



## 2021 First-Year Student Satisfaction Survey

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### Observations

The 2021 administration of the FYSSS yielded a moderately strong response rate with a comparable distribution demographically by race/ethnicity. Typical of most student surveys, male respondents were significantly lower than female respondents.

The majority of the responses for the 34 aspects of University life were positive. Only eight items had a mean score lower than 3.0 (Satisfied) - see page 9. Similar to the past five years, The Ames Library had one of the largest average scores (3.37) based on a four-point scale - just behind the Hart Career Center. Consistent with past reports, SODEXO Dining Services had the lowest average score (2.56) (4 = Very Satisfied to 1 = Very Dissatisfied).

**Eight** items had a combined dissatisfaction rating of 20% or greater: Class Registration Process, Information Technology, Perception of Safety on Campus, SODEXO Dining Services, Support for Students of Color, Support for Study Abroad, Turning Titan: New Student Orientation, and Social Experience.

**Eighty-two percent** of the student respondents indicated that they would still choose to enroll at IWU, if they could select their college again - consistent with evidence from previous years.

**Thirty-three percent** of the student respondents indicated that they considered transferring - a modest decrease from last year (35%) and a significant decrease from two years ago (50%).

**Affordability** continued to be identified as the most frequent reason for transfer consideration. However, affordability decreased from 25% to 16% - the lowest level over the past few years.

When examining correlation coefficients amongst larger groups of student respondents, the following areas have the greatest relationship with student satisfaction: Social Experience (.580), Turning Titan: New Student Orientation (.565), and Academic Experience (.543). The strong relationship between satisfaction and Social Experience has been very consistent over the past several years.

Finally, despite the high levels of satisfaction amongst University resources, the majority of mean scores were lower than previous years, albeit modestly in most areas.

**Office of Institutional Research & Planning**

Demographics

**Participants**

Students Solicited	461
Respondents	167

**Response Rate 36%**

Previous Year = 33%.

**Majors**

Accounting	7	4%
Anthropology	1	1%
Art	2	1%
Biochemistry	2	1%
Biology	21	12%
Business	16	9%
Chemistry	3	2%
Computer Sci	5	3%
DTE	1	1%
Education	8	4%
English	3	2%
Environ Std	3	2%
Financial Srv	2	1%
Health	4	2%
Hispanic Std	2	1%
History	4	2%
Marketing	4	2%
Math	6	3%
Music	2	1%
Music Thtr	3	2%
Neuroscience	7	4%
Nursing	22	12%
Physics	8	4%
Political Sci	6	3%
Psychology	19	11%
Sociology	1	1%
Theatre Arts	7	4%
Undecided	11	6%
<b>Total*</b>	<b>180</b>	<b>100%</b>

\*Includes double majors.

**Race/Ethnicity**

Asian	11	7%
Black	13	8%
Hispanic	7	4%
International	6	4%
Multi Racial	9	5%
Pacific Isle	0	0%
White	119	71%
Unknown	2	1%
<b>Total</b>	<b>167</b>	<b>100%</b>

**Gender**

Men	65	40%
Women	99	60%
<b>Total</b>	<b>164</b>	<b>100%</b>

Previous Year = Men 34% - Women 66%.

**Transgender**

Yes	7	4%
No	158	96%
<b>Total</b>	<b>165</b>	<b>100%</b>

Previous Year = Transgender 1%.

**Sexual Orientation**

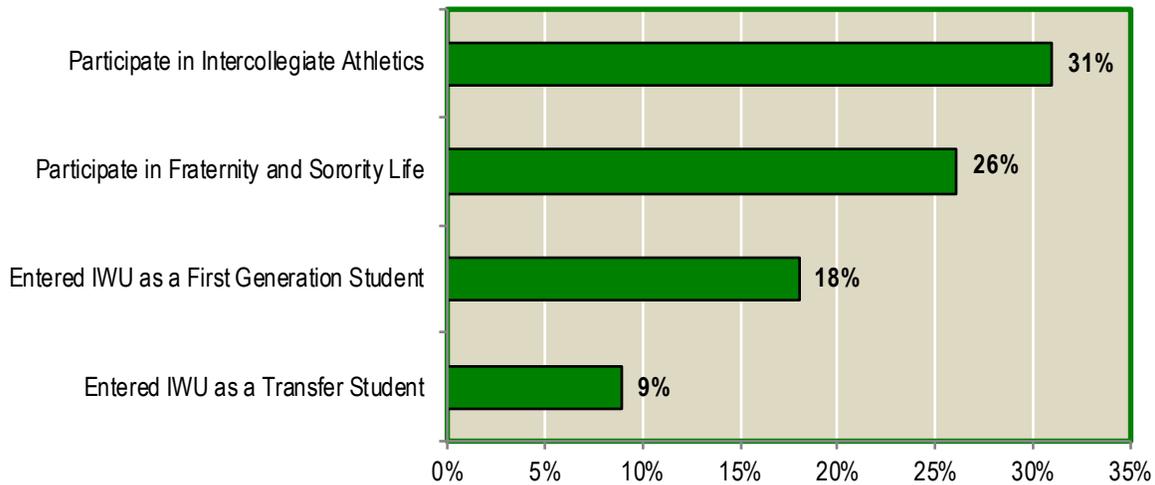
Heterosexual	134	80%
Gay	4	2%
Lesbian	4	2%
Bisexual	16	10%
Queer	4	2%
Other	5	3%
<b>Total</b>	<b>167</b>	<b>100%</b>

