

ACT Student Opinion Survey

Spring 2002

Summary of Responses to Additional Questions

Services

# of Surveys Distributed =	1,253
Response Rate =	47.9%

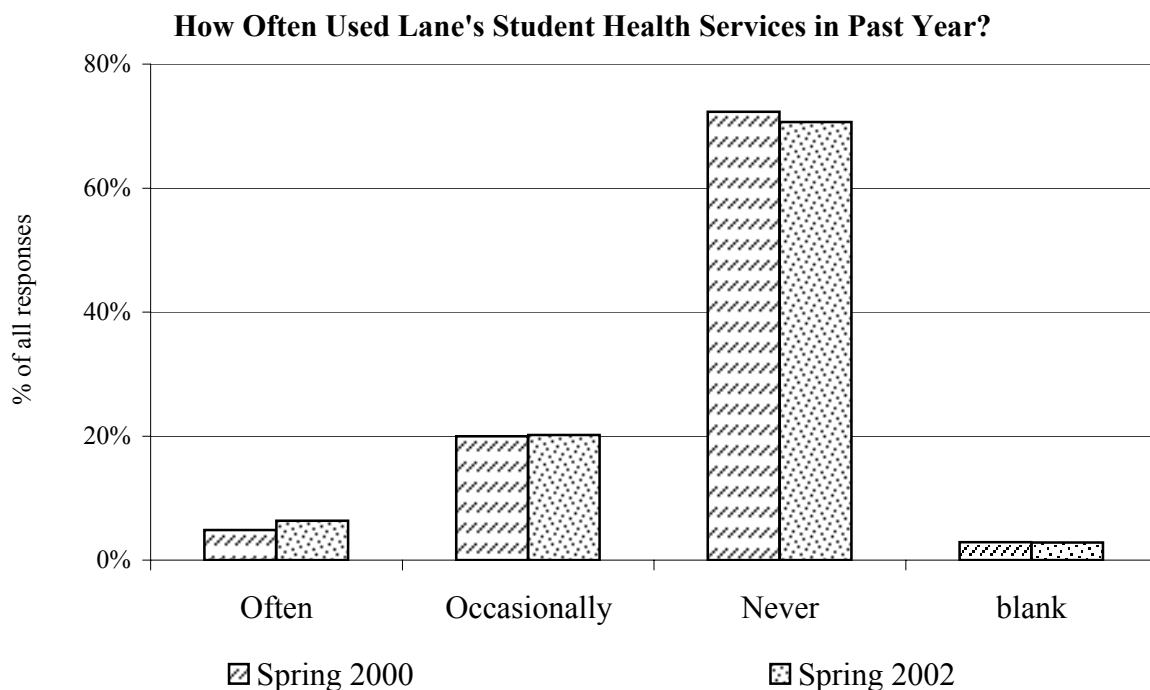
Question # : 1

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	27	4.9%	5.0%	38	6.3%	6.5%
Occasionally	111	20.0%	20.6%	121	20.2%	20.8%
Never	402	72.3%	74.4%	424	70.7%	72.7%
blank	16	2.9%	na	17	2.8%	na
total	556	100%	100%	600	100%	100%

Example: 6.3% of all responses to this question for Spring 2002 were "Often" (N = 38).

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



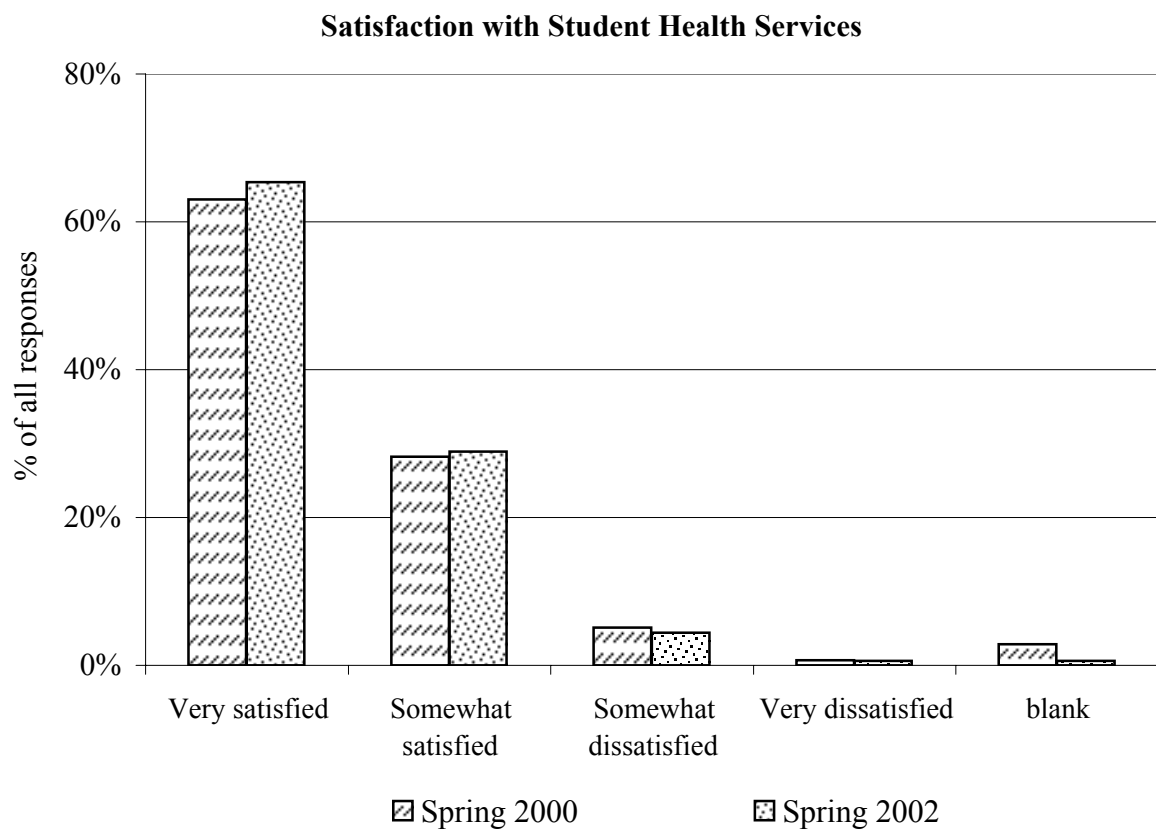
Question # : 2

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	87	63.0%	64.9%	104	65.4%	65.8%
Somewhat satisfied	39	28.3%	29.1%	46	28.9%	29.1%
Somewhat dissatisfied	7	5.1%	5.2%	7	4.4%	4.4%
Very dissatisfied	1	0.7%	0.7%	1	0.6%	0.6%
blank	4	2.9%	na	1	0.6%	na
total	138	100%	100%	159	100%	100%

Example: 65.4% of all responses to this question for Spring 2002 were "Very satisfied" (N = 104).

