

ACT Student Opinion Survey

Spring 2004

Summary of Responses to Additional Questions

Services

# of Surveys Distributed =	1,267
Response Rate =	47.0%

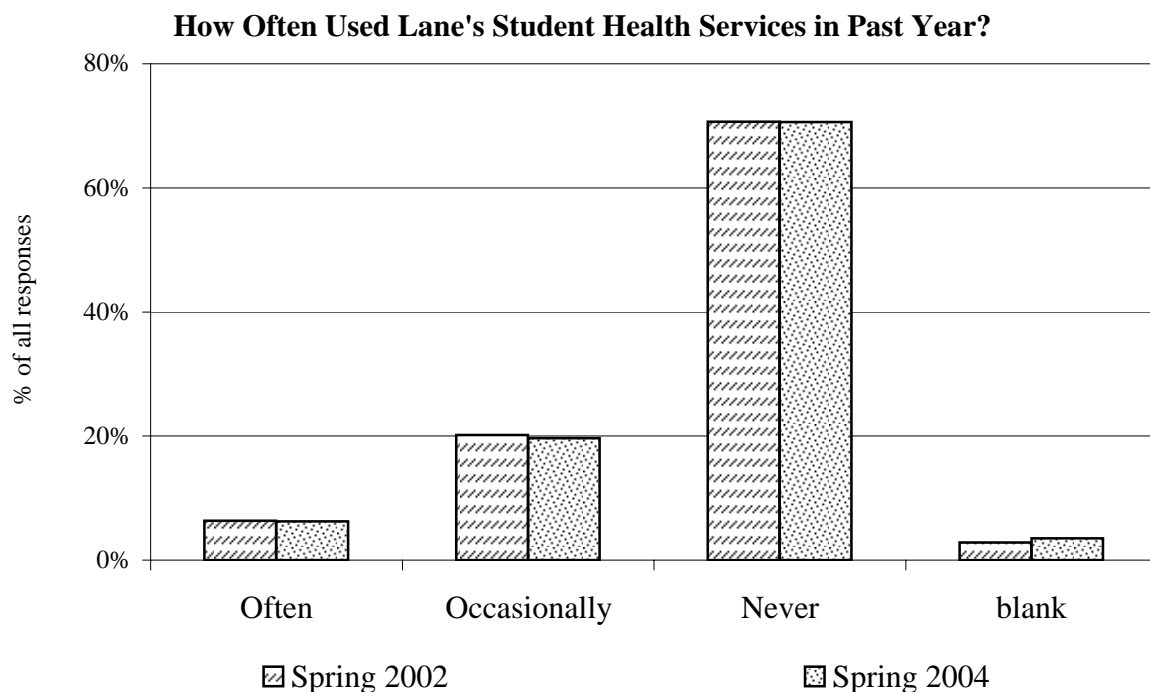
Question # : 1

Question description: **How often have you used Lane's Student Health Services in the past year?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	38	6.3%	6.5%	37	6.2%	6.4%
Occasionally	121	20.2%	20.8%	117	19.7%	20.4%
Never	424	70.7%	72.7%	420	70.6%	73.2%
blank	17	2.8%	na	21	3.5%	na
total	600	100%	100%	595	100%	100%

Example: 6.2% of all responses to this question for Spring 2004 were "Often" (N = 37).

Note: "Valid Responses" exclude those not responding to the question.



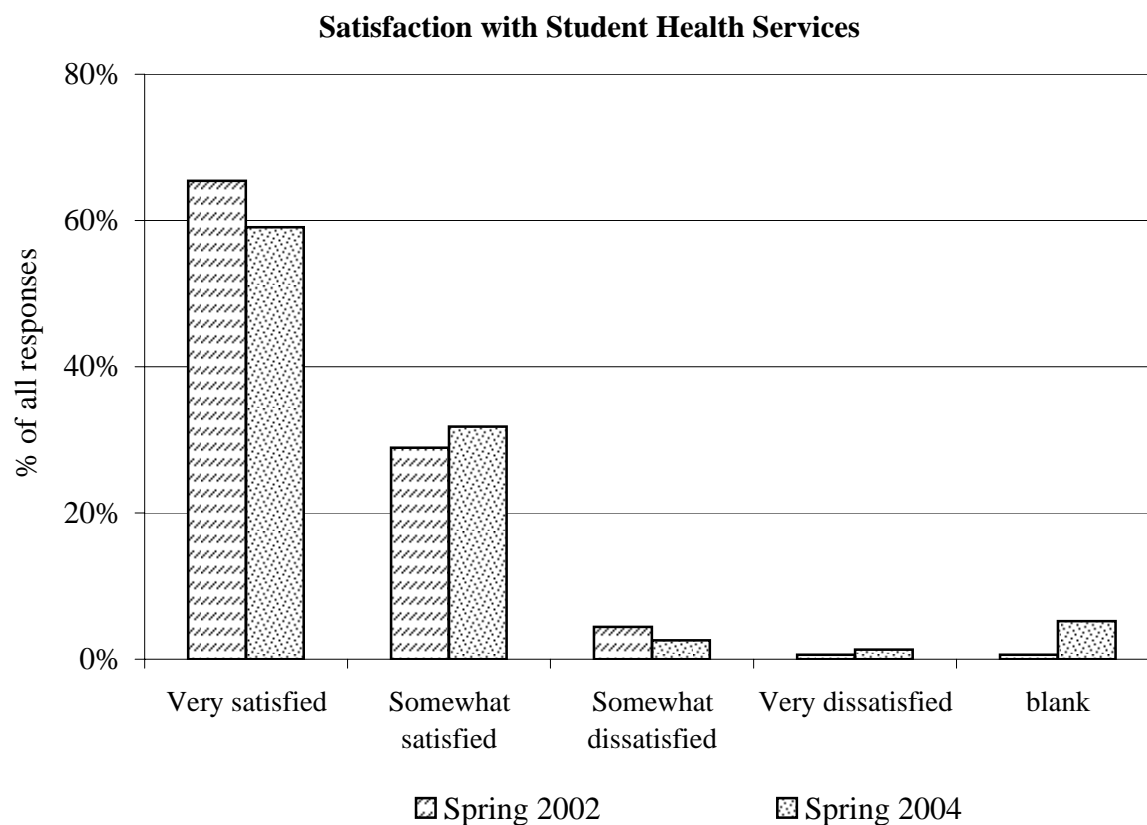
Question # : 2

Question description: **If you have used Lane's Student Health Services, how satisfied are you with the service you received?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	104	65.4%	65.8%	91	59.1%	62.3%
Somewhat satisfied	46	28.9%	29.1%	49	31.8%	33.6%
Somewhat dissatisfied	7	4.4%	4.4%	4	2.6%	2.7%
Very dissatisfied	1	0.6%	0.6%	2	1.3%	1.4%
blank	1	0.6%	na	8	5.2%	na
total	159	100%	100%	154	100%	100%

Example: 59.1% of all responses to this question for Spring 2004 were "Very satisfied" (N = 91).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 1 were included in this analysis.



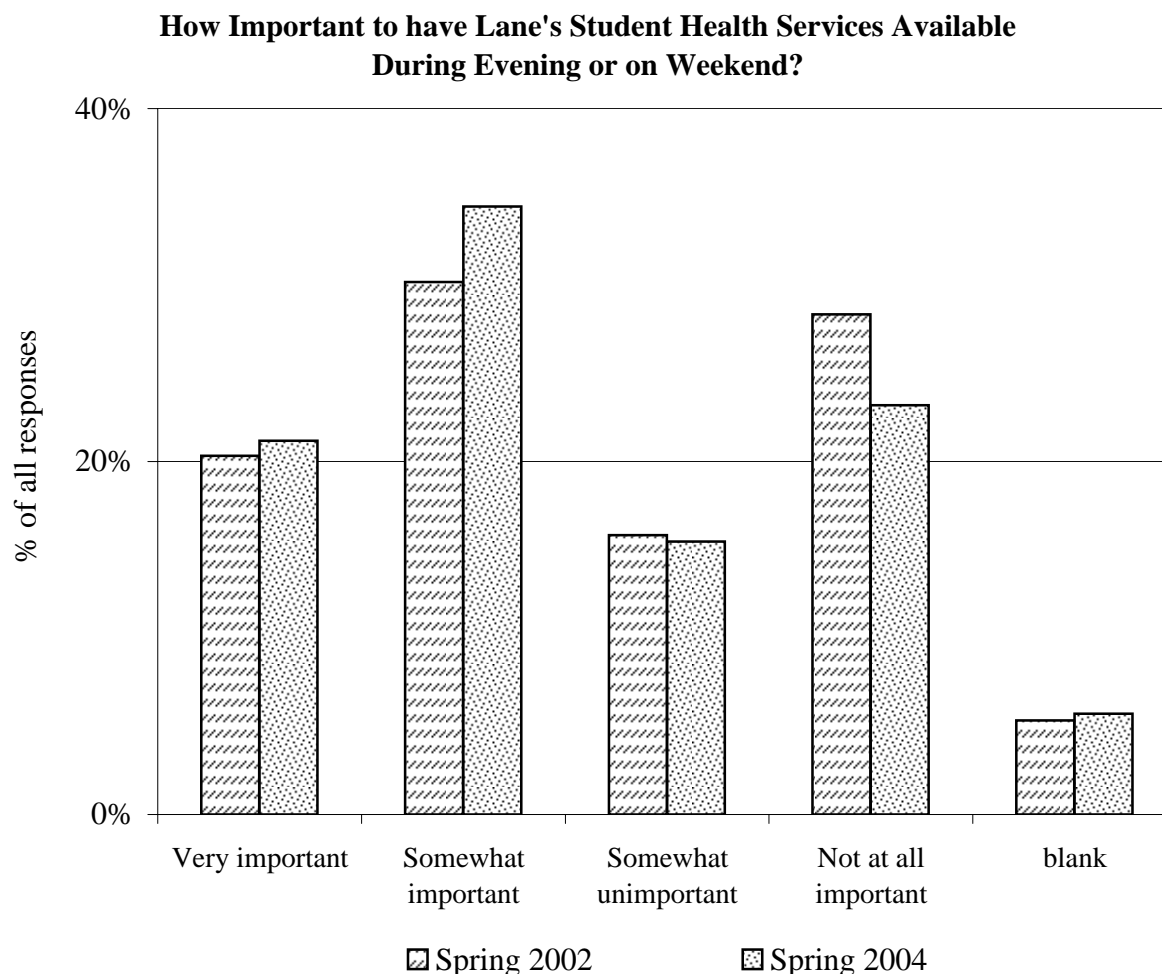
Question # : 3

Question description: **How important is it to you to have Lane's Student Health Services available during the evening or on weekends?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very important	122	20.3%	21.5%	126	21.2%	22.5%
Somewhat important	181	30.2%	31.9%	205	34.5%	36.5%
Somewhat unimportant	95	15.8%	16.7%	92	15.5%	16.4%
Not at all important	170	28.3%	29.9%	138	23.2%	24.6%
blank	32	5.3%	na	34	5.7%	na
total	600	100%	100%	595	100%	100%

Example: 21.2% of all responses to this question for Spring 2004 were "Very important" (N = 126).

Note: "Valid Responses" exclude those not responding to the question.