Previous Year = Heterosexual 77%.

**"Other"**

Asexual	2
Pansexual	2

*Please indicate which, if any, of the following categories applies to you:*



Previous Year = 33%, 29%, 17%, and 5%, respectively.

*Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:*

\* Please note that some of the figures for the combined satisfaction calculations may differ slightly from the frequency tables due to rounding issues.

Admissions Office	
Very Satisfied	34%
Satisfied	63%
Dissatisfied	2%
Very Dissatisfied	1%
<hr/>	
N = 134	100%
<b>Very Satisfied &amp; Satisfied =</b>	<b>97%</b>
Previous Year = 100%.	

The Ames Library	
Very Satisfied	42%
Satisfied	54%
Dissatisfied	2%
Very Dissatisfied	2%
<hr/>	
N = 120	100%
<b>Very Satisfied &amp; Satisfied =</b>	<b>96%</b>
Previous Year = 99%.	

Approachability of Faculty	
Very Satisfied	38%
Satisfied	57%
Dissatisfied	5%
Very Dissatisfied	0%
<hr/>	
N = 139	100%
<b>Very Satisfied &amp; Satisfied =</b>	<b>95%</b>
Previous Year = 96%.	

Approachability of University Staff	
Very Satisfied	33%
Satisfied	64%
Dissatisfied	3%
Very Dissatisfied	0%
<hr/>	
N = 131	100%
<b>Very Satisfied &amp; Satisfied =</b>	<b>97%</b>
Previous Year = 99%.	

*Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:*

**Arnold Health Services**

Very Satisfied	31%
Satisfied	50%
Dissatisfied	12%
Very Dissatisfied	7%

N = 100 100%

**Very Satisfied & Satisfied = 81%**

**Previous Year = 78%.**

**Business Office**

Very Satisfied	26%
Satisfied	66%
Dissatisfied	8%
Very Dissatisfied	0%

N = 73 100%

**Very Satisfied & Satisfied = 92%**

**Previous Year = 94%.**

**Chaplain's Office**

Very Satisfied	32%
Satisfied	64%
Dissatisfied	4%
Very Dissatisfied	0%

N = 25 100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 95%.**

**Class Registration Process**

Very Satisfied	15%
Satisfied	57%
Dissatisfied	24%
Very Dissatisfied	4%

N = 137 100%

**Very Satisfied & Satisfied = 72%**

**Previous Year = 70%.**

**Counseling and Consultation Services**

Very Satisfied	38%
Satisfied	48%
Dissatisfied	11%
Very Dissatisfied	3%

N = 66 100%

**Very Satisfied & Satisfied = 86%**

**Previous Year = 87%.**

**Custodial Services**

Very Satisfied	35%
Satisfied	52%
Dissatisfied	11%
Very Dissatisfied	2%

N = 120 100%

**Very Satisfied & Satisfied = 87%**

**Previous Year = 91%.**

**Financial Aid Office**

Very Satisfied	23%
Satisfied	69%
Dissatisfied	7%
Very Dissatisfied	1%

N = 113 100%

**Very Satisfied & Satisfied = 92%**

**Previous Year = 92%.**

**Financial Aid Package**

Very Satisfied	20%
Satisfied	64%
Dissatisfied	15%
Very Dissatisfied	1%

N = 124 100%

**Very Satisfied & Satisfied = 84%**

**Previous Year = 78%.**

*Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:*

**First-Year Academic Advising**

Very Satisfied	28%
Satisfied	57%
Dissatisfied	13%
Very Dissatisfied	2%

N = 127 100%

**Very Satisfied & Satisfied = 85%**

**Previous Year = 85%.**

**First-Year Residence Hall**

Very Satisfied	18%
Satisfied	64%
Dissatisfied	17%
Very Dissatisfied	1%

N = 120 100%

**Very Satisfied & Satisfied = 82%**

**Previous Year = 71%.**

**Fraternity and Sorority Life**

Very Satisfied	36%
Satisfied	53%
Dissatisfied	7%
Very Dissatisfied	4%

N = 45 100%

**Very Satisfied & Satisfied = 89%**

**Previous Year = 88%.**

**Gateway Course**

Very Satisfied	35%
Satisfied	51%
Dissatisfied	9%
Very Dissatisfied	5%

N = 127 100%

**Very Satisfied & Satisfied = 86%**

**Previous Year = 73%.**

**Hart Career Center**

Very Satisfied	48%
Satisfied	48%
Dissatisfied	4%
Very Dissatisfied	0%

N = 54 100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 98%.**

**Information Technology**

Very Satisfied	25%
Satisfied	54%
Dissatisfied	18%
Very Dissatisfied	3%

N = 65 100%

**Very Satisfied & Satisfied = 79%**

**Previous Year = 86%.**

**Intercollegiate Athletics**

Very Satisfied	46%
Satisfied	44%
Dissatisfied	6%
Very Dissatisfied	4%

N = 52 100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 91%.**

**Perception of Safety on Campus**

Very Satisfied	19%
Satisfied	53%
Dissatisfied	23%
Very Dissatisfied	5%

N = 127 100%

**Very Satisfied & Satisfied = 72%**

**Previous Year = 91%.**

*Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:*

**Quality of Teaching**

Very Satisfied	24%
Satisfied	66%
Dissatisfied	8%
Very Dissatisfied	2%

N = 139 100%

**Very Satisfied & Satisfied = 90%**

**Previous Year = 95%.**

**Registrar's Office**

Very Satisfied	31%
Satisfied	60%
Dissatisfied	7%
Very Dissatisfied	2%

N = 99 100%

**Very Satisfied & Satisfied = 91%**

**Previous Year = 98%.**

**SODEXO Dining Services**

Very Satisfied	11%
Satisfied	50%
Dissatisfied	23%
Very Dissatisfied	16%

N = 127 100%

**Very Satisfied & Satisfied = 61%**

**Previous Year = 54%.**

**Support for International Students**

Very Satisfied	22%
Satisfied	72%
Dissatisfied	6%
Very Dissatisfied	0%

N = 18 100%

**Very Satisfied & Satisfied = 94%**

**International Satisfaction = 100%**

**Previous Year = 100%; Intl only = 100%.**

**Support for Students of Color**

Very Satisfied	9%
Satisfied	51%
Dissatisfied	36%
Very Dissatisfied	4%

N = 45 100%

**Very Satisfied & Satisfied = 60%**

**SOC Only Satisfaction = 46%**

**Previous Year = 92%; SOC only = 92%.**

**Support for Diff. in Sexual Orientation**

Very Satisfied	12%
Satisfied	81%
Dissatisfied	7%
Very Dissatisfied	0%

N = 43 100%

**Very Satisfied & Satisfied = 93%**

**Non-Hetero Satisfaction = 89%**

**Previous Year = 93%; Non-Hetero = 86%.**

**Support for Study Abroad**

Very Satisfied	24%
Satisfied	57%
Dissatisfied	11%
Very Dissatisfied	8%

N = 37 100%

**Very Satisfied & Satisfied = 81%**

**Previous Year = 100%.**

**On-Campus Employment (getting a job)**

Very Satisfied	35%
Satisfied	52%
Dissatisfied	11%
Very Dissatisfied	2%

N = 71 100%

**Very Satisfied & Satisfied = 87%**

**Previous Year = 83%.**

*Based on your experience at Illinois Wesleyan, please indicate your level of satisfaction with the following aspects of University life:*