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.



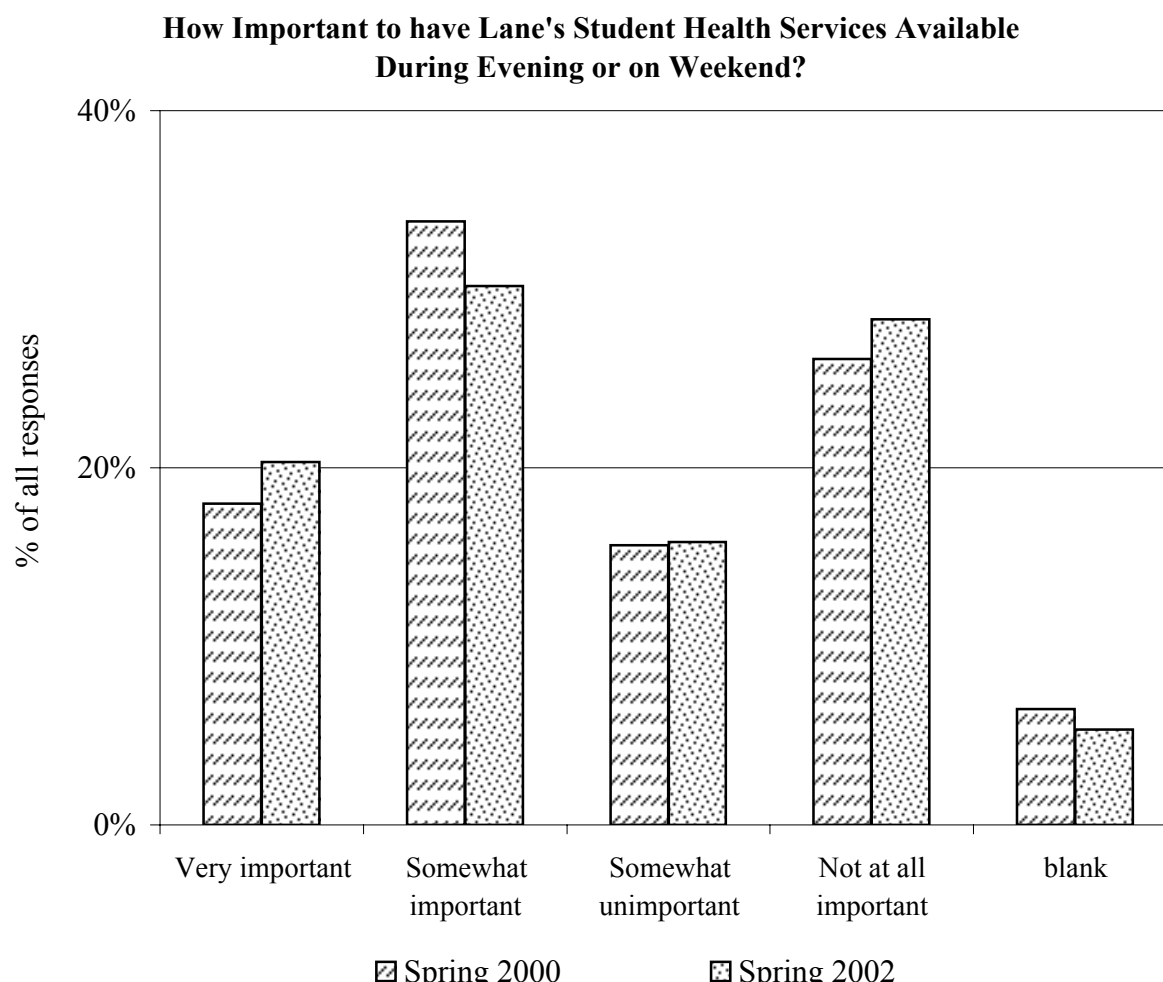
Question # : 3

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 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very important	100	18.0%	19.2%	122	20.3%	21.5%
Somewhat important	188	33.8%	36.2%	181	30.2%	31.9%
Somewhat unimportant	87	15.6%	16.7%	95	15.8%	16.7%
Not at all important	145	26.1%	27.9%	170	28.3%	29.9%
blank	36	6.5%	na	32	5.3%	na
total	556	100%	100%	600	100%	100%

Example: 20.3% of all responses to this question for Spring 2002 were "Very important" (N = 122).

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



Question # : 4

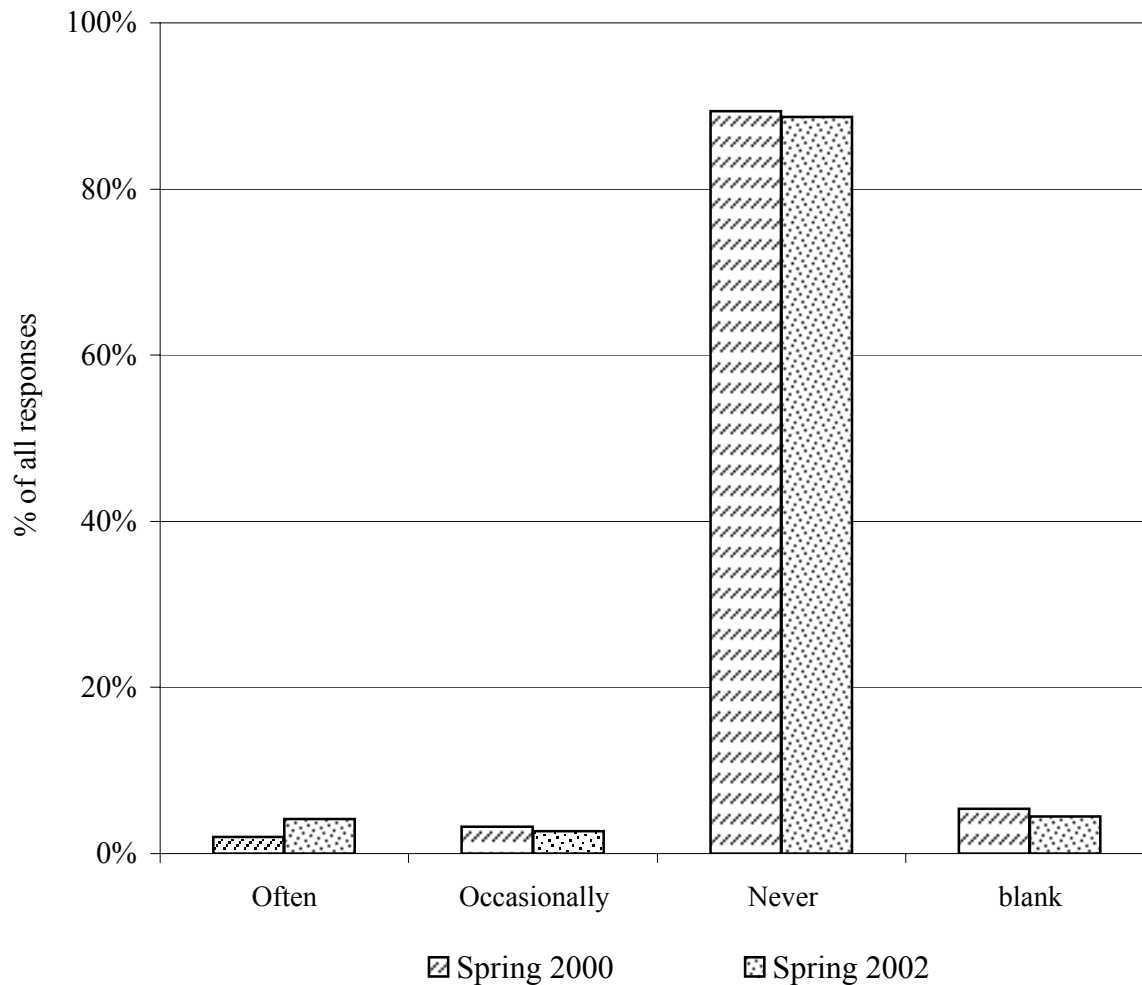
Question description: **How often have you used Lane's Disability Services in the past year?**

