UNI Student Satisfaction Survey Conducted During Advanced Registration for Spring 2005

University of Northern Iowa
441 Rod Library
Cedar Falls, IA 50614-0005

UNI Student Satisfaction Survey

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February 2005

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Introduction

This report presents a summary of the University of Northern Iowa (UNI) Student Satisfaction Survey. The purpose of this report is to provide summary information on the perceptions of UNI students regarding multiple aspects of student life at UNI, including the academic curriculum, social interactions, university computer services, and library facilities and services. Campus climate is an issue that strongly affects the student's opportunity for success at the university. The goal of this survey is to present a list of issues that the student body feels should be addressed in order to improve the climate on the UNI campus.

Method

Students were presented with the UNI Student Satisfaction Survey questions during the Spring 2005 online registration period between November 11, 2004 – December 3, 2004. A total of 8,879 students responded to the survey. Figure 1 presents the composition of respondents by college. Respondents were asked to answer a set of two paired questions randomly selected from a list of 18 pairs. Each question was answered by approximately 500 students, except for one item. This question, which asked students about personal computer ownership, was matched with eight questions (6.1, 7.1, 8.1, 9.1, 13.1, 14.1, 15.1 and 16.1). The item on personal computer ownership was answered by 3,893 students.

Figure 1. Distribution of Respondents by College

Legend	Value
■ Business Administration	23.6
■ Education	21.3
■ Humanities and Fine Arts	17.0
■ Natural Sciences	13.9
□ Social and Behavioral Sciences	17.6
■ Undecided	4.2
□ Missing	2.3
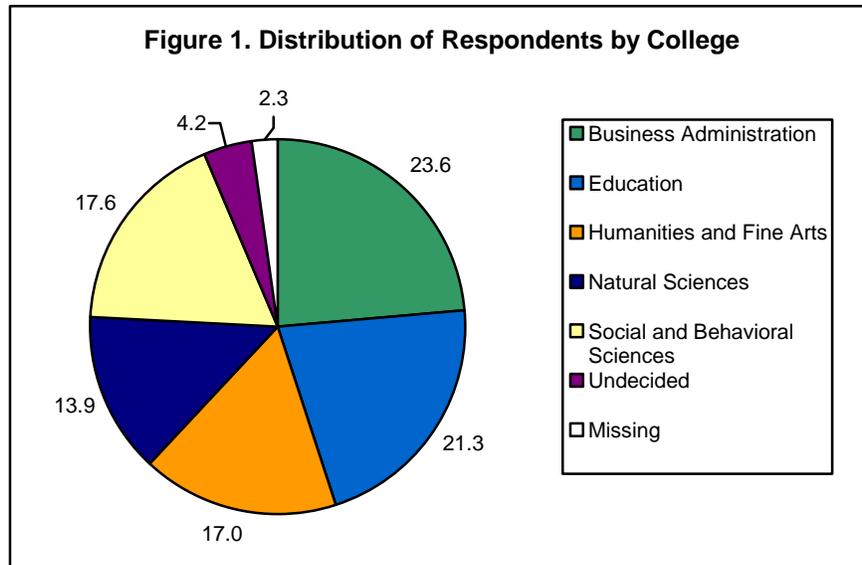
Respondents were randomly presented with two paired questions prior to being advanced to the registration screen. They were then asked to indicate the extent to which they agreed or disagreed to the survey statements on a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Some of the items required the student to indicate a "yes" or "no" response. All survey responses were recorded and compiled into a master file. The survey responses were sent from Information Technology Services to the Office of Information Management and Analysis and converted into a data file. The data were then analyzed to show patterns of response by college. Table 1 presents demographic information for respondents to the UNI Student Satisfaction Survey by college.

Most questions on the Student Satisfaction Survey focused on aspects of university climate directly related to student life and learning. Items such as "I have had a high quality mentoring relationship with a UNI faculty or staff member" assessed student and faculty relationships. Items like "the library usually has the scholarly journals (periodicals) I need for my studies" examined the library services necessary for student success. Other items such as "the UNI computer network is generally accessible after 5 pm from off campus" evaluated student opinion on university computer services. See Appendix A for a complete list of the survey questions.

	Business Admin.		Education		Humanities and Fine Arts		Natural Sciences		Social and Behavioral Sciences		Unknown/ Undecided		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Sex														
Female	907	43.2	1449	76.5	1005	66.4	455	36.8	1001	64.0	233	62.5	5050	58.2
Male	1191	56.8	446	23.5	508	33.6	782	63.2	562	36.0	140	37.5	3629	41.8
Total	2098	100	1895	100	1513	100	1237	100	1563	100	373	100	8679	100
Race/Ethnicity														
Caucasian	1922	93.9	1750	94.7	1341	91.7	1088	91.7	1387	92.5	351	95.4	7839	93.2
Black/African Am.	34	1.7	41	2.2	35	2.4	29	2.4	48	3.2	5	1.4	192	2.3
Native American	3	0.1	2	0.1	4	0.3	5	0.4	5	0.3	0	0	19	0.2
Asian/Pac. Island	27	1.3	8	0.4	21	1.4	9	0.8	19	1.3	2	0.5	86	1.0
Hispanic	20	1.0	26	1.4	28	1.9	18	1.5	27	1.8	8	2.2	127	1.5
Non-Resident Alien	41	2.0	21	1.1	33	2.3	38	3.2	14	0.9	2	0.5	149	1.8
Total	2047	100	1848	100	1462	100	1187	100	1500	100	368	100	8412	100
Age														
19 or under	152	9.6	120	8.1	118	10.4	95	10.2	84	6.9	126	58.3	695	10.6
20-23	1241	78.2	1039	70.4	837	73.4	635	68.5	898	73.8	85	39.4	4735	72.2
24-29	134	8.4	177	12.0	128	11.2	117	12.6	147	12.1	4	1.9	707	10.8
30-39	42	2.6	84	5.7	31	2.7	45	4.9	49	4.0	0	0	251	3.8
40-55	17	1.1	53	3.6	24	2.1	35	3.8	33	2.7	1	0.5	163	2.5
Over 55	0	0	3	0.2	2	0.2	0	0	5	0.4	0	0	10	0.2
Total	1586	100	1476	100	1140	100	927	100	1216	100	216	100	6561	100
Grade Level														
Freshman	408	19.4	289	15.3	282	18.6	237	19.2	243	15.5	282	75.6	1741	20.1
Sophomore	379	18.1	343	18.1	319	21.1	250	20.2	298	19.1	86	23.1	1675	19.3
Junior	624	29.7	532	28.1	418	27.6	317	25.6	504	32.2	4	1.1	2399	27.6
Senior	640	30.5	465	24.5	383	25.3	386	31.2	430	27.5	1	0.3	2305	26.6
Graduate	47	2.2	266	14.0	111	7.3	47	3.8	88	5.6	0	0	559	6.4
Total	2098	100	1895	100	1513	100	1237	100	1563	100	373	100	8679	100
Residency														
Resident	1995	95.1	1794	94.8	1396	92.3	1133	91.7	1492	95.5	356	95.4	8166	94.1
Non-resident	103	4.9	99	5.2	116	7.7	103	8.3	71	4.5	17	4.6	509	5.9
Total	2098	100	1893	100	1512	100	1236	100	1563	100	373	100	8675	100

Table 1. Demographic Characteristics by College

Results

A table and figures containing mean scores for each survey item are presented in the pages to follow. Mean scores are displayed with the "no opinion" response and without the "no opinion" response included. Summary tables and charts of responses to the survey questions showing the number and the percent responding to each question broken down by college are also presented. Data for some respondents was unavailable; therefore, some percentages may reflect this missing data. The following list presents some of the key observations of the survey. Certain patterns of response

may indicate a need for future examination of these relationships in the university environment. Please note that agreement is presented in terms of individuals who responded either "agree" or "strongly agree" to the survey items.

- As a whole, students are satisfied with their experiences with computers at UNI.
    - Slightly more than sixty percent (62.3%) of students indicated that the training they have received at UNI on the use of computers has generally met their educational needs.
    - Approximately sixty percent (59.4%) of the respondents indicated that they have been exposed to the computer tools necessary to use and learn about computers in their chosen profession or field following graduation.
    - The majority of students (71.8%) indicated that computers had been a significant part of their coursework at UNI.

- Students appear to be generally satisfied with regard to faculty mentoring and advising relationships at UNI.
    - Almost half of the respondents (46.8%) indicated that they had a high quality mentoring relationship with a UNI faculty or staff member.
    - 53.1% of respondents said that they had received high quality advising at UNI.
    - Approximately fifty percent of students (49.3%) indicated that they have collaborated with faculty or staff on academic or extracurricular activities.

- Students perceive that UNI is an entity that fosters the development of multicultural ideas and values in the classroom.
    - Approximately sixty percent (59.2%) of students indicated that their academic major includes information on multiple cultures and points of view.
    - Just over half of all respondents (55.2%) perceived that UNI effectively prepared them to be contributing members of a multicultural / multinational world.

- 52.1% of students said that faculty encourage the expression of diverse points of view in the classroom.

- Students feel that UNI promotes an environment that is accepting of diversity and different ideas and values.
    - 61.0% of students perceive that UNI values all of its members regardless of race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.
    - Just over sixty percent of students (62.6%) indicated that UNI provides a welcoming and responsive environment for members of the UNI community who have unique needs that may affect their opportunity for success.
    - 67.1% of respondents said that they had experienced positive social interactions with students who have different backgrounds or beliefs than their own.
    - A small number of students (14.2%) indicated that they had experienced a prejudicial remark or behavior on campus tied to their race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

- Students feel that they are given adequate support in the use of the library and its resources, however many fail to take advantage of the opportunities that exist there.
    - Nearly two-thirds of the respondents (66.5%) had no opinion on the timeliness of the library's inter-library loan service, while 25.4% said they agreed that the service provided them with their requests within a two week time period.
    - Almost forty percent (37.6%) of students agreed that Rod Library instruction sessions (tours, classes, workshops) are helpful in their academic work; however, most (50.1%) were neutral in response to this question.
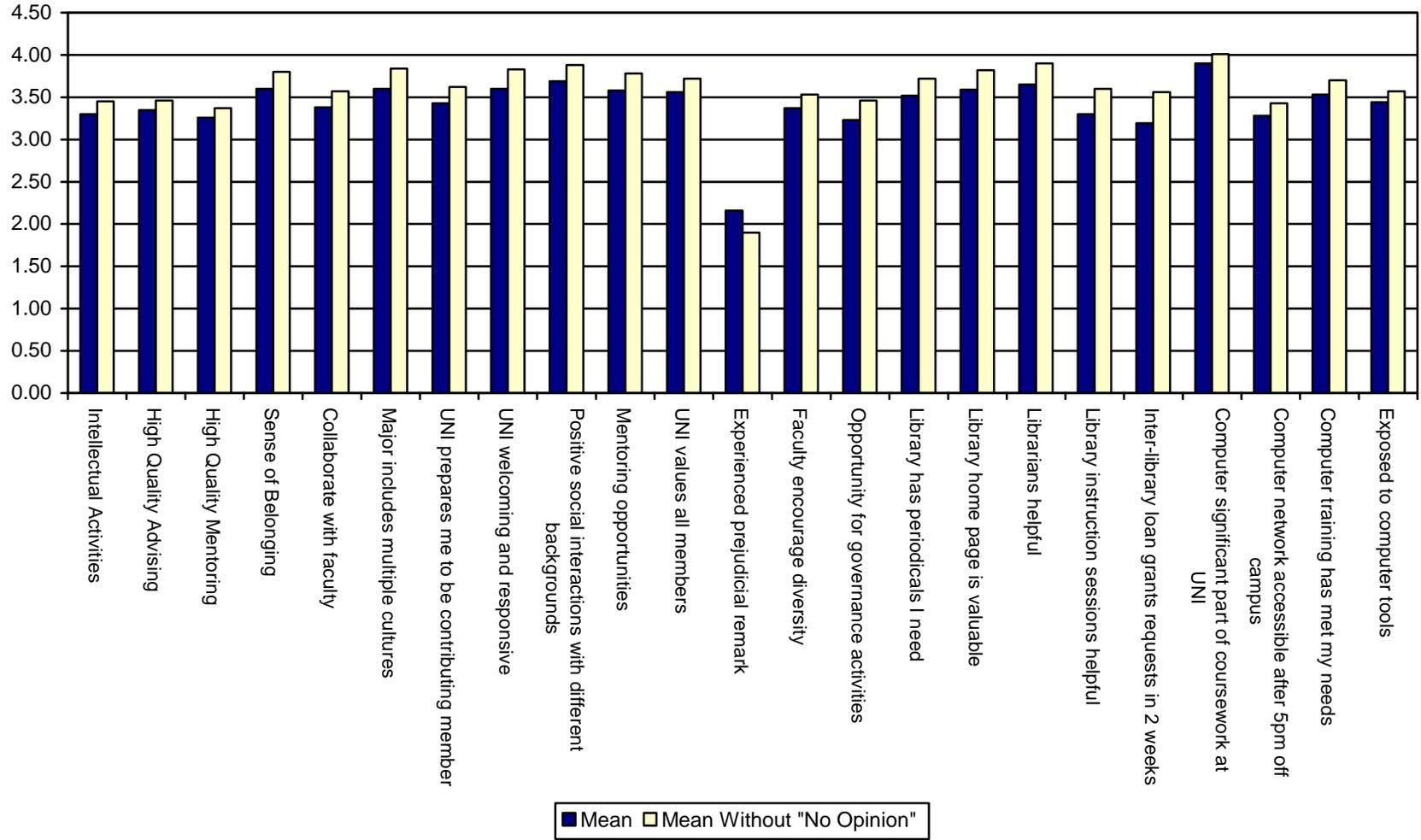
- Nearly sixty percent of the respondents (58.3%) indicated that the library usually has the scholarly journals and other materials they need for their studies.

Table 2. Mean Ratings by College

		Business Administration		Education		Humanities & Fine Arts		Natural Sciences		Social & Behavioral Sciences		Undecided		Total	
		Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion
1.1	I am encouraged by faculty and staff to participate in university-related intellectual activities (e.g. guest speakers, symposia, conferences).	3.33	3.52	3.34	3.52	3.38	3.54	3.44	3.61	3.01	3.02	3.55	4.00	3.30	3.45
1.2	I have received high quality advising at UNI.	3.24	3.33	3.39	3.47	3.39	3.51	3.46	3.68	3.21	3.27	3.90	4.13	3.35	3.46
2.1	I have had a high quality mentoring relationship with a UNI faculty or staff member.	3.05	3.07	3.37	3.51	3.31	3.42	3.60	3.82	3.14	3.20	2.95	2.91	3.26	3.37
2.2	I feel a sense of belonging to the university community.	3.59	3.74	3.68	3.98	3.50	3.69	3.54	3.72	3.61	3.83	3.62	3.81	3.60	3.80
3.1	I have collaborated with faculty or staff on academic or extracurricular activities.	3.25	3.40	3.52	3.75	3.62	3.88	3.27	3.40	3.27	3.41	3.50	3.90	3.38	3.57
3.2	My academic major includes information on multiple cultures and points of view.	3.40	3.58	3.75	4.02	3.87	4.05	3.28	3.51	3.82	4.03	3.11	3.29	3.60	3.84
4.1	UNI is effectively preparing me to be a contributing member of a multicultural / multinational world.	3.37	3.54	3.52	3.65	3.37	3.53	3.54	3.95	3.42	3.56	3.35	3.60	3.43	3.62
4.2	UNI provides a welcoming and responsive environment for members of the UNI community who have unique needs that may affect their opportunity for success.	3.64	3.96	3.79	4.00	3.43	3.62	3.55	3.84	3.48	3.60	3.85	4.05	3.60	3.83
5.1	I have experienced positive social interactions with students who have different backgrounds or beliefs than my own.	3.62	3.82	3.59	3.70	3.90	4.13	3.72	3.96	3.70	3.88	3.72	3.95	3.69	3.88
5.2	UNI provides opportunities for mentoring and social interaction among students, faculty, and staff.	3.43	3.60	3.54	3.67	3.70	4.00	3.55	3.83	3.65	3.81	3.96	4.14	3.58	3.78
6.1	UNI values all of its members regardless of race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.	3.11	3.15	3.88	4.04	3.54	3.69	3.68	3.90	3.58	3.75	4.00	4.25	3.56	3.72
7.1	I have experienced a prejudicial remark or behavior on campus tied to my race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.	2.07	1.83	2.14	1.89	2.44	2.20	2.06	1.77	2.21	1.98	1.88	1.50	2.16	1.90
8.1	Faculty encourage the expression of diverse points of view in the classroom.	3.23	3.38	3.41	3.56	3.56	3.71	3.48	3.76	3.21	3.28	3.57	4.00	3.37	3.53
9.1	UNI provides opportunities for participation in university governance activities.	3.26	3.45	3.37	3.76	3.04	3.08	3.23	3.58	3.08	3.18	3.62	4.08	3.23	3.46

	Business Administration		Education		Humanities & Fine Arts		Natural Sciences		Social & Behavioral Sciences		Undecided		Total	
	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion	Mean	Mean w/o No Opinion
10.1 The library usually has the scholarly journals (periodicals) and other materials I need for my studies.	3.49	3.69	3.59	3.78	3.62	3.83	3.48	3.76	3.35	3.48	3.56	4.00	3.52	3.72
10.2 The Rod Library home page is a valuable resource for finding information on the Internet.	3.42	3.62	3.71	3.88	3.76	3.97	3.52	3.85	3.54	3.69	3.83	4.50	3.59	3.82
11.1 When I ask a librarian for assistance, I usually get a useful response.	3.54	3.80	3.65	3.87	3.83	4.12	3.86	4.12	3.40	3.57	3.78	4.20	3.65	3.90
11.2 Rod Library instruction sessions (e.g. tours, classes, workshops) have been helpful to me in my academic work.	3.25	3.60	3.36	3.60	3.32	3.62	3.27	3.59	3.21	3.42	3.65	4.15	3.30	3.60
12.1 Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.	3.05	3.17	3.31	3.84	3.17	3.50	3.24	3.81	3.14	3.39	3.37	4.10	3.19	3.56
12.2 Computers have been a significant part of my coursework at UNI.	3.68	3.80	4.03	4.16	4.08	4.18	3.89	4.10	3.89	3.92	3.87	3.96	3.90	4.01
13.1 The UNI computer network is generally accessible after 5 pm from off campus.	3.38	3.57	3.17	3.26	3.13	3.18	3.37	3.55	3.36	3.61	3.30	3.46	3.28	3.43
14.1 The training I have received at UNI on the use of computers has generally met my educational needs.	3.70	3.86	3.55	3.63	3.43	3.62	3.50	3.72	3.46	3.68	3.55	3.69	3.53	3.70
15.1 I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.	3.50	3.63	3.22	3.27	3.31	3.43	3.49	3.64	3.67	3.86	3.35	3.67	3.44	3.57
16.1 Do you have a computer for your personal use available during the school year?	2.17	NA	2.16	NA	2.25	NA	2.22	NA	2.25	NA	1.80	NA	2.19	NA

16.1 was paired with questions 6.1, 7.1, 8.1, 9.1, 13.1, 14.1, 15.1 and 16.1.

