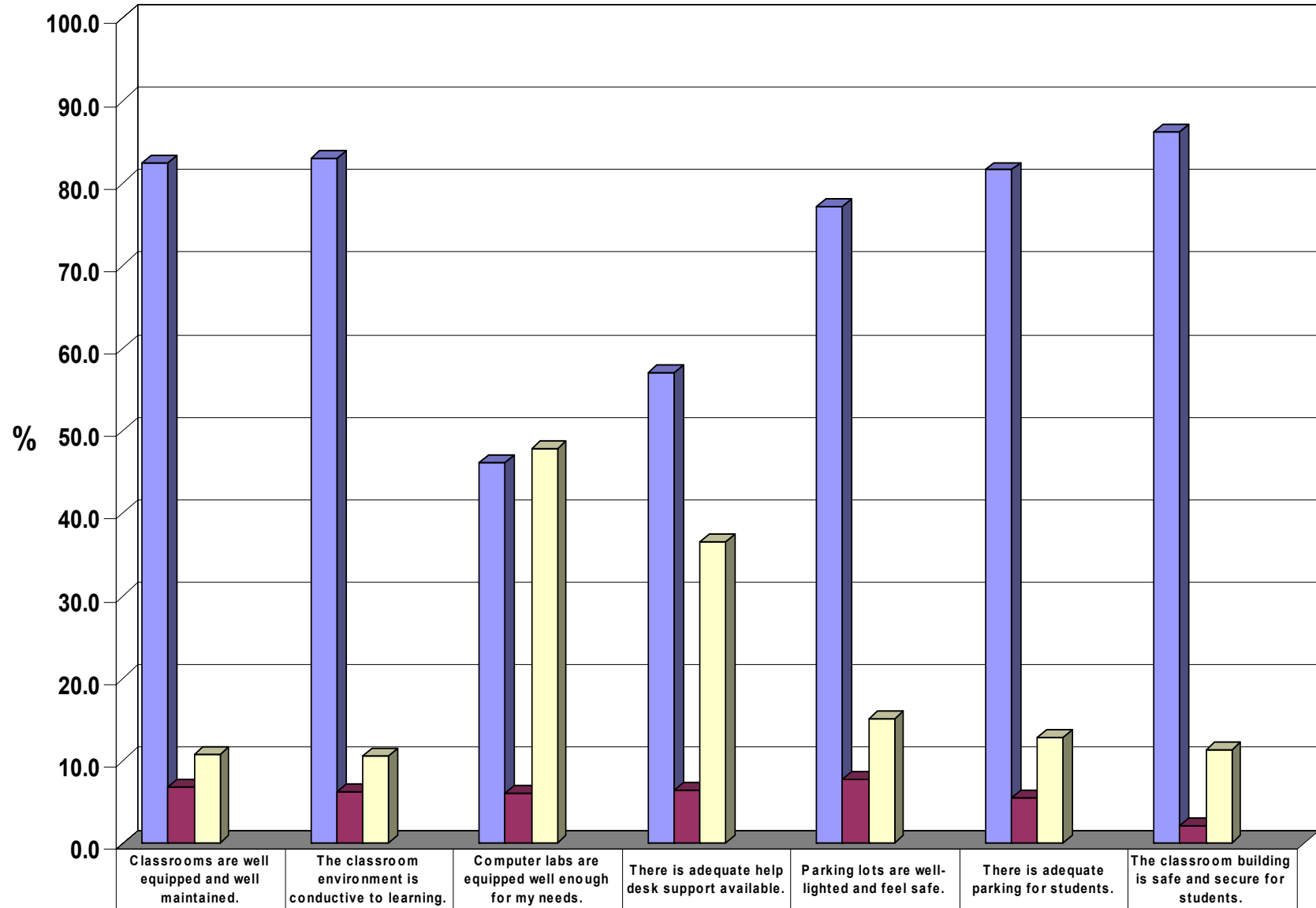
2006 Current Student Survey: Class Schedules



Strongly Agree/Agree	77.9	87.6	91.8	71.5
Strongly Disagree/Disagree	21.4	11.6	7.6	26.0
Not Applicable	0.8	0.8	0.6	2.5
Mean	2.02	1.82	1.76	2.1
Standard Deviation	0.728	0.669	0.605	0.783