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	11	2.0%	2.1%	25	4.2%	4.4%
Occasionally	18	3.2%	3.4%	16	2.7%	2.8%
Never	497	89.4%	94.5%	532	88.7%	92.8%
blank	30	5.4%	na	27	4.5%	na
total	556	100%	100%	600	100%	100%

Example: 4.2% of all responses to this question for Spring 2002 were "Often" (N = 25).

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

How Often Used Lane's Disability Services in Past Year?



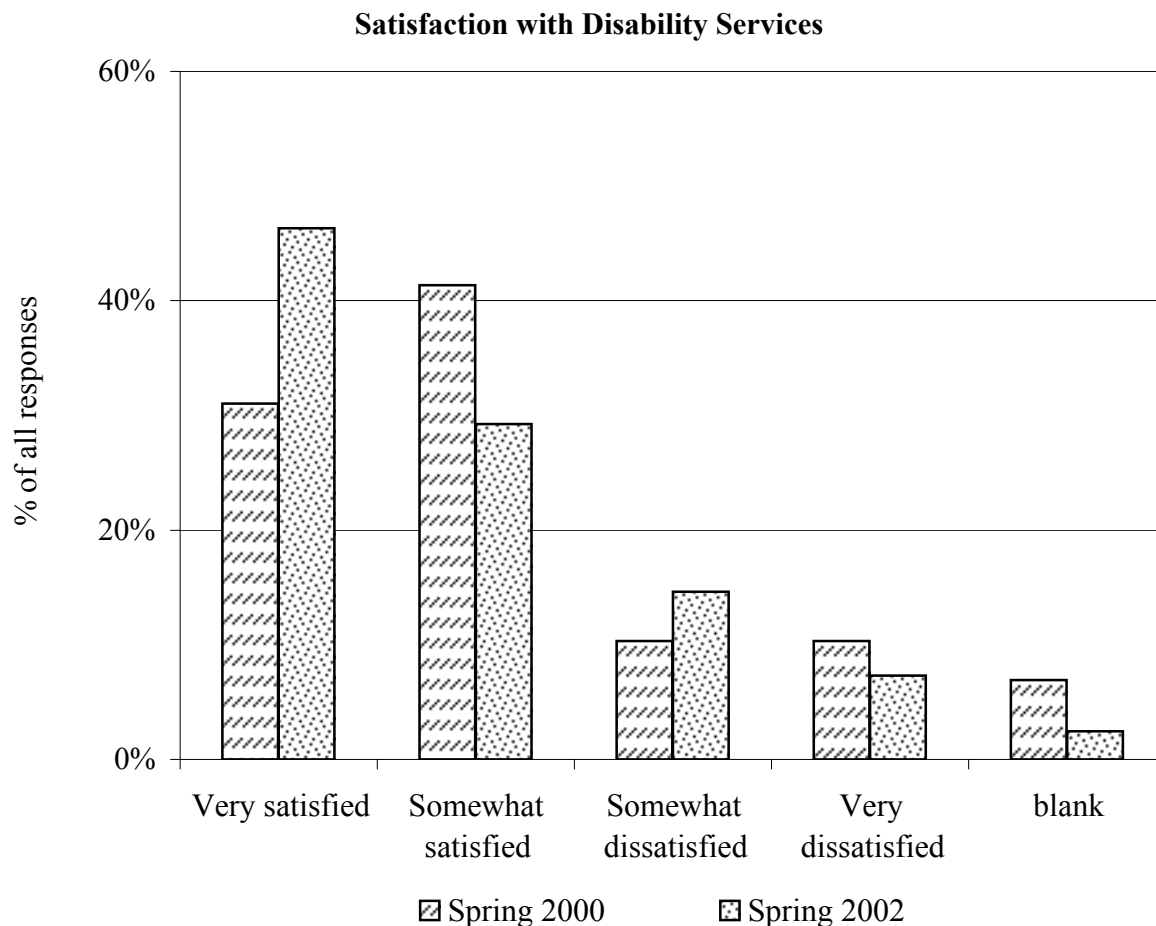
Question # : 5

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	9	31.0%	33.3%	19	46.3%	47.5%
Somewhat satisfied	12	41.4%	44.4%	12	29.3%	30.0%
Somewhat dissatisfied	3	10.3%	11.1%	6	14.6%	15.0%
Very dissatisfied	3	10.3%	11.1%	3	7.3%	7.5%
blank	2	6.9%	na	1	2.4%	na
total	29	100%	100%	41	100%	100%

Example: 46.3% of all responses to this question for Spring 2002 were "Very satisfied" (N = 19).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 4 were included in this analysis.