Figure 2. University of Northern Iowa Mean Ratings

Legend: ■ Mean □ Mean Without "No Opinion"

Categories (left to right):
Intellectual Activities; High Quality Advising; High Quality Mentoring; Sense of Belonging; Collaborate with faculty; Major includes multiple cultures; UNI prepares me to be contributing member; UNI welcoming and responsive; Positive social interactions with different backgrounds; Mentoring opportunities; UNI values all members; Experienced prejudicial remark; Faculty encourage diversity; Opportunity for governance activities; Library has periodicals I need; Library home page is valuable; Librarians helpful; Library instruction sessions helpful; Inter-library loan grants requests in 2 weeks; Computer significant part of coursework at UNI; Computer network accessible after 5pm off campus; Computer training has met my needs; Exposed to computer tools

Figure 3. College of Business Administration Mean Ratings

Legend: ■ Mean ☐ Mean Without "No Opinion"

Categories (x-axis):
Intellectual Activities; High Quality Advising; High Quality Mentoring; Sense of Belonging; Collaborate with faculty; Major includes multiple cultures; UNI prepares me to be contributing member; UNI welcoming and responsive; Positive social interactions with different backgrounds; Mentoring opportunities; UNI values all members; Experienced prejudicial remark; Faculty encourage diversity; Opportunity for governance activities; Library has periodicals I need; Library home page is valuable; Librarians helpful; Library instruction sessions helpful; Inter-library loan grants requests in 2 weeks; Computer significant part of coursework at UNI; Computer network accessible after 5pm off campus; Computer training has met my needs; Exposed to computer tools

Figure 4. College of Education Mean Ratings

Legend: ■ Mean □ Mean Without "No Opinion"

Categories (x-axis):
- Intellectual Activities
- High Quality Advising
- High Quality Mentoring
- Sense of Belonging
- Collaborate with faculty
- Major includes multiple cultures
- UNI prepares me to be contributing member
- UNI welcoming and responsive
- Positive social interactions with different backgrounds
- Mentoring opportunities
- UNI values all members
- Experienced prejudicial remark
- Faculty encourage diversity
- Opportunity for governance activities
- Library has periodicals I need
- Library home page is valuable
- Librarians helpful
- Library instruction sessions helpful
- Inter-library loan grants requests in 2 weeks
- Computer significant part of coursework at UNI
- Computer network accessible after 5pm off campus
- Computer training has met my needs
- Exposed to computer tools

Figure 5. College of Humanities and Fine Arts Mean Ratings

Legend: ■ Mean □ Mean Without "No Opinion"

Figure 6. College of Natural Sciences Mean Ratings

Legend: Mean ◼ Mean Without "No Opinion" ☐

Categories (left to right):
- Intellectual Activities
- High Quality Advising
- High Quality Mentoring
- Sense of Belonging
- Collaborate with faculty
- Major includes multiple cultures
- UNI prepares me to be contributing member
- UNI welcoming and responsive
- Positive social interactions with different backgrounds
- Mentoring opportunities
- UNI values all members
- Experienced prejudicial remark
- Faculty encourage diversity
- Opportunity for governance activities
- Library has periodicals I need
- Library home page is valuable
- Librarians helpful
- Library instruction sessions helpful
- Inter-library loan grants requests in 2 weeks
- Computer significant part of coursework at UNI
- Computer network accessible after 5pm off campus
- Computer training has met my needs
- Exposed to computer tools

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Figure 7. College of Social and Behavioral Sciences Mean Ratings

Legend: ■ Mean □ Mean Without "No Opinion"

14

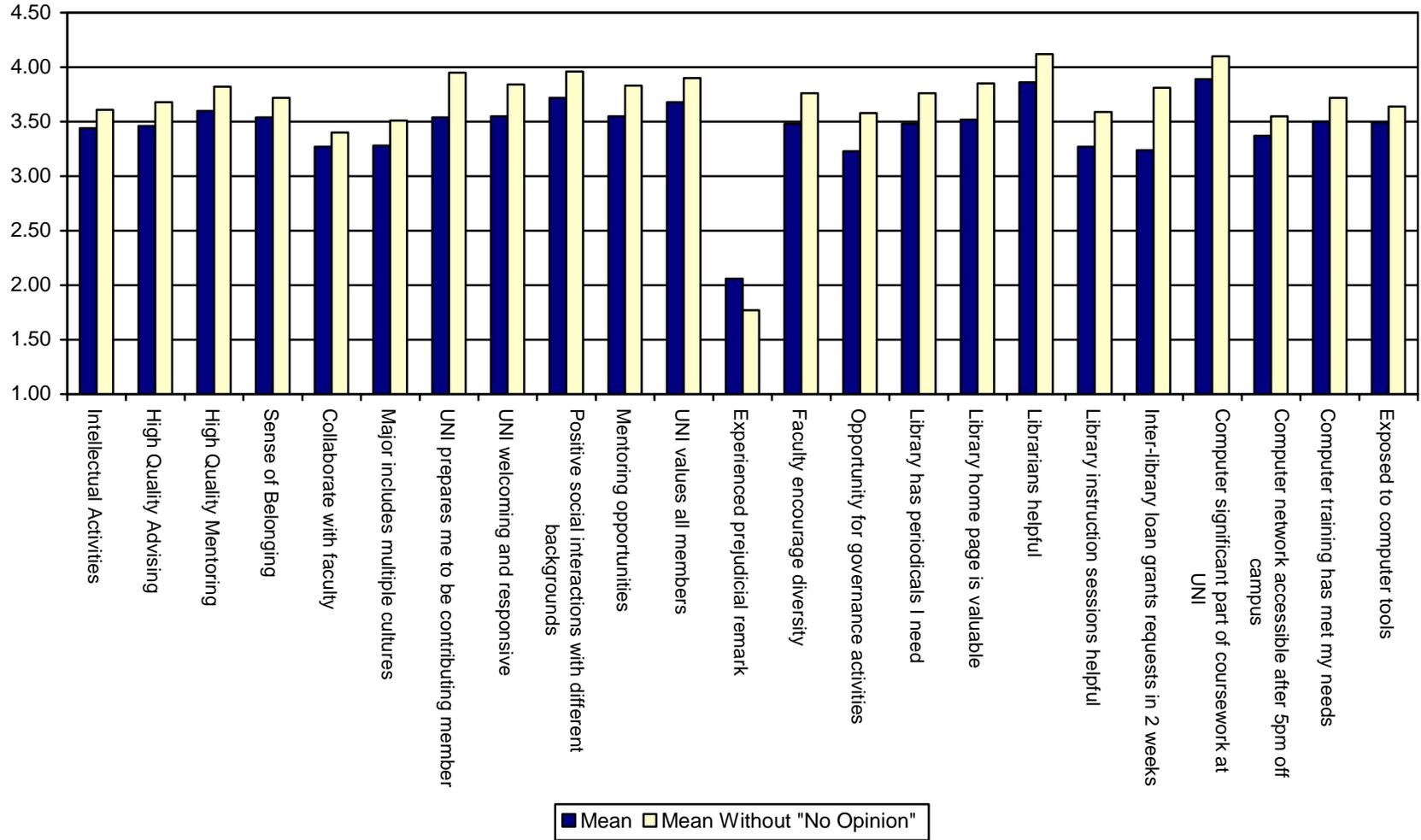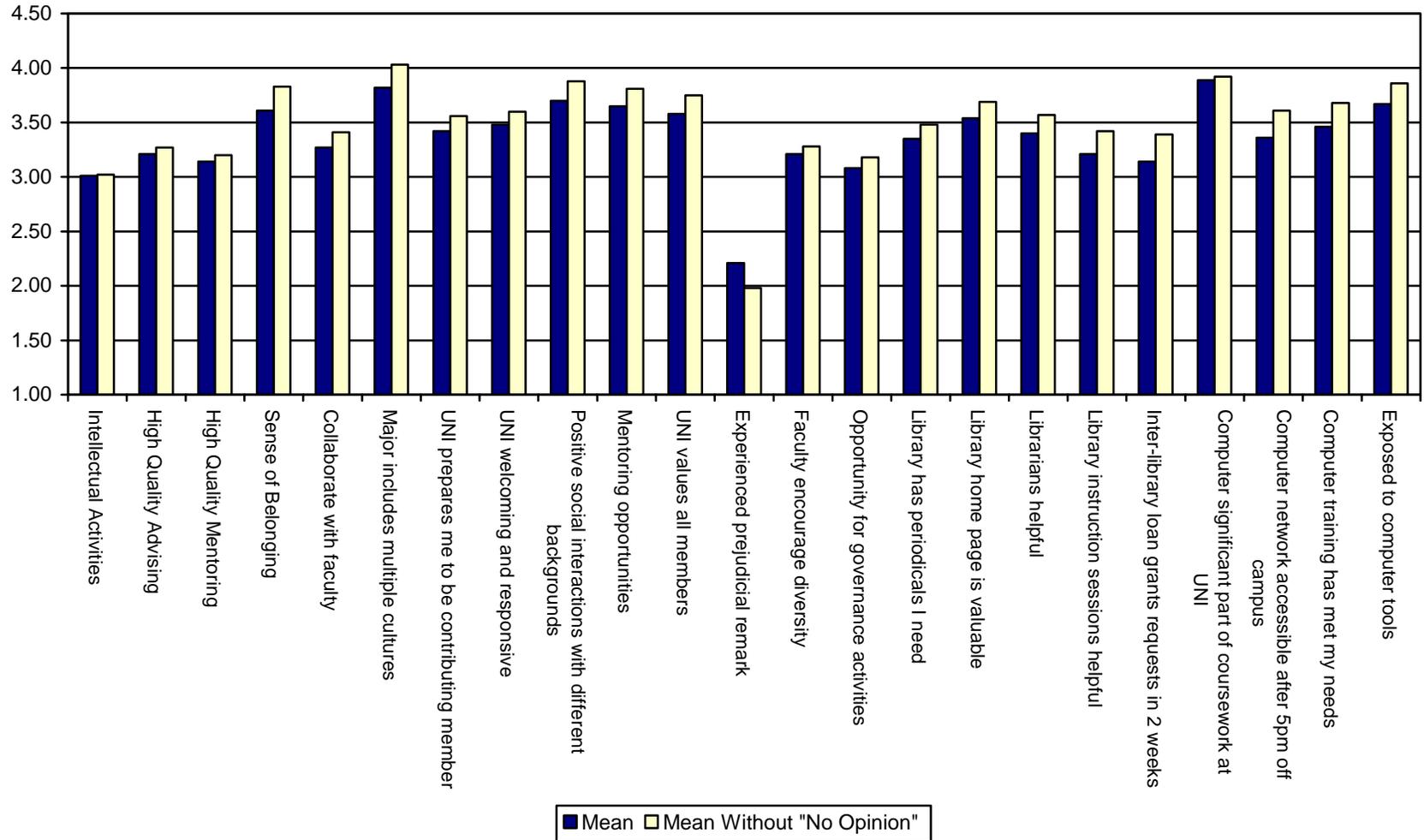**Q1.1. I am encouraged by faculty and staff to participate in university-related intellectual activities (e.g. guest speakers, symposia, conferences).**

	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	7	5.5	15	11.8	46	36.2	47	37.0	12	9.4	127	100
Education	9	8.7	7	6.7	36	34.6	44	42.3	8	7.7	104	100
Humanities & Fine Arts	7	9.7	7	9.7	22	30.6	24	33.3	12	16.7	72	100
Natural Sciences	6	8.6	5	7.1	19	27.1	32	45.7	8	11.4	70	100
Social & Beh. Sciences	18	19.8	9	9.9	25	27.5	32	35.2	7	7.7	91	100
General/ Undecided	0	0	1	5.0	9	45.0	8	40.0	2	10.0	20	100
Total	47	9.7	44	9.1	157	32.4	187	38.6	49	10.1	484	100
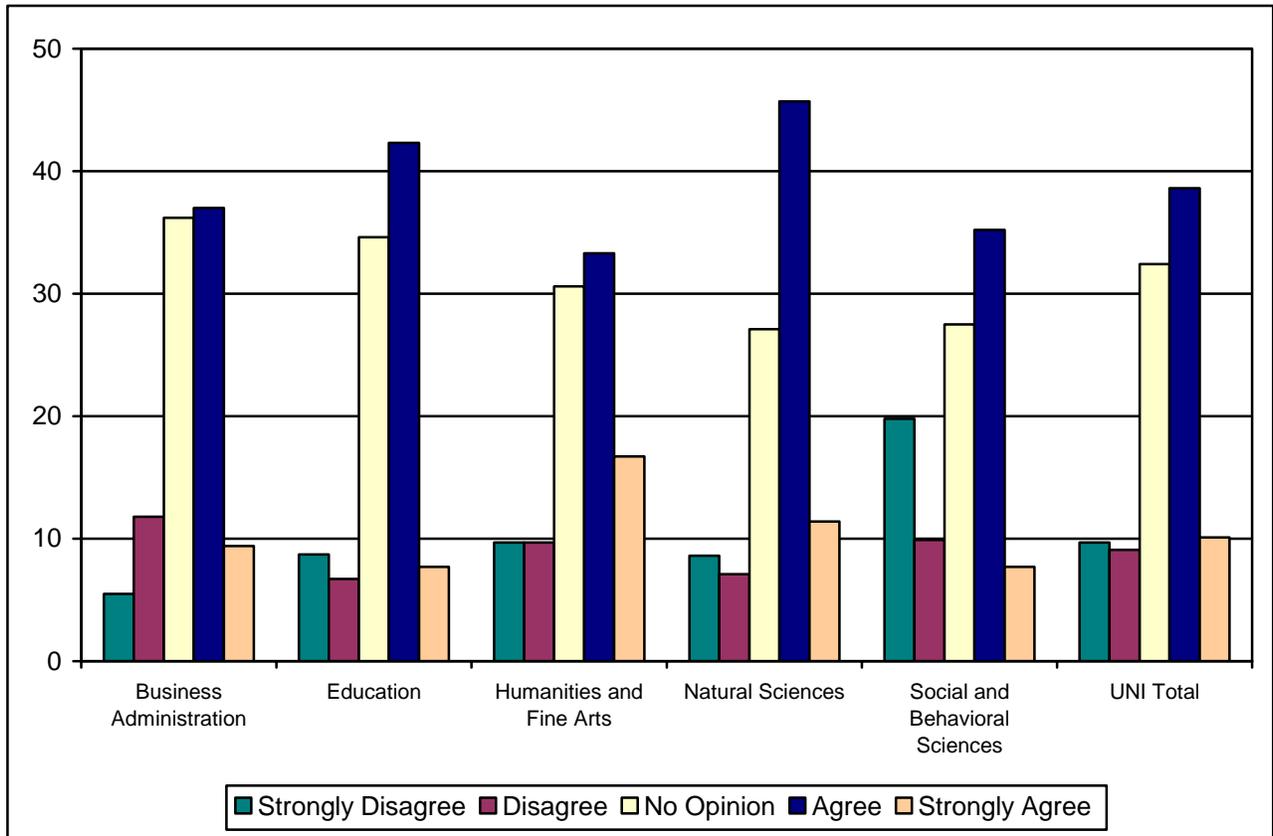
Q1.2. I have received high quality advising at UNI.