Figure 7

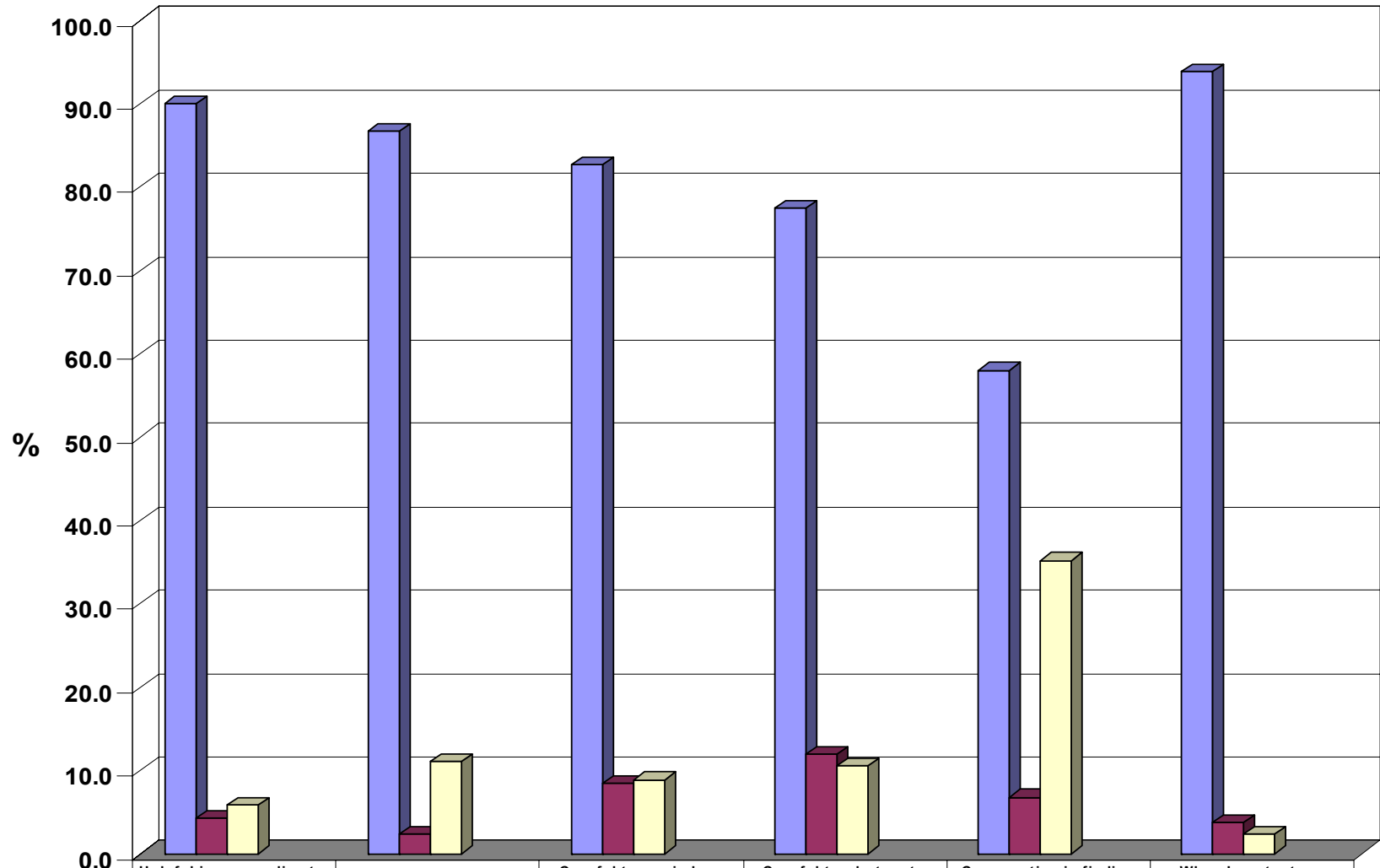
2006 Current Student Survey: Classrooms and Facilities



Strongly Agree/Agree	82.4	83.0	46.1	57.1	77.2	81.6	86.3
Strongly Disagree/Disagree	6.8	6.3	6.0	6.4	7.8	5.6	2.2
Not Applicable	10.8	10.6	47.8	36.6	15.1	12.8	11.4
Mean	1.71	1.67	1.77	1.78	1.75	1.68	1.61
Standard Deviation	0.641	0.653	0.723	0.659	0.64	0.624	0.557

Figure 8

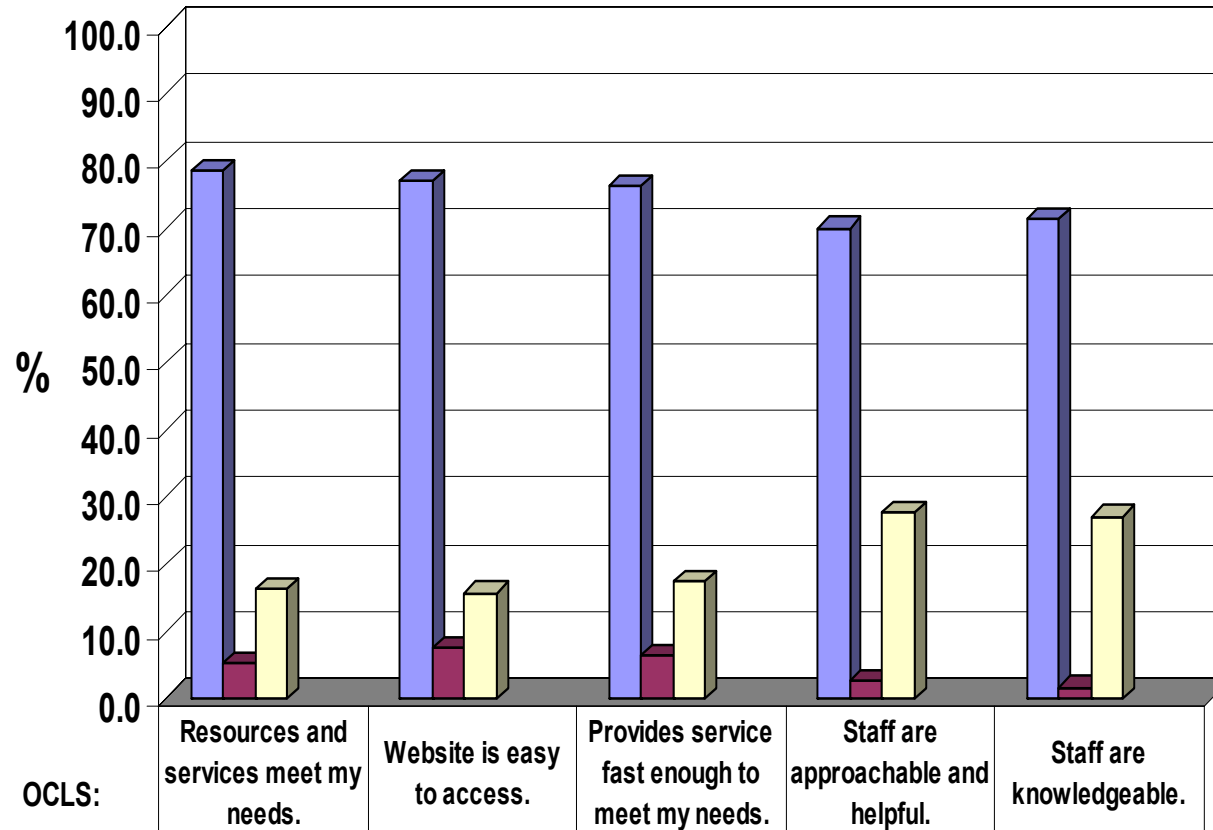
2006 Current Student Survey: Program Center Administration



Program administrators and administrative assistants are:	Helpful in responding to questions/ issues that I have.	Helpful with registration for classes.	Careful to remind us about registration periods.	Careful to alert us to changes in schedules or processes.	Cooperative in finding another class to take, if the one I need is full.	When I contact my program center, the staff respond to my needs.
Strongly Agree/Agree	90.0	86.7	82.7	77.4	58.0	93.8
Strongly Disagree/Disagree	4.2	2.4	8.4	11.9	6.8	3.8
Not Applicable	5.9	11.0	8.9	10.6	35.2	2.4
Mean	1.55	1.52	1.65	1.71	1.65	1.5
Standard Deviation	0.613	0.582	0.699	0.737	0.727	0.596