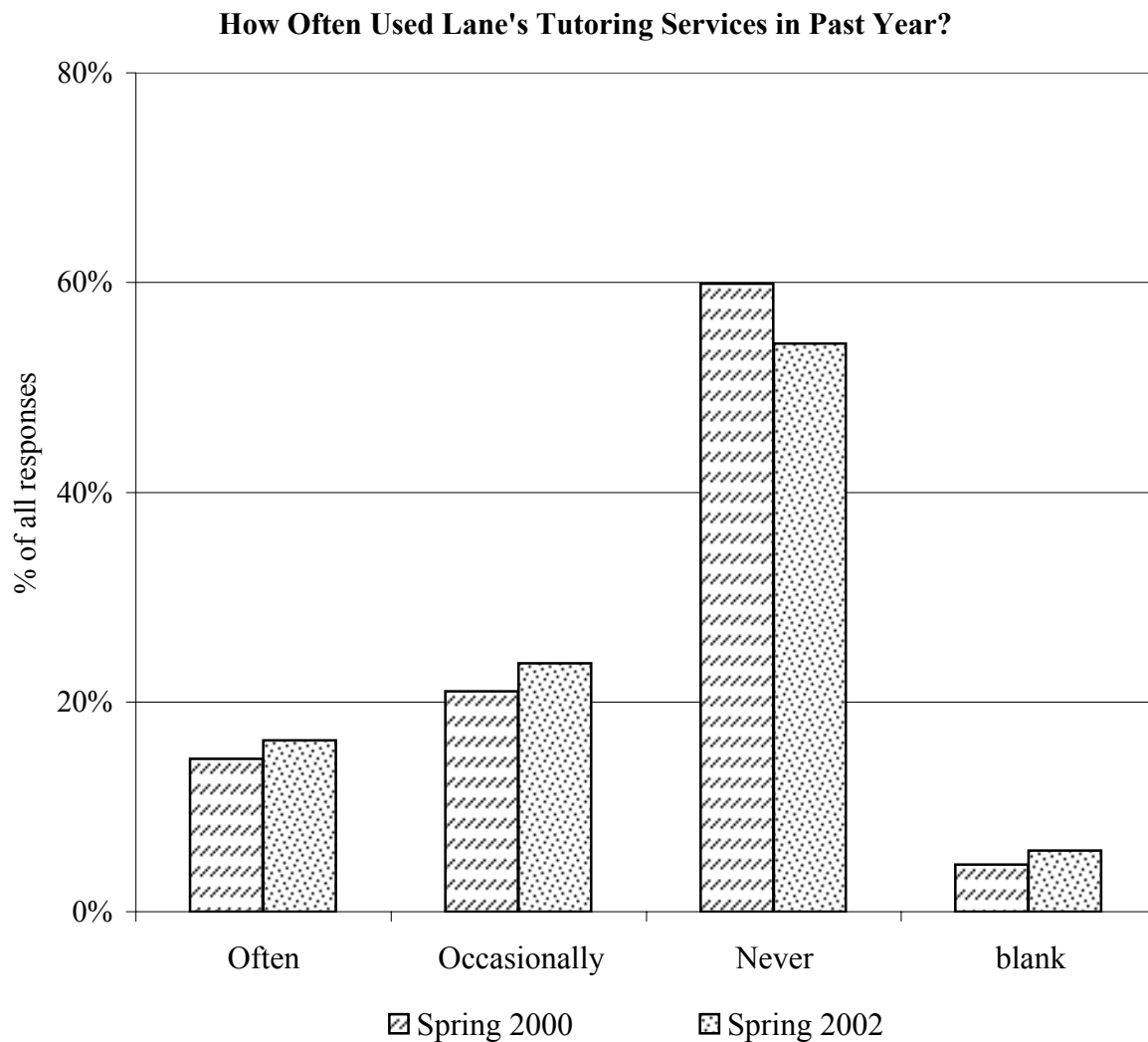
Question # : 6

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	81	14.6%	15.3%	98	16.3%	17.3%
Occasionally	117	21.0%	22.0%	142	23.7%	25.1%
Never	333	59.9%	62.7%	325	54.2%	57.5%
blank	25	4.5%	na	35	5.8%	na
total	556	100%	100%	600	100%	100%

Example: 16.3% of all responses to this question for Spring 2002 were "Often" (N = 98).

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



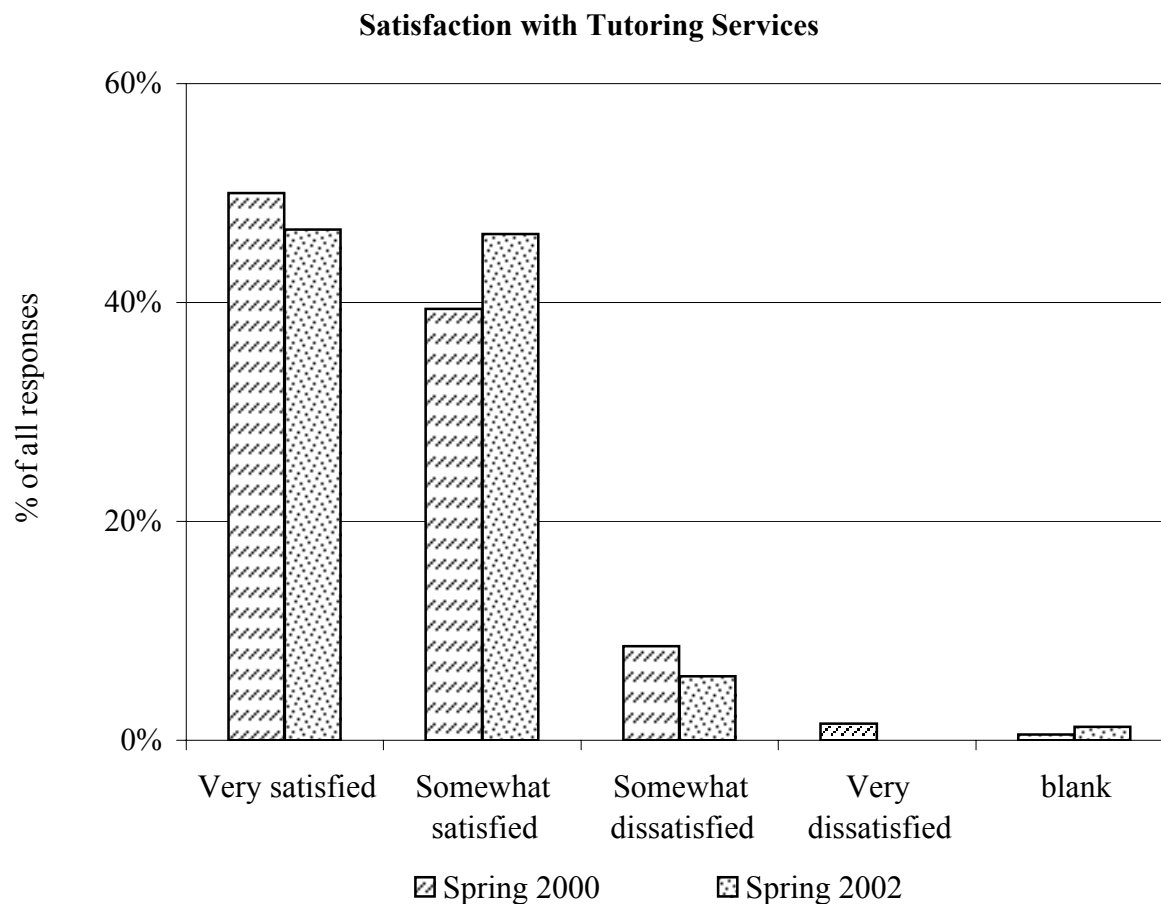
Question # : 7

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	99	50.0%	50.3%	112	46.7%	47.3%
Somewhat satisfied	78	39.4%	39.6%	111	46.3%	46.8%
Somewhat dissatisfied	17	8.6%	8.6%	14	5.8%	5.9%
Very dissatisfied	3	1.5%	1.5%	0	0.0%	0.0%
blank	1	0.5%	na	3	1.3%	na
total	198	100%	100%	240	100%	100%

Example: 46.7% of all responses to this question for Spring 2002 were "Very satisfied" (N = 112).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 6 were included in this analysis.