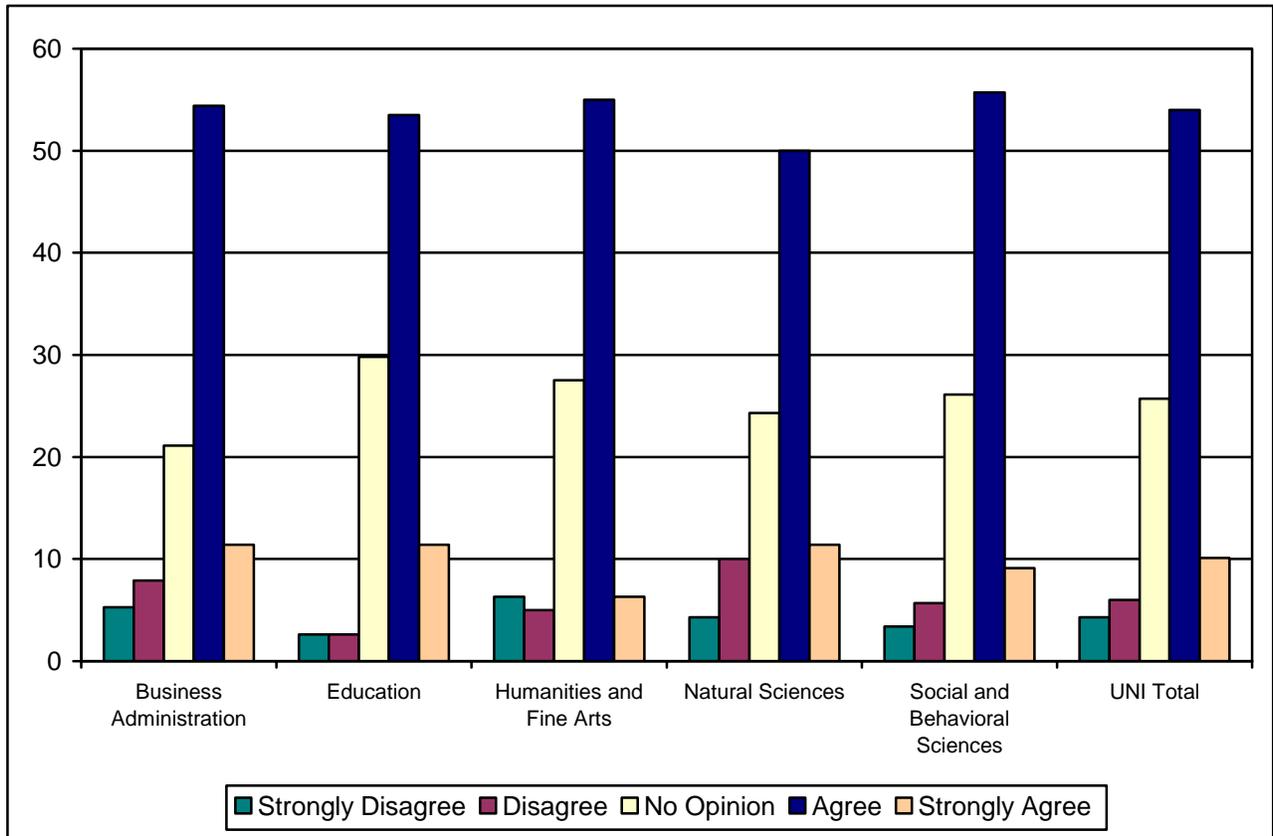|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	9	7.1	25	19.7	33	26.0	46	36.2	14	11.0	127	100
Education	8	7.7	18	17.3	16	15.4	49	47.1	13	12.5	104	100
Humanities & Fine Arts	8	11.1	9	12.5	17	23.6	23	31.9	15	20.8	72	100
Natural Sciences	6	8.6	5	7.1	23	32.9	23	32.9	13	18.6	70	100
Social & Beh. Sciences	10	11.0	16	17.6	20	22.0	35	38.5	10	11.0	91	100
General/ Undecided	0	0	1	5.0	4	20.0	11	55.0	4	20.0	20	100
Total	41	8.5	74	15.3	113	23.3	187	38.6	69	14.3	484	100
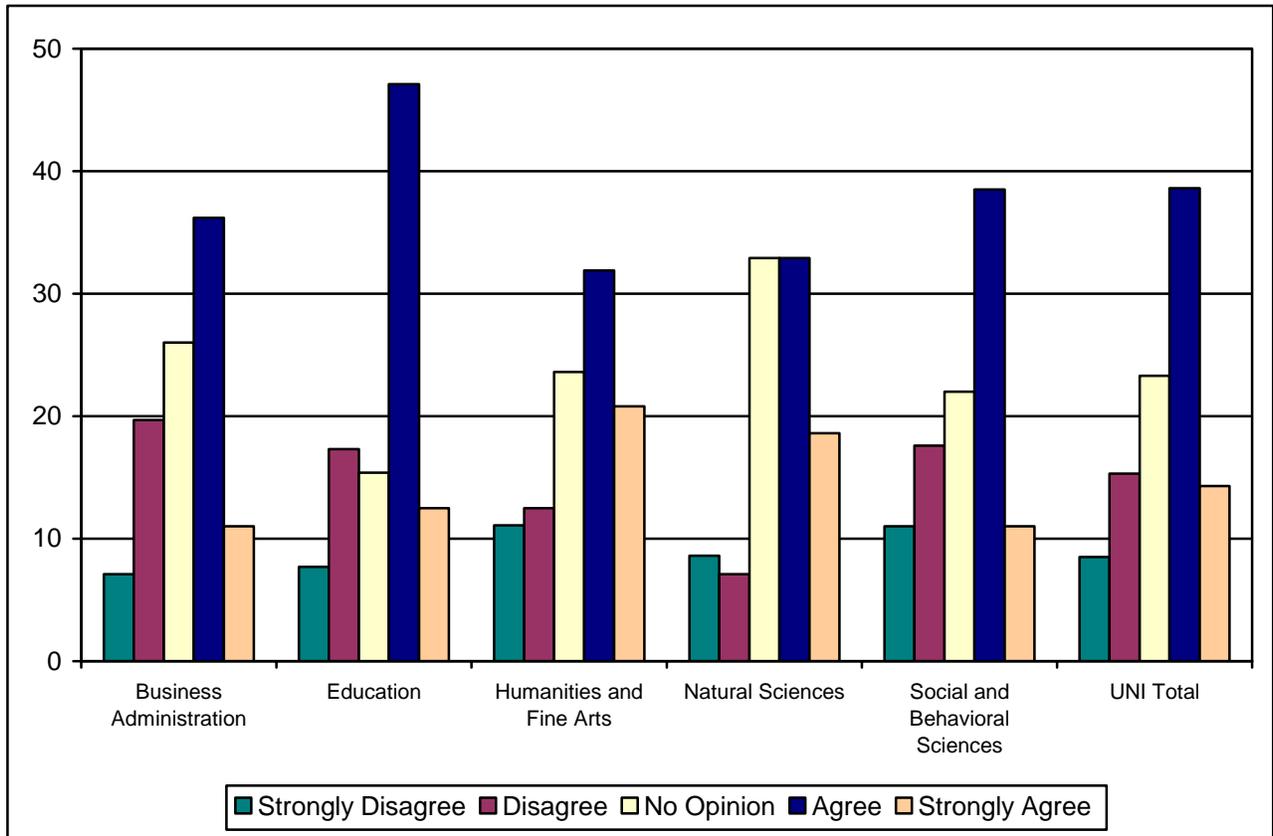
Q2.1. I have had a high quality mentoring relationship with a UNI faculty or staff member.

	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	18	15.8	17	14.9	33	28.9	33	28.9	13	11.4	114	100
Education	10	8.8	13	11.4	31	27.2	45	39.5	15	13.2	114	100
Humanities & Fine Arts	10	12.5	9	11.3	21	26.3	26	32.5	14	17.5	80	100
Natural Sciences	3	4.3	7	10.0	19	27.1	27	38.6	14	20.0	70	100
Social & Beh. Sciences	8	9.1	16	18.2	28	31.8	28	31.8	8	9.1	88	100
General/ Undecided	2	9.5	3	14.3	10	47.6	6	28.6	0	0	21	100
Total	51	10.5	65	13.3	142	29.2	165	33.9	64	13.1	487	100

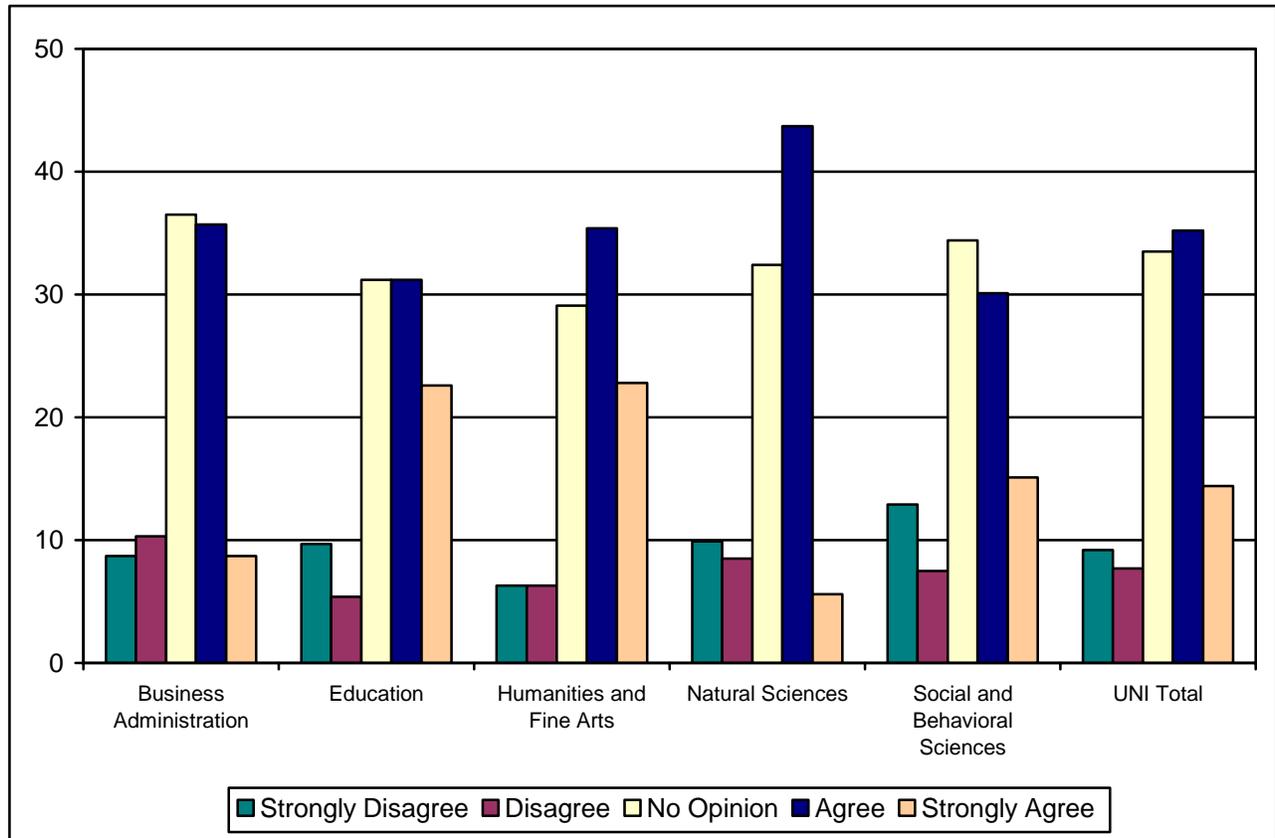Strongly Disagree ■ Disagree □ No Opinion ■ Agree □ Strongly Agree
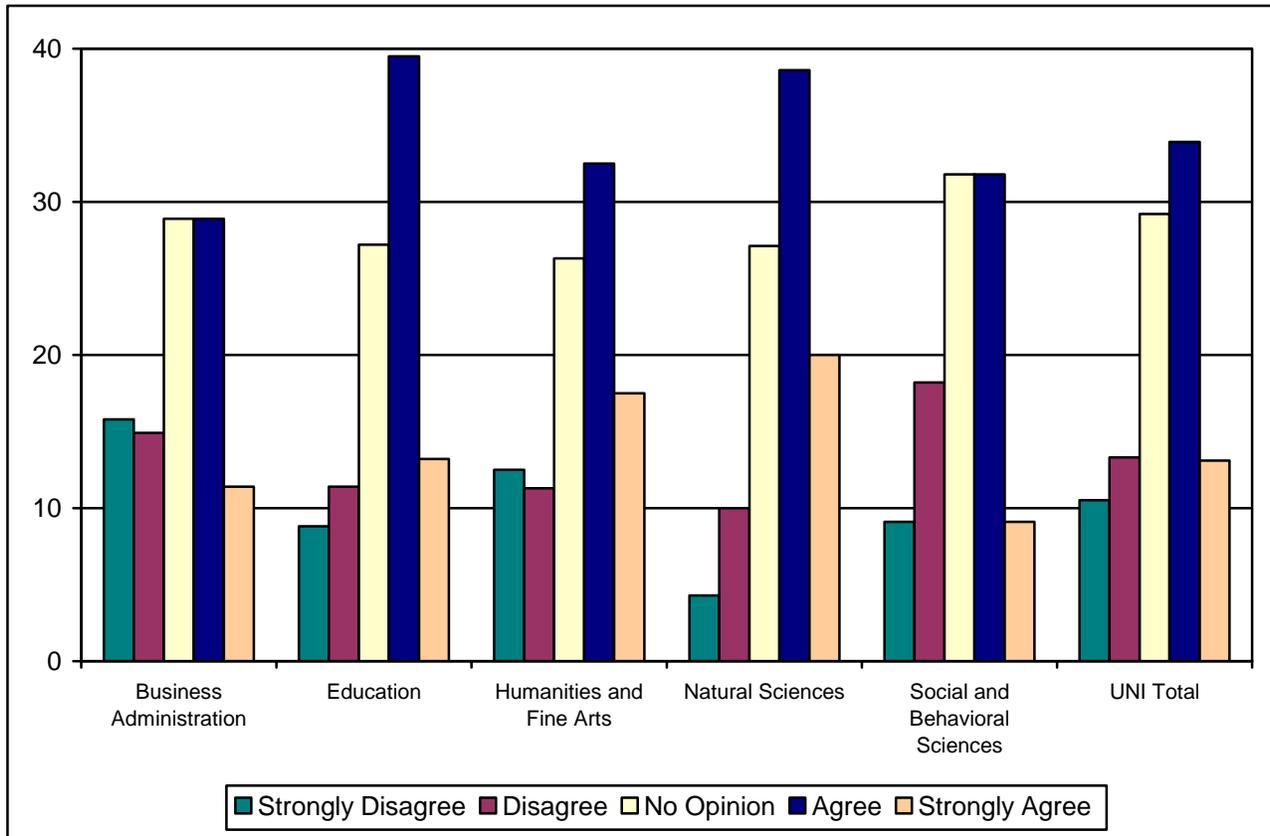
Q2.2. I feel a sense of belonging to the university community.