**On-Campus Employment Experience**

Very Satisfied	41%
Satisfied	55%
Dissatisfied	4%
Very Dissatisfied	0%

N = 56 100%

**Very Satisfied & Satisfied = 96%**

**Previous Year = 93%.**

**Student Fitness / Wellness Opportunities**

Very Satisfied	34%
Satisfied	60%
Dissatisfied	5%
Very Dissatisfied	1%

N = 105 100%

**Very Satisfied & Satisfied = 94%**

**Previous Year = 97%.**

**Turning Titan: New Student Orientation**

Very Satisfied	18%
Satisfied	52%
Dissatisfied	21%
Very Dissatisfied	9%

N = 126 100%

**Very Satisfied & Satisfied = 70%**

**Previous Year = 85%.**

**Writing Center**

Very Satisfied	30%
Satisfied	63%
Dissatisfied	5%
Very Dissatisfied	2%

N = 59 100%

**Very Satisfied & Satisfied = 93%**

**Previous Year = 96%.**

**Academic Experience**

Very Satisfied	24%
Satisfied	64%
Dissatisfied	10%
Very Dissatisfied	2%

N = 132 100%

**Very Satisfied & Satisfied = 88%**

**Previous Year = 96%.**

**Social Experience**

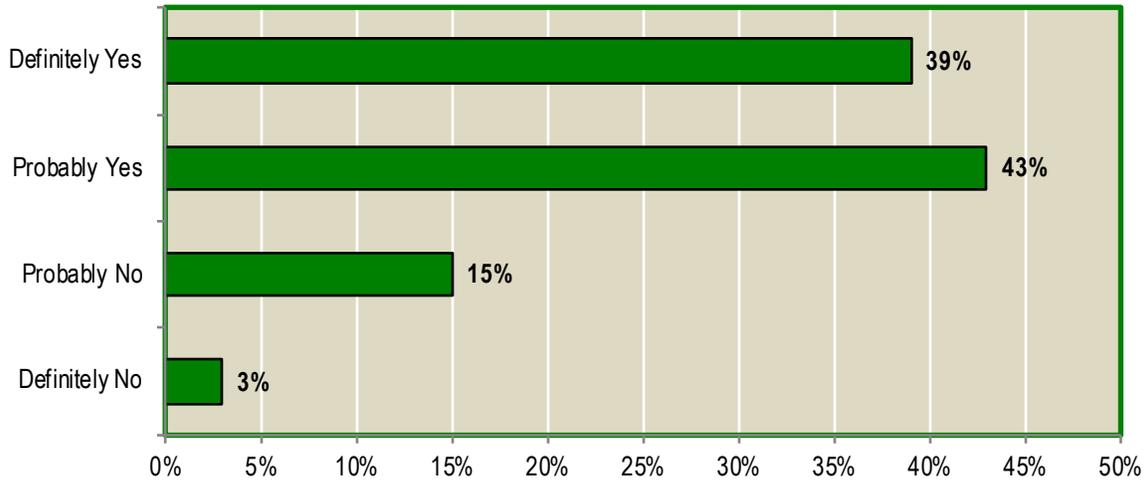
Very Satisfied	16%
Satisfied	46%
Dissatisfied	29%
Very Dissatisfied	9%

N = 128 100%

**Very Satisfied & Satisfied = 62%**

**Previous Year = 92%.**

*If you could select your college again, would you still choose to enroll at IWU?*



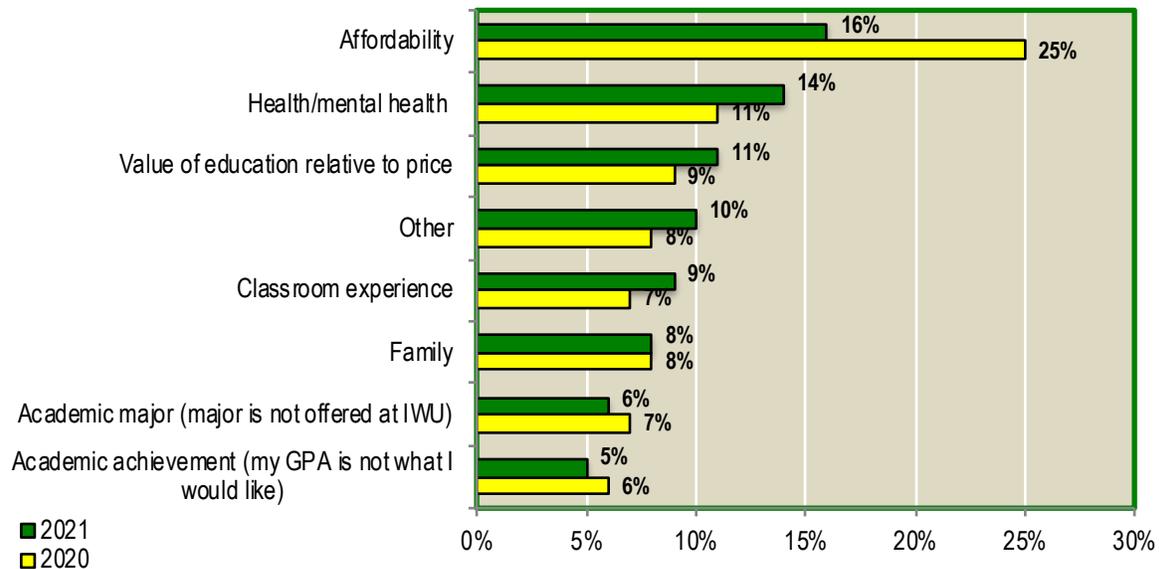
**Definitely & Probably Yes = 82%**  
**Previous Year = 43%, 46%, 9%, and 2%.**