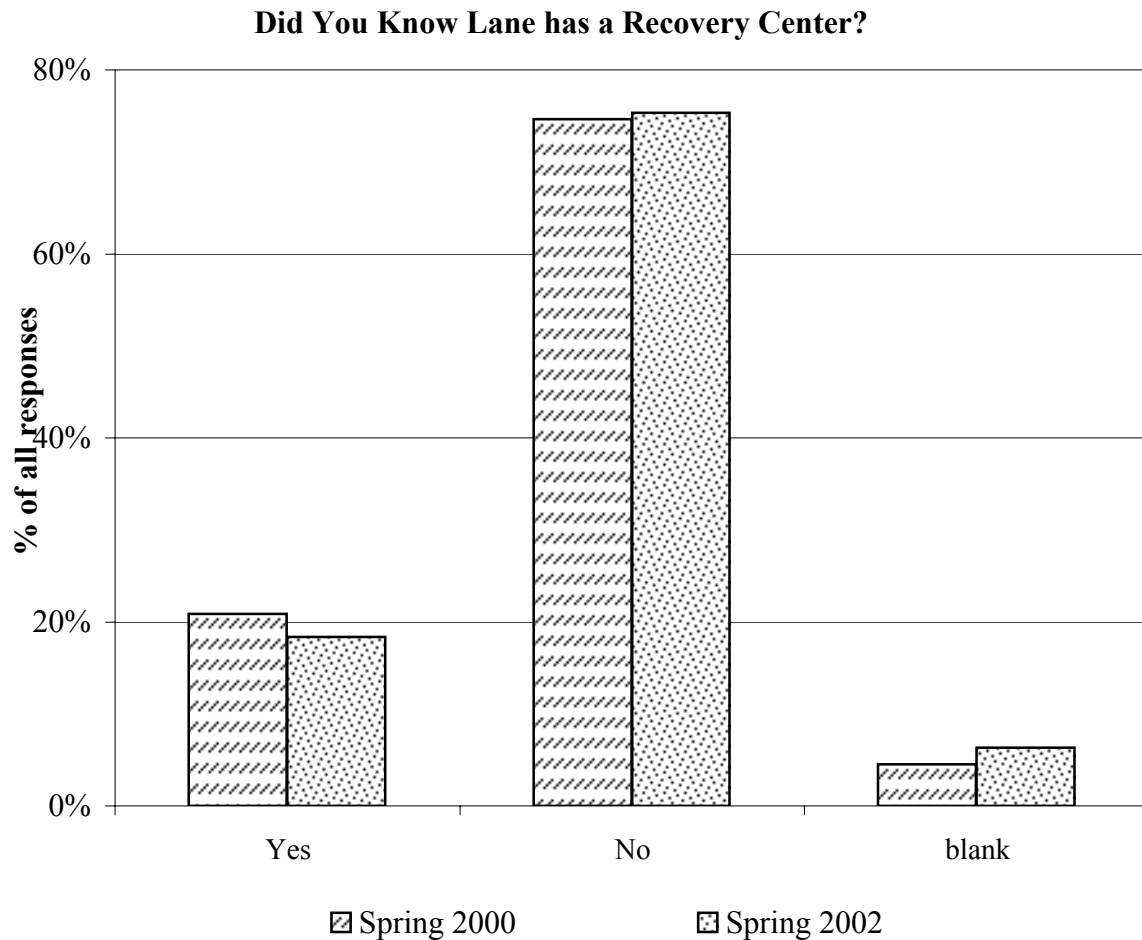
Question # : 8

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Yes	116	20.9%	21.8%	110	18.3%	19.6%
No	415	74.6%	78.2%	452	75.3%	80.4%
blank	25	4.5%	na	38	6.3%	na
total	556	100%	100%	600	100.0%	100.0%

Example: 18.3% of all responses to this question for Spring 2002 were "Yes" (N = 110).