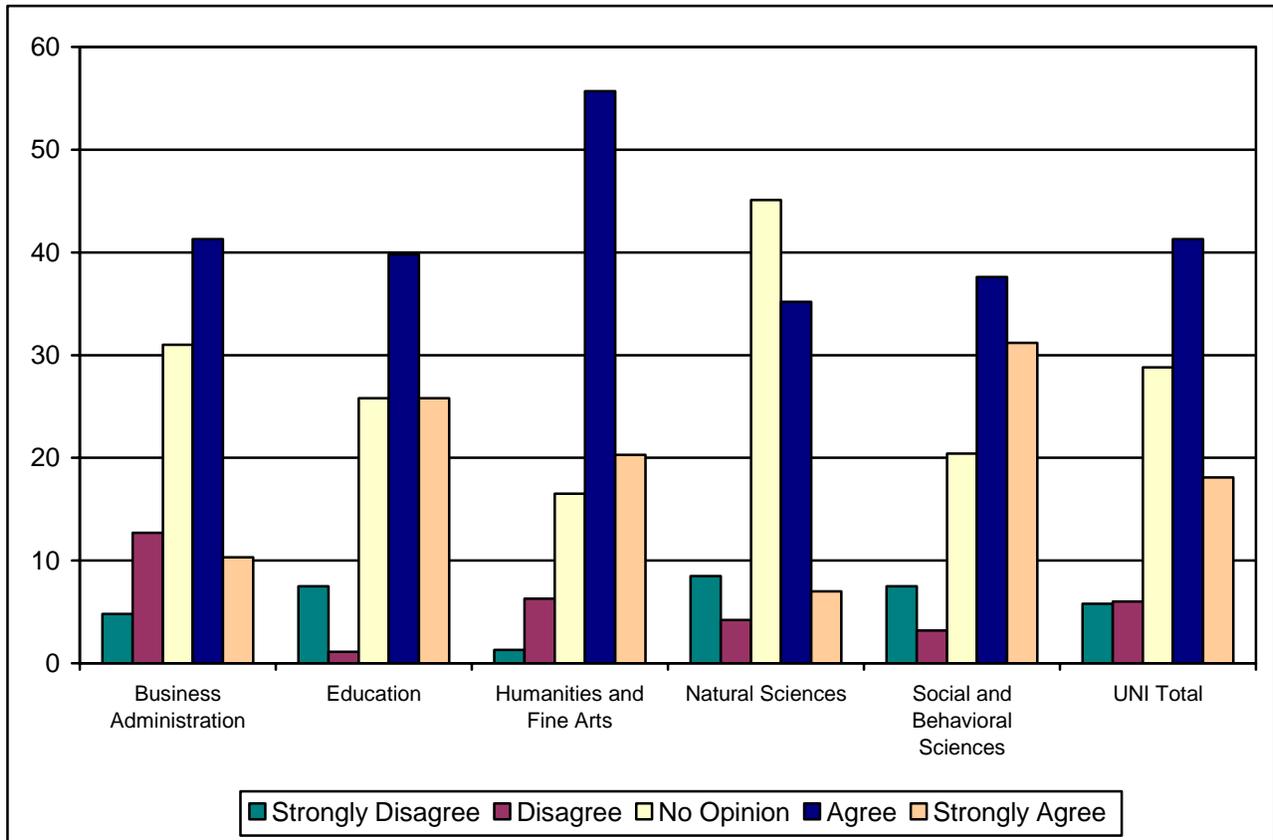|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	6	5.3	9	7.9	24	21.1	62	54.4	13	11.4	114	100
Education	3	2.6	3	2.6	34	29.8	61	53.5	13	11.4	114	100
Humanities & Fine Arts	5	6.3	4	5.0	22	27.5	44	55.0	5	6.3	80	100
Natural Sciences	3	4.3	7	10.0	17	24.3	35	50.0	8	11.4	70	100
Social & Beh. Sciences	3	3.4	5	5.7	23	26.1	49	55.7	8	9.1	88	100
General/ Undecided	1	4.8	1	4.8	5	23.8	12	57.1	2	9.5	21	100
Total	21	4.3	29	6.0	125	25.7	263	54.0	49	10.1	487	100

Q3.1. I have collaborated with faculty or staff on academic or extracurricular activities.

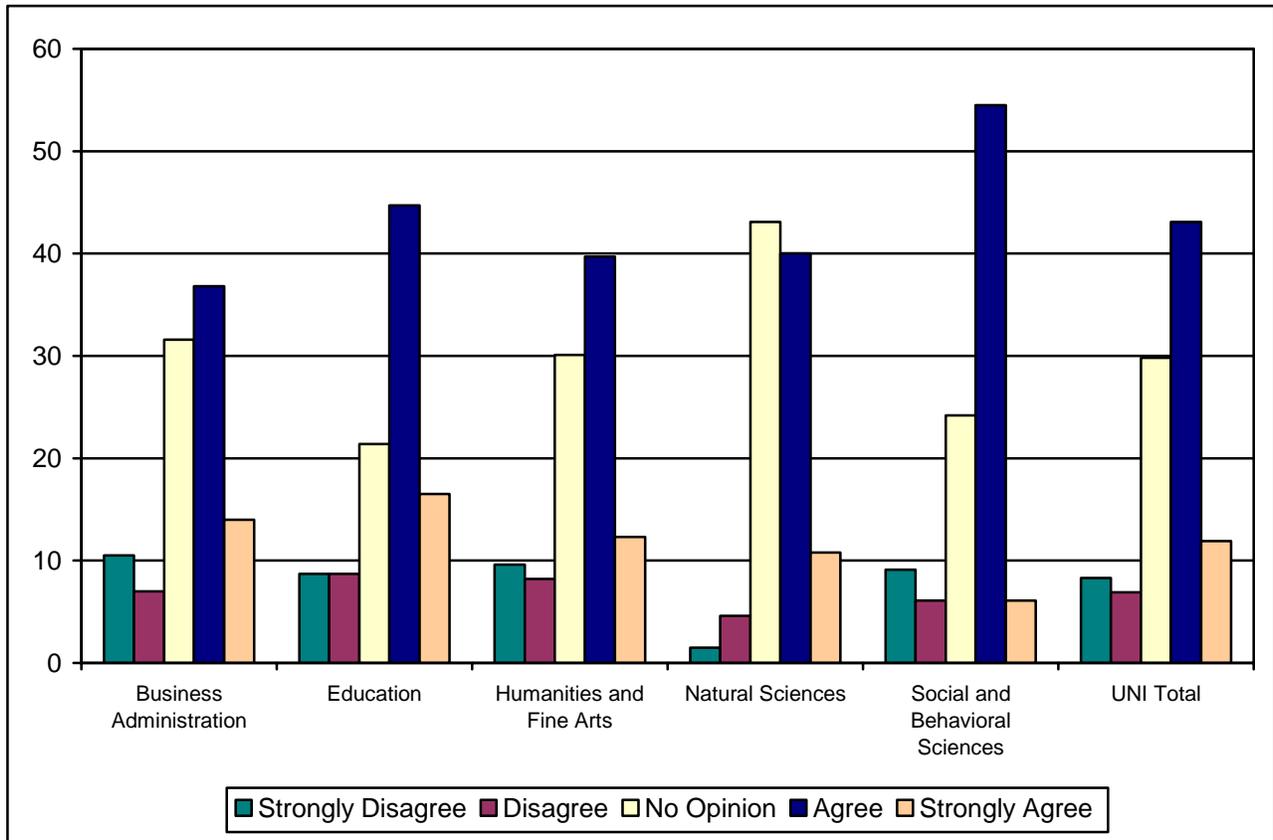|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	11	8.7	13	10.3	46	36.5	45	35.7	11	8.7	126	100
Education	9	9.7	5	5.4	29	31.2	29	31.2	21	22.6	93	100
Humanities & Fine Arts	5	6.3	5	6.3	23	29.1	28	35.4	18	22.8	79	100
Natural Sciences	7	9.9	6	8.5	23	32.4	31	43.7	4	5.6	71	100
Social & Beh. Sciences	12	12.9	7	7.5	32	34.4	28	30.1	14	15.1	93	100
General/ Undecided	0	0	1	5.6	8	44.4	8	44.4	1	5.6	18	100
Total	44	9.2	37	7.7	161	33.5	169	35.2	69	14.4	480	100

19

Q3.2. My academic major includes information on multiple cultures and points of view.

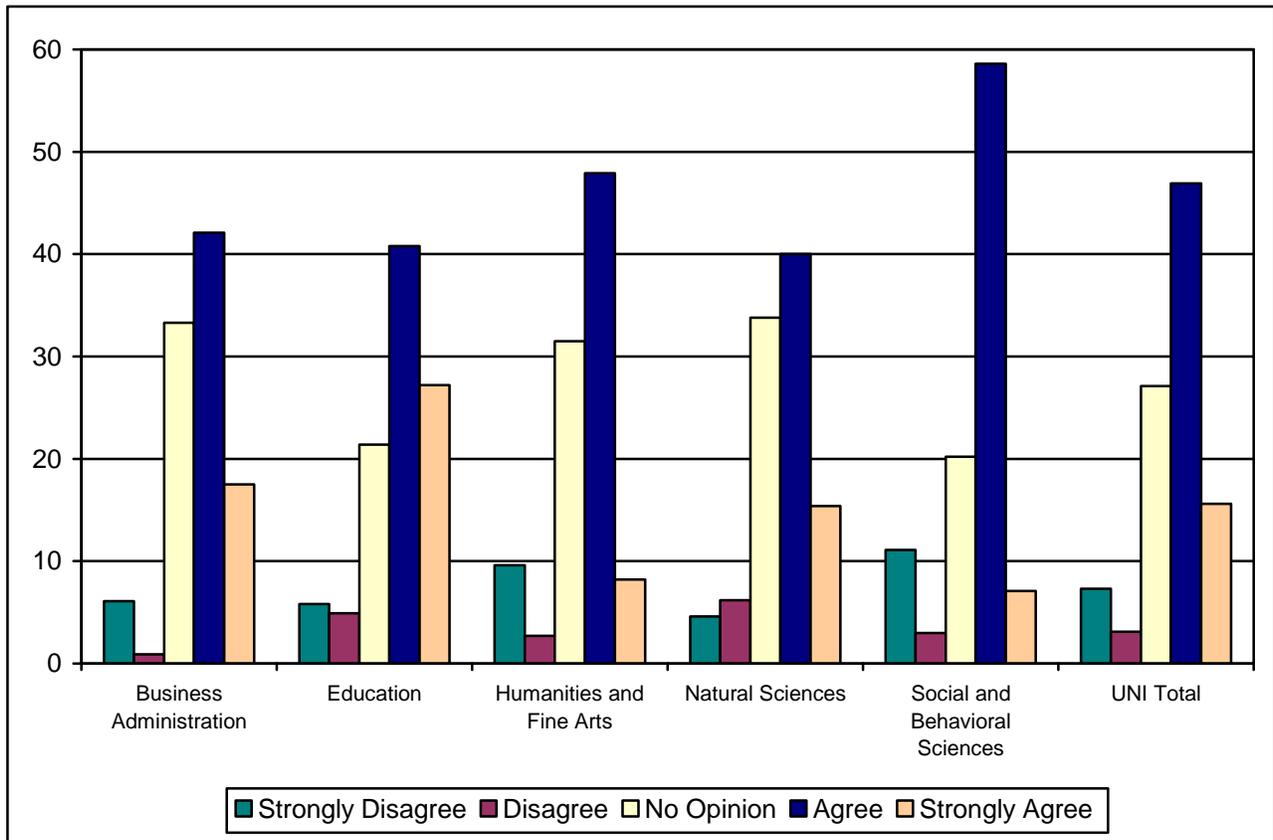|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	6	4.8	16	12.7	39	31.0	52	41.3	13	10.3	126	100
Education	7	7.5	1	1.1	24	25.8	37	39.8	24	25.8	93	100
Humanities & Fine Arts	1	1.3	5	6.3	13	16.5	44	55.7	16	20.3	79	100
Natural Sciences	6	8.5	3	4.2	32	45.1	25	35.2	5	7.0	71	100
Social & Beh. Sciences	7	7.5	3	3.2	19	20.4	35	37.6	29	31.2	93	100
General/ Undecided	1	5.6	1	5.6	11	61.1	5	27.8	0	0	18	100
Total	28	5.8	29	6.0	138	28.8	198	41.3	87	18.1	480	100

Q4.1. UNI is effectively preparing me to be a contributing member of a multicultural/multinational world.

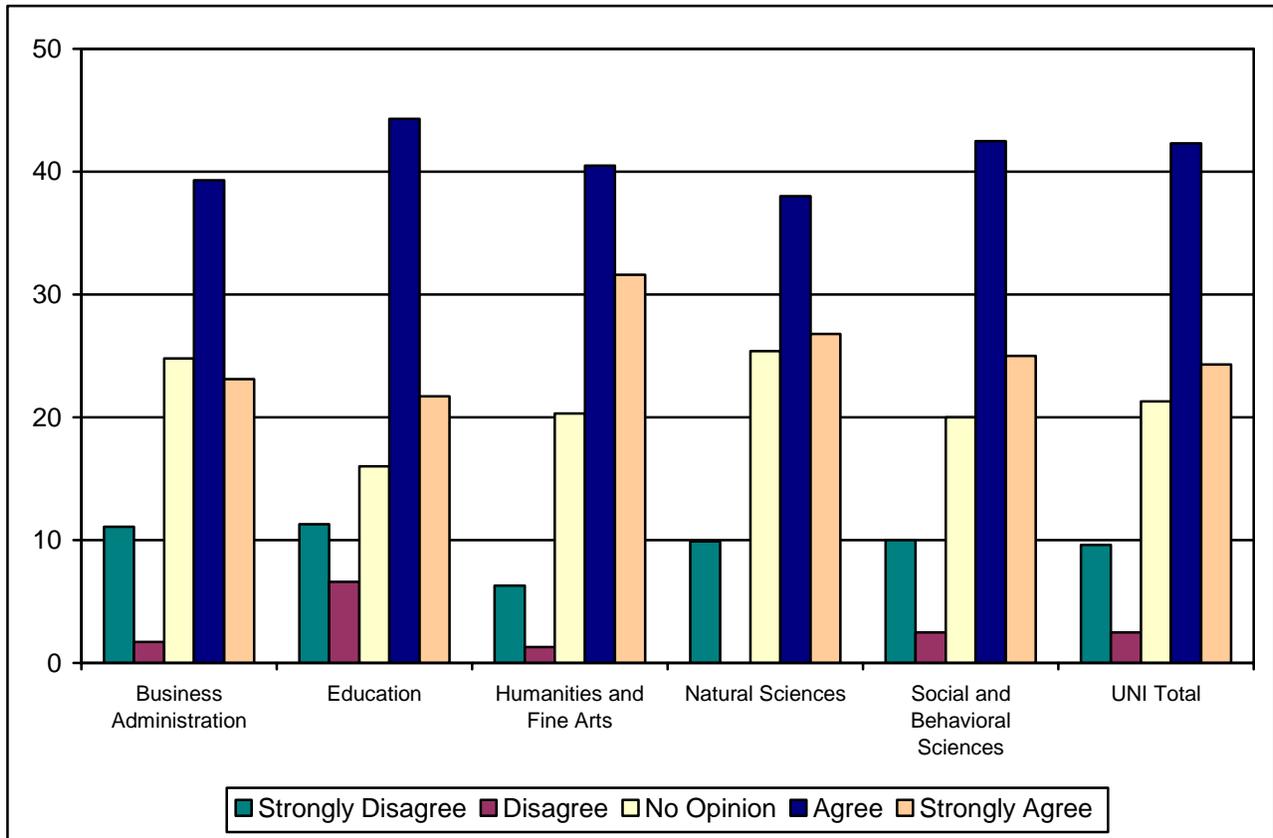|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	12	10.5	8	7.0	36	31.6	42	36.8	16	14.0	114	100
Education	9	8.7	9	8.7	22	21.4	46	44.7	17	16.5	103	100
Humanities & Fine Arts	7	9.6	6	8.2	22	30.1	29	39.7	9	12.3	73	100
Natural Sciences	1	1.5	3	4.6	28	43.1	26	40.0	7	10.8	65	100
Social & Beh. Sciences	9	9.1	6	6.1	24	24.2	54	54.5	6	6.1	99	100
General/ Undecided	2	7.7	1	3.8	11	42.3	10	38.5	2	7.7	26	100
Total	40	8.3	33	6.9	143	29.8	207	43.1	57	11.9	480	100

Q4.2. UNI provides a welcoming and responsive environment for members of the UNI community who have unique needs that may affect their opportunity for success.

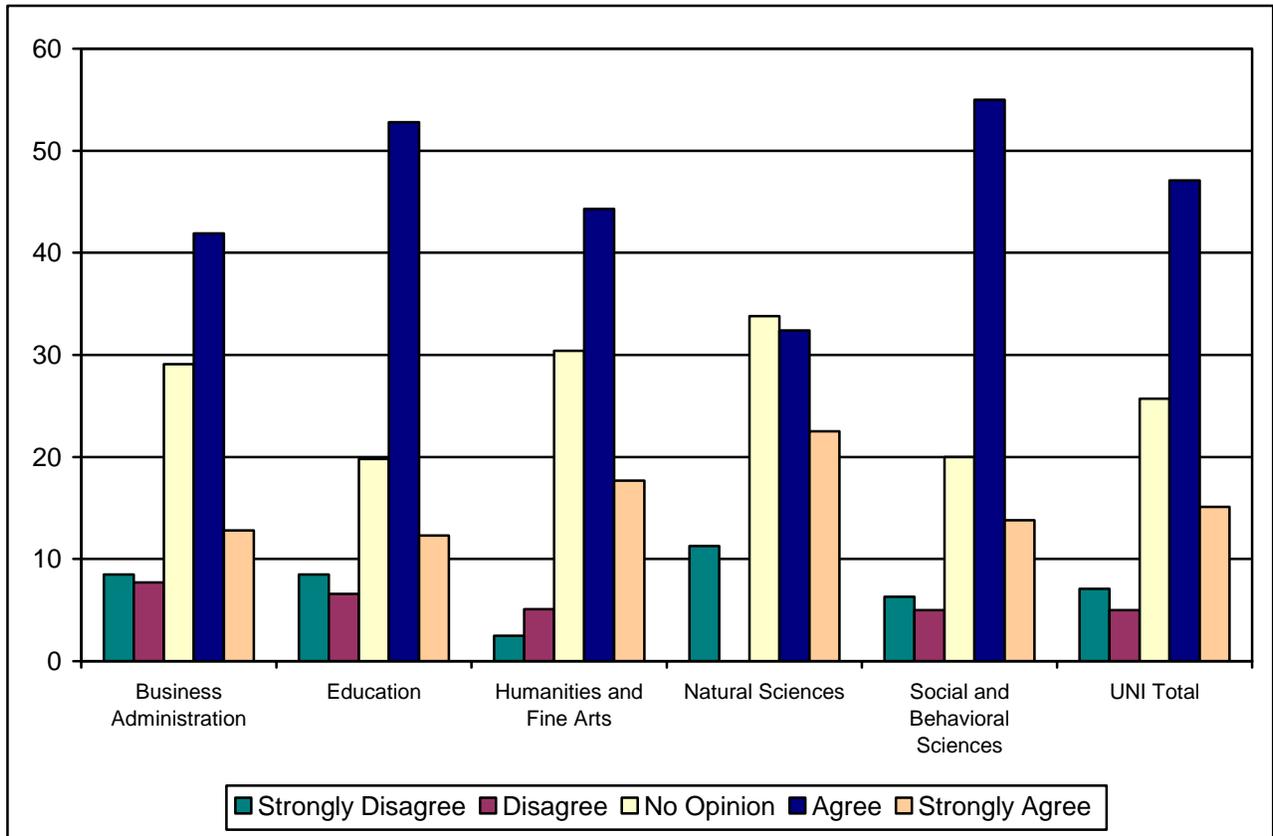|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	7	6.1	1	0.9	38	33.3	48	42.1	20	17.5	114	100
Education	6	5.8	5	4.9	22	21.4	42	40.8	28	27.2	103	100
Humanities & Fine Arts	7	9.6	2	2.7	23	31.5	35	47.9	6	8.2	73	100
Natural Sciences	3	4.6	4	6.2	22	33.8	26	40.0	10	15.4	65	100
Social & Beh. Sciences	11	11.1	3	3.0	20	20.2	58	58.6	7	7.1	99	100
General/ Undecided	1	3.8	0	0	5	19.2	16	61.5	4	15.4	26	100
Total	35	7.3	15	3.1	130	27.1	225	46.9	75	15.6	480	100

Q5.1. I have experienced positive social interactions with students who have different backgrounds or beliefs than my own.