Figure 9

2006 Current Student Survey: Off Campus Library Services (OCLS)



Strongly Agree/Agree	78.4	77.0	76.3	69.9	71.4
Strongly Disagree/Disagree	5.3	7.4	6.3	2.5	1.6
Not Applicable	16.3	15.6	17.3	27.6	27.0
Mean	1.65	1.67	1.65	1.53	1.5
Standard Deviation	0.656	0.695	0.682	0.566	0.542

Figure 10

2006 Current Student Survey: Educational Climate

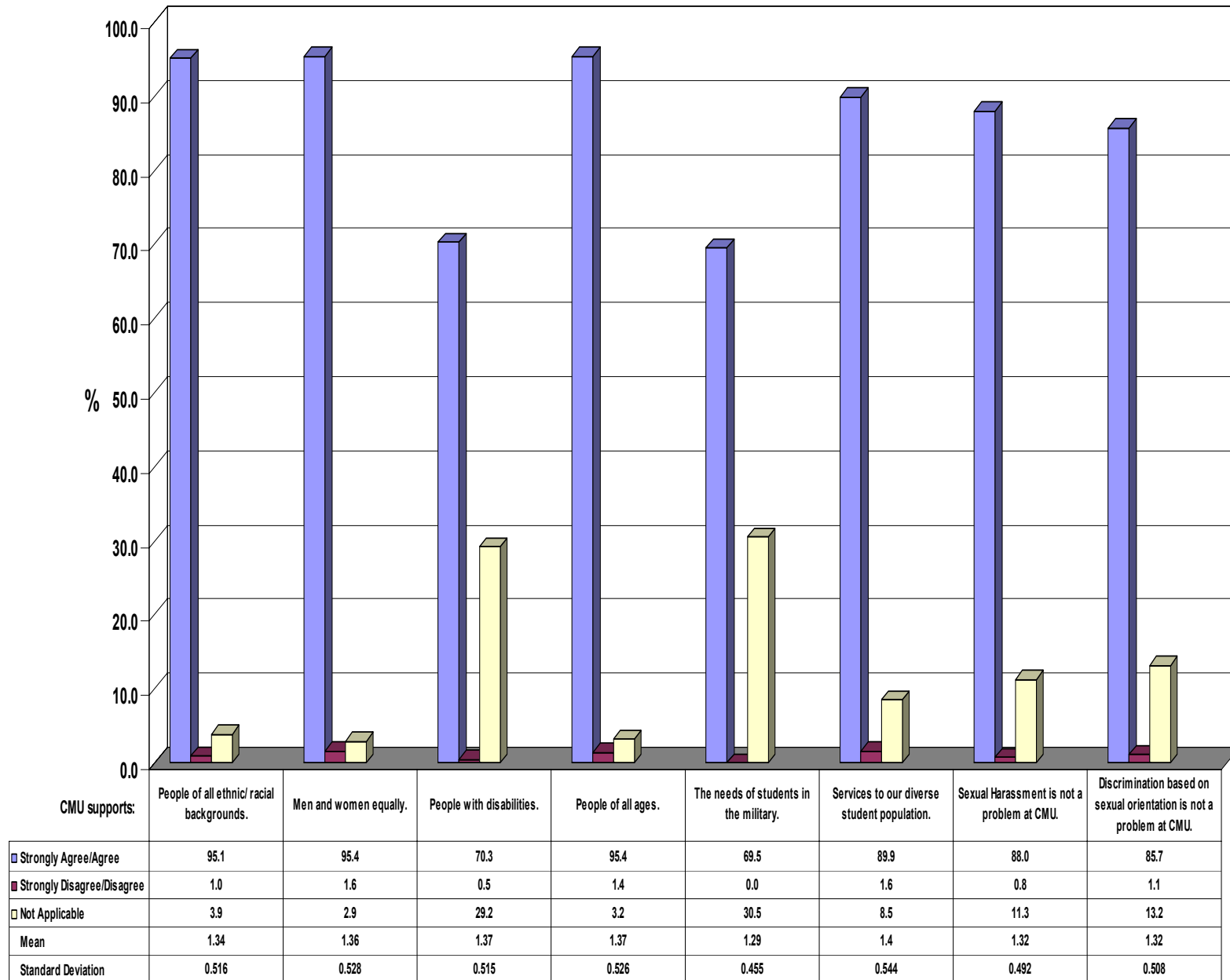


Figure 11

2006 Current Student Survey: Overall Educational Quality

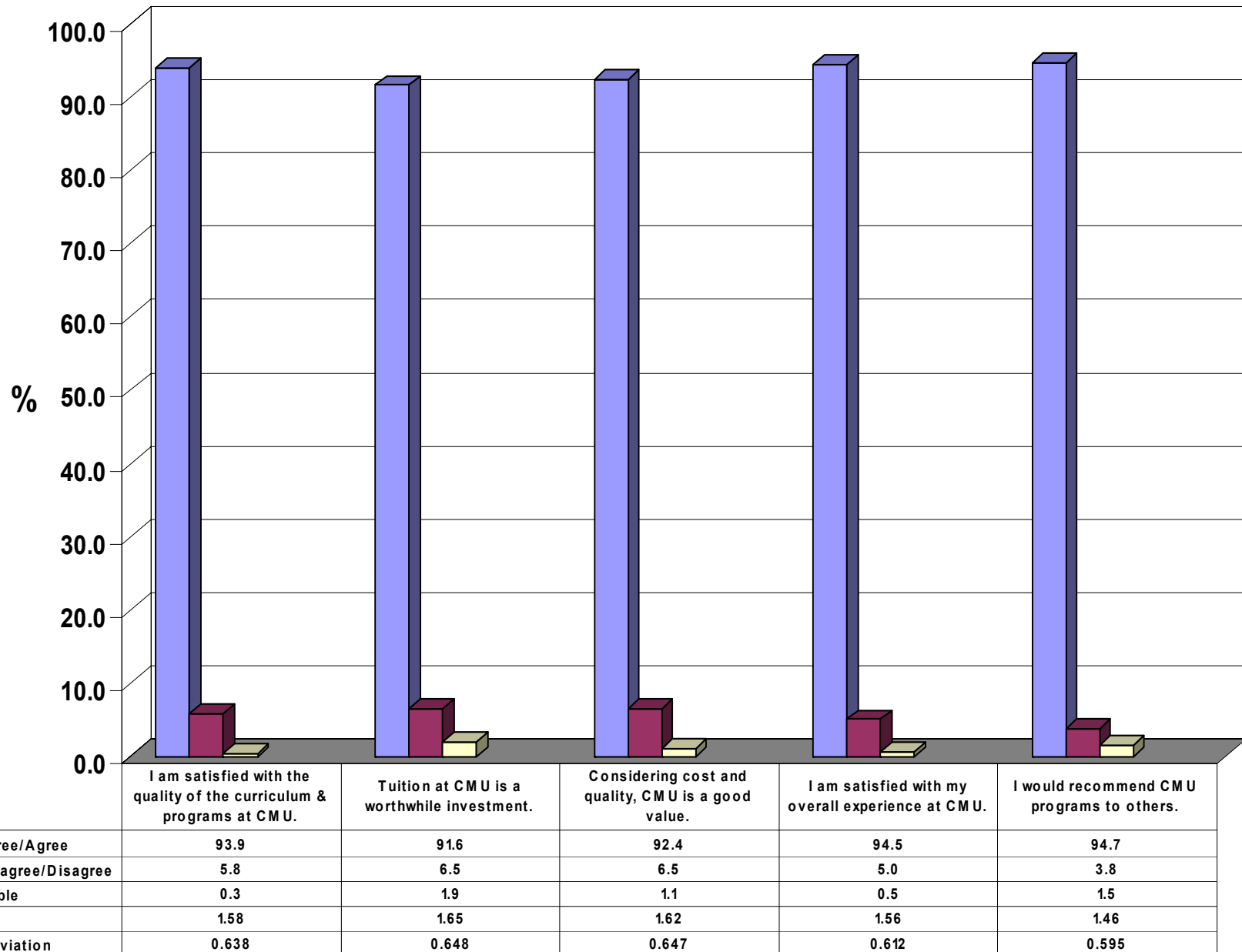


Figure 12

Getting Started at CMU

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
I can usually get information I need on CMU programs and services.	70	50.0	65	46.4	3	2.1	2	1.4	0	0	0	140
The process of getting started at CMU is well organized.	65	46.4	72	51.4	3	2.1	0	0	0	0	0	140
CMU staff are welcoming and helpful.	94	67.1	43	30.7	3	2.1	0	0	0	0	0	140

I can usually get information I need on CMU programs and services.
 The process of getting started at CMU is well organized.
 CMU staff are welcoming and helpful.

Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
135	96.4	1.55	0.615
137	97.8	1.56	0.540
137	97.8	1.35	0.522

Advising

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Advisors are:												
Knowledgeable about transfer of credit	70	50.4	59	42.4	6	4.3	0	0	4	2.9	1	140
Knowledgeable about degree requirements	76	54.7	59	42.4	2	1.4	0	0	2	1.4	1	140
Available when I need to speak with them	50	36.0	70	50.4	15	10.8	4	2.9	0	0	1	140
Interested in the progress I make in my program	40	28.8	63	45.3	24	17.3	1	0.7	11	7.9	1	140
Helpful with a variety of questions	58	41.7	69	49.6	5	3.6	1	0.7	6	4.3	1	140

Advisors are:
 Knowledgeable about transfer of credit
 Knowledgeable about degree requirements
 Available when I need to speak with them
 Interested in the progress I make in my program
 Helpful with a variety of questions

Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