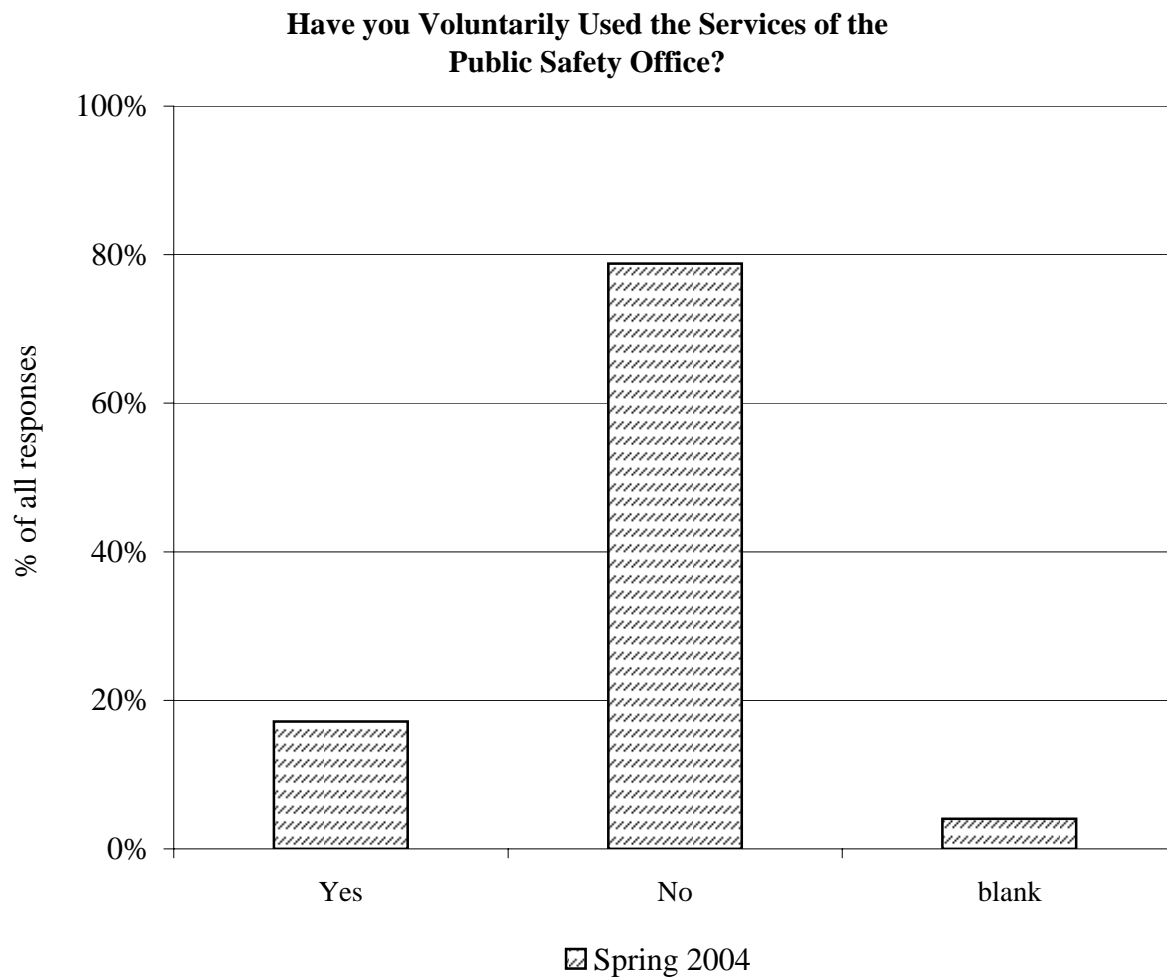
Question # : 4

Question description: **Have you voluntarily used the services of the Public Safety Office (e.g., lost and found, assistance with safety issues, battery charging)?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Yes	102	17.1%	17.9%
No	469	78.8%	82.1%
blank	24	4.0%	na
total	595	100%	100%

Example: 17.1% of all responses to this question for Spring 2004 were "Yes" (N = 102).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 5

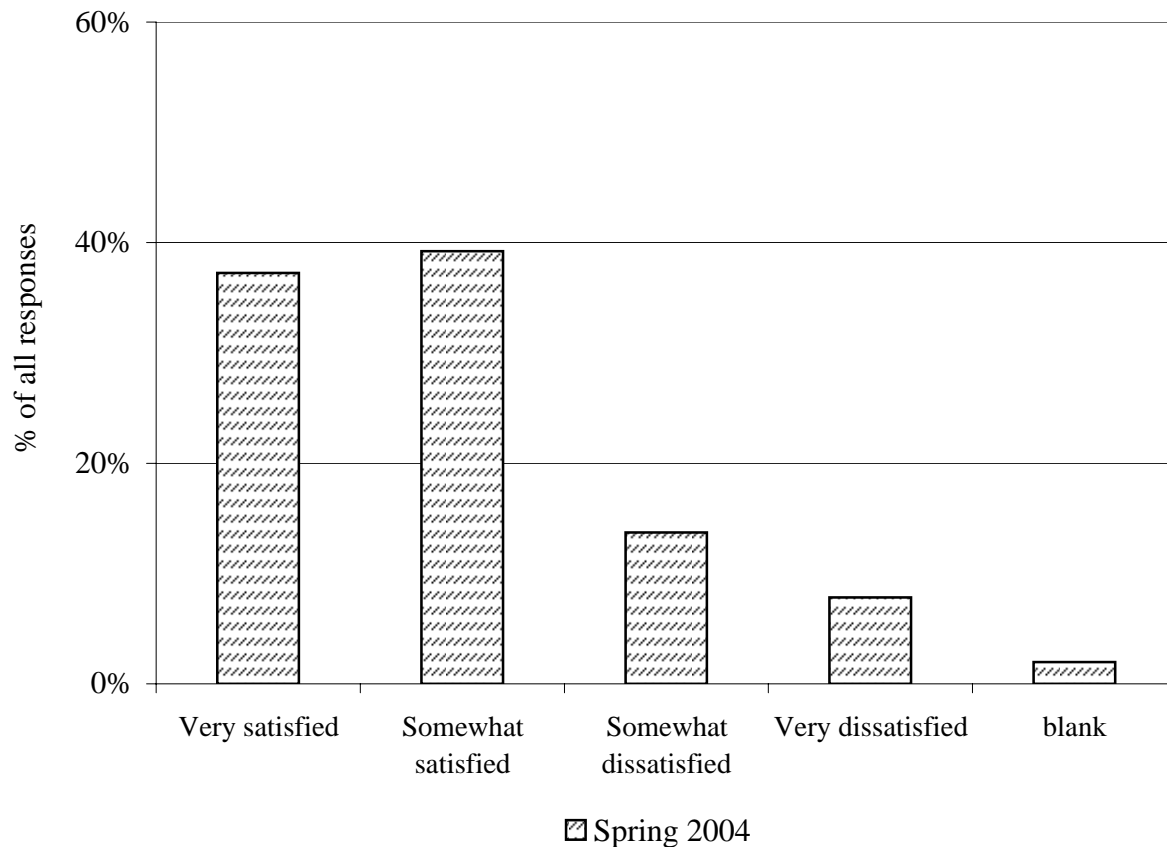
Question description: **If you have used the services of the Public Safety Office, how satisfied are you with the service you received?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Very satisfied	38	37.3%	38.0%
Somewhat satisfied	40	39.2%	40.0%
Somewhat dissatisfied	14	13.7%	14.0%
Very dissatisfied	8	7.8%	8.0%
blank	2	2.0%	na
total	102	100%	100%

Example: 37.3% of all responses to this question for Spring 2004 were "Very satisfied" (N = 38).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 4 were included in this analysis.

Satisfaction with Public Safety Office



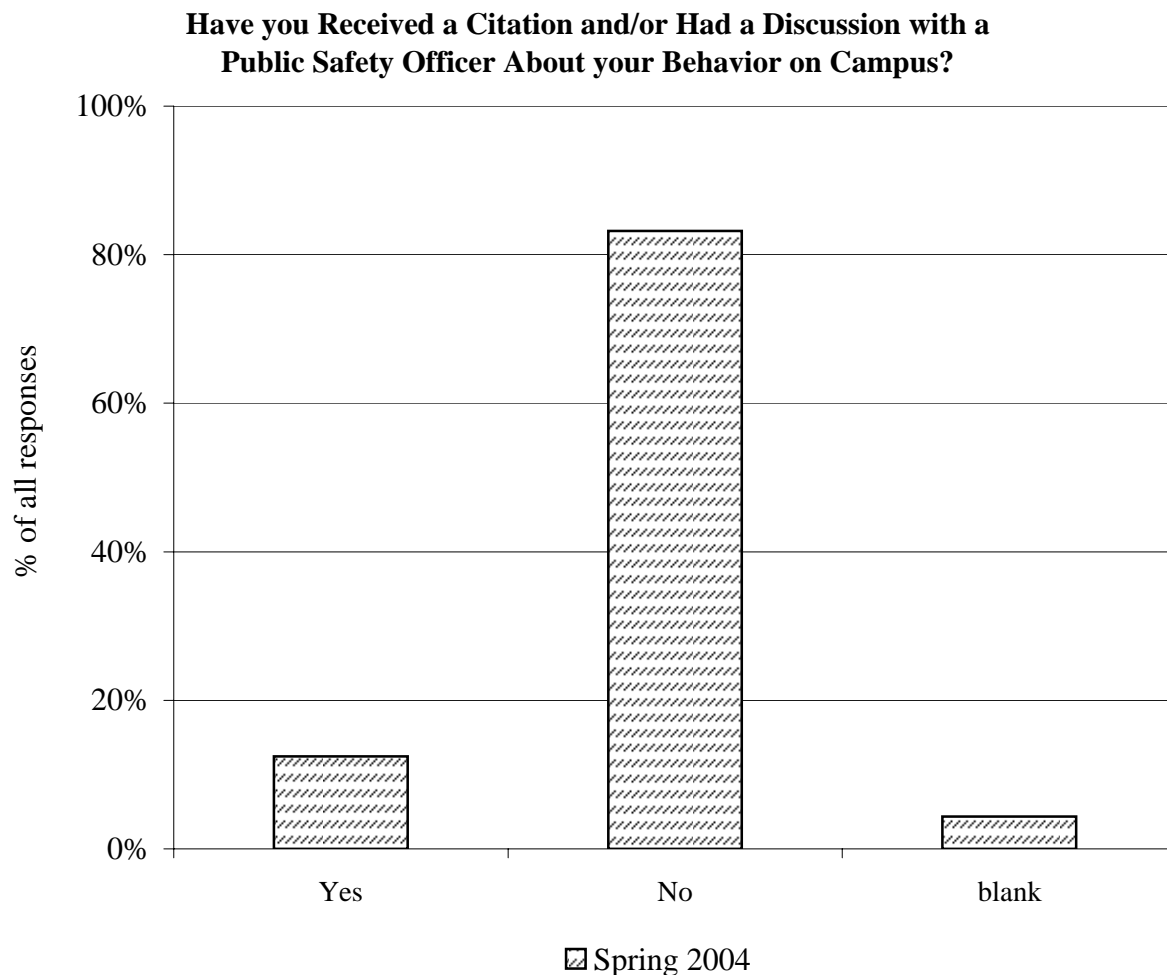
Question # : 6

Question description: **Have you received a citation and/or had a discussion with a Public Safety officer about your behavior on campus?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Yes	74	12.4%	13.0%
No	495	83.2%	87.0%
blank	26	4.4%	na
total	595	100%	100%

Example: 12.4% of all responses to this question for Spring 2004 were "Yes" (N = 74).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 7