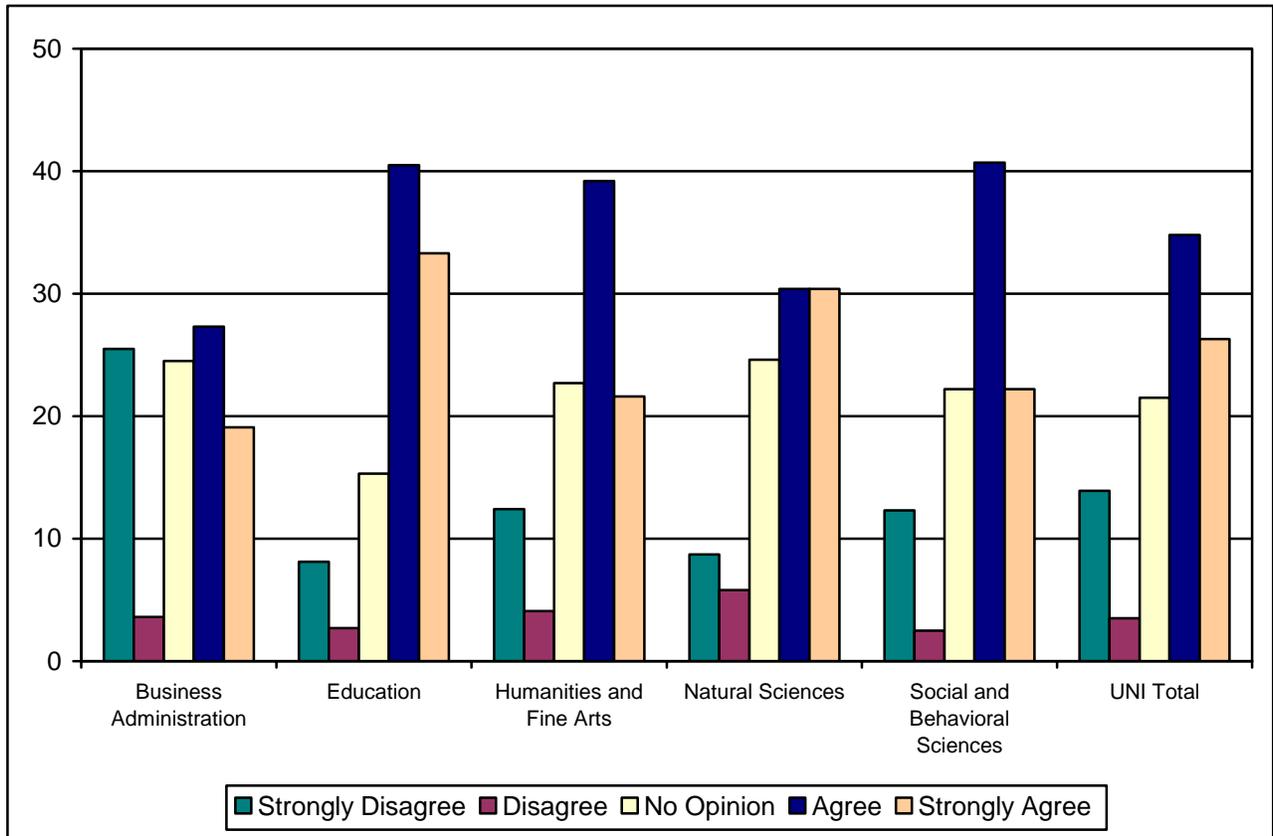|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	13	11.1	2	1.7	29	24.8	46	39.3	27	23.1	117	100
Education	12	11.3	7	6.6	17	16.0	47	44.3	23	21.7	106	100
Humanities & Fine Arts	5	6.3	1	1.3	16	20.3	32	40.5	25	31.6	79	100
Natural Sciences	7	9.9	0	0	18	25.4	27	38.0	19	26.8	71	100
Social & Beh. Sciences	8	10.0	2	2.5	16	20.0	34	42.5	20	25.0	80	100
General/ Undecided	1	4.0	0	0	6	24.0	16	64.0	2	8.0	25	100
Total	46	9.6	12	2.5	102	21.3	202	42.3	116	24.3	487	100

Q5.2. UNI provides opportunities for mentoring and social interaction among students, faculty, and staff.

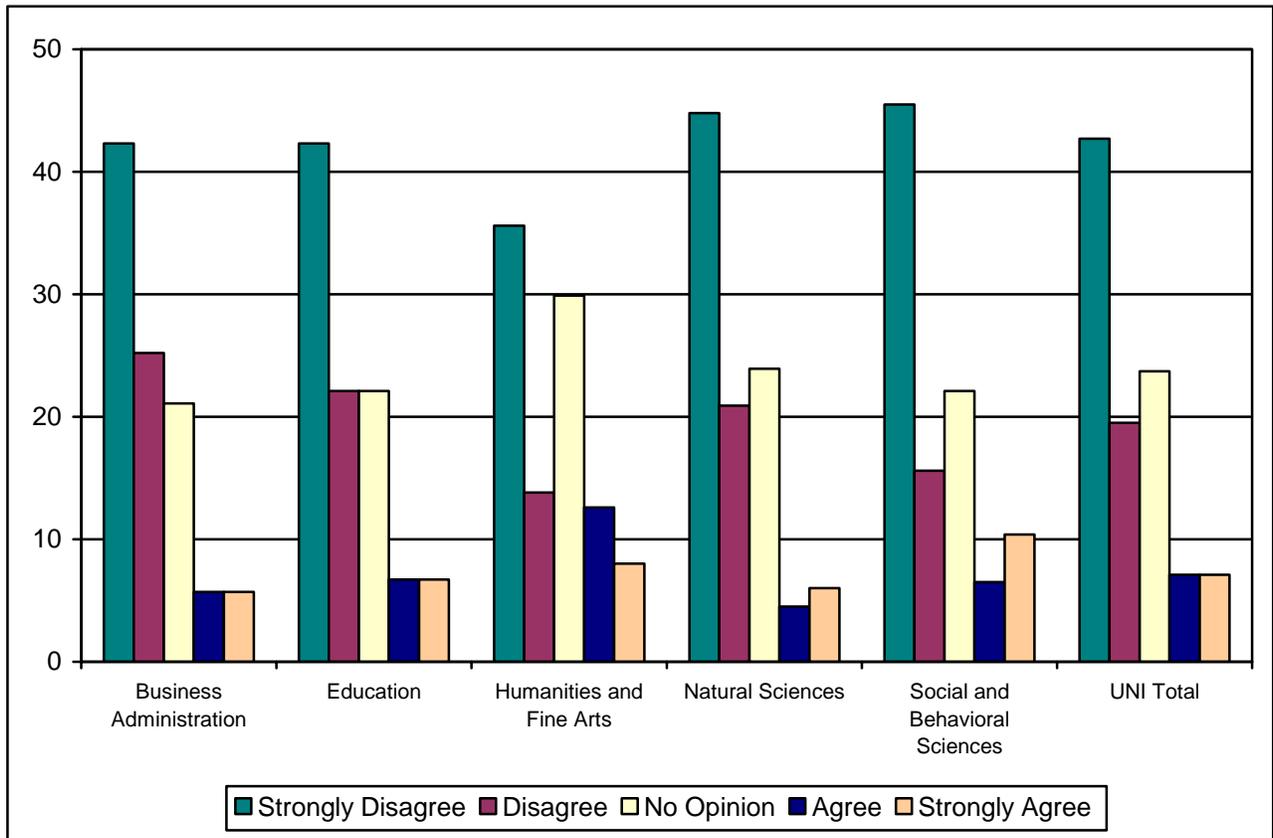|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	10	8.5	9	7.7	34	29.1	49	41.9	15	12.8	117	100
Education	9	8.5	7	6.6	21	19.8	56	52.8	13	12.3	106	100
Humanities & Fine Arts	2	2.5	4	5.1	24	30.4	35	44.3	14	17.7	79	100
Natural Sciences	8	11.3	0	0	24	33.8	23	32.4	16	22.5	71	100
Social & Beh. Sciences	5	6.3	4	5.0	16	20.0	44	55.0	11	13.8	80	100
General/ Undecided	0	0	0	0	4	16.0	18	72.0	3	12.0	25	100
Total	34	7.1	24	5.0	123	25.7	225	47.1	72	15.1	478	100

Q6.1. UNI values all of its members regardless of race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

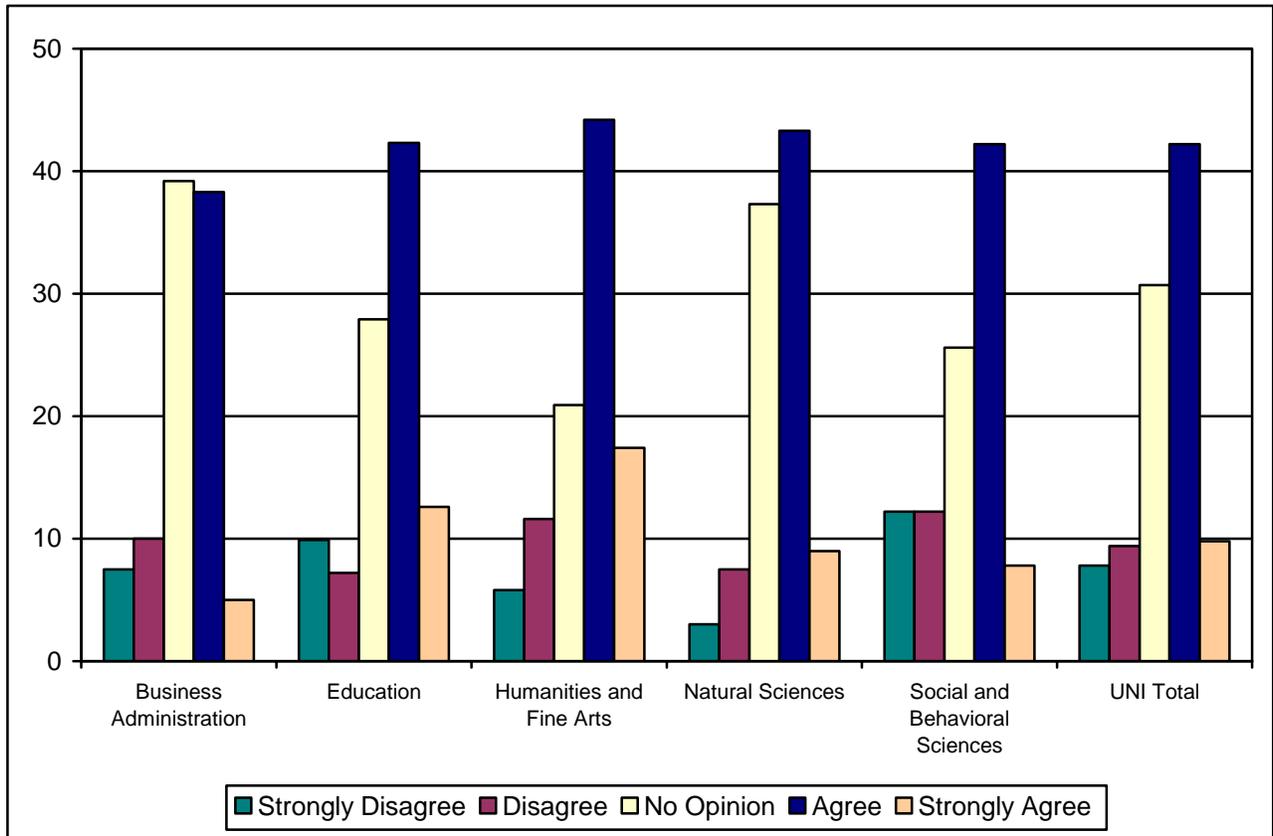|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	28	25.5	4	3.6	27	24.5	30	27.3	21	19.1	110	100
Education	9	8.1	3	2.7	17	15.3	45	40.5	37	33.3	111	100
Humanities & Fine Arts	12	12.4	4	4.1	22	22.7	38	39.2	21	21.6	97	100
Natural Sciences	6	8.7	4	5.8	17	24.6	21	30.4	21	30.4	69	100
Social & Beh. Sciences	10	12.3	2	2.5	18	22.2	33	40.7	18	22.2	81	100
General/ Undecided	2	13.3	0	0	3	20.0	1	6.7	9	60.0	15	100
Total	67	13.9	17	3.5	104	21.5	168	34.8	127	26.3	483	100

Q7.1. I have experienced a prejudicial remark or behavior on campus tied to my race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

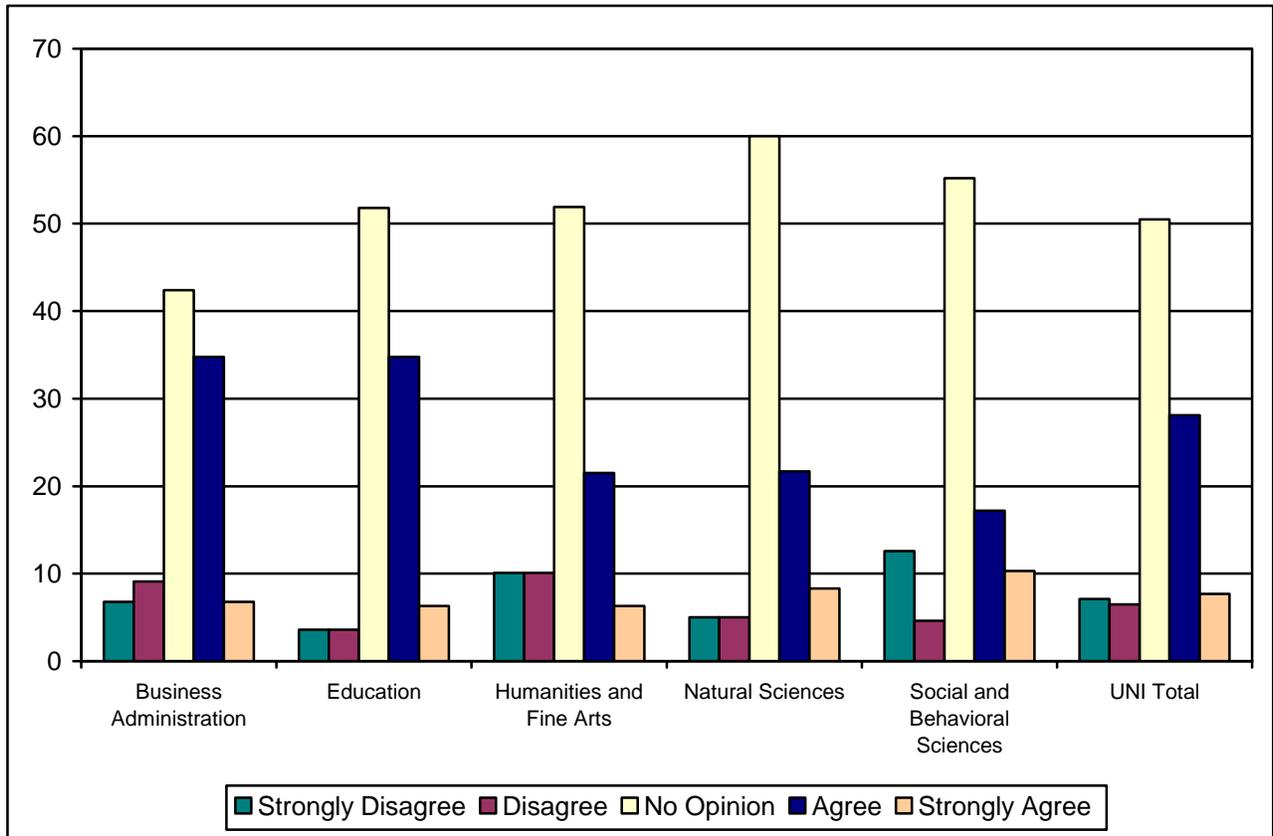|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	52	42.3	31	25.2	26	21.1	7	5.7	7	5.7	123	100
Education	44	42.3	23	22.1	23	22.1	7	6.7	7	6.7	104	100
Humanities & Fine Arts	31	35.6	12	13.8	26	29.9	11	12.6	7	8.0	87	100
Natural Sciences	30	44.8	14	20.9	16	23.9	3	4.5	4	6.0	67	100
Social & Beh. Sciences	35	45.5	12	15.6	17	22.1	5	6.5	8	10.4	77	100
General/ Undecided	14	58.3	2	8.3	6	25.0	1	4.2	1	4.2	24	100
Total	206	42.7	94	19.5	114	23.7	34	7.1	34	7.1	482	100

Q8.1. Faculty encourage the expression of diverse points of view in the classroom.