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



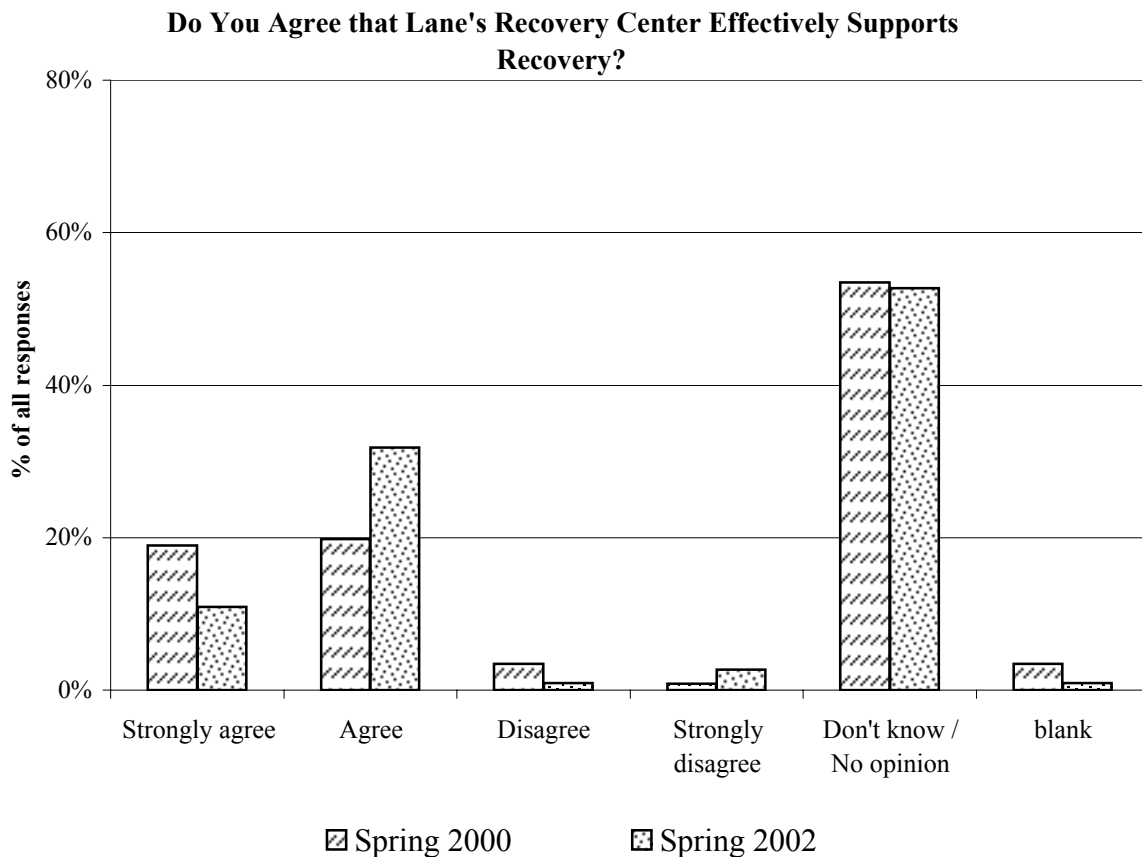
Question # : 9

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Strongly agree	22	19.0%	19.6%	12	10.9%	11.0%
Agree	23	19.8%	20.5%	35	31.8%	32.1%
Disagree	4	3.4%	3.6%	1	0.9%	0.9%
Strongly disagree	1	0.9%	0.9%	3	2.7%	2.8%
Don't know / No opinion	62	53.4%	55.4%	58	52.7%	53.2%
blank	4	3.4%	na	1	0.9%	na
total	116	100%	100%	110	100%	100%

Example: 10.9% of all responses to this question for Spring 2002 were "Strongly agree" (N = 12).

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



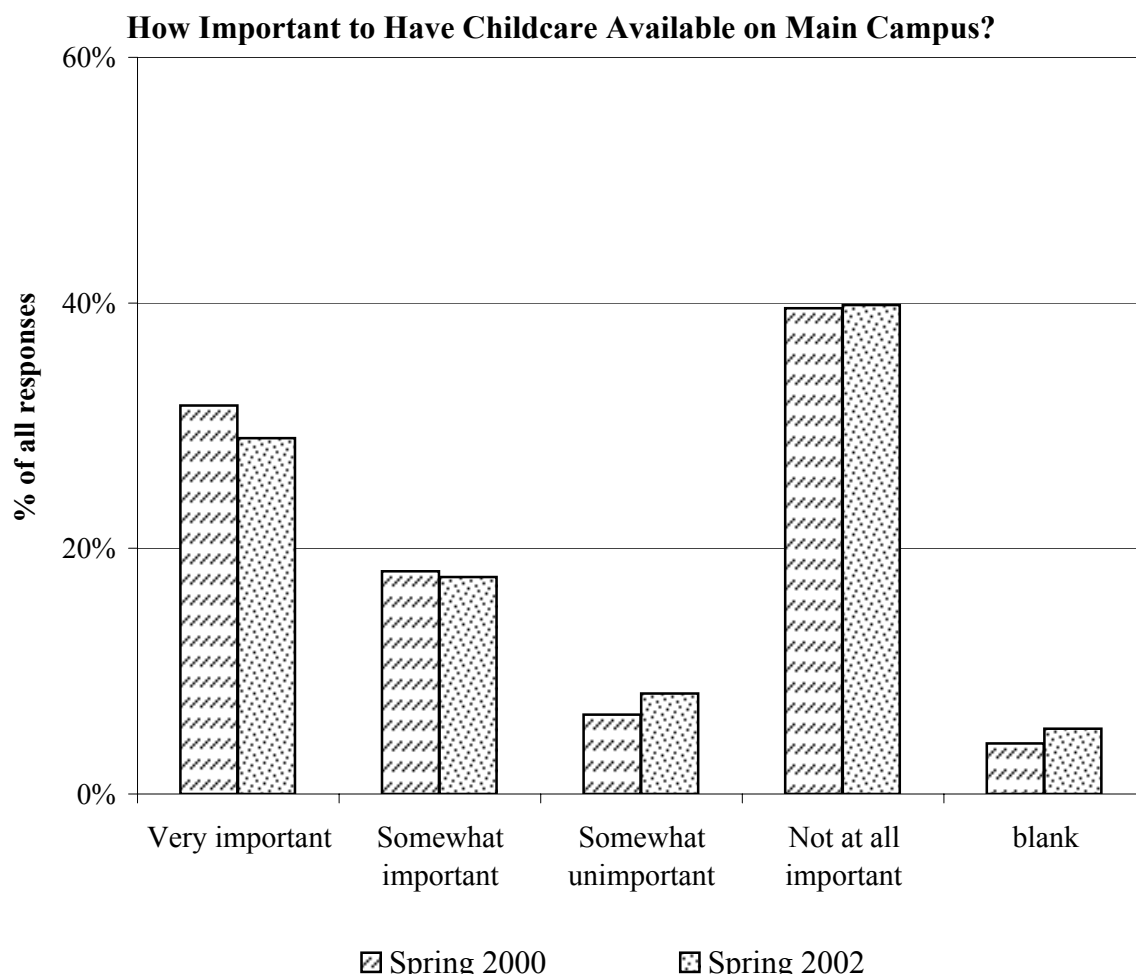
Question # : 10

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

response category	Spring 2000			Spring 2002		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very important	176	31.7%	33.0%	174	29.0%	30.6%
Somewhat important	101	18.2%	18.9%	106	17.7%	18.7%
Somewhat unimportant	36	6.5%	6.8%	49	8.2%	8.6%
Not at all important	220	39.6%	41.3%	239	39.8%	42.1%
blank	23	4.1%	na	32	5.3%	na
total	556	100%	100%	600	100%	100%

Example: 29.0% of all responses to this question for Spring 2002 were "Very important" (N = 174).