129	92.8	1.63	0.819
135	97.1	1.51	0.674
120	86.4	1.81	0.741
103	74.1	2.14	1.091
127	91.3	1.76	0.906

Q5. The best way for me to contact advisors is by: (Check all that apply)	Response Percent	Response Total
Online/Website	9.6	13
E-mail	57.8	78
Phone	60	81
Personal Meeting	4.4	6

Registration

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Registering for classes:												
Is well organized process.	75	54	59	42.4	5	3.6	0	0	0	0	1	140
Takes reasonable time.	63	45.3	60	43.2	11	7.9	4	2.9	1	0.7	1	140
By phone is helpful.	28	20.1	43	30.9	10	7.2	2	1.4	56	40.3	1	140
Online registration is a straightforward process.	89	64.0	40	28.8	4	2.9	0	0	6	4.3	1	140
Registration staff are helpful and knowledgeable	44	31.7	62	44.6	4	2.9	0	0	29	20.9	1	140

Registering for classes:
 Is well organized process.
 Takes reasonable time.
 By phone is helpful.
 Online registration is a straightforward process.

Registration staff are helpful and knowledgeable

Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
134	96.4	1.50	0.569
123	88.5	1.71	0.794
71	51	3.11	1.658
129	92.8	1.52	0.912
106	76.3	2.34	1.457

Q9. The best way to register for classes is:	Response Percent	Response Total
Online/Website	96.3	130
E-mail	1.5	2
In person	2.2	3

Receivable Accounting

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
My statement of account is easy to read.	56	40.3	68	48.9	9	6.5	3	2.2	3	2.2	1	140
There is sufficient access to receivable accounting.	51	36.7	66	47.5	7	5.0	3	2.2	12	8.6	1	140
There is adequate information about when and how to make payments on my account.	53	38.1	66	47.5	13	9.4	3	2.2	4	2.9	1	140
I am satisfied with online payment services.	57	41.0	59	42.4	6	4.3	4	2.9	13	9.4	1	140

My statement of account is easy to read.
 There is sufficient access to receivable accounting.
 There is adequate information about when and how to make payments on my account.
 I am satisfied with online payment services.

Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
124	89.2	1.77	0.837
117	84.2	1.99	1.136
119	85.6	1.84	0.895
116	83.4	1.97	1.191

Financial Aid	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Financial Aid Office services are provided in a courteous and friendly manner.	32	23.0	35	25.2	1	0.7	0	0	71	51.1	1	140
The information that I receive from Financial Aid is accurate and timely.	28	20.1	33	23.7	7	5.0	0	0	71	51.1	1	140
The Financial Aid staff are knowledgeable about aid programs.	30	21.6	34	24.5	0	0	0	0	75	54.0	1	140
I am satisfied with online Financial Aid services.	27	19.4	35	25.2	2	1.4	1	0.7	74	53.2	1	140

	Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
	Count	Valid Percent	Mean	Standard Deviation
Financial Aid Office services are provided in a courteous and friendly manner.	67	48.2	1.51	0.531
The information that I receive from Financial Aid is accurate and timely.	61	43.8	1.69	0.652
The Financial Aid staff are knowledgeable about aid programs.	64	46.1	1.53	0.503
I am satisfied with online Financial Aid services.	62	44.6	1.65	0.623

MBS- Classroom Learning Materials	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
I receive my material from MBS in a timely manner.	50	36.0	72	51.8	1	0.7	1	0.7	15	10.8	1	140
I am satisfied with online bookstore services.	42	30.2	61	43.9	15	10.8	8	5.8	13	9.4	1	140

	Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
	Count	Valid Percent	Mean	Standard Deviation
I receive my material from MBS in a timely manner.	122	87.8	1.99	1.173
I am satisfied with online bookstore services.	103	74.1	2.20	1.205

Q20. I receive ____% of my books from MBS and ____% of my books from other	Response Average	Response Total
MBS	55.8	8385
Other	44.2	4558

Class Schedules

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
The variety of course offerings at CMU is adequate.	17	12.2	86	61.9	34	24.5	2	1.4	0	0	1	140
Classes are offered at times that fit my schedule.	35	25.2	87	62.6	15	10.8	1	0.7	1	0.7	1	140
The class schedule provides the information I need to plan my courses.	37	26.6	95	68.3	7	5.0	0	0	0	0	1	140
I can get the courses I need, in their proper sequence, to graduate on time.	19	13.7	79	56.8	33	23.7	3	2.2	5	3.6	1	140

The variety of course offerings at CMU is adequate.
 Classes are offered at times that fit my schedule.
 The class schedule provides the information I need to plan my courses.
 I can get the courses I need, in their proper sequence, to graduate on time.

Strongly Agree or Agree	Valid Count	Valid Percent	Descriptive Stats (4-pt. scale above)	
			Mean	Standard Deviation
	103	74.1	2.15	0.636
	122	87.8	1.89	0.667
	132	94.9	1.78	0.521
	98	70.5	2.25	0.852

Q25. I have taken _____ courses online	Response Percent	Response Total
<3	72.4	97
4 to 6	17.9	24
7 to 9	3.7	5
10>	6	8

Classrooms and Facilities

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Classrooms are well equipped and well maintained.	52	37.1	65	46.8	3	2.2	1	0.7	18	12.9	1	139
The classroom environment is conducive to learning.	57	41.0	56	40.3	5	3.6	1	0.7	20	14.4	1	140
Computer labs are equipped well enough for my needs.	24	17.6	39	28.7	4	2.9	1	0.7	68	50.0	4	140
There is adequate help desk support available.	27	19.4	50	36.0	4	2.9	0	0	58	41.7	1	140
Parking lots are well-lighted and feel safe.	35	25.2	73	52.5	12	8.6	0	0	19	13.7	1	140
There is adequate parking for students.	45	32.4	67	48.2	8	5.8	1	0.7	18	12.9	1	140
The classroom building is safe and secure for students.	52	37.4	68	48.9	1	0.7	0	0	18	12.9	1	140

Classrooms are well equipped and well maintained.
 The classroom environment is conducive to learning.
 Computer labs are equipped well enough for my needs.
 There is adequate help desk support available.
 Parking lots are well-lighted and feel safe.
 There is adequate parking for students.
 The classroom building is safe and secure for students.

Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
117	83.9	2.05	1.264
113	81.3	2.07	1.333
63	46.3	3.37	1.699
77	55.4	3.09	1.679
108	77.7	2.24	1.233
112	80.6	2.14	1.252
120	86.3	2.02	1.248

Program Center Administration

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Program administrators and administrative assistants are:												
Helpful in responding to questions/ issues that I have.	64	46.0	63	45.3	1	0.7	1	0.7	10	7.2	1	140
Helpful with registration for classes.	55	39.6	64	46.0	1	0.7	0	0	19	13.7	1	140
Careful to remind us about registration periods.	52	37.4	63	45.3	9	6.5	2	1.4	13	9.4	1	140
Careful to alert us to changes in schedules or processes.	47	33.8	62	44.6	15	10.8	0	0	15	10.8	1	140
Cooperative in finding another class to take, if the one I need is full.	37	26.6	45	32.4	10	7.2	0	0	47	33.8	1	140
When I contact my program center by phone or e-mail, the staff are responsive to my needs.	68	48.9	64	46.0	2	1.4	0	0	5	3.6	1	140

Program administrators and administrative assistants are:
 Helpful in responding to questions/ issues that I have.
 Helpful with registration for classes.
 Careful to remind us about registration periods.
 Careful to alert us to changes in schedules or processes.
 Cooperative in finding another class to take, if the one I need is full.

Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
127	91.3	1.78	1.050
119	85.6	2.03	1.291
115	82.7	2.00	1.161
109	78.4	2.09	1.191
82	59	2.82	1.652
132	94.9	1.63	0.835

When I contact my program center by phone or e-mail, the staff are responsive to my needs.

OCLS:

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Resources and services meet my needs.	28	20.1	51	36.7	7	5.0	3	2.2	50	36.0	1	140
Website is easy to access.	33	23.7	46	33.1	8	5.8	4	2.9	48	34.5	1	140
Provides service fast enough to meet my needs.	31	22.3	51	36.7	5	3.6	4	2.9	48	34.5	1	140
Staff are approachable and helpful.	28	20.1	46	33.1	5	3.6	0	0	60	43.2	1	140
Staff are knowledgeable.	29	20.9	44	31.7	4	2.9	0	0	62	44.6	1	140

Strongly Agree or Descriptive Stats

Resources and services meet my needs.
 Website is easy to access.
 Provides service that is fast enough to meet my needs.
 Staff are approachable and helpful.
 Staff are knowledgeable.