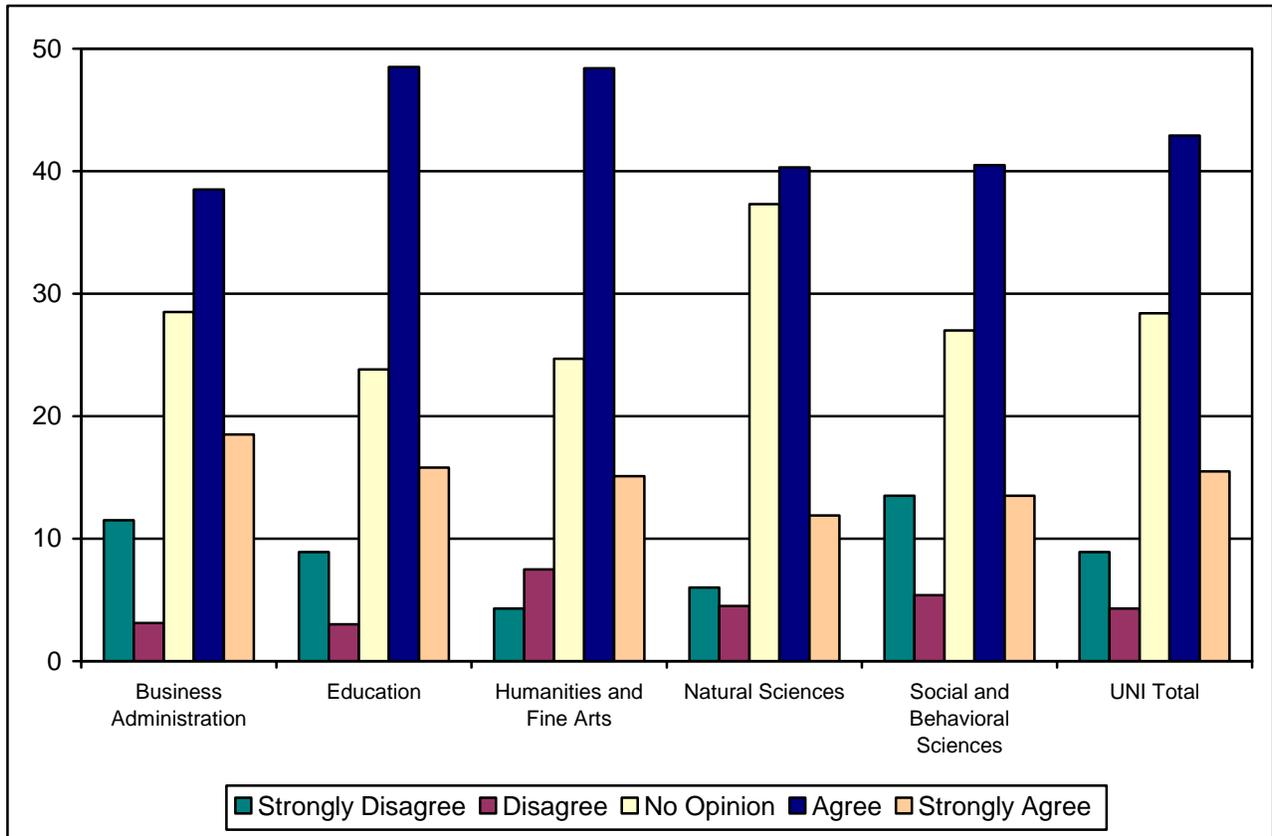|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	9	7.5	12	10.0	47	39.2	46	38.3	6	5.0	120	100
Education	11	9.9	8	7.2	31	27.9	47	42.3	14	12.6	111	100
Humanities & Fine Arts	5	5.8	10	11.6	18	20.9	38	44.2	15	17.4	86	100
Natural Sciences	2	3.0	5	7.5	25	37.3	29	43.3	6	9.0	67	100
Social & Beh. Sciences	11	12.2	11	12.2	23	25.6	38	42.2	7	7.8	90	100
General/ Undecided	0	0	0	0	6	42.9	8	57.1	0	0	14	100
Total	38	7.8	46	9.4	150	30.7	206	42.2	48	9.8	488	100

Q9.1. UNI provides opportunities for participation in university governance activities.

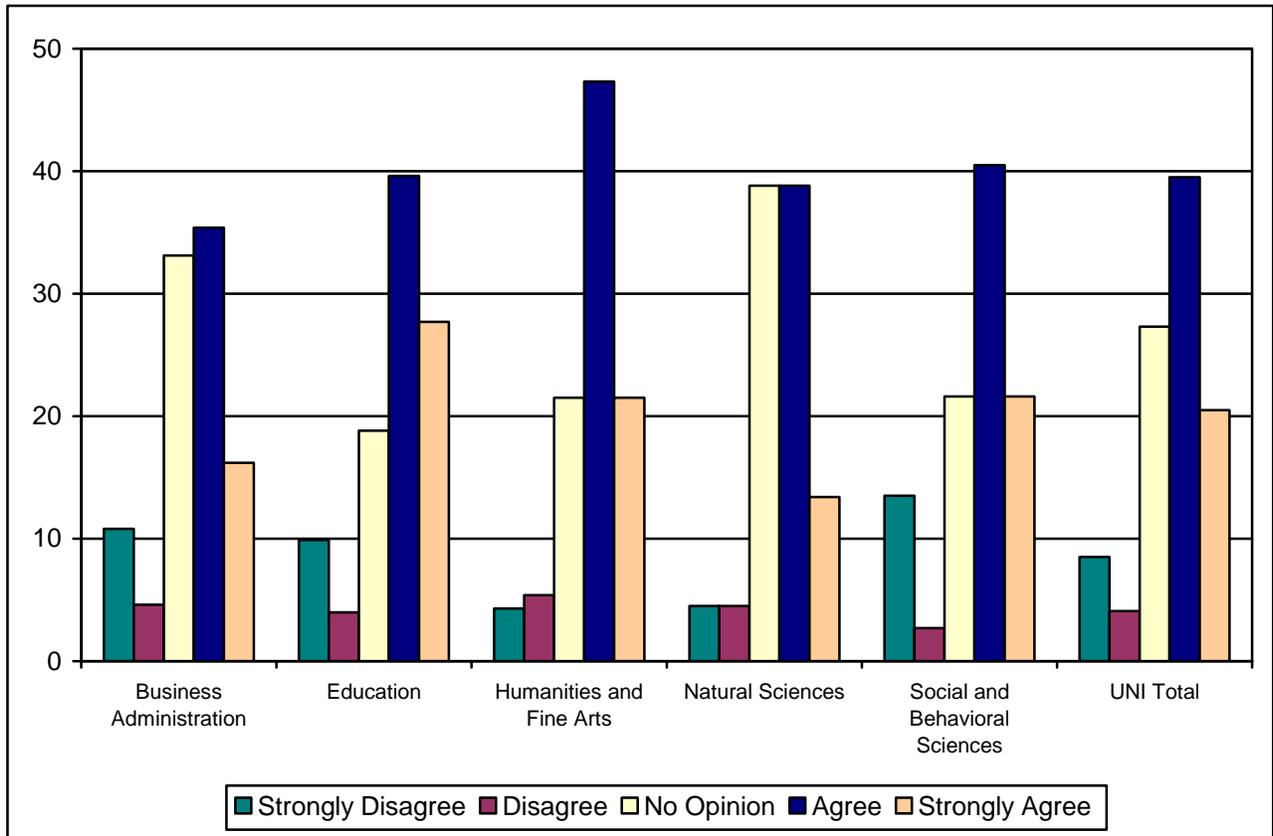|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	9	6.8	12	9.1	56	42.4	46	34.8	9	6.8	132	100
Education	4	3.6	4	3.6	58	51.8	39	34.8	7	6.3	112	100
Humanities & Fine Arts	8	10.1	8	10.1	41	51.9	17	21.5	5	6.3	79	100
Natural Sciences	3	5.0	3	5.0	36	60.0	13	21.7	5	8.3	60	100
Social & Beh. Sciences	11	12.6	4	4.6	48	55.2	15	17.2	9	10.3	87	100
General/ Undecided	0	0	1	4.8	9	42.9	8	38.1	3	14.3	21	100
Total	35	7.1	32	6.5	248	50.5	138	28.1	38	7.7	491	100

Q10.1. The library usually has the scholarly journals (periodicals) and other materials I need for my studies.

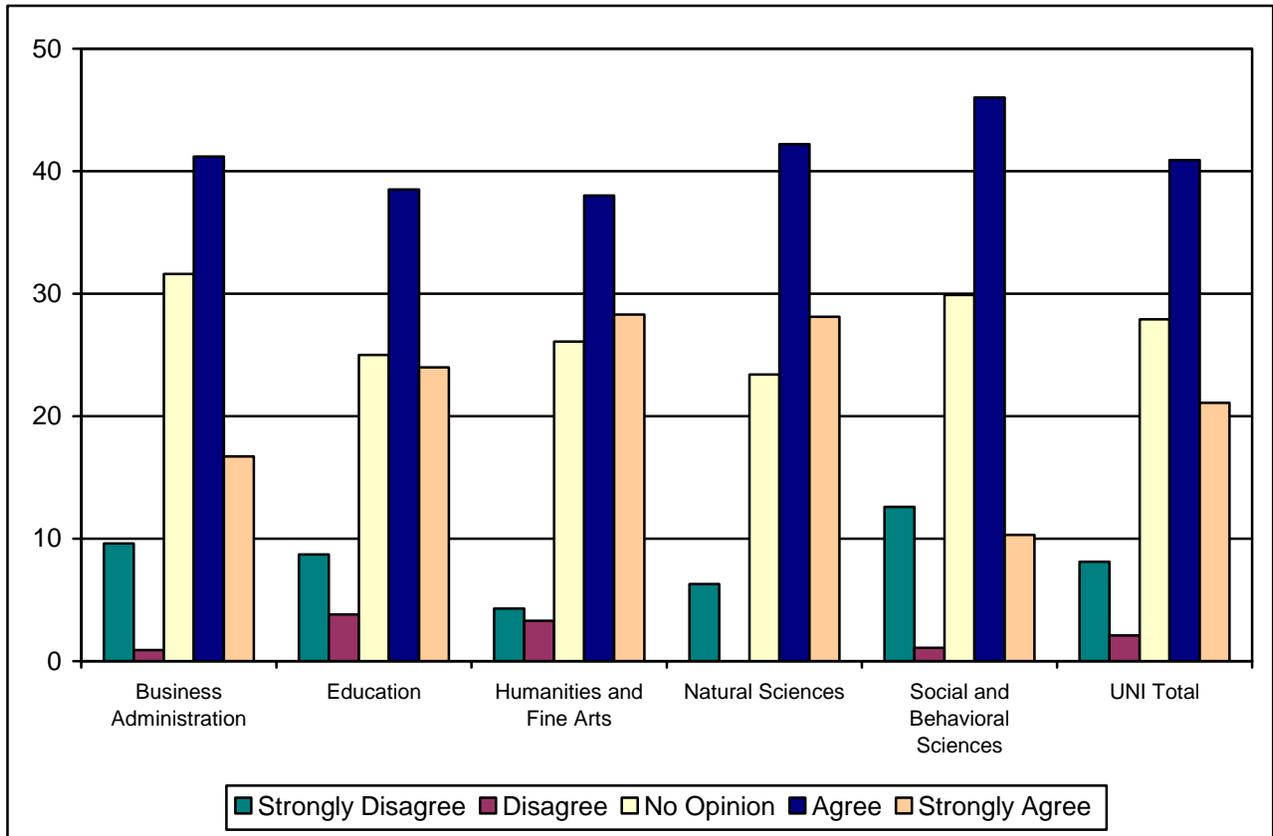|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	15	11.5	4	3.1	37	28.5	50	38.5	24	18.5	130	100
Education	9	8.9	3	3.0	24	23.8	49	48.5	16	15.8	101	100
Humanities & Fine Arts	4	4.3	7	7.5	23	24.7	45	48.4	14	15.1	93	100
Natural Sciences	4	6.0	3	4.5	25	37.3	27	40.3	8	11.9	67	100
Social & Beh. Sciences	10	13.5	4	5.4	20	27.0	30	40.5	10	13.5	74	100
General/ Undecided	1	5.6	0	0	8	44.4	6	33.3	3	16.7	18	100
Total	43	8.9	21	4.3	137	28.4	207	42.9	75	15.5	483	100

Q10.2. The Rod Library home page is a valuable resource for finding information on the Internet.

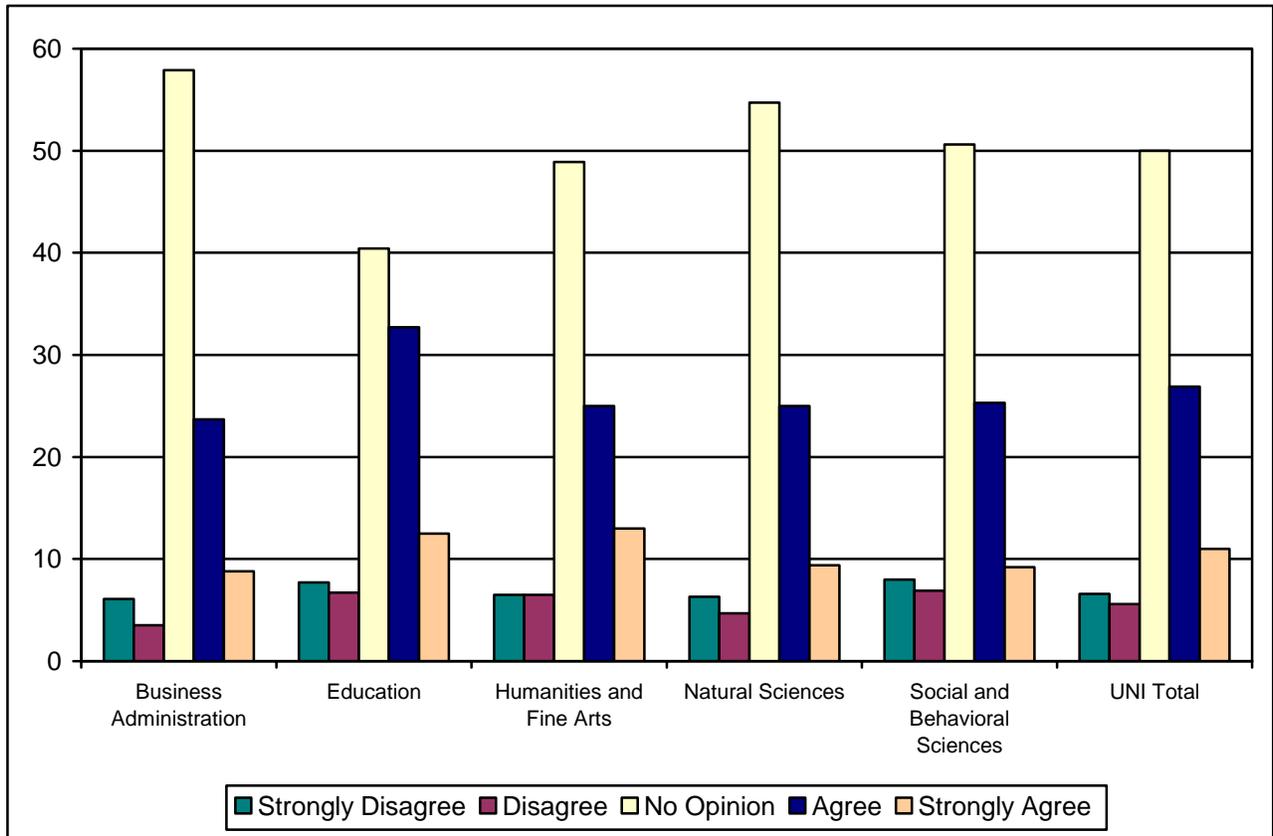|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	14	10.8	6	4.6	43	33.1	46	35.4	21	16.2	130	100
Education	10	9.9	4	4.0	19	18.8	40	39.6	28	27.7	101	100
Humanities & Fine Arts	4	4.3	5	5.4	20	21.5	44	47.3	20	21.5	93	100
Natural Sciences	3	4.5	3	4.5	26	38.8	26	38.8	9	13.4	67	100
Social & Beh. Sciences	10	13.5	2	2.7	16	21.6	30	40.5	16	21.6	74	100
General/ Undecided	0	0	0	0	8	44.4	5	27.8	5	27.8	18	100
Total	41	8.5	20	4.1	132	27.3	191	39.5	99	20.5	483	100

Q11.1. When I ask a librarian for assistance, I usually get a useful response.