**N = 138**

*Have you considered transferring to another institution since arriving at IWU?*

<b>Yes</b>	<b>33%</b>	<b>Previous Year = 35%.</b>
<b>No</b>	<b>67%</b>	<b>Previous Year = 65%.</b>
<b>N = 140</b>	<b>100%</b>	

*For what reasons were you considering transferring (please select all that apply)?*



**Average Scores per University Area: 2021 Sorted from High to Low**

Area	2021 Mean	2020 Mean	Difference
Hart Career Center	3.44	3.44	0.00
The Ames Library	3.37	3.54	-0.17
On-campus Student Employment Experience	3.34	3.40	-0.06
Intercollegiate Athletics	3.33	3.57	-0.24
Approachability of Faculty	3.33	3.36	-0.03
Admissions Office	3.31	3.40	-0.09
Approachability of University Staff	3.30	3.35	-0.05
Chaplain's Office	3.28	3.45	-0.17
Student Fitness / Wellness Opportunities	3.28	3.35	-0.07
Writing Center	3.22	3.42	-0.20
Custodial Services	3.21	3.36	-0.15
Counseling and Consultation Services	3.21	3.26	-0.05
On-campus Student Employment Process (getting a job)	3.21	3.16	0.05
Registrar's Office	3.20	3.34	-0.14
Fraternity and Sorority Life	3.20	3.33	-0.13
Business Office	3.18	3.33	-0.15
Gateway Course	3.15	2.91	0.24
Financial Aid Office	3.14	3.10	0.04
First-Year Academic Advising	3.13	3.19	-0.06
Quality of Teaching	3.12	3.29	-0.17
Support for International Students	3.11	3.31	-0.20
Academic Experience	3.11	3.30	-0.19
Support for Students with Differences in Sexual Orientation	3.05	3.14	-0.09
Arnold Health Services	3.05	3.04	0.01
Information Technology	3.03	3.07	-0.04
Financial Aid Package	3.03	2.95	0.08
First-Year Residence Hall	2.98	2.81	0.17
Support for Study Abroad	2.97	3.58	-0.61
Perception of Safety on Campus	2.87	3.22	-0.35
Class Registration Process	2.82	2.74	0.08
Turning Titan: New Student Orientation	2.80	3.04	-0.24
Social Experience	2.70	3.23	-0.53
Support for Students of Color	2.64	3.23	-0.59
Sodexo Dining Services	2.56	2.41	0.15

Correlation Coefficients with Overall Satisfaction (proxy)

*If you could select your college again, would you still choose to enroll at Illinois Wesleyan?*

	Admissions	Faculty	Staff	Health	Business	Chaplain
Correlation	.345**	.220**	.229**	.365**	.362**	.565**
Sig. (2-tailed)	0	0.01	0.009	0	0.002	0.003
N	132	137	129	99	73	25

	Registration	Counseling	Fin Aid Office	Fin Aid Pkg	Advising	Residence
Correlation	.377**	.490**	.379**	.266**	.349**	.251**
Sig. (2-tailed)	0	0	0	0.003	0	0.006
N	135	66	113	123	126	119

	Gateway	Career	Athletics	Safety	Teaching	Registrar
Correlation	.179*	.270*	.515**	.232**	.373**	.390**
Sig. (2-tailed)	0.045	0.048	0	0.009	0	0
N	126	54	52	126	137	98

	Sodexo	Intl Support	SOC Support	Stdy Abroad	Std Emp Exp	Shirk
Correlation	.193*	.748**	.429**	.551**	.307*	.249*
Sig. (2-tailed)	0.031	0	0.004	0	0.023	0.011
N	125	18	44	37	55	105

	Trng Titan	Academics	Social Exp
Correlation	.565**	.543**	.580**
Sig. (2-tailed)	0	0	0
N	125	131	127

\*\* Correlation is significant at the 0.01 level (2-tailed).

\* Correlation is significant at the 0.05 level (2-tailed).