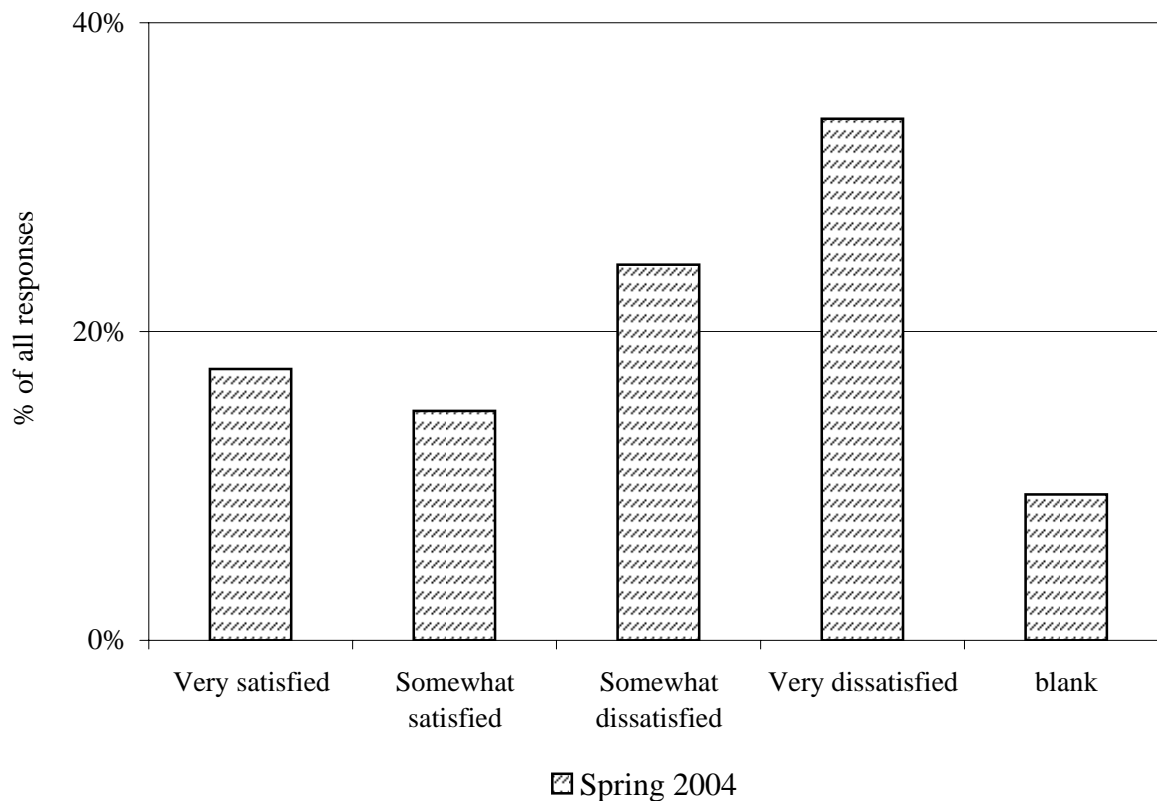
Question description: **If you have received a citation and/or had a discussion with a Public Safety Officer, how satisfied are you with your contact with Public Safety?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Very satisfied	13	17.6%	19.4%
Somewhat satisfied	11	14.9%	16.4%
Somewhat dissatisfied	18	24.3%	26.9%
Very dissatisfied	25	33.8%	37.3%
blank	7	9.5%	na
total	74	100%	100%

Example: 17.6% of all responses to this question for Spring 2004 were "Very satisfied" (N = 13).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 6 were included in this analysis.

Satisfaction with Contact with Public Safety



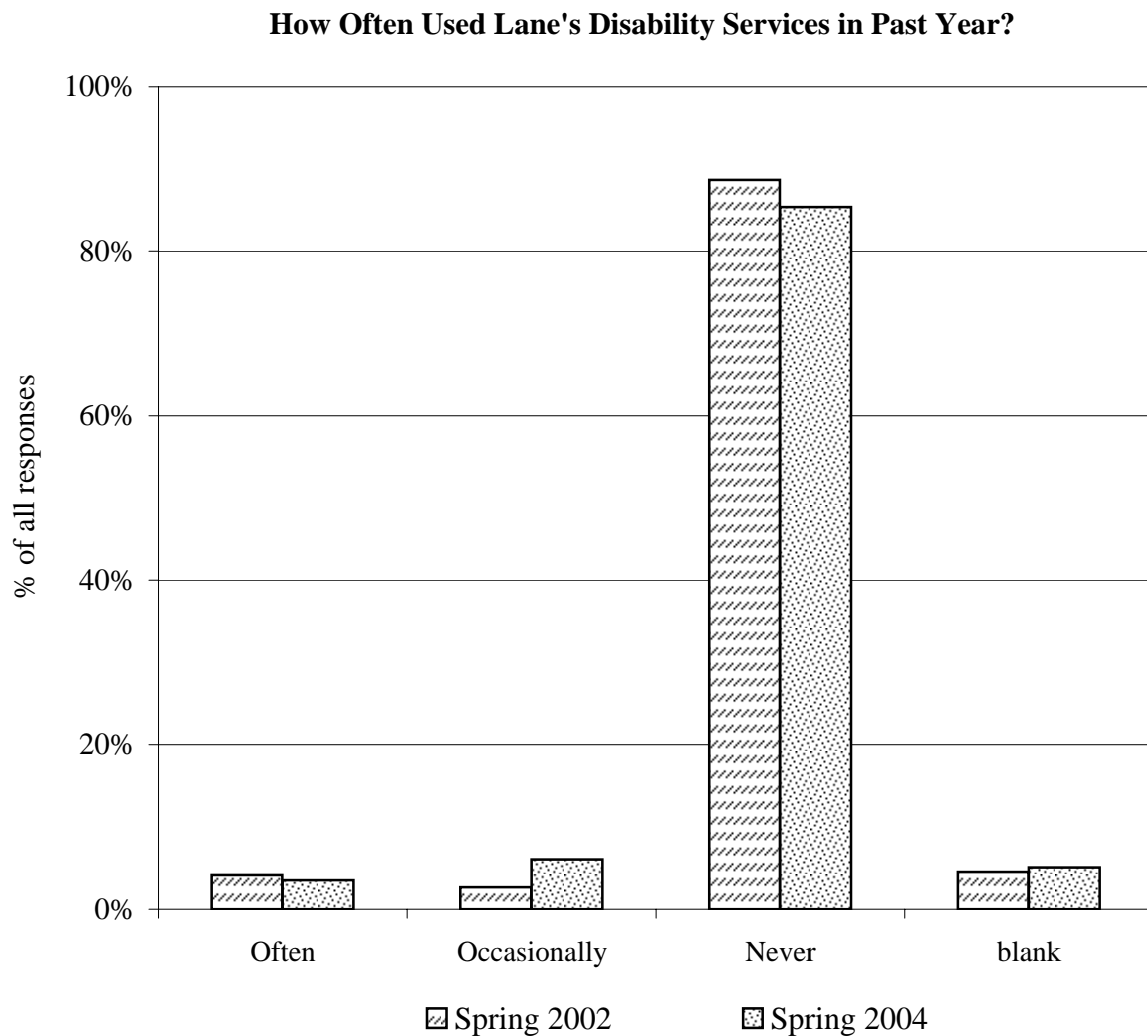
Question # : 8

Question description: **How often have you used Lane's Disability Services in the past year?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	25	4.2%	4.4%	21	3.5%	3.7%
Occasionally	16	2.7%	2.8%	36	6.1%	6.4%
Never	532	88.7%	92.8%	508	85.4%	89.9%
blank	27	4.5%	na	30	5.0%	na
total	600	100%	100%	595	100%	100%

Example: 3.5% of all responses to this question for Spring 2004 were "Often" (N = 21).

Note: "Valid Responses" exclude those not responding to the question.



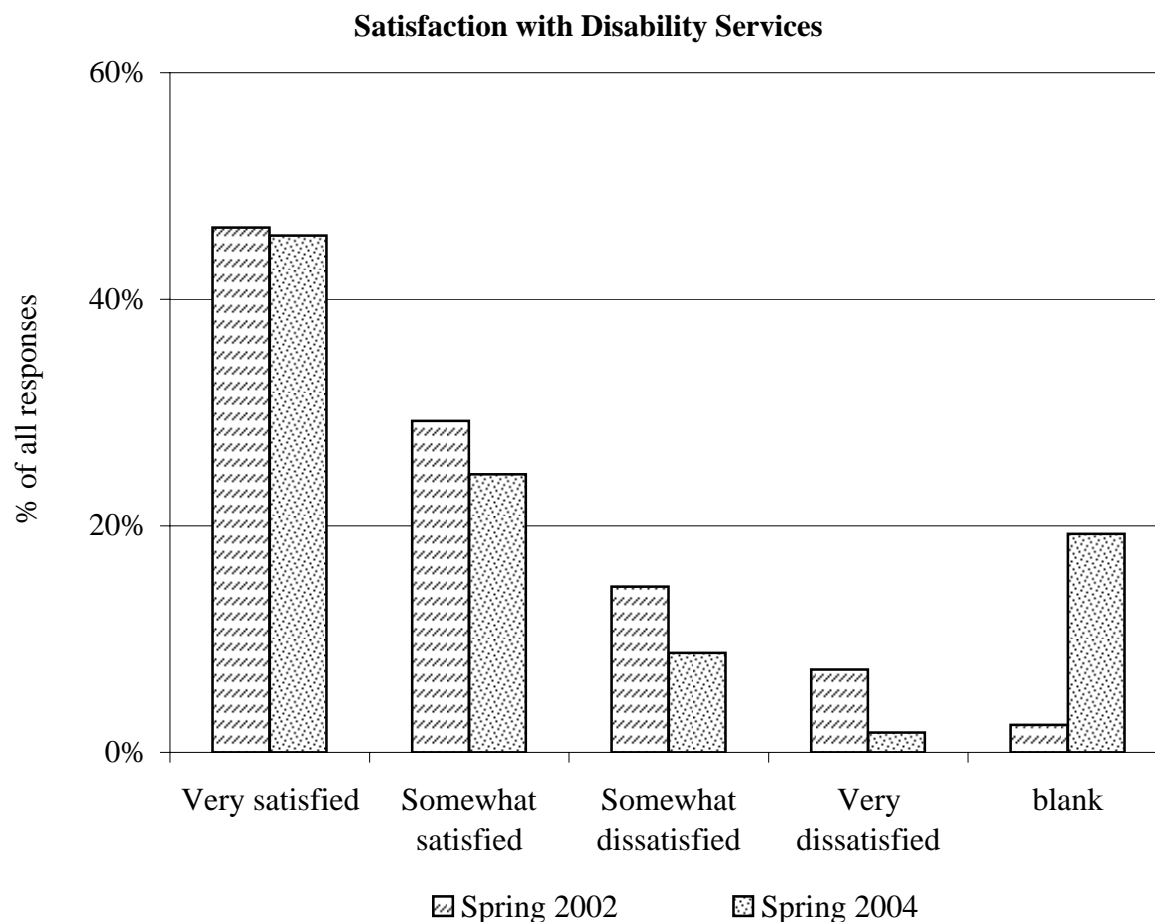
Question # : 9

Question description: **If you have used Lane's Disability Services, how satisfied are you with the service you received?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	19	46.3%	47.5%	26	45.6%	56.5%
Somewhat satisfied	12	29.3%	30.0%	14	24.6%	30.4%
Somewhat dissatisfied	6	14.6%	15.0%	5	8.8%	10.9%
Very dissatisfied	3	7.3%	7.5%	1	1.8%	2.2%
blank	1	2.4%	na	11	19.3%	na
total	41	100%	100%	57	100%	100%

Example: 45.6% of all responses to this question for Spring 2004 were "Very satisfied" (N = 26).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 8 were included in this analysis.