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



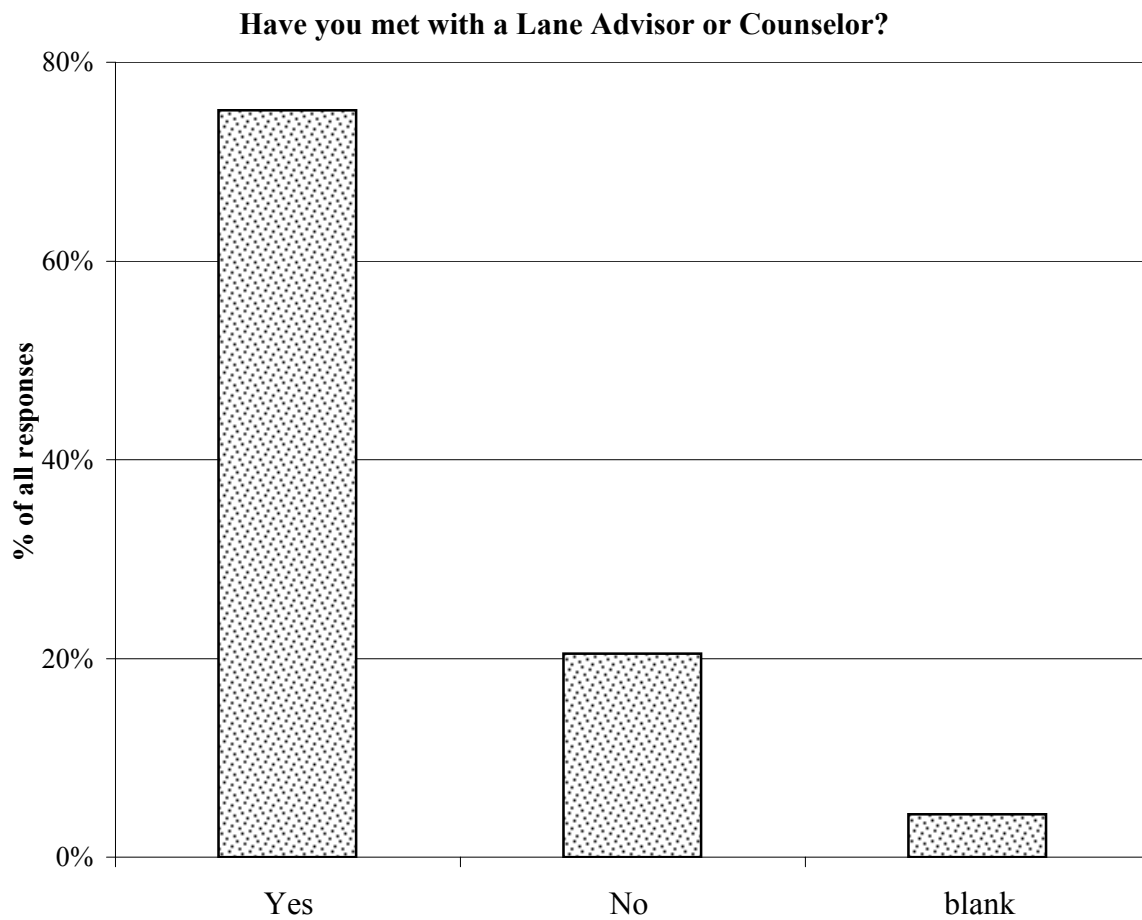
Question # : 11

Question description: **Have you met with a Lane advisor or counselor during the 2001-02 school year?**

response category	Spring 2002		
	# of responses	% of responses	% of valid responses
Yes	451	75.2%	78.6%
No	123	20.5%	21.4%
blank	26	4.3%	na
total	600	100%	100%

Example: 75.2% of all responses to this question were "Yes" (N = 451).

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



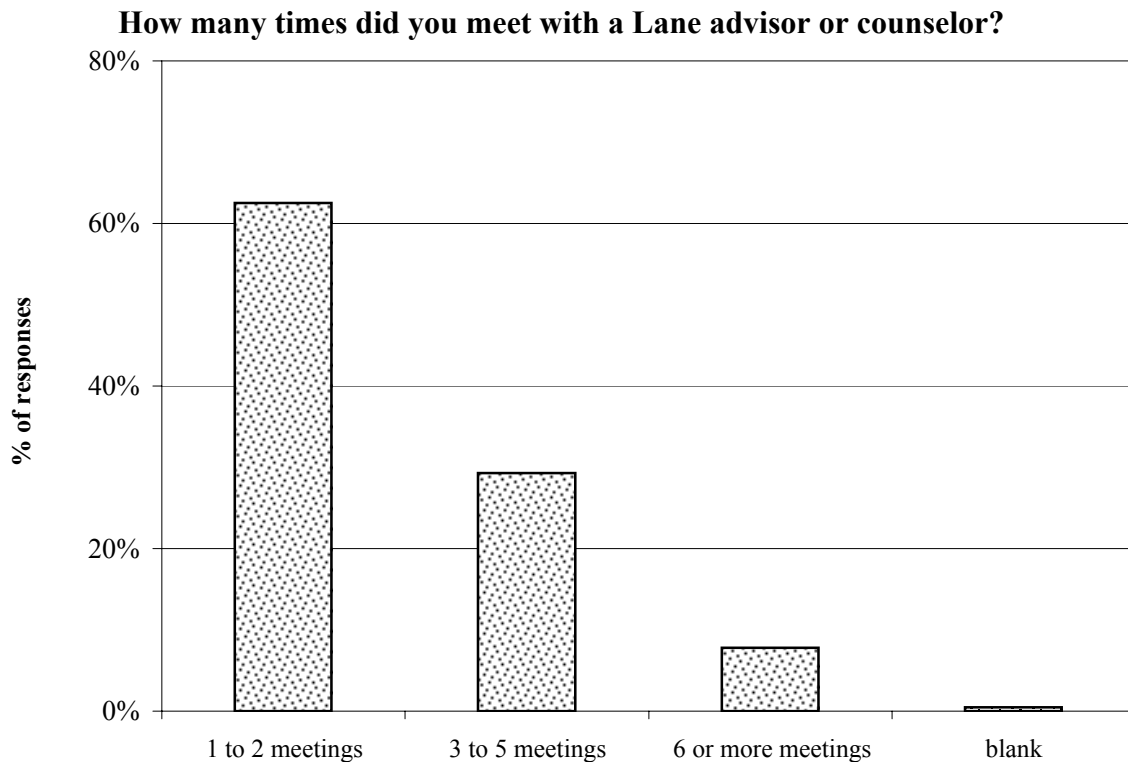
Question # : 12

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		
	# of responses	% of responses	% of valid responses
1 to 2 meetings	282	62.5%	62.8%
3 to 5 meetings	132	29.3%	29.4%
6 or more meetings	35	7.8%	7.8%
blank	2	0.4%	na
total	451	100%	100%

Example: 62.5% of all responses to this question were "1 to 2 meetings." (N = 282).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 11 were included in this analysis.



