General Student Satisfaction Survey

Start of Block: Welcome

Q1
Welcome

Please answer the following questions about your experiences at USA. Your opinion is very important and helps inspire change where needed. Your responses to the following survey questions are confidential and your individual responses will NOT be reported.

If you have any questions or comments about the survey please contact the Office of Institutional Effectiveness at effectiveness@southalabama.edu or (251) 460-6447. We greatly appreciate your participation and thank you for your time.

Clicking next and continuing with the survey indicates your voluntary participation.

End of Block: Welcome

Start of Block: Student Activity

Q2

This section of the questionnaire asks questions regarding the different activities, in class or out of class, that students participate in while attending USA.

Q3 Have you participated in any of the following:

	Done or in progress (1)	Plan to do (2)	Do not plan to do (3)	Have not decided (4)
Faculty-led research (1)	○	○	○	○
Work with faculty on creative projects (2)	○	○	○	○
Service learning (volunteering required as part of a class) (3)	○	○	○	○
Volunteering in the community (4)	○	○	○	○

Q4 The next two questions ask about your work and social activities.

	0 (1)	1 to 10 (2)	11 to 20 (3)	21 to 30 (4)	More than 30 hours (5)
How many hours a week do you work for pay (on & off campus)? (1)	○	○	○	○	○
How many hours a week do you spend relaxing and socializing? (2)	○	○	○	○	○

End of Block: Student Activity

Start of Block: Online Learning

Q5
This section asks questions to better understand student opinions of opportunities for online learning and different course formats.

Q6

	Poor (1)	Fair (2)	Good (3)	Excellent (4)	N/A (5)
Please rate your experience in course(s) you have taken online. (1)	○	○	○	○	○
Please rate your experience in course(s) you have taken on-campus. (3)	○	○	○	○	○
Please rate your experience in blended course(s) you have taken (online and on-campus). (2)	○	○	○	○	○

Q7
Would you take more online courses if they were available?

○ Yes (1)

○ No (2)

Q8

	Very Dissatisfied (1)	Dissatisfied (2)	Satisfied (3)	Very Satisfied (4)	N/A (5)
Are you satisfied with online course offerings? (1)	○	○	○	○	○

Q9 When taking a course, what is your preferred format?

- ○ All class sessions on campus (1)
- ○ All class sessions online (2)
- ○ Some sessions online and some sessions on campus (3)

End of Block: Online Learning

Start of Block: College Experience

Q10 This section asks questions to better understand your college experience.

Q11 On a scale from 1 to 7, with 1 being "not at all" and 7 being "very much," to what extent do you feel...

	1-Not at all (1)	2-Very little (2)	3-Slightly (3)	4-Neutral (4)	5-Somewhat (5)	6-A lot (6)	7-Very much (7)
that your college experience has taught you to handle adversity and failure? (1)	○	○	○	○	○	○	○
that your college experience has made you more comfortable and tolerant when interacting with people of different backgrounds than yourself? (2)	○	○	○	○	○	○	○
that your college experience has encouraged you to explore new opportunities? (3)	○	○	○	○	○	○	○
that your college experience has given you opportunities to get to know people from a variety of ethnic, religious, national, and/or gender communities? (4)	○	○	○	○	○	○	○

that you are part of an academic community that encourages thoughtful reflection and intellectual growth? (5)	○	○	○	○	○	○	○
that your college experience has helped you see the value of including a variety of different kinds of people in your professional and personal life? (6)	○	○	○	○	○	○	○
that college has changed your life in positive ways? (7)	○	○	○	○	○	○	○

Q12 During your time at this institution, to what extent have your courses...

	1-Not at all (1)	2-Very little (2)	3-Slightly (3)	4-Neutral (4)	5-Somewhat (5)	6-A lot (6)	7-Very much (7)
inspired you to make connections between ideas from different disciplines? (1)	○	○	○	○	○	○	○
delved deeply into complex issues? (2)	○	○	○	○	○	○	○
addressed topics from multiple disciplinary perspectives? (3)	○	○	○	○	○	○	○

Q13 The next set of questions focuses on the quality of your academic advising experience.

	Extremely dissatisfied (43)	Moderately dissatisfied (44)	Slightly dissatisfied (45)	Neither satisfied nor dissatisfied (46)	Slightly satisfied (47)	Moderately satisfied (48)	Extremely satisfied (49)
How satisfied are you with the general quality of academic advising that you have received (1)	○	○	○	○	○	○	○
How satisfied are you with information about courses, programs, and requirements provided through academic advising (2)	○	○	○	○	○	○	○
How satisfied are you with the availability of academic advising (3)	○	○	○	○	○	○	○

Q14 Overall, my advisor is a good source for academic advice

- ○ Strongly Agree (1)
- ○ Agree (2)
- ○ Neither agree nor disagree (4)
- ○ Somewhat disagree (5)
- ○ Disagree (8)

Q15 Please provide feedback on your academic advising experience.