Agree		(4-pt. scale above)	
Count	Valid Percent	Mean	Standard Deviation
79	56.8	2.97	1.628
79	56.8	2.91	1.644
82	59.0	2.91	1.637
74	53.2	3.13	1.693
73	52.6	3.16	1.712

Quality of Teaching

Overall, my CMU instructors:	Strongly Agree		Moderately Agree		Slightly Agree		Slightly Disagree		Moderately Disagree		Strongly Disagree		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Understand and respect individual students' differences	64	46.4	64	46.4	9	6.5	0	0	0	0	1	0.7	2	140
Communicate clear expectations for classes	62	44.9	58	42.0	16	11.6	2	1.4	0	0	0	0	2	140
Apply course content to real life, especially the workplace	51	37.0	56	40.6	24	17.4	6	4.3	1	0.7	0	0	2	140
Use a variety of teaching methods and learning activities	57	41.3	64	46.4	14	10.1	3	2.2	0	0	0	0	2	140
Encourage students to be responsible for their own learning	69	50.0	58	42.0	10	7.2	1	0.7	0	0	0	0	2	140
Help students achieve course learning objectives	62	44.9	58	42.0	15	10.9	2	1.4	1	0.7	0	0	2	140
Challenge students intellectually	60	43.5	65	47.1	11	8.0	1	0.7	1	0.7	0	0	2	140
Encourage students to summarize, synthesize, analyze and apply information	59	42.8	63	45.7	12	8.7	4	2.9	0	0	0	0	2	140
Provide feedback to help students keep track of their learning	43	31.2	57	41.3	20	14.5	14	10.1	2	1.4	2	1.4	2	140
Choose assessments of students' knowledge which were relevant to course learning objectives	46	33.3	70	50.7	18	13.0	4	2.9	0	0	0	0	2	140

Overall, my CMU instructors:

	Strongly Agree or Moderately Agree		Descriptive Stats (6-pt. scale above)	
	Count	Valid Percent	Mean	Standard Deviation
Understand and respect individual students' differences	128	92.8	1.63	0.716
Communicate clear expectations for classes	120	86.9	1.70	0.731
Apply course content to real life, especially the workplace	107	77.6	1.91	0.884
Use a variety of teaching methods and learning activities	121	87.7	1.73	0.730
Encourage students to be responsible for their own learning	127	92	1.59	0.690
Help students achieve course learning objectives	120	86.9	1.71	0.776
Challenge students intellectually	125	90.6	1.68	0.715
Encourage students to summarize, synthesize, analyze and apply information	122	88.5	1.72	0.745
Provide feedback to help students keep track of their learning	100	72.5	2.14	1.102
Choose assessments of students' knowledge which were relevant to course learning objectives	116	84	1.86	0.750

Educational Climate

CMU supports:	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
People of all ethnic/ racial backgrounds.	95	69.9	31	22.8	1	0.7	0	0	9	6.6	4	140
Men and women equally.	92	67.6	36	26.5	1	0.7	0	0	7	5.1	4	140
People with disabilities by providing them with equal education opportunities.	64	47.1	25	18.4	1	0.7	0	0	46	33.8	4	140
People of all ages by treating them with respect.	93	68.4	37	27.2	1	0.7	0	0	5	3.7	4	140
Respects the needs of students in the military.	52	38.2	19	14.0	0	0	0	0	65	47.8	4	140
Services to our diverse student population.	77	56.6	39	28.7	0	0	0	0	20	14.7	4	140
Sexual Harassment is not a problem at CMU.	77	56.6	42	30.9	1	0.7	0	0	16	11.8	4	140
Discrimination based on sexual orientation is not a problem at CMU.	78	57.4	43	31.6	0	0	0	0	15	11.0	4	140

CMU supports:	Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
	Count	Valid %	Mean	Std Dev
People of all ethnic/ racial backgrounds.	126	92.7	1.51	1.033
Men and women equally.	128	94.1	1.49	0.943
People with disabilities by providing them with equal education opportunities.	89	65.5	2.55	1.800
People of all ages by treating them with respect.	130	95.6	1.43	0.841
Respects the needs of students in the military.	71	52.2	3.05	1.899
Services to our diverse student population.	116	85.3	1.88	1.374
Sexual Harassment is not a problem at CMU.	119	87.5	1.79	1.266
Discrimination based on sexual orientation is not a problem at CMU.	121	89.0	1.76	1.232

Overall Educational Quality

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
I am satisfied with the quality of the curriculum and programs at CMU.	58	42.6	72	52.9	5	3.7	0	0	1	0.7	4	140
Tuition at CMU is a worthwhile investment.	51	37.5	77	56.6	4	2.9	0	0	4	2.9	4	140
Considering cost and quality, CMU is a good value.	57	41.9	72	52.9	5	3.7	0	0	2	1.5	4	140
I am satisfied with my overall experience at CMU.	58	42.6	71	52.2	6	4.4	0	0	1	0.7	4	140
I would recommend CMU programs to others.	76	55.9	55	40.4	2	1.5	0	0	3	2.2	4	140

	Strongly Agree or Agree		Descriptive Stats (4-pt. scale above)	
	Count	Valid Percent	Mean	Standard Deviation
I am satisfied with the quality of the curriculum and programs at CMU.	130	95.5	1.63	0.630
Tuition at CMU is a worthwhile investment.	128	94.1	1.74	0.779
Considering the cost and quality, CMU is a good value.	129	94.8	1.66	0.691
I am satisfied with my overall experience at CMU.	129	94.8	1.64	0.640
I would recommend CMU programs to others.	131	96.3	1.52	0.740