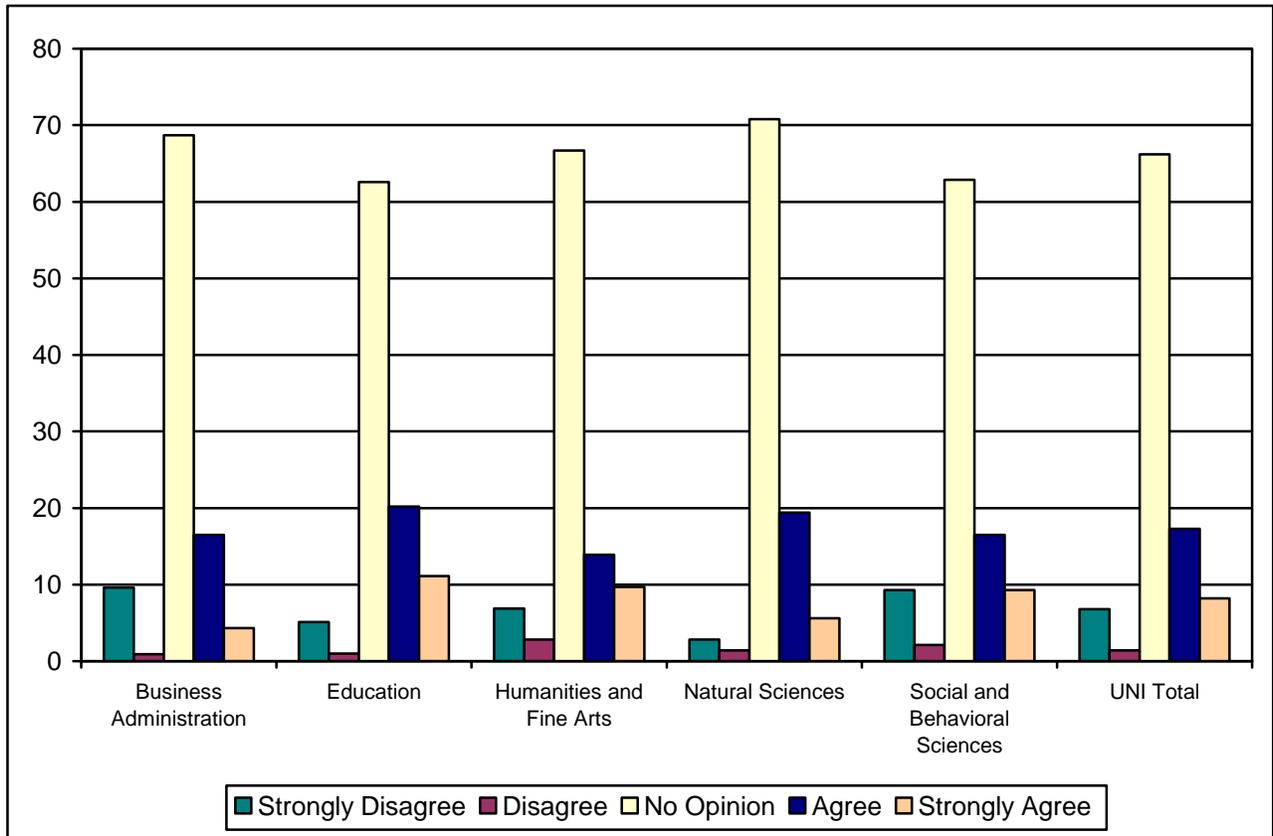|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	11	9.6	1	0.9	36	31.6	47	41.2	19	16.7	114	100
Education	9	8.7	4	3.8	26	25.0	40	38.5	25	24.0	104	100
Humanities & Fine Arts	4	4.3	3	3.3	24	26.1	35	38.0	26	28.3	92	100
Natural Sciences	4	6.3	0	0	15	23.4	27	42.2	18	28.1	64	100
Social & Beh. Sciences	11	12.6	1	1.1	26	29.9	40	46.0	9	10.3	87	100
General/ Undecided	0	0	1	4.3	8	34.8	9	39.1	5	21.7	23	100
Total	39	8.1	10	2.1	135	27.9	198	40.9	102	21.1	484	100

Q11.2. Rod Library instruction sessions (e.g. tours, classes, workshops) have been helpful to me in my academic work.

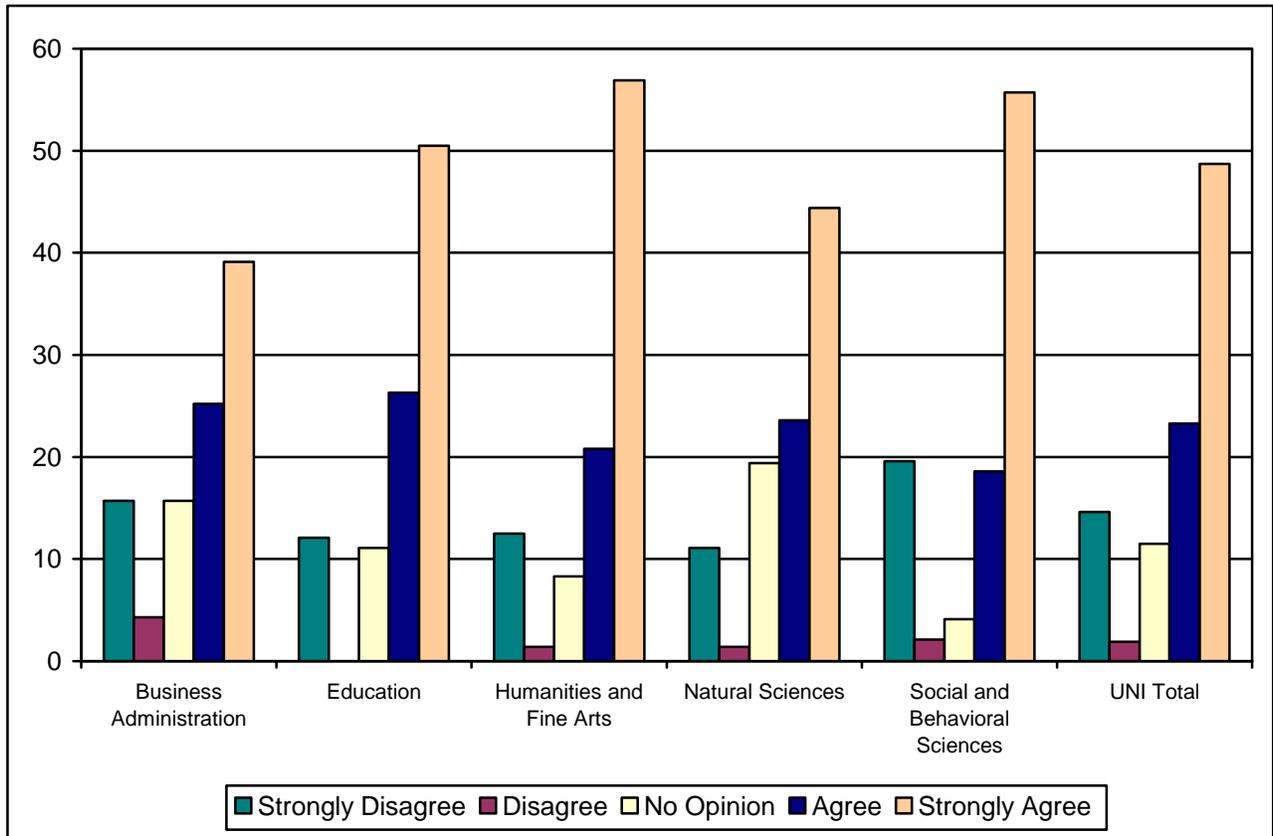|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	7	6.1	4	3.5	66	57.9	27	23.7	10	8.8	114	100
Education	8	7.7	7	6.7	42	40.4	34	32.7	13	12.5	104	100
Humanities & Fine Arts	6	6.5	6	6.5	45	48.9	23	25.0	12	13.0	92	100
Natural Sciences	4	6.3	3	4.7	35	54.7	16	25.0	6	9.4	64	100
Social & Beh. Sciences	7	8.0	6	6.9	44	50.6	22	25.3	8	9.2	87	100
General/ Undecided	0	0	1	4.3	10	43.5	8	34.8	4	17.4	23	100
Total	32	6.6	27	5.6	242	50.0	130	26.9	53	11.0	484	100

Q12.1. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

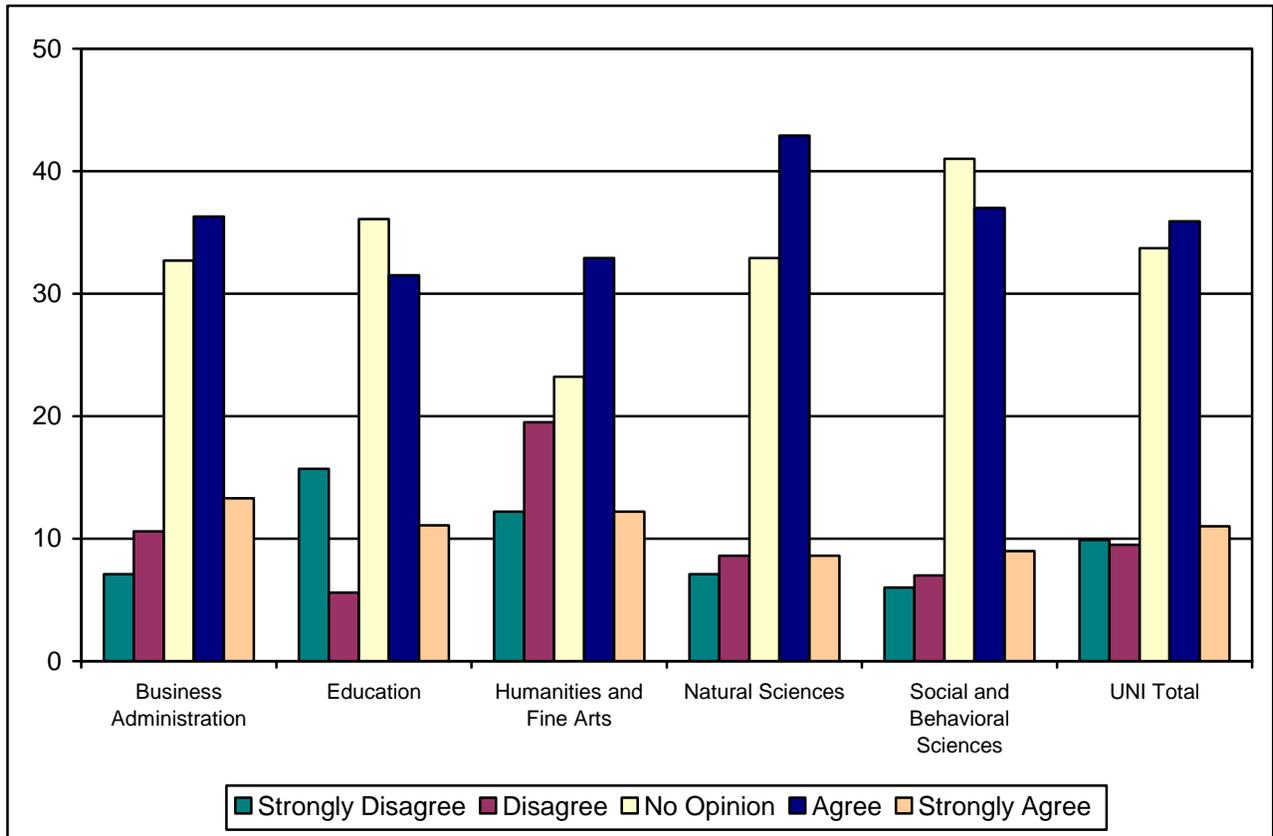|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	11	9.6	1	0.9	79	68.7	19	16.5	5	4.3	115	100
Education	5	5.1	1	1.0	62	62.6	20	20.2	11	11.1	99	100
Humanities & Fine Arts	5	6.9	2	2.8	48	66.7	10	13.9	7	9.7	72	100
Natural Sciences	2	2.8	1	1.4	51	70.8	14	19.4	4	5.6	72	100
Social & Beh. Sciences	9	9.3	2	2.1	61	62.9	16	16.5	9	9.3	97	100
General/ Undecided	1	3.3	0	0	20	66.7	5	16.7	4	13.3	30	100
Total	33	6.8	7	1.4	321	66.2	84	17.3	40	8.2	485	100

Q12.2. Computers have been a significant part of my coursework at UNI.

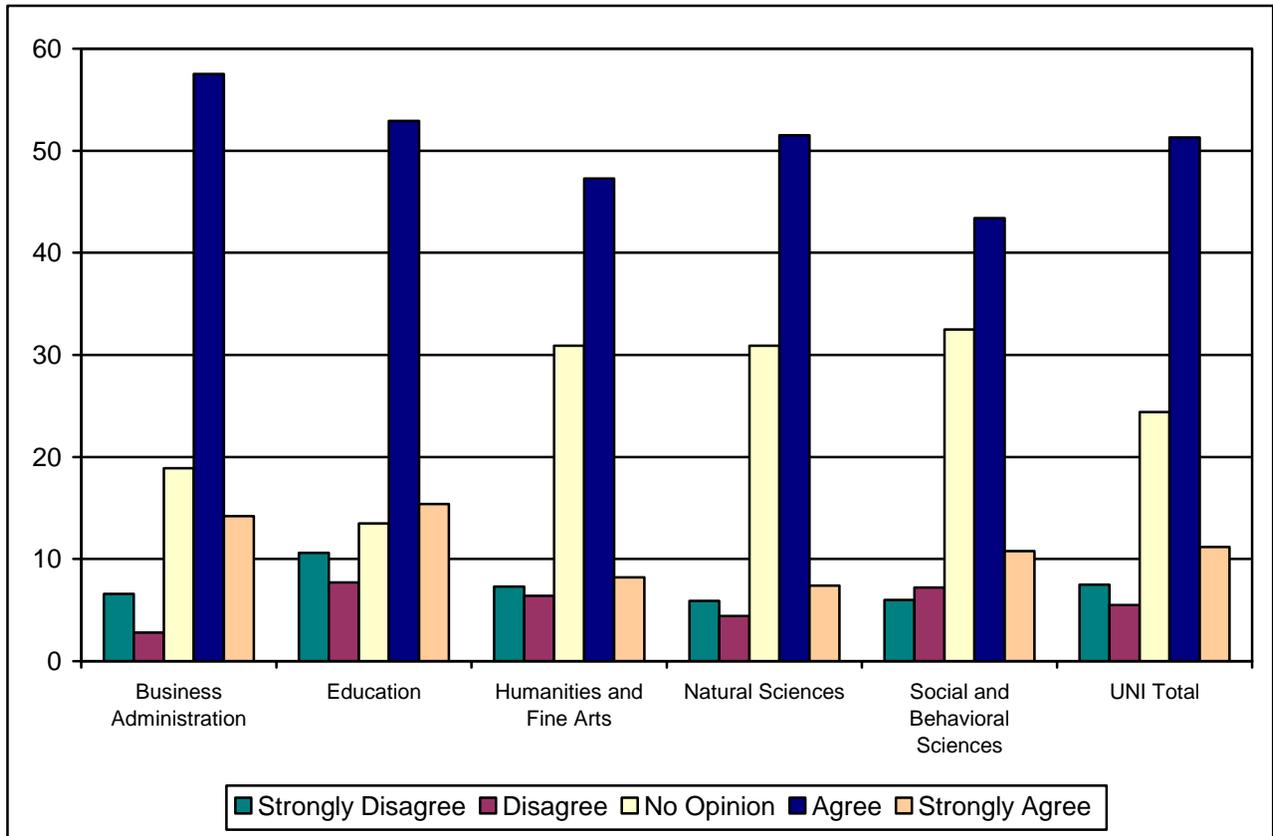|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	18	15.7	5	4.3	18	15.7	29	25.2	45	39.1	115	100
Education	12	12.1	0	0	11	11.1	26	26.3	50	50.5	99	100
Humanities & Fine Arts	9	12.5	1	1.4	6	8.3	15	20.8	41	56.9	72	100
Natural Sciences	8	11.1	1	1.4	14	19.4	17	23.6	32	44.4	72	100
Social & Beh. Sciences	19	19.6	2	2.1	4	4.1	18	18.6	54	55.7	97	100
General/ Undecided	5	16.7	0	0	3	10.0	8	26.7	14	46.7	30	100
Total	71	14.6	9	1.9	56	11.5	113	23.3	236	48.7	485	100

Q13.1. The UNI computer network is generally accessible after 5 pm from off campus.

|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	8	7.1	12	10.6	37	32.7	41	36.3	15	13.3	113	100
Education	17	15.7	6	5.6	39	36.1	34	31.5	12	11.1	108	100
Humanities & Fine Arts	10	12.2	16	19.5	19	23.2	27	32.9	10	12.2	82	100
Natural Sciences	5	7.1	6	8.6	23	32.9	30	42.9	6	8.6	70	100
Social & Beh. Sciences	6	6.0	7	7.0	41	41.0	37	37.0	9	9.0	100	100
General/ Undecided	3	15.0	0	0	7	35.0	8	40.0	2	10.0	20	100
Total	49	9.9	47	9.5	166	33.7	177	35.9	54	11.0	493	100

Q14.1. The training I have received at UNI on the use of computers has generally met my educational needs.