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Q16 The next set of questions focuses on your participation in curricular or co-curricular activities.

	Done or in progress (1)	Plan to do (2)	Do not plan to do (3)	Have not decided (4)
Present the results of research, scholarly activities, or creative works at a formal conference or exhibition either on campus or elsewhere? (1)	○	○	○	○
Start or help launch a new organization or initiative either on or off campus? (2)	○	○	○	○
Participate in a Study Abroad Program? (3)	○	○	○	○
Become an officer in a campus organization? (4)	○	○	○	○

Q17 If you indicated that you have participated in any activity above, please provide feedback on your experiences.

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End of Block: College Experience

Start of Block: Student Services and Support

Q18 In this section, you will provide information about your personal experience with student academic support and services at the university.

Q19 Have you visited, called, emailed or participated in an activity or program with any of the following during the past year? (select all that apply)

- [ ] Campus Recreation (182)
- [ ] Student Health (183)
- [ ] Greek Affairs (184)
- [ ] University Programs/Jaguar Productions (185)
- [ ] Office of Community Engagement (186)
- [ ] Student Center Services/Jag Card (187)
- [ ] Student Activities (188)
- [ ] Student Disability Services (189)
- [ ] I have not had any contact with any of these offices this year. (190)

Display This Question:

If Q19 = I have not had any contact with any of these offices this year.

Q20 Why haven't you had any contact this year?

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End of Block: Student Services and Support

Start of Block: Jaguar Productions

Q21 In the past year, about how many times have you had contact with Jaguar Productions?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Q22 To what extent do you agree with the following statements about your experience with Jaguar Productions:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Q23 To what extent do you agree with the following statements about Jaguar Productions:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q24 Do you feel that Jaguar Production meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q25 How satisfied are you with the following items related to Jaguar Productions:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q26 What does Jaguar Productions do well?

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Q27 How can Jaguar Productions improve?

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End of Block: Jaguar Productions

Start of Block: Greek Affairs

Q28 In the past year, about how many times have you had contact with Greek Affairs?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Q29 To what extent do you agree with the following statements about your experience with Greek Affairs:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)					
I felt welcomed (5)					
I was treated with respect (6)					
I was satisfied with the outcome of the interaction (7)					

Q30 To what extent do you agree with the following statements about Greek Affairs:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q31 Do you feel that Greek Affairs meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q32 How satisfied are you with the following items related to Greek Affairs:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q33 What does Greek Affairs do well?

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Q34 How can Greek Affairs improve?

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End of Block: Greek Affairs

Start of Block: Student Health

Q35 In the past year, about how many times have you had contact with Student Health?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Q36 To what extent do you agree with the following statements about your experience with Student Health:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Q37 To what extent do you agree with the following statements about Student Health:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q38 Do you feel that Student Health meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q39 How satisfied are you with the following items related to Student Health:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q40 What does Student Health do well?

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Q41 How can Student Health improve?

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End of Block: Student Health

Start of Block: Campus Recreation

Q42 In the past year, about how many times have you had contact with Campus Recreation?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Q43 To what extent do you agree with the following statements about your experience with Campus Recreation:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)					
I felt welcomed (5)					
I was treated with respect (6)					
I was satisfied with the outcome of the interaction (7)					

Q44 To what extent do you agree with the following statements about Campus Recreation:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q45 Do you feel that Campus Recreation meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q46 How satisfied are you with the following items related to Campus Recreation:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q47 What does Campus Recreation do well?

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Q48 How can Campus Recreation improve?

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End of Block: Campus Recreation

Start of Block: Office of Community Engagement

Q49 In the past year, about how many times have you had contact with the Office of Community Engagement?

- ○ 1 – 5 (29)
- ○ 6 – 10 (30)
- ○ 11 – 15 (31)
- ○ 16 – 20 (32)
- ○ More than 20 (33)

Q50 To what extent do you agree with the following statements about your experience with the Office of Community Engagement:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)	○	○	○	○	○
I felt welcomed (5)	○	○	○	○	○
I was treated with respect (6)	○	○	○	○	○
I was satisfied with the outcome of the interaction (7)	○	○	○	○	○

Q51 To what extent do you agree with the following statements about the Office of Community Engagement:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q52 Do you feel that the Office of Community Engagement meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q53 How satisfied are you with the following items related to the Office of Community Engagement:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q54 What does the Office of Community Engagement do well?