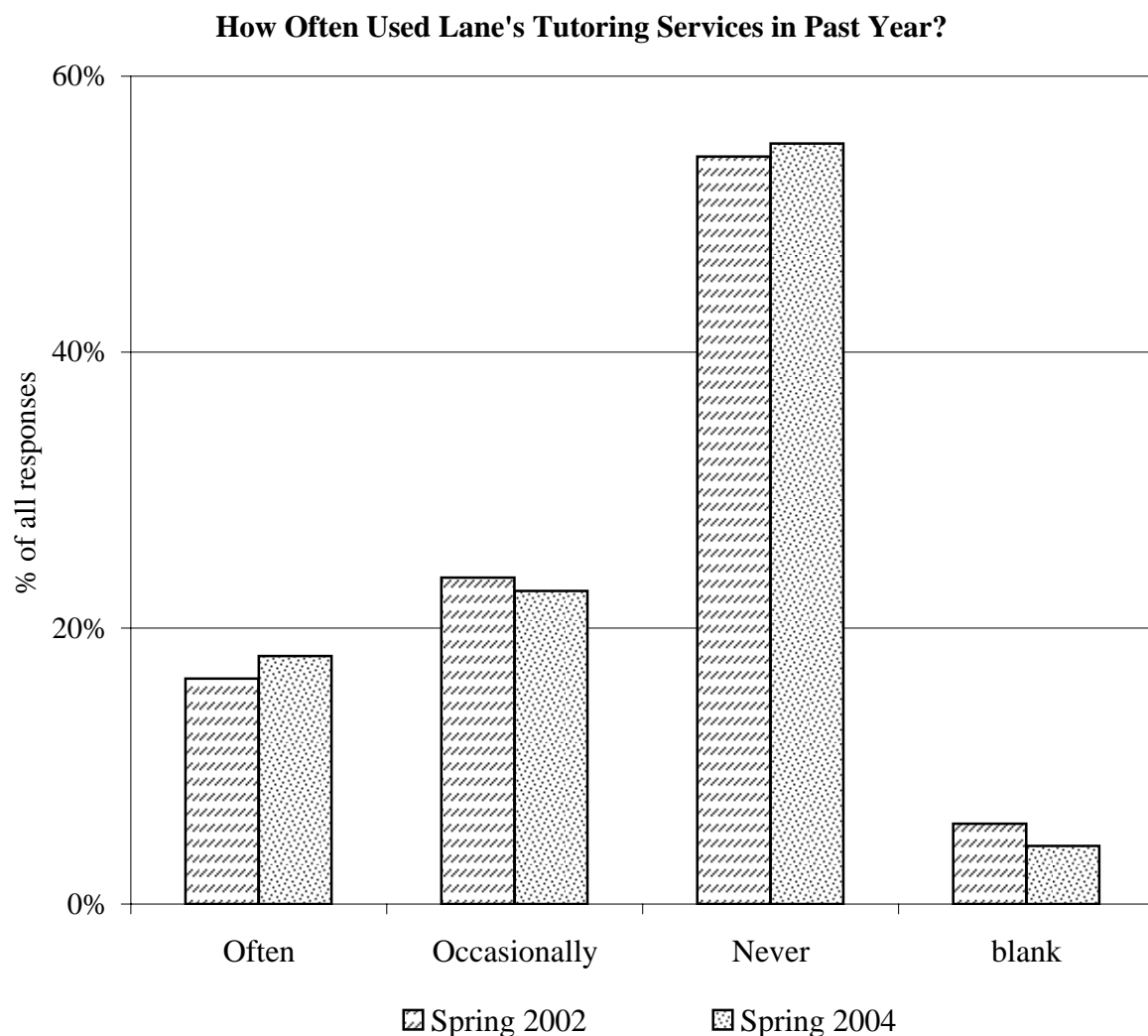
Question # : **10**

Question description: **How often have you used Lane's Tutoring Services in the past year?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	98	16.3%	17.3%	107	18.0%	18.8%
Occasionally	142	23.7%	25.1%	135	22.7%	23.7%
Never	325	54.2%	57.5%	328	55.1%	57.5%
blank	35	5.8%	na	25	4.2%	na
total	600	100%	100%	595	100%	100%

Example: 18% of all responses to this question for Spring 2004 were "Often" (N = 107).

Note: "Valid Responses" exclude those not responding to the question.



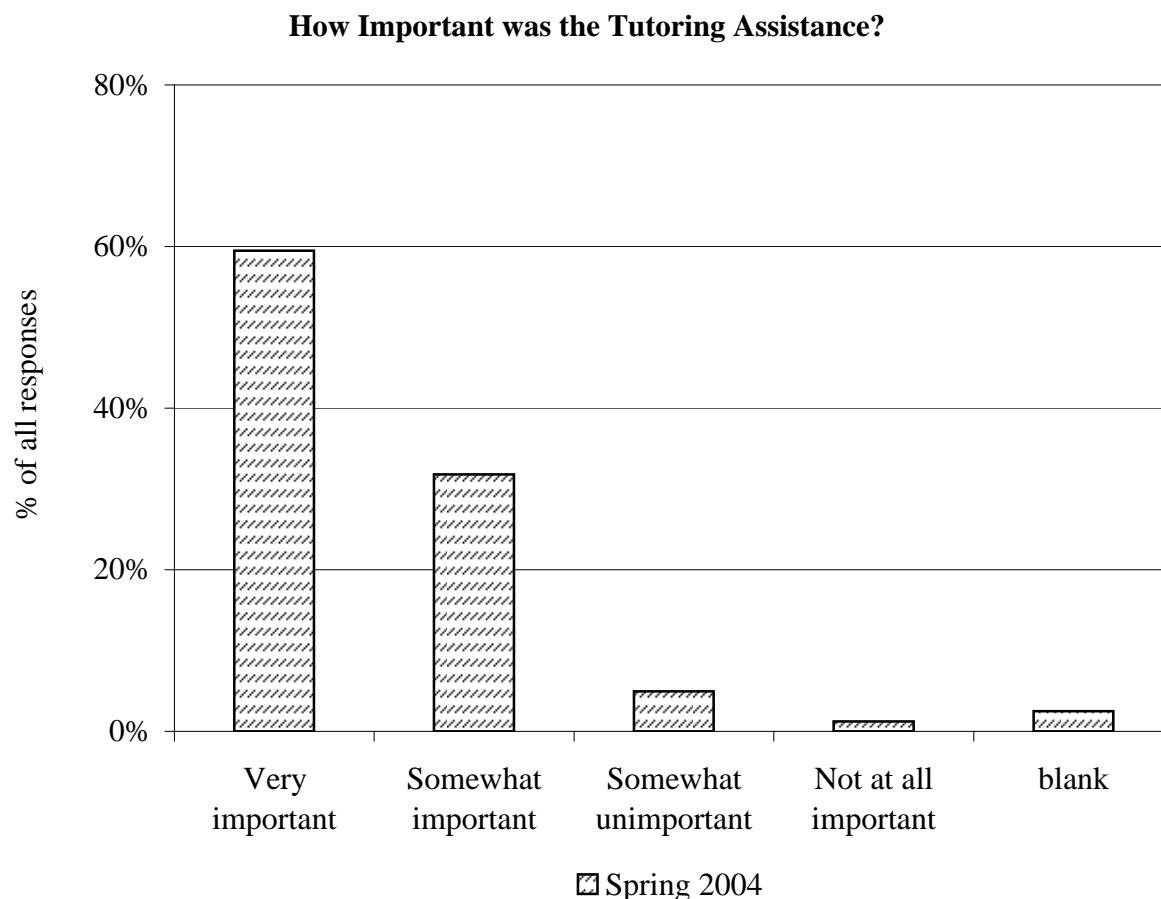
Question # : 11

Question description: **If you have used Lane's Tutoring Services, how important was the tutoring assistance in helping you get better grades, complete a course or stay in school?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Very important	144	59.5%	61.0%
Somewhat important	77	31.8%	32.6%
Somewhat unimportant	12	5.0%	5.1%
Not at all important	3	1.2%	1.3%
blank	6	2.5%	na
total	242	100%	100%

Example: 59.5% of all responses to this question for Spring 2004 were "Very important" (N = 144).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 10 were included in this analysis.



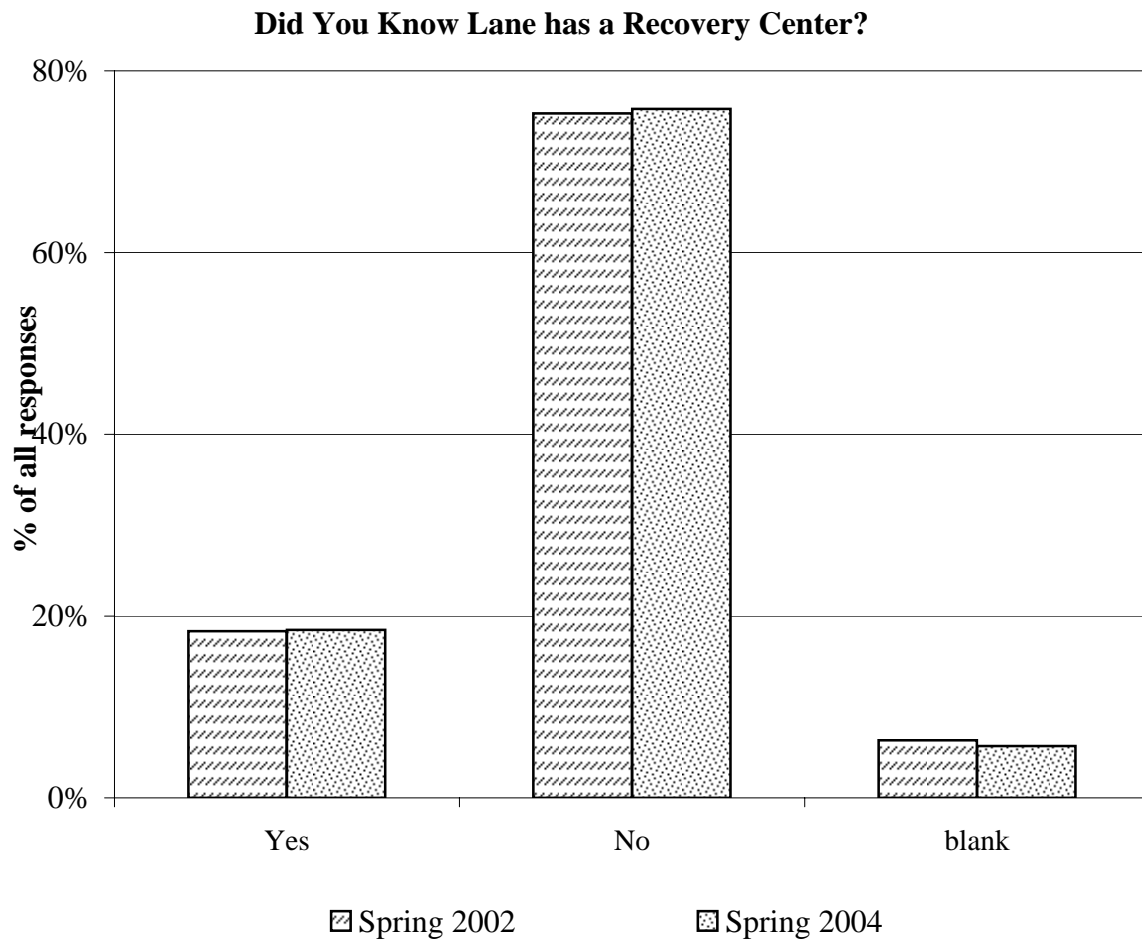
Question # : 12

Question description: **Did you know that Lane has a Recovery Center on campus for information, referral, support, and counseling about substance abuse and related issues that affect students and families?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Yes	110	18.3%	19.6%	110	18.5%	19.6%
No	452	75.3%	80.4%	451	75.8%	80.4%
blank	38	6.3%	na	34	5.7%	na
total	600	100%	100%	595	100.0%	100.0%