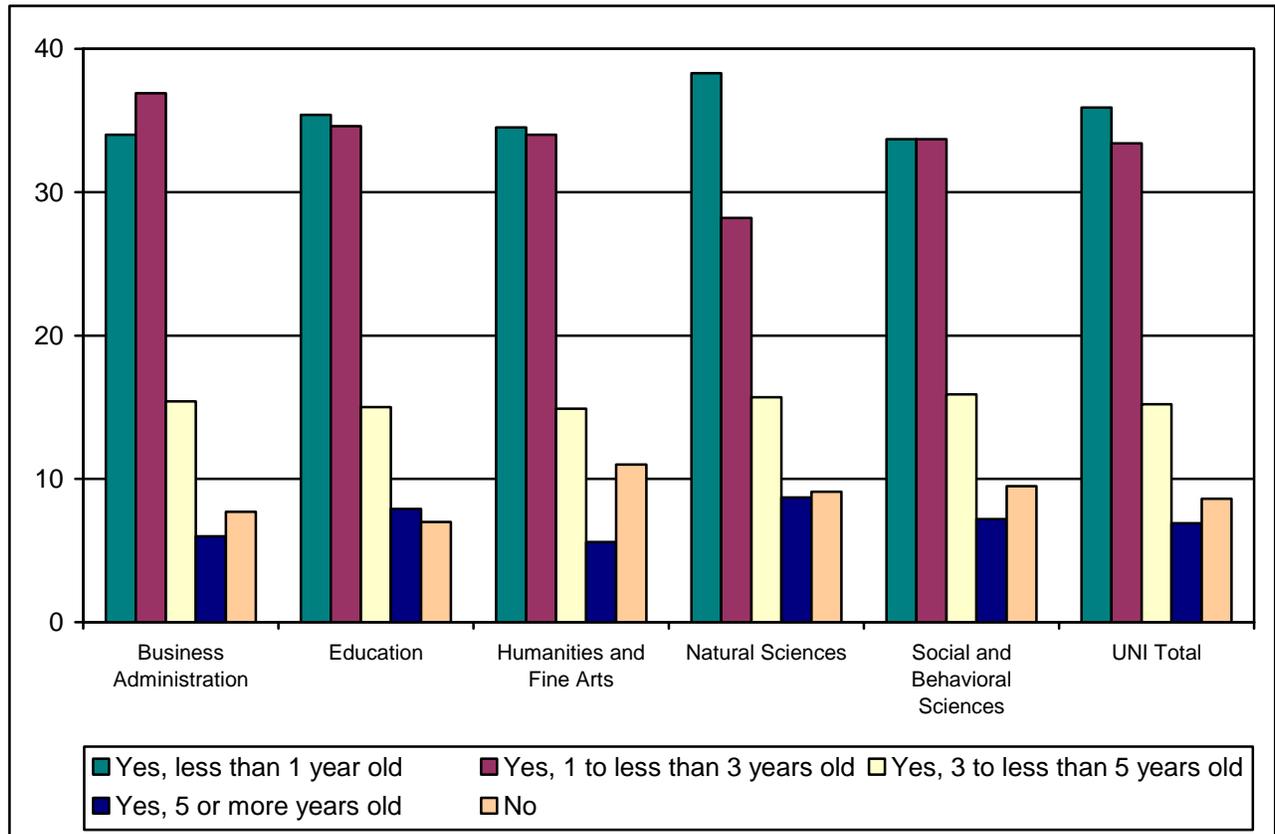|	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	7	6.6	3	2.8	20	18.9	61	57.5	15	14.2	106	100
Education	11	10.6	8	7.7	14	13.5	55	52.9	16	15.4	104	100
Humanities & Fine Arts	8	7.3	7	6.4	34	30.9	52	47.3	9	8.2	110	100
Natural Sciences	4	5.9	3	4.4	21	30.9	35	51.5	5	7.4	68	100
Social & Beh. Sciences	5	6.0	6	7.2	27	32.5	36	43.4	9	10.8	83	100
General/ Undecided	2	10.0	0	0	4	20.0	13	65.0	1	5.0	20	100
Total	37	7.5	27	5.5	120	24.4	252	51.3	55	11.2	491	100

Q15.1. I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

	Strongly Disagree		Disagree		No Opinion		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	11	9.4	9	7.7	23	19.7	58	49.6	16	13.7	117	100
Education	17	17.9	10	10.5	18	18.9	35	36.8	15	15.8	95	100
Humanities & Fine Arts	11	12.8	6	7.0	23	26.7	37	43.0	9	10.5	86	100
Natural Sciences	8	10.3	4	5.1	19	24.4	36	46.2	11	14.1	78	100
Social & Beh. Sciences	7	7.8	2	2.2	20	22.2	46	51.1	15	16.7	90	100
General/ Undecided	0	0	2	11.8	8	47.1	6	35.3	1	5.9	17	100
Total	54	11.2	33	6.8	111	23.0	218	45.1	67	13.9	483	100
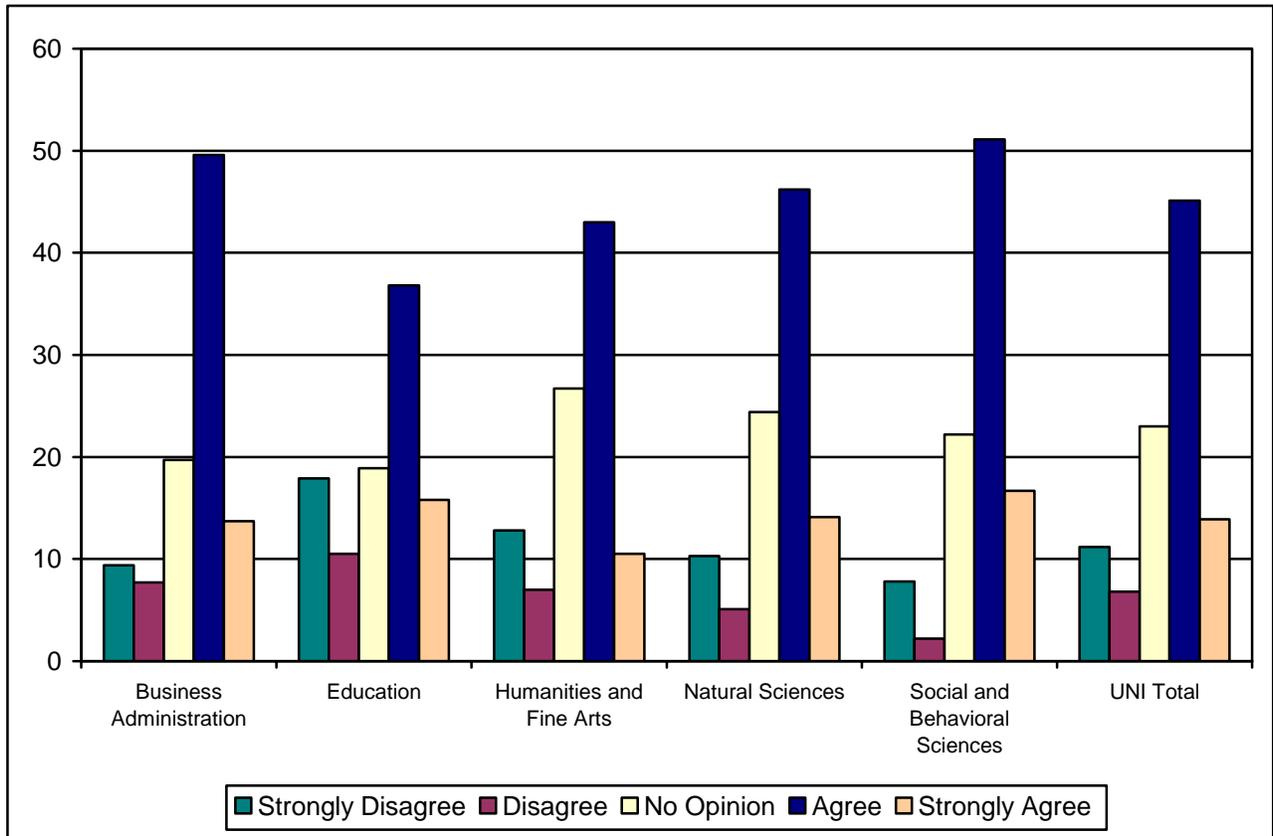
Q16.2. Do you have a computer for your personal use available during the school year?

	Yes, less than 1 year old		Yes, 1 to less than 3 years old		Yes, 3 to less than 5 years old		Yes, 5 or more years old		No		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	315	34.0	342	36.9	143	15.4	56	6.0	71	7.7	927	100
Education	302	35.4	295	34.6	128	15.0	67	7.9	60	7.0	852	100
Humanities & Fine Arts	248	34.5	244	34.0	107	14.9	40	5.6	79	11.0	718	100
Natural Sciences	210	38.3	155	28.2	86	15.7	48	8.7	50	9.1	549	100
Social & Beh. Sciences	233	33.7	233	33.7	110	15.9	50	7.2	66	9.5	692	100
General/ Undecided	91	58.7	30	19.4	17	11.0	8	5.2	9	5.8	155	100
Total	1399	35.9	1299	33.4	591	15.2	269	6.9	335	8.6	3893	100

Appendix A

Appendix A

1.1   I am encouraged by faculty and staff to participate in university-related intellectual activities (e.g. guest speakers, symposia, conferences).

     1   Strongly disagree
     2   Disagree
     3   Neutral/No Opinion
     4   Agree
     5   Strongly agree

1.2   I have received high quality advising at UNI.

     1   Strongly disagree
     2   Disagree
     3   Neutral/No Opinion
     4   Agree
     5   Strongly agree

2.1   I have had a high quality mentoring relationship with a UNI faculty or staff member.

     1   Strongly disagree
     2   Disagree
     3   Neutral/No Opinion
     4   Agree
     5   Strongly agree

2.2   I feel a sense of belonging to the university community.

     1   Strongly disagree
     2   Disagree
     3   Neutral/No Opinion
     4   Agree
     5   Strongly agree

3.1   I have collaborated with faculty or staff on academic or extracurricular activities.

     1   Strongly disagree
     2   Disagree
     3   Neutral/No Opinion
     4   Agree
     5   Strongly agree

3.2   My academic major includes information on multiple cultures and points of view.

        1   Strongly disagree
        2   Disagree
        3   Neutral/No Opinion
        4   Agree
        5   Strongly agree

4.1   UNI is effectively preparing me to be a contributing member of a multicultural / multinational world.

        1   Strongly disagree
        2   Disagree
        3   Neutral/No Opinion
        4   Agree
        5   Strongly agree

4.2   UNI provides a welcoming and responsive environment for members of the UNI community who have unique needs that may affect their opportunity for success.

        1   Strongly disagree
        2   Disagree
        3   Neutral/No Opinion
        4   Agree
        5   Strongly agree

5.1   I have experienced positive social interactions with students who have different backgrounds or beliefs than my own.

        1   Strongly disagree
        2   Disagree
        3   Neutral/No Opinion
        4   Agree
        5   Strongly agree

5.2   UNI provides opportunities for mentoring and social interaction among students, faculty, and staff.

        1   Strongly disagree
        2   Disagree
        3   Neutral/No Opinion
        4   Agree
        5   Strongly agree

6.1 UNI values all of its members regardless of race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

    1 Strongly disagree
    2 Disagree
    3 Neutral/No Opinion
    4 Agree
    5 Strongly agree

6.2 Do you have a computer for your personal use available during the school year?

    1 Yes, less than 1 year old
    2 Yes, 1 to less than 3 years old
    3 Yes, 3 to less than 5 years old
    4 Yes, 5 or more years old
    5 No

7.1 I have experienced a prejudicial remark or behavior on campus tied to my race, ethnicity, sex, age, sexual orientation, religious beliefs, physical disability, or socioeconomic status.

    1 Strongly disagree
    2 Disagree
    3 Neutral/No Opinion
    4 Agree
    5 Strongly agree

7.2 Do you have a computer for your personal use available during the school year?

    1 Yes, less than 1 year old
    2 Yes, 1 to less than 3 years old
    3 Yes, 3 to less than 5 years old
    4 Yes, 5 or more years old
    5 No

8.1 Faculty encourage the expression of diverse points of view in the classroom.

    1 Strongly disagree
    2 Disagree
    3 Neutral/No Opinion
    4 Agree
    5 Strongly agree

8.2   Do you have a computer for your personal use available during the school year?

1   Yes, less than 1 year old
2   Yes, 1 to less than 3 years old
3   Yes, 3 to less than 5 years old
4   Yes, 5 or more years old
5   No

9.1   UNI provides opportunities for participation in university governance activities.

1   Strongly disagree
2   Disagree
3   Neutral/No Opinion
4   Agree
5   Strongly agree

9.2   Do you have a computer for your personal use available during the school year?

1   Yes, less than 1 year old
2   Yes, 1 to less than 3 years old
3   Yes, 3 to less than 5 years old
4   Yes, 5 or more years old
5   No

10.1   The library usually has the scholarly journals (periodicals) and other materials I need for my studies.

1   Strongly disagree
2   Disagree
3   Neutral/No Opinion
4   Agree
5   Strongly agree

10.2   The Rod Library home page is a valuable resource for finding information on the Internet.

1   Strongly disagree
2   Disagree
3   Neutral/No Opinion
4   Agree
5   Strongly agree

11.1   When I ask a librarian for assistance, I usually get a useful response.

   1   Strongly disagree
   2   Disagree
   3   Neutral/No Opinion
   4   Agree
   5   Strongly agree

11.2   Rod Library instruction sessions (e.g. tours, classes, workshops) have been helpful to me in my academic work.

   1   Strongly disagree
   2   Disagree
   3   Neutral/No Opinion
   4   Agree
   5   Strongly agree

12.1   Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

   1   Strongly disagree
   2   Disagree
   3   Neutral/No Opinion
   4   Agree
   5   Strongly agree

12.2   Computers have been a significant part of my coursework at UNI.

   1   Strongly disagree
   2   Disagree
   3   Neutral/No Opinion
   4   Agree
   5   Strongly agree

13.1   The UNI computer network is generally accessible after 5 pm from off campus.

   1   Strongly disagree
   2   Disagree
   3   Neutral/No Opinion
   4   Agree
   5   Strongly agree

13.2   Do you have a computer for your personal use available during the school year?

1   Yes, less than 1 year old
2   Yes, 1 to less than 3 years old
3   Yes, 3 to less than 5 years old
4   Yes, 5 or more years old
5   No

14.1   The training I have received at UNI on the use of computers has generally met my educational needs.

1   Strongly disagree
2   Disagree
3   Neutral/No Opinion
4   Agree
5   Strongly agree

14.2   Do you have a computer for your personal use available during the school year?

1   Yes, less than 1 year old
2   Yes, 1 to less than 3 years old
3   Yes, 3 to less than 5 years old
4   Yes, 5 or more years old
5   No

15.1   I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

1   Strongly disagree
2   Disagree
3   Neutral/No Opinion
4   Agree
5   Strongly agree

15.2   Do you have a computer for your personal use available during the school year?

1   Yes, less than 1 year old
2   Yes, 1 to less than 3 years old
3   Yes, 3 to less than 5 years old
4   Yes, 5 or more years old
5   No

16.1　Will it hinder your ability to register or prepare to register if the Schedule of Classes is only available electronically (on the web)?

    1　Yes
    2　No

16.2　Do you have a computer for your personal use available during the school year?

    1　Yes, less than 1 year old
    2　Yes, 1 to less than 3 years old
    3　Yes, 3 to less than 5 years old
    4　Yes, 5 or more years old
    5　No

17.1　How many of your children need child care?

    1　1 child
    2　children
    3　3+ children
    4　No children

17.2　What type of child care do you need?

    1　Half day
    2　Full day
    3　Before/after school
    4　Evenings
    5　No children

18.1　Do you use child care in order to attend UNI?

    1　Yes
    2　No
    3　No children

18.2　Does your current child care meet your needs?

    1　Yes
    2　No
    3　No children