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Q55 How can the Office of Community Engagement improve?

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End of Block: Office of Community Engagement

Start of Block: Student Center Services/Jag Card

Q56 In the past year, about how many times have you had contact with Student Center Services/Jag Card?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Q57 To what extent do you agree with the following statements about your experience with Student Center Services/Jag Card:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)					
I felt welcomed (5)					
I was treated with respect (6)					
I was satisfied with the outcome of the interaction (7)					

Q58 To what extent do you agree with the following statements about Student Center Services/Jag Card:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q59 Do you feel that Student Center Services/Jag Card meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q60 How satisfied are you with the following items related to Student Center Services/Jag Card:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q61 What does Student Center Services/Jag Card do well?

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Q62 How can Student Center Services/Jag Card improve?

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End of Block: Student Center Services/Jag Card

Start of Block: Student Activities

Q63 In the past year, about how many times have you had contact with Student Activities?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Q64 To what extent do you agree with the following statements about your experience with Student Activities:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)					
I felt welcomed (5)					
I was treated with respect (6)					
I was satisfied with the outcome of the interaction (7)					

Q65 To what extent do you agree with the following statements about Student Activities:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q66 Do you feel that Student Activities meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q67 How satisfied are you with the following items related to Student Activities:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q68 What does Student Activities do well?

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Q69 How can Student Activities improve?

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End of Block: Student Activities

Start of Block: Student Disability Services

Q70 In the past year, about how many times have you had contact with Student Disability Services?

- 1 – 5 (29)
- 6 – 10 (30)
- 11 – 15 (31)
- 16 – 20 (32)
- More than 20 (33)

Q71 To what extent do you agree with the following statements about your experience with Student Disability Services:

	Strongly agree (24)	Agree (25)	Neutral (26)	Disagree (27)	Strongly disagree (28)
I was greeted promptly (4)					
I felt welcomed (5)					
I was treated with respect (6)					
I was satisfied with the outcome of the interaction (7)					

Q72 To what extent do you agree with the following statements about Student Disability Services:

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
Staff were professional (39)	○	○	○	○	○
Staff were knowledgeable (40)	○	○	○	○	○
Cares about my experience at USA (41)	○	○	○	○	○
Is a good source of information (42)	○	○	○	○	○

Q73 Do you feel that the Student Disability Services meets to your needs...

	Strongly agree (4)	Agree (5)	Neutral (6)	Disagree (7)	Strongly disagree (8)
timely (27)	○	○	○	○	○
professionally (28)	○	○	○	○	○
effectively (29)	○	○	○	○	○
satisfactorily (30)	○	○	○	○	○

Q74 How satisfied are you with the following items related to Student Disability Services:

	Very Satisfied (46)	Satisfied (47)	Neutral (48)	Dissatisfied (49)	Very Dissatisfied (50)
Accessibility (4)	○	○	○	○	○
Hours of operation (5)	○	○	○	○	○
Availability of staff (6)	○	○	○	○	○
Overall services provided (9)	○	○	○	○	○

Q75 What does Student Disability Services do well?

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Q76 How can Student Disability Services improve?

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End of Block: Student Disability Services

Start of Block: Academic Goals

Q77 This section involves questions regarding your academic goals and the education of your parent(s)/ guardian.

Q78
What is the highest level of education that you wish to acquire?

- Certificate (EMS) (145)
- Bachelor's degree (B.A., B.S., etc.) (146)
- Post Baccalaureate Certificate (147)
- Master's degree (M.A., M.S., etc.) (148)
- Doctoral or professional degree (Ph.D., J.D., M.D., Ed.S., etc.) (149)

Q79 What is the highest level of education completed by either of your parents or guardian?

- Did not finish high school (300)
- High school diploma or G.E.D. (301)
- Attended college but did not complete degree (302)
- Associate's degree (A.A., A.S., etc.) (303)
- Bachelor's degree (B.A., B.S., etc.) (304)
- Master's degree (M.A., M.S., etc.) (305)
- Doctoral or professional degree (Ph.D., J. D., M.D., etc) (306)

End of Block: Academic Goals

Start of Block: Comments

Q80 Please add any additional comments regarding your academic experiences at USA.

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Q81 In your time here, how would you rate your overall educational experience?

- Poor (4)
- Fair (5)
- Good (6)
- Excellent (7)

Display This Question:
If Q81 = Poor
Or Q81 = Fair

Q82 Please explain your response.

_____

Display This Question:
If Q81 = Good
Or Q81 = Excellent

Q83 Please explain your response.

_____

End of Block: Comments