Quality of Learning

	Great Improvement		Moderate Improvement		Small Improvement		No Improvement		Missing	Valid Total
	Count	Valid %	Count	Valid %	Count	Valid %	Count	Valid %		
Apply administrative concepts and theories to the workplace, in both profit and nonprofit organizations.	46	33.8	62	45.6	23	16.9	5	3.7	4	140
Understand and demonstrate basic research techniques in administrative issues.	51	37.5	58	42.6	19	14.0	8	5.9	4	140
Understand cultural factors and processes that make organizations effective.	53	39.0	54	39.7	21	15.4	8	5.9	4	140
Apply administrative techniques and strategies to lead an organization.	47	34.6	60	44.1	23	16.9	6	4.4	4	140
Demonstrate a high level of professional behavior, especially regarding organizational morale, professional ethics and multicultural awareness.	56	41.2	51	37.5	22	16.2	7	5.1	4	140
Delivery of high quality professional presentations regarding administrative issues and solutions.	51	37.5	55	40.4	21	15.4	9	6.6	4	140
Create and direct a comprehensive strategic plan.	42	30.9	59	43.3	21	15.4	14	10.3	4	140
Apply managerial solutions to organizational problems.	47	34.6	60	44.1	17	12.5	12	8.8	4	140
Recognize and identify organizational change behaviors in individuals which affect organizations.	52	38.2	54	39.7	21	15.4	9	6.6	4	140

	Stated "Substantial" or "Moderate" Improvement		Descriptive Statistics	
	Count	Valid %	Mean	Standard Deviation
Apply administrative concepts and theories to the workplace, in both profit and nonprofit organizations.	110	79.4	1.90	0.806
Understand and demonstrate basic research techniques in administrative issues.	109	80.1	1.88	0.861
Understand cultural factors and processes that make organizations effective.	107	78.7	1.88	0.878
Apply administrative techniques and strategies to lead an organization.	107	78.7	1.91	0.830
Demonstrate a high level of professional behavior, especially regarding organizational morale, professional ethics and multicultural awareness.	107	78.7	1.85	0.874
Delivery of high quality professional presentations regarding administrative issues and solutions.	106	77.9	1.91	0.890
Create and direct a comprehensive strategic plan.	101	74.2	2.05	0.937
Apply managerial solutions to organizational problems.	107	78.7	1.96	0.910
Recognize and identify organizational change behaviors in individuals which affect organizations.	106	77.9	1.90	0.893

Design Survey

Show All Pages and Questions

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Preview

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Current Student Survey/ BS in Administration - Industrial Administration

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Edit Logo

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Dear Participant:

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As a student of Central Michigan University, you are the only person who can tell us about your level of satisfaction with your CMU experience. It is our mission to serve adults who want to advance in their professions, and we need your input to continually improve CMU programs.

Would you please take a few moments to help us by completing this survey? It takes less than fifteen minutes to complete and is very user-friendly. Your responses will remain absolutely confidential, and will never be published.

As our way of thanking you, all students who complete the survey will receive a free download of screen savers, and your name will be entered into random drawing for one of the following prizes:

CMU Logo Pen
Thumb Drive
CMU Sweatshirt

Grand Prize: Any two of the above, plus a \$50.00 MBS gift certificate
Second Prize: Any one of the above, plus a \$50.00 MBS gift certificate

The drawing will take place during May 2006, and you will be notified if your name is selected.

Thank you for taking the time to assist us as Central Michigan University moves forward in improving its programs and services. Your response will provide useful information regarding student learning experiences and satisfaction.

Sincerely,

Albert Zainea, Director
Undergraduate Programs

D. Terry Rawls, Interim Vice President/Executive Director
ProfEd – Off-Campus Programs

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Getting Started at CMU

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[Add Question](#) [Add Page](#)

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* Getting Started at CMU

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

1. I can usually get information I need on CMU programs and

services.

2. The process of getting started at CMU is well organized.

3. CMU staff are welcoming and helpful.

Add Question

Add Page

Advising

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Add Logic

Add Question

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* 4. Advisors are

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

Knowledgeable about transfer of credit.

Knowledgeable about degree requirements.

Available when I need to speak with them.

Interested in the progress I make in my program.

Helpful with a variety of questions.

Add Question

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* 5. The best way for me to contact advisors is by: (Check all that apply)

Online/Website

E-mail

Phone

Other (please specify)

[Add Question](#)

[Add Page](#)

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* 6. I want my advisor to repond to my questions within

hour(s)

or day(s)

[Add Question](#)

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Registration

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[Add Logic](#)

[Add Question](#)

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* 7. Registering for classes:

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

Is a well-organized process.



Takes reasonable time.

By phone is helpful.

Online registration is a straightforward process.

Add Question

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* 8. Registration staff are helpful and knowledgeable

Strongly
Agree

Agree

Disagree

Strongly
Disagree

Not Applicable

Add Question

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* 9. The best way to register for classes is:

Online/Website

E-mail

In person

Add Question

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Receivable Accounting

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Add Logic

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* Receivable Accounting

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

10. My statement of account is easy to read.

11. There is sufficient access to Receivable Accounting.

12. There is adequate information about when and how to make payments on my account.

13. I am satisfied with online payment services.

[Add Question](#) [Add Page](#)

Financial Aid

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* Financial Aid

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

14. Financial Aid Office services are provided in a courteous and friendly manner.

15. The information I receive from Financial Aid is accurate and timely.

16. The Financial Aid staff are knowledgeable about aid programs.

17. I am satisfied with online Financial Aid services.

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MBS - Classroom Learning Materials

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* MBS - Classroom Learning Materials

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

18. I receive my material from MBS in a timely manner.

19. I am satisfied with online bookstore services.

[Add Question](#) [Add Page](#)

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* 20. I receive ____% of my books from MBS
and ____ % of my books from _____

% MBS

% Other

Specify

[Add Question](#) [Add Page](#)

Class Schedules

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* Class Schedules

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

21. The variety of course offerings at CMU is adequate.

22. Classes are offered at times that fit my schedule.

23. The class schedule provides the information I need to plan my courses.

24. I can get the courses I need, in their proper sequence, to graduate on time.

[Add Question](#)[Add Page](#)[Edit](#) [Delete](#) [Copy/Move](#) [Add Logic](#)

* 25. I have taken _____ courses online.