Example: 18.5% of all responses to this question for Spring 2004 were "Yes" (N = 110).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 13

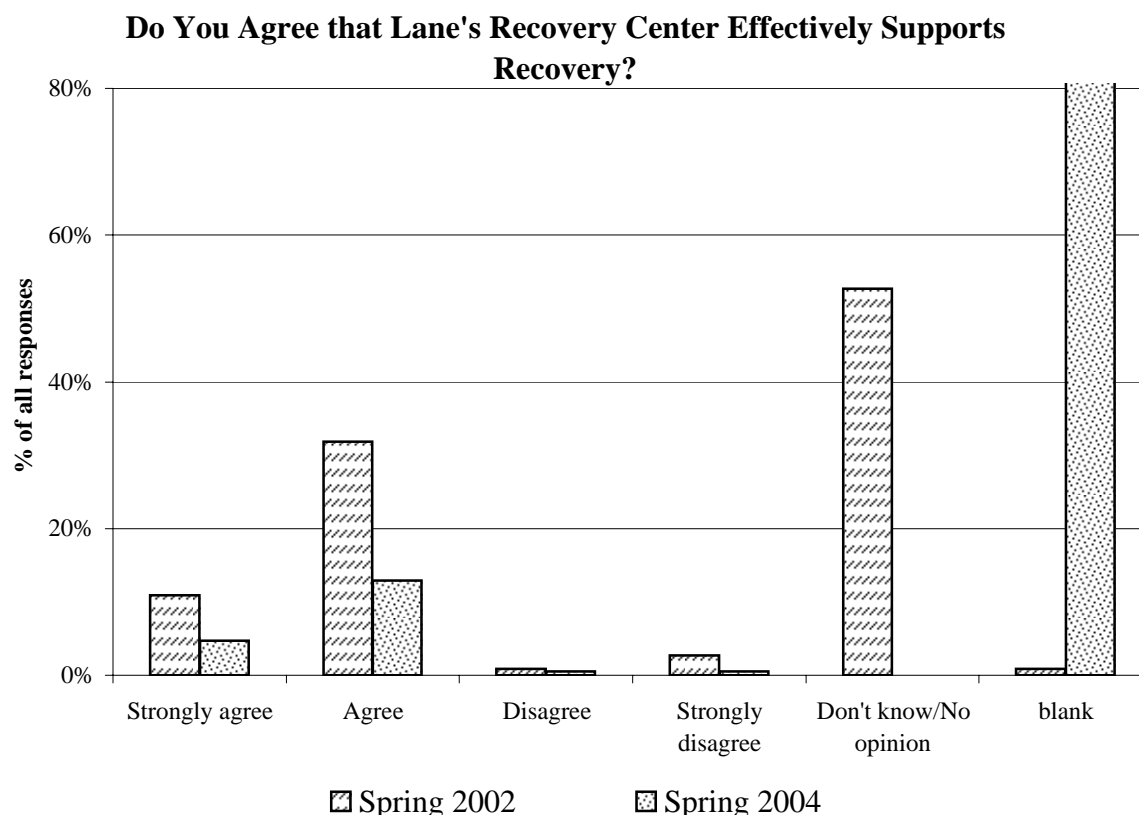
Question description: If you are aware of Lane's Recovery Center, do you agree that it effectively supports recovery?

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Strongly agree	12	10.9%	11.0%	28	4.7%	25.2%
Agree	35	31.8%	32.1%	77	12.9%	69.4%
Disagree	1	0.9%	0.9%	3	0.5%	2.7%
Strongly disagree	3	2.7%	2.8%	3	0.5%	2.7%
Don't know/No opinion	58	52.7%	53.2%			
blank	1	0.9%	na	484	81.3%	na
total	110	100%	100%	595	100%	100%

Example: 24.5% of all responses to this question for Spring 2004 were "Strongly agree" (N = 27).

Notes: 1) "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 12 were included in this analysis.

2) The "Don't know/No opinion" response was not available Spring 2004.



Question # : **14**

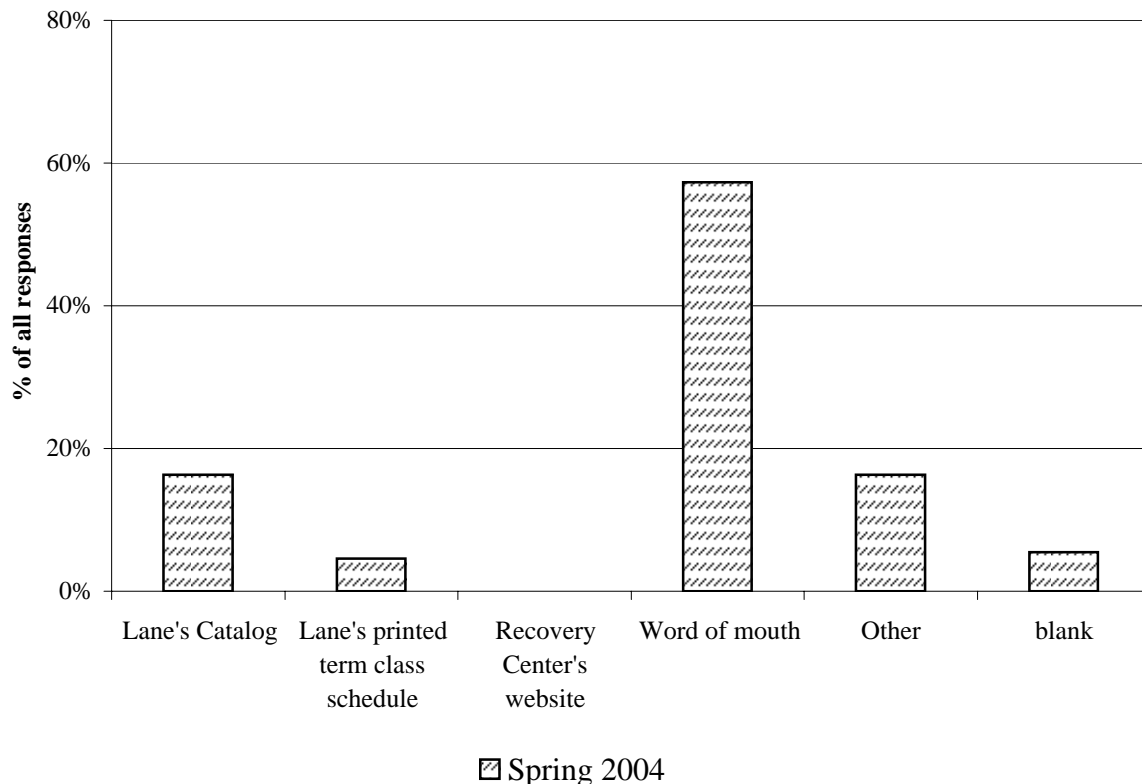
Question description: **If you are aware of Lane's Recovery Center, how did you learn about it?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Lane's Catalog	18	16.4%	17.3%
Lane's printed term class schedule	5	4.5%	4.8%
Recovery Center's website	0	0.0%	0.0%
Word of mouth	63	57.3%	60.6%
Other	18	16.4%	17.3%
blank	6	5.5%	na
total	110	100%	100%

Example: 16.4% of all responses to this question for Spring 2004 were "Lane's Catalog" (N = 18).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 12 were included in this analysis.

How Did You Learn About Lane's Recovery Center?



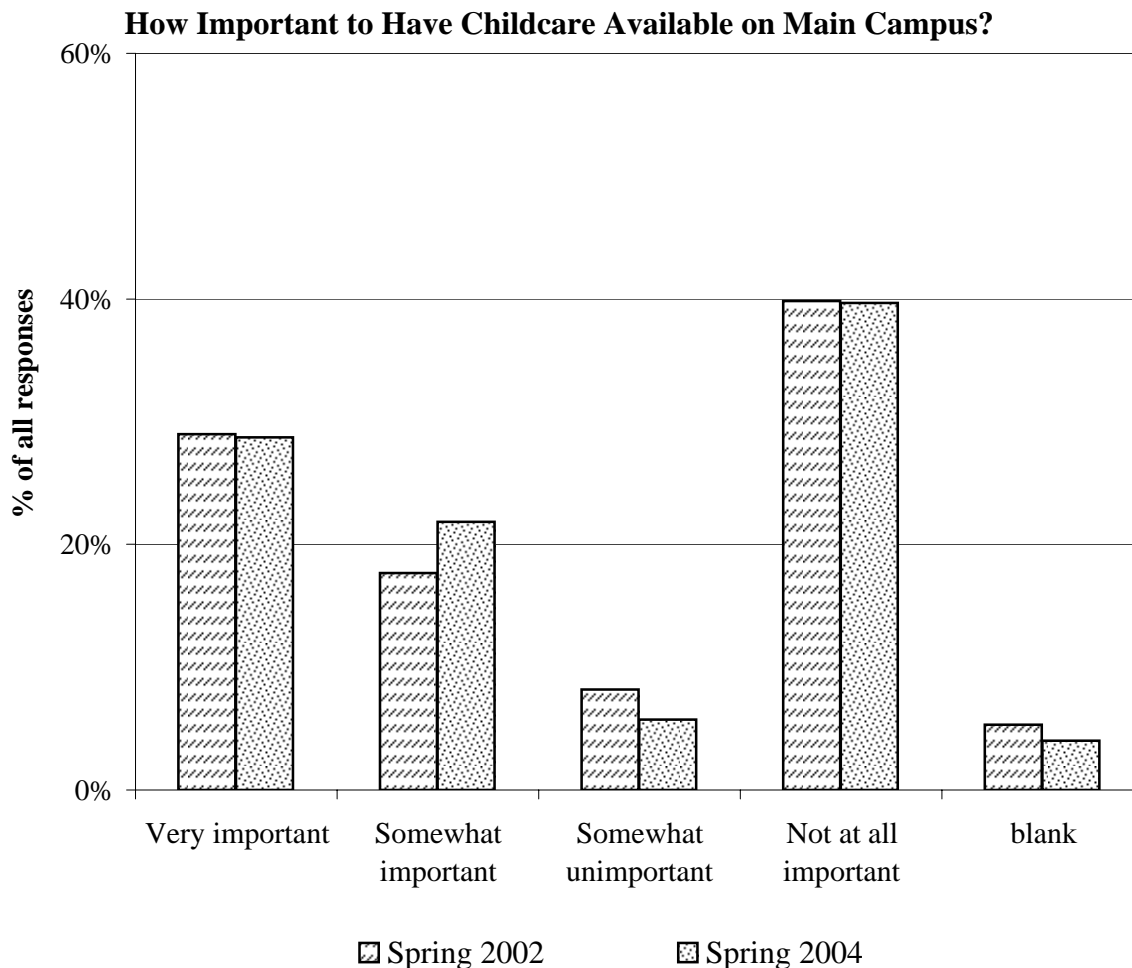
Question # : 15

Question description: **How important is it to you to have childcare available on main campus?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very important	174	29.0%	30.6%	171	28.7%	29.9%
Somewhat important	106	17.7%	18.7%	130	21.8%	22.8%
Somewhat unimportant	49	8.2%	8.6%	34	5.7%	6.0%
Not at all important	239	39.8%	42.1%	236	39.7%	41.3%
blank	32	5.3%	na	24	4.0%	na
total	600	100%	100%	595	100%	100%

Example: 28.7% of all responses to this question for Spring 2004 were "Very important" (N = 171).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 16

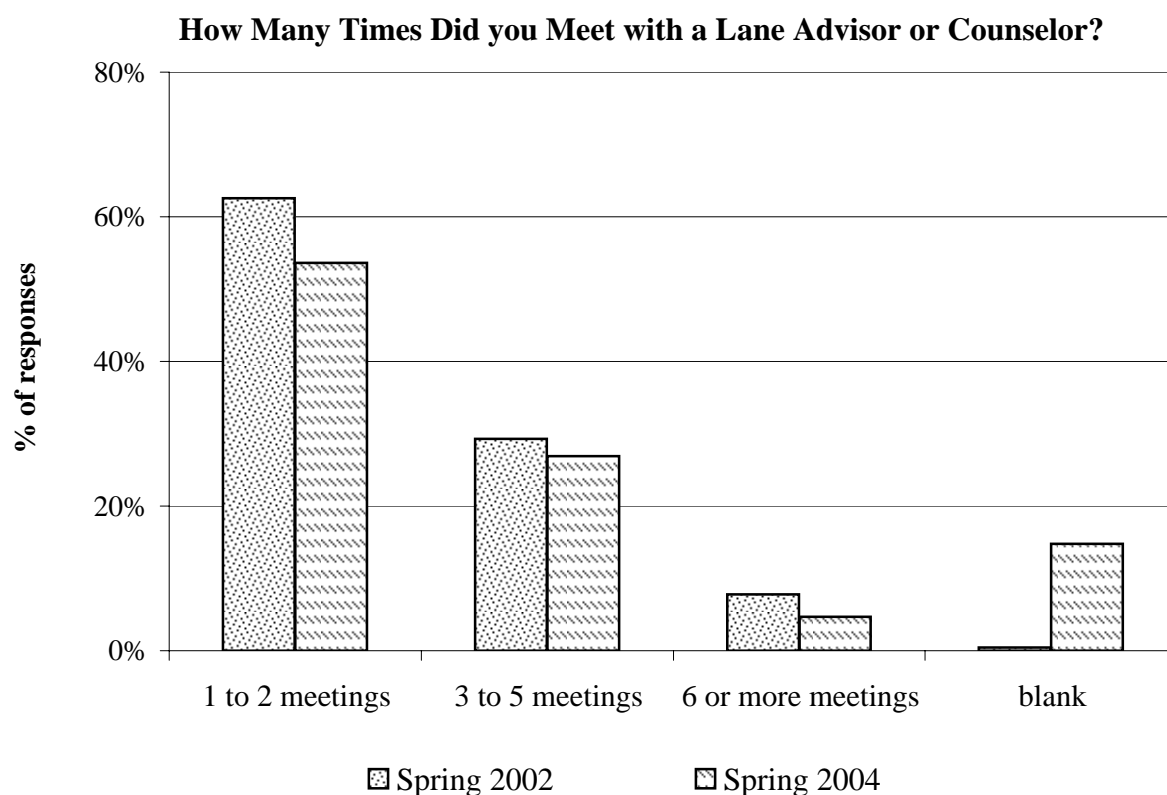
Question description: **If you met with a Lane advisor or counselor during the current year, how many times did you meet?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
1 to 2 meetings	282	62.5%	62.8%	319	53.6%	62.9%
3 to 5 meetings	132	29.3%	29.4%	160	26.9%	31.6%
6 or more meetings	35	7.8%	7.8%	28	4.7%	5.5%
blank	2	0.4%	na	88	14.8%	na
total	451	100%	100%	595	100%	100%

Example: 53.6% of all responses to this question were "1 to 2 meetings." (N = 319).

Note: 1) "Valid Responses" exclude those not responding to the question.

2) In Spring 2002, only students who responded "Yes" to the question "Have you met with a Lane advisor or counselor during the 2001-02 school year?" were included in this analysis. This question was not asked in Spring 2004.



Question # : 17

Question description: **How satisfied were you with the quality of service you received from a Lane advisor or counselor?**

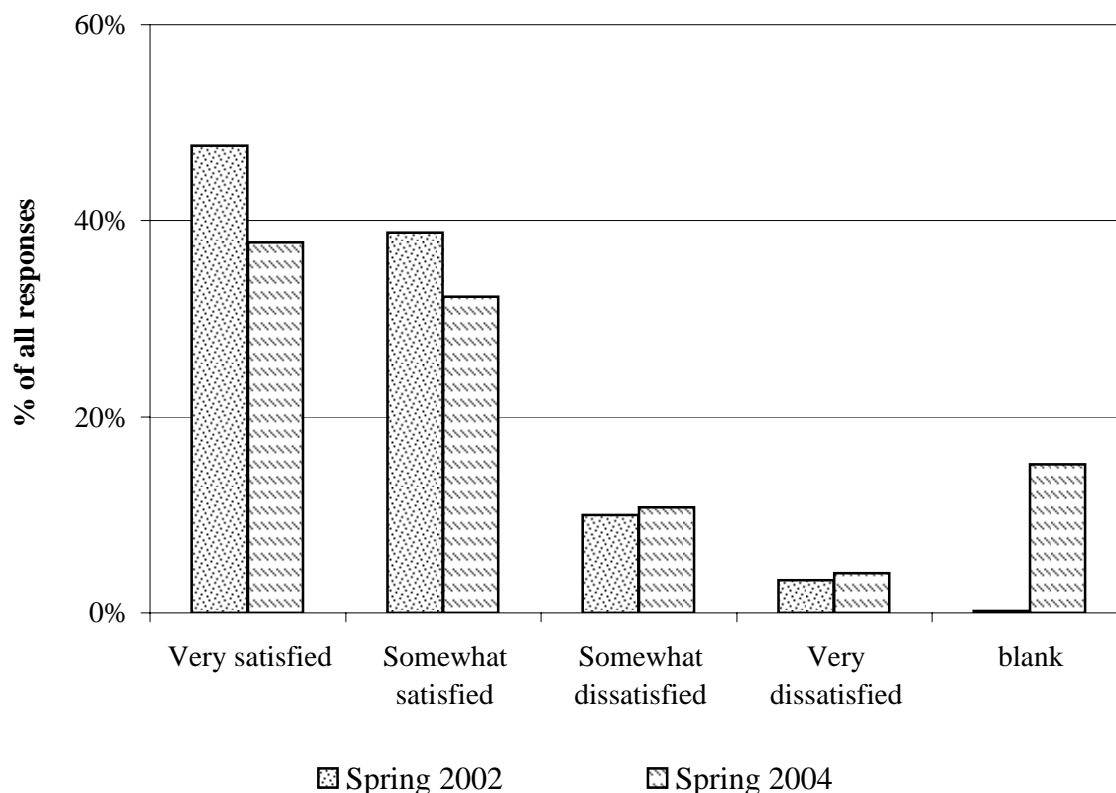
response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	215	47.7%	47.8%	225	37.8%	44.6%
Somewhat satisfied	175	38.8%	38.9%	192	32.3%	38.0%
Somewhat dissatisfied	45	10.0%	10.0%	64	10.8%	12.7%
Very dissatisfied	15	3.3%	3.3%	24	4.0%	4.8%
blank	1	0.2%	na	90	15.1%	na
total	451	100%	100%	595	100%	100%

Example: 37.8% of all responses to this question were "Very satisfied" (N = 225).

Note: 1) "Valid Responses" exclude those not responding to the question.

2) In Spring 2002, only students who responded "Yes" to the question "Have you met with a Lane advisor or counselor during the 2001-02 school year?" were included in this analysis. This question was not asked in Spring 2004.

Satisfaction with the Quality of Service from an Advisor or Counselor



Question # : 18

Question description: If you participated in Advance Registration at Lane, how satisfied are you with the opportunity it provides for getting into classes early?

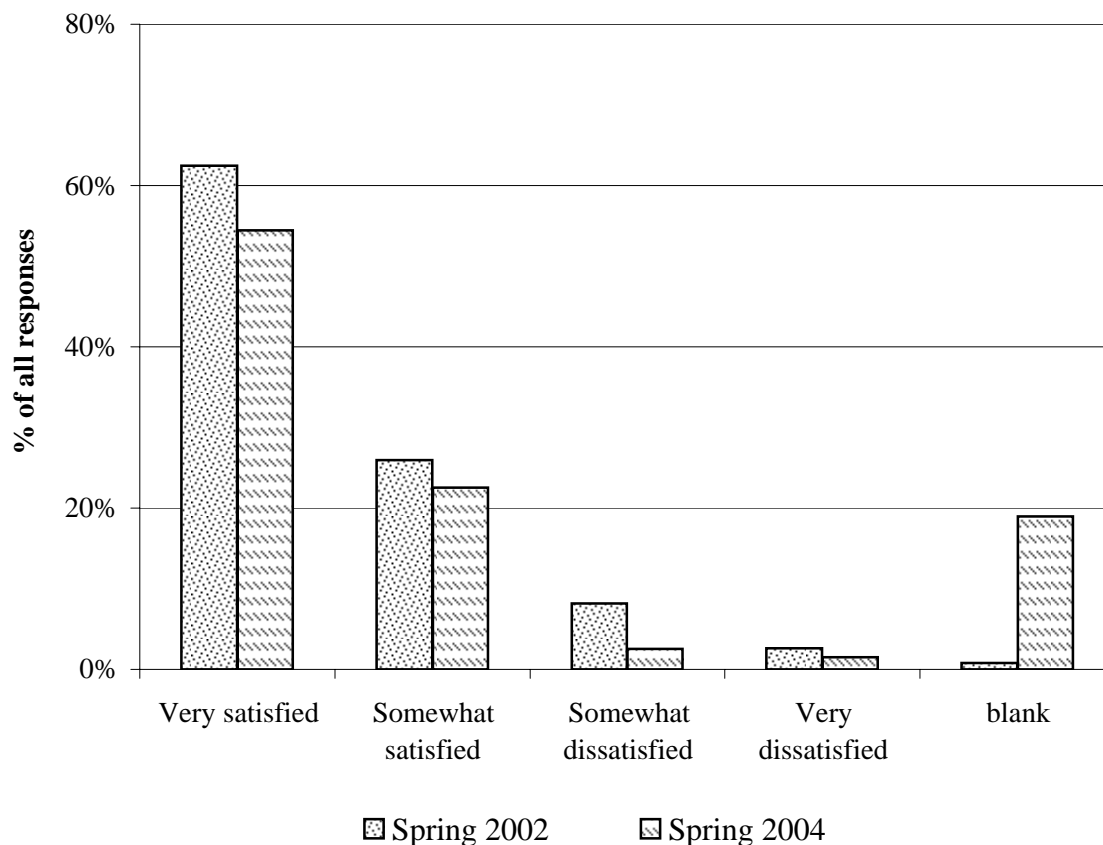
response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	238	62.5%	63.0%	324	54.5%	67.2%
Somewhat satisfied	99	26.0%	26.2%	134	22.5%	27.8%
Somewhat dissatisfied	31	8.1%	8.2%	15	2.5%	3.1%
Very dissatisfied	10	2.6%	2.6%	9	1.5%	1.9%
blank	3	0.8%	na	113	19.0%	na
total	381	100%	100%	595	100%	100%

Example: 54.5% of all responses to this question were "Very satisfied" (N = 324).

Note: 1) "Valid Responses" exclude those not responding to the question.

2) In Spring 2002, only students who responded "Yes" to the question "Have you used Lane's Annual Registration system?" were included in this analysis. This question was not asked in Spring 2004.

How Satisfied are you with Advance Registration?