1-3

4-6

7-9

10+

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Classrooms and Facilities

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* Classrooms and Facilities

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

26. Classrooms are well equipped and well maintained.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

27. The classroom environment is conducive to learning.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

28. Computer labs are equipped well enough for my needs.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

29. There is adequate Help Desk support available.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

30. Parking lots are well-lighted and feel safe.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

31. There is adequate parking for students.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

32. The classroom building is safe and secure for students.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

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*** 33. Program administrators and administrative assistants are:**

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Helpful in responding to questions/issues that I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful with registration for classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Careful to remind us about registration periods.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Careful to alert us to changes in schedules or processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperative in finding another class to take, if the one I need is full.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Add Question Add Page

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*** 34. When I contact my program center by phone or e-mail, the staff are responsive to my needs.**

Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Add Question Add Page

Off Campus Library Services (OCLS)

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* 35. OCLS:

Strongly Agree

Agree

Disagree

Strongly Disagree

Not Applicable

Resources and services meet my needs.



Website is easy to access.



Provides service that is fast enough to meet my needs.



Staff are approachable and helpful.



Staff are knowledgeable.

[Add Question](#)[Add Page](#)

Quality of Teaching

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* 36. Overall, my CMU instructors:

Strongly Agree

Moderately Agree

Slightly Agree

Slightly Disagree

Moderately Disagree

Strongly Disagree

Understand and respect individual students' differences.



Communicate clear expectations for classes.



Apply course content to real life, especially the workplace.



Use a variety of teaching methods and learning activities.



Encourage students to be responsible for their own learning.



Help students achieve course learning objectives.



Challenge students intellectually.



Encourage students to summarize, synthesize, analyze and apply information.



Provide feedback to help students keep track of their learning.



Choose assessments of students' knowledge which are relevant to course learning objectives.



Add Question

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Quality of Learning

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*** 37. To what extent is your Bachelor Degree program helping you improve your ability to:**

Substantial Improvement Moderate Improvement Small Improvement No Improvement

Apply administrative concepts and theories to the workplace, in both profit and nonprofit organizations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand and demonstrate basic research techniques in administrative issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand cultural factors and processes that make organizations effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apply administrative techniques and strategies to lead an organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrate a high level of professional behavior, especially regarding organizational morale, professional ethics and multicultural awareness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of high quality professional presentations regarding administrative issues and solutions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Create and direct a comprehensive industrial process for an industry.



Apply managerial solutions to industrial administrative problems.



Recognize and identify industrial organizational behaviors in individuals which affect industries.



Add Question

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Educational Climate

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Add Question

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* 38. CMU supports:

Strongly Agree

Agree

Disagree

Strongly Disagree

Not Applicable

People of all ethnic/racial backgrounds.



Men and women equally.



People with disabilities by providing them with equal education opportunities.



People of all ages by treating them with respect.

And respects the needs of students in the military.

Services to our diverse student population.

Add Question

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*** Educational Climate**

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

39. Sexual harassment is not a problem at CMU.

40. Discrimination based on sexual orientation is not a problem at CMU.

Add Question

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Overall Educational Quality

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*** Overall Educational Quality**

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

41. I am satisfied with the quality of the curriculum and programs at CMU.

42. Tuition at CMU is a worthwhile investment.

43. Considering the cost and quality, CMU is a good value.

44. I am satisfied with my overall experience at CMU.

45. I would recommend CMU programs to others.

Add Question

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Dear Participant: Edit Page Delete Page Copy/Move Add Logic

As a student of Central Michigan University, you are the only person who can tell us about your level of satisfaction with your CMU experience. It is our mission to serve adults who want to advance in their professions, and we need your input to continually improve CMU programs.

Would you please take a few moments to help us by completing this survey? It takes less than fifteen minutes to complete and is very user-friendly. Your responses will remain absolutely confidential, and will never be published.

As our way of thanking you, all students who complete the survey will receive a free download of screen savers, and your name will be entered into random drawing for one of the following prizes:

CMU Logo Pen
Thumb Drive
CMU Sweatshirt

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Second Prize: Any one of the above, plus a \$50.00 MBS gift certificate

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Thank you for taking the time to assist us as Central Michigan University moves forward in improving its programs and services. Your response will provide useful information regarding student learning experiences and satisfaction.

Sincerely,

Albert Zainea, Director
Undergraduate Programs

D. Terry Rawls, Interim Vice President/Executive Director
ProfEd – Off-Campus Programs

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* 37. To what extent is your Bachelor Degree program helping you improve your ability to:

Substantial Improvement Moderate Improvement Small Improvement No Improvement

Apply administrative concepts and theories to the workplace, in both profit and nonprofit organizations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand and demonstrate basic research techniques in administrative issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand cultural factors and processes that make organizations effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apply administrative techniques and strategies to lead an organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrate a high level of professional behavior, especially regarding organizational morale, professional ethics and multicultural awareness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Delivery of high quality professional presentations regarding administrative issues and solutions.



Create and direct a comprehensive strategic plan.



Apply managerial solutions to organizational problems.



Recognize and identify organizational change behaviors in individuals which affect organizations.



Design Survey Show All Pages and Questions << Back Preview

To change the look of your survey, select a choice below. Click 'Add' to create your own custom theme.

Theme: Blue Metal Add

Current Student Survey/ BS in Administration - Building Code Administration Edit Title Edit Numbering Edit Logo

Add Page Dear Participant: Edit Page Delete Page Copy/Move Add Logic

As a student of Central Michigan University, you are the only person who can tell us about your level of satisfaction with your CMU experience. It is our mission to serve adults who want to advance in their professions, and we need your input to continually improve CMU programs.

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* 37. To what extent is your Bachelor Degree program helping you improve your ability to:

Substantial Improvement Moderate Improvement Small Improvement No Improvement

Apply administrative concepts and theories to the workplace, in both profit and nonprofit organizations.

Understand and demonstrate basic research techniques in administrative issues.

Understand cultural factors and processes that make organizations effective.

Apply administrative techniques and strategies to lead an organization.

Demonstrate a high level of professional behavior, especially regarding organizational morale, professional ethics and multicultural awareness.

Delivery of high quality professional presentations regarding administrative issues and solutions.



Create and direct a comprehensive strategic plan for building code administration.



Demonstrate knowledge of building code requirements.



Apply computer technology to design and engineering building code models.



Add Question

Add Page

Dear Participant:

As a student of Central Michigan University, you are the only person who can tell us about your level of satisfaction with your CMU experience. It is our mission to serve adults who want to advance in their professions, and we need your input to continually improve CMU programs.

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