Question # : **19**

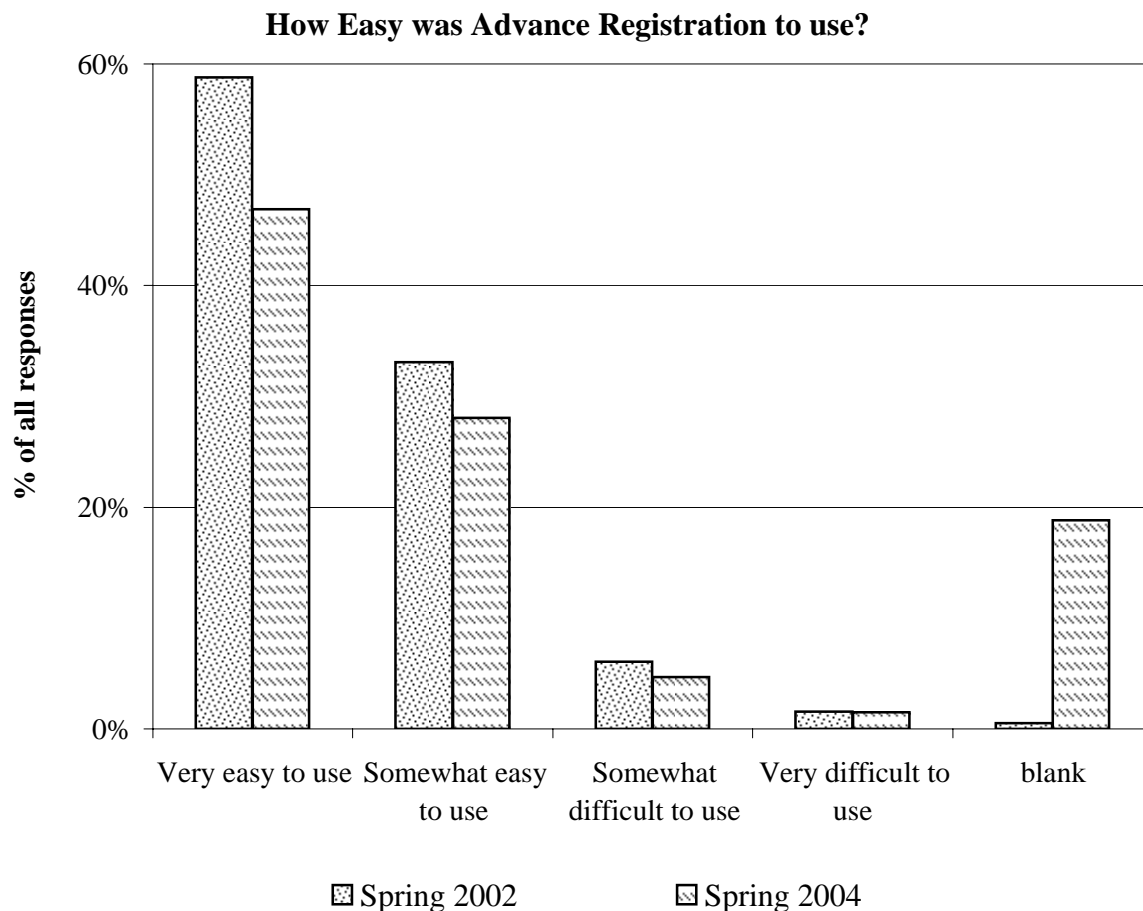
Question description: **If you participated in Advance Registration, how easy was it to use?**

response category	Spring 2002			Spring 2004		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very easy to use	224	58.8%	59.1%	279	46.9%	57.8%
Somewhat easy to use	126	33.1%	33.2%	167	28.1%	34.6%
Somewhat difficult to use	23	6.0%	6.1%	28	4.7%	5.8%
Very difficult to use	6	1.6%	1.6%	9	1.5%	1.9%
blank	2	0.5%	na	112	18.8%	na
total	381	100%	100%	595	100%	100%

Example: 46.9% of all responses to this question were "Very easy to use" (N = 279).

Note: 1) "Valid Responses" exclude those not responding to the question.

2) In Spring 2002, only students who responded "Yes" to the question "Have you used Lane's Annual Registration system?" were included in this analysis. This question was not asked in Spring 2004.



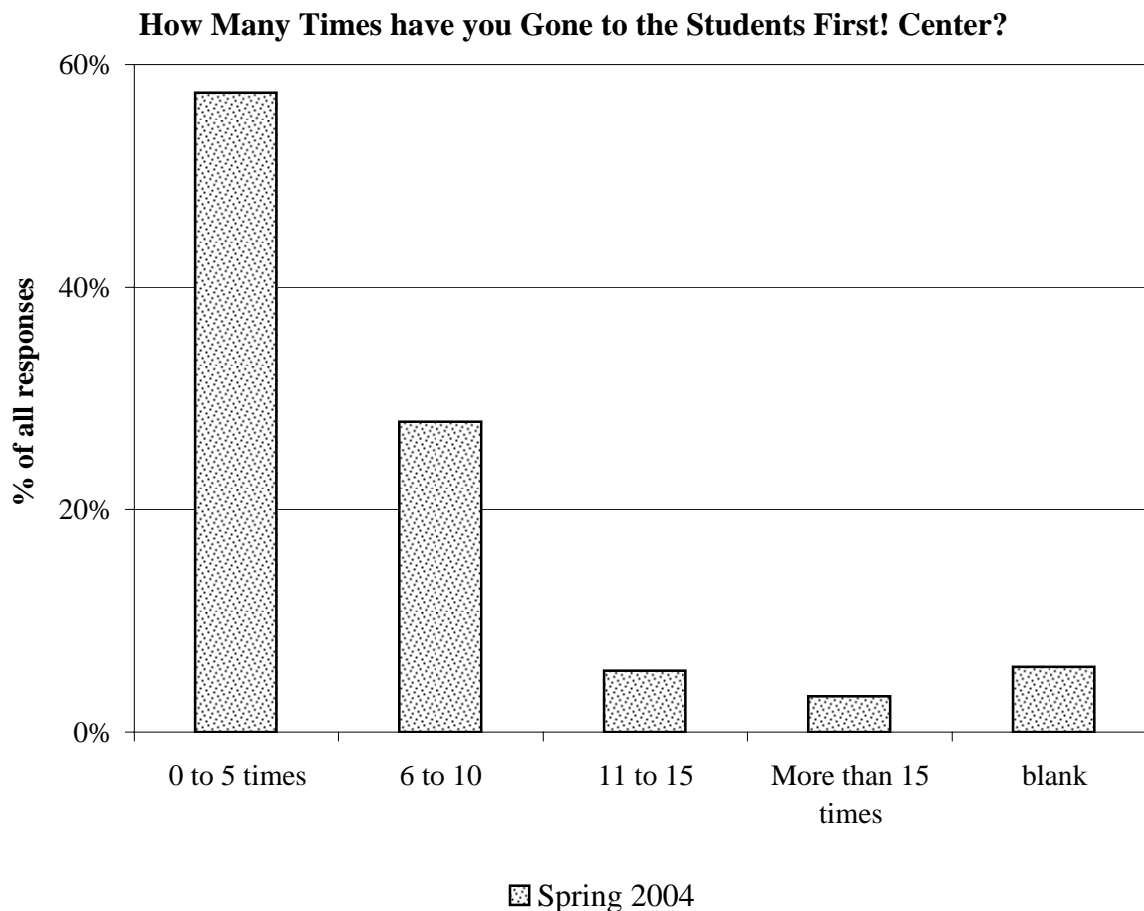
Question # : 20

Question description: **How many times in the last year have you gone to the Students First! Center in person?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
0 to 5 times	342	57.5%	61.1%
6 to 10	166	27.9%	29.6%
11 to 15	33	5.5%	5.9%
More than 15 times	19	3.2%	3.4%
blank	35	5.9%	na
total	595	100%	100%

Example: 57.5% of all responses to this question were "0 to 5 times" (N = 342).

Note: "Valid Responses" exclude those not responding to the question.



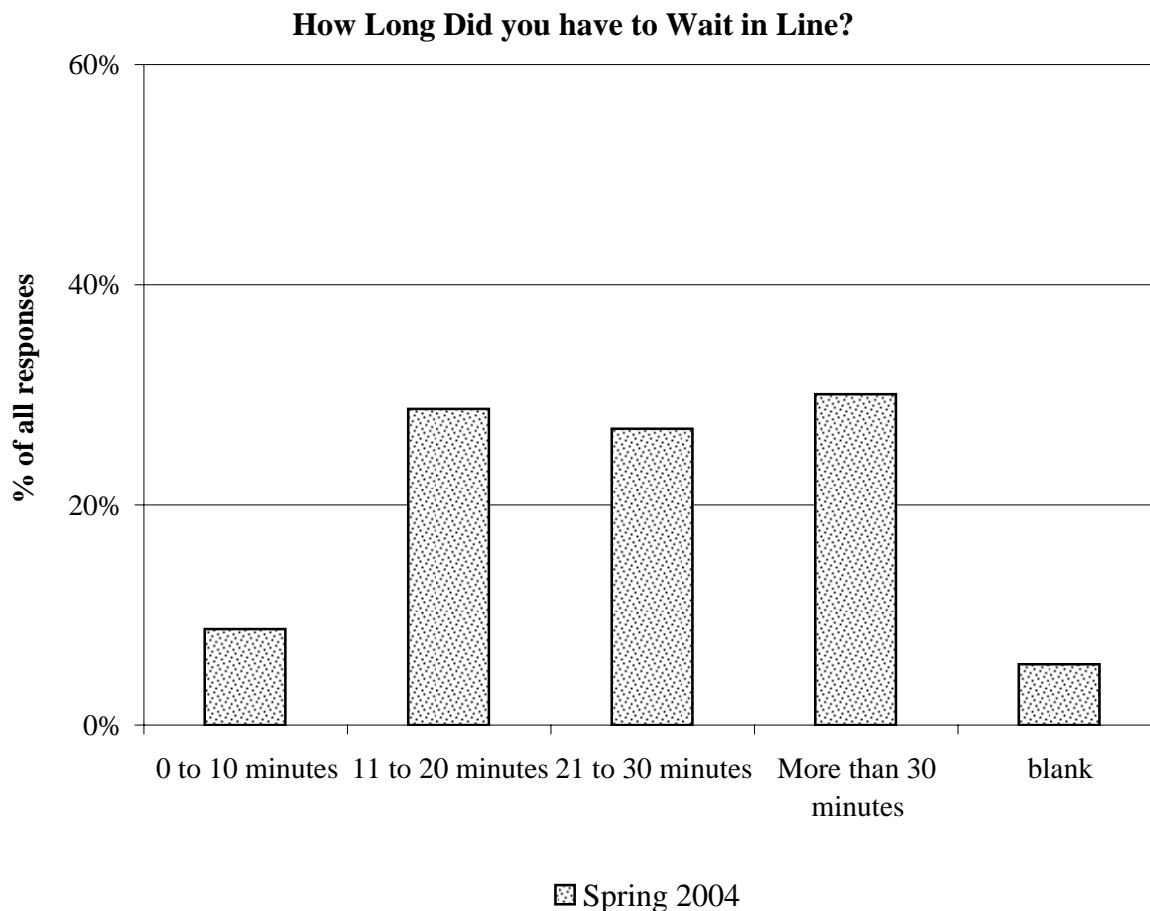
Question # : 21

Question description: **On average, how long did you have to wait in line each time before receiving assistance?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
0 to 10 minutes	52	8.7%	9.3%
11 to 20 minutes	171	28.7%	30.4%
21 to 30 minutes	160	26.9%	28.5%
More than 30 minutes	179	30.1%	31.9%
blank	33	5.5%	na
total	595	100%	100%

Example: 8.7% of all responses to this question were "0 to 10 minutes" (N = 52).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 22

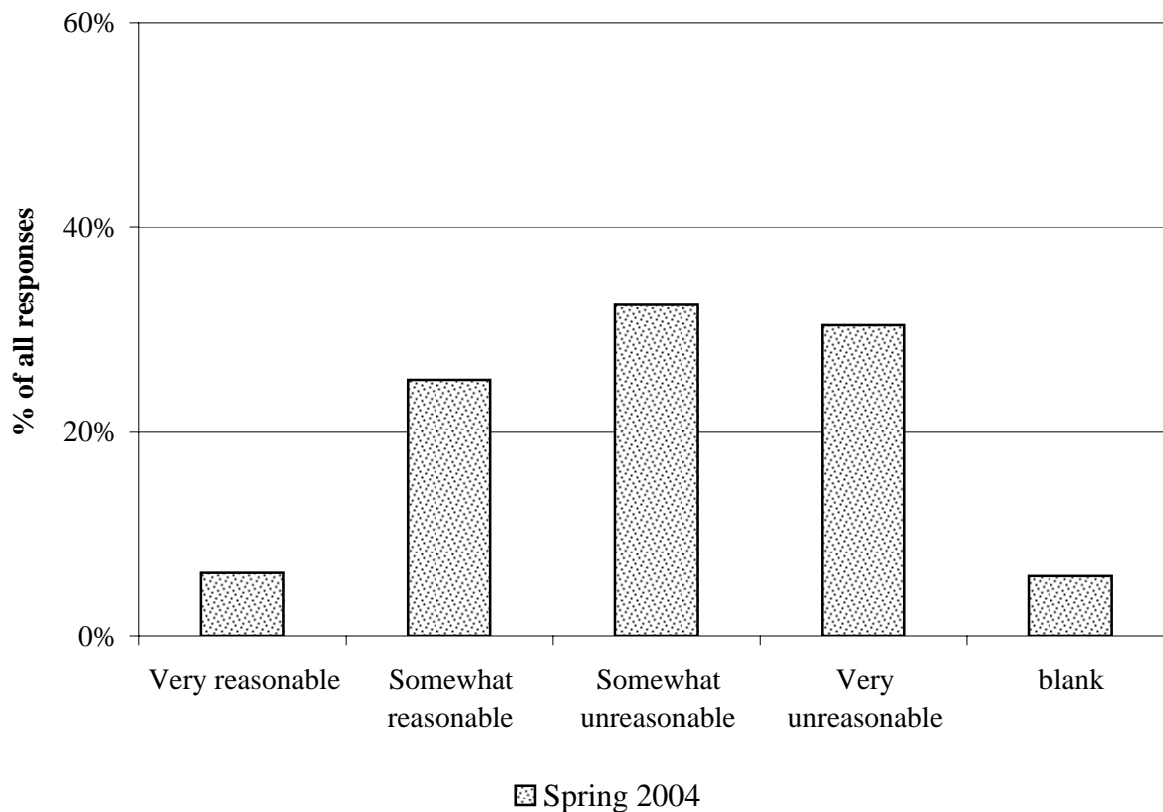
Question description: **How would you describe the amount of time you waited in line to speak to a representative?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Very reasonable	37	6.2%	6.6%
Somewhat reasonable	149	25.0%	26.6%
Somewhat unreasonable	193	32.4%	34.5%
Very unreasonable	181	30.4%	32.3%
blank	35	5.9%	na
total	595	100%	100%

Example: 6.2% of all responses to this question were "Very reasonable" (N = 37).

Note: "Valid Responses" exclude those not responding to the question.

How Would you Describe the Amount of Time you Waited in Line?



Question # : 23

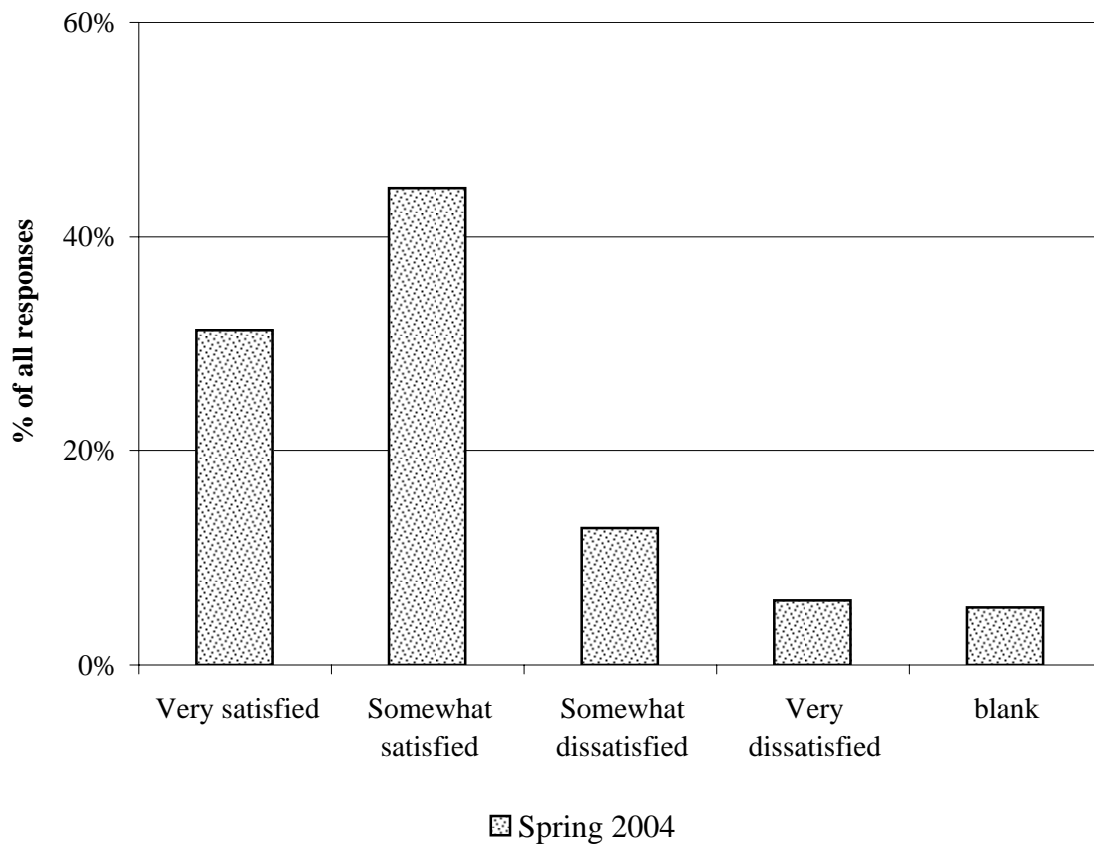
Question description: **How satisfied were you with the service you received in the Students First! Center?**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Very satisfied	186	31.3%	33.0%
Somewhat satisfied	265	44.5%	47.1%
Somewhat dissatisfied	76	12.8%	13.5%
Very dissatisfied	36	6.1%	6.4%
blank	32	5.4%	na
total	595	100%	100%

Example: 31.3% of all responses to this question were "Very satisfied" (N = 186).

Note: "Valid Responses" exclude those not responding to the question.

Satisfaction with the Service from Students First! Center



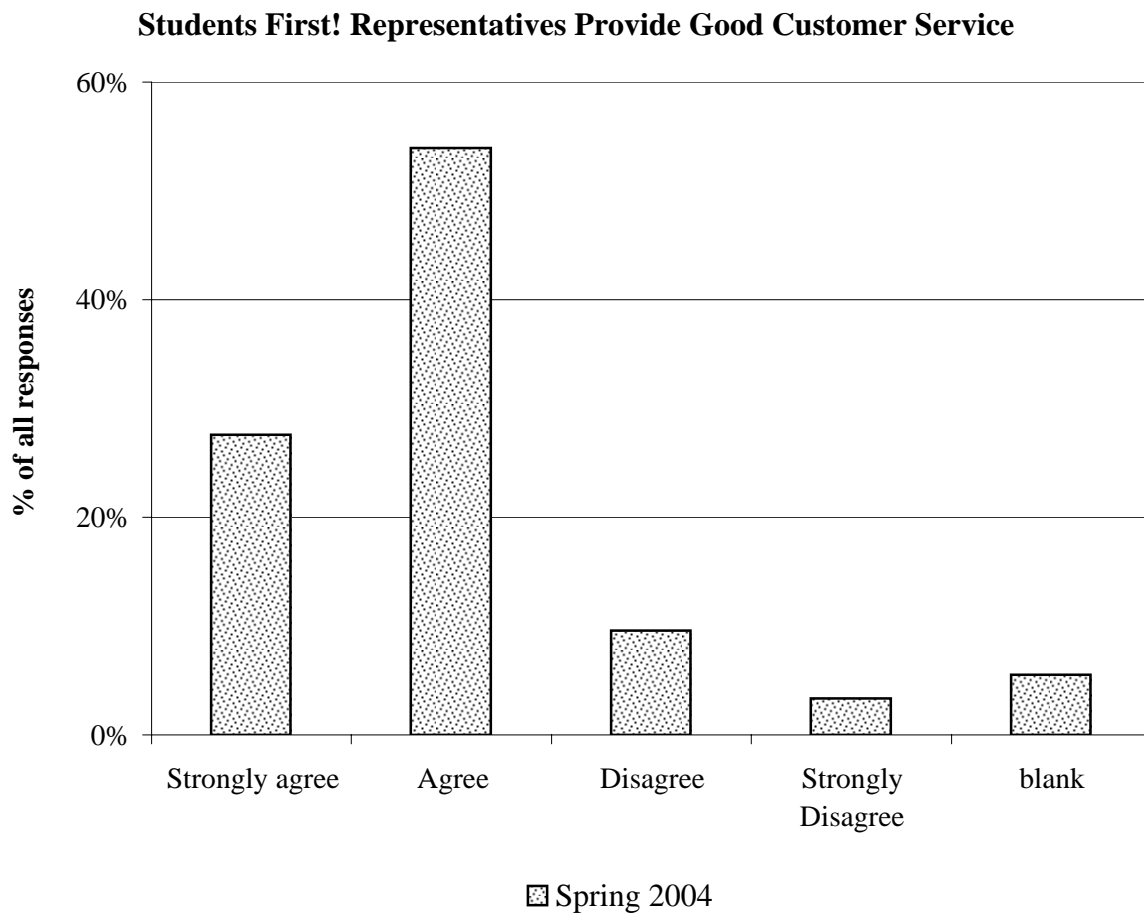
Question # : 24

Question description: **How much do you agree with the following statement: The Students First! Representatives I talked with in person provided good customer service.**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Strongly agree	164	27.6%	29.2%
Agree	321	53.9%	57.1%
Disagree	57	9.6%	10.1%
Strongly Disagree	20	3.4%	3.6%
blank	33	5.5%	na
total	595	100%	100%

Example: 27.6% of all responses to this question were "Strongly agree" (N = 164).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 25

Question description: **How much do you agree with the following statement: I know where to find information about policies and procedures regarding Lane registration and billing.**

response category	Spring 2004		
	# of responses	% of responses	% of valid responses
Strongly agree	120	20.2%	21.0%
Agree	323	54.3%	56.6%
Disagree	109	18.3%	19.1%
Strongly Disagree	19	3.2%	3.3%
blank	24	4.0%	na
total	595	100%	100%

Example: 20.2% of all responses to this question were "Strongly agree" (N = 120).

Note: "Valid Responses" exclude those not responding to the question.

I Know Where to Find Information About Policies and Procedures