Question # : 13

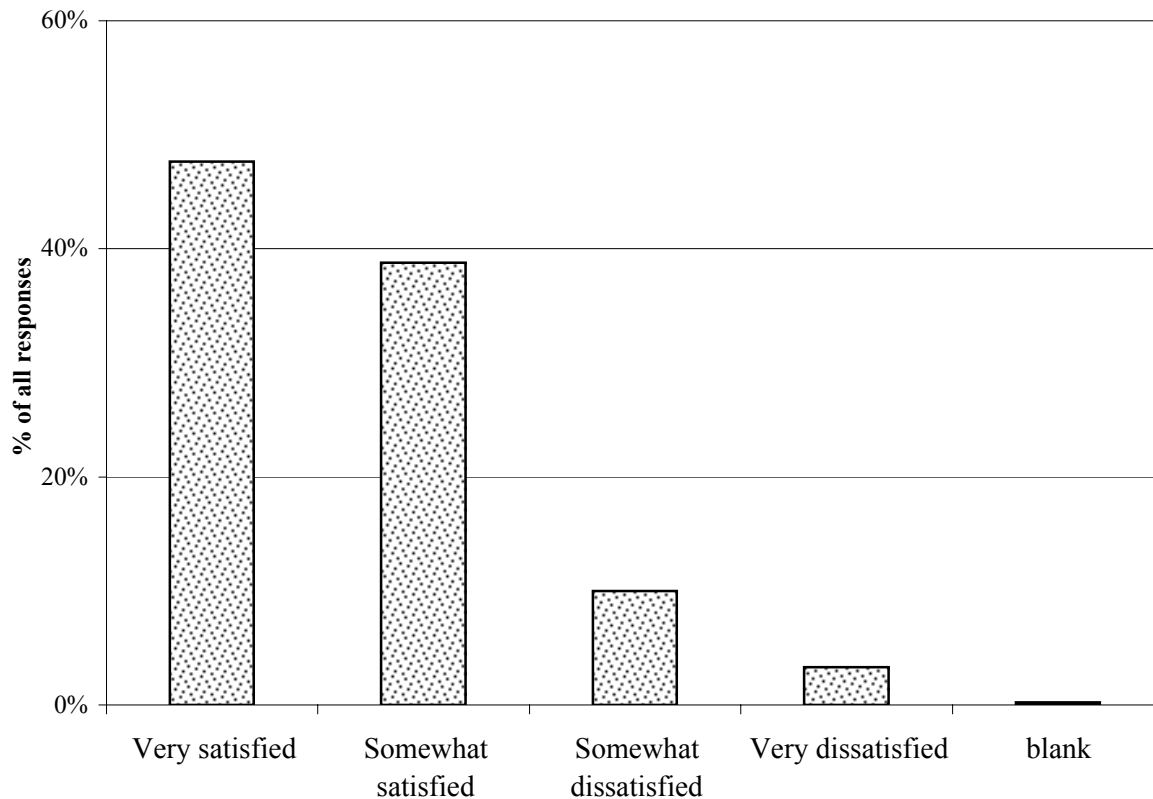
Question description: **If you met with a Lane advisor or counselor during the current year, how satisfied are you with the quality of service you received?**

response category	Spring 2002		
	# of responses	% of responses	% of valid responses
Very satisfied	215	47.7%	47.8%
Somewhat satisfied	175	38.8%	38.9%
Somewhat dissatisfied	45	10.0%	10.0%
Very dissatisfied	15	3.3%	3.3%
blank	1	0.2%	na
total	451	100%	100%

Example: 47.7% of all responses to this question were "Very satisfied" (N = 215).

Note: "Valid Responses" exclude those not responding to the question. Only respondents who responded "Yes" to Question 11 were included in this analysis.

How satisfied with the quality of service with the advisor or counselor are you?



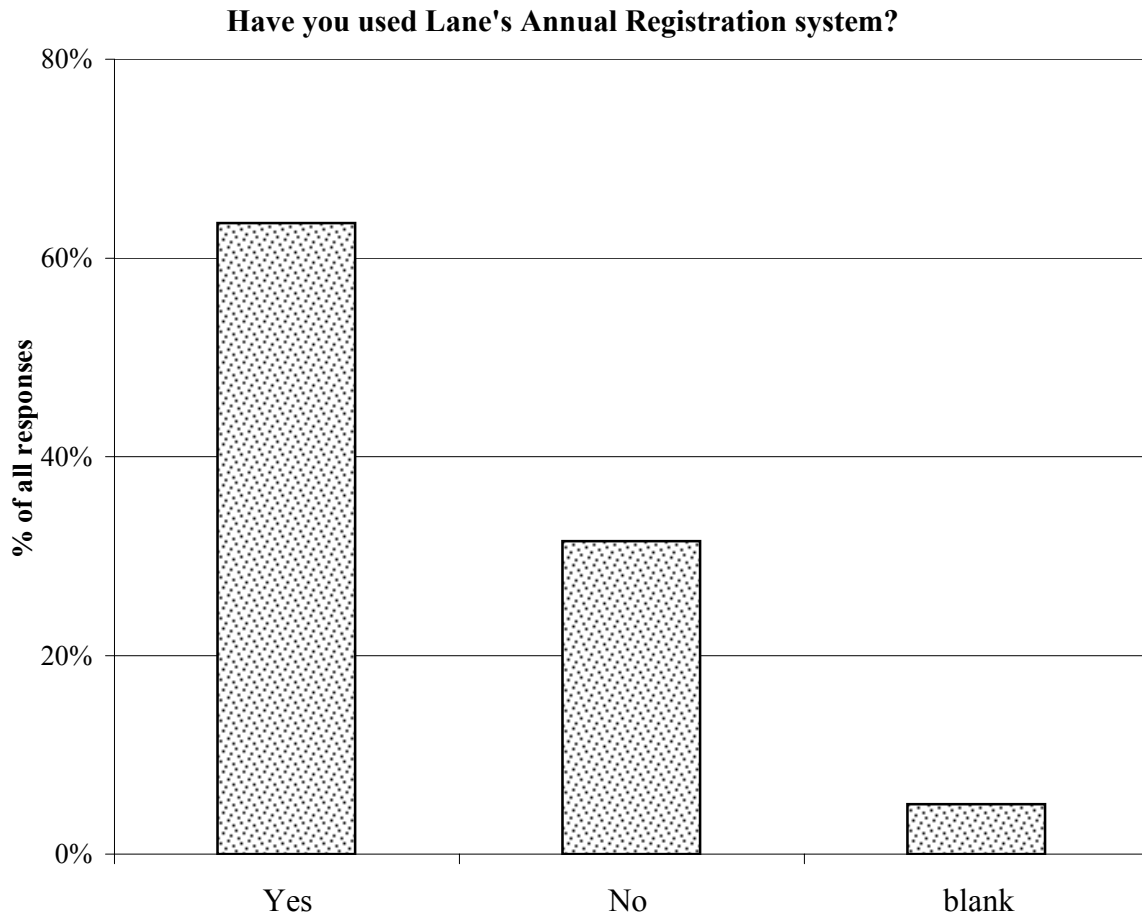
Question # : 14

Question description: **Have you used Lane's Annual Registration system?**

response category	Spring 2002		
	# of responses	% of responses	% of valid responses
Yes	381	63.5%	66.8%
No	189	31.5%	33.2%
blank	30	5.0%	na
total	600	100%	100%

Example: 63.5% of all responses to this question were "Yes" (N = 381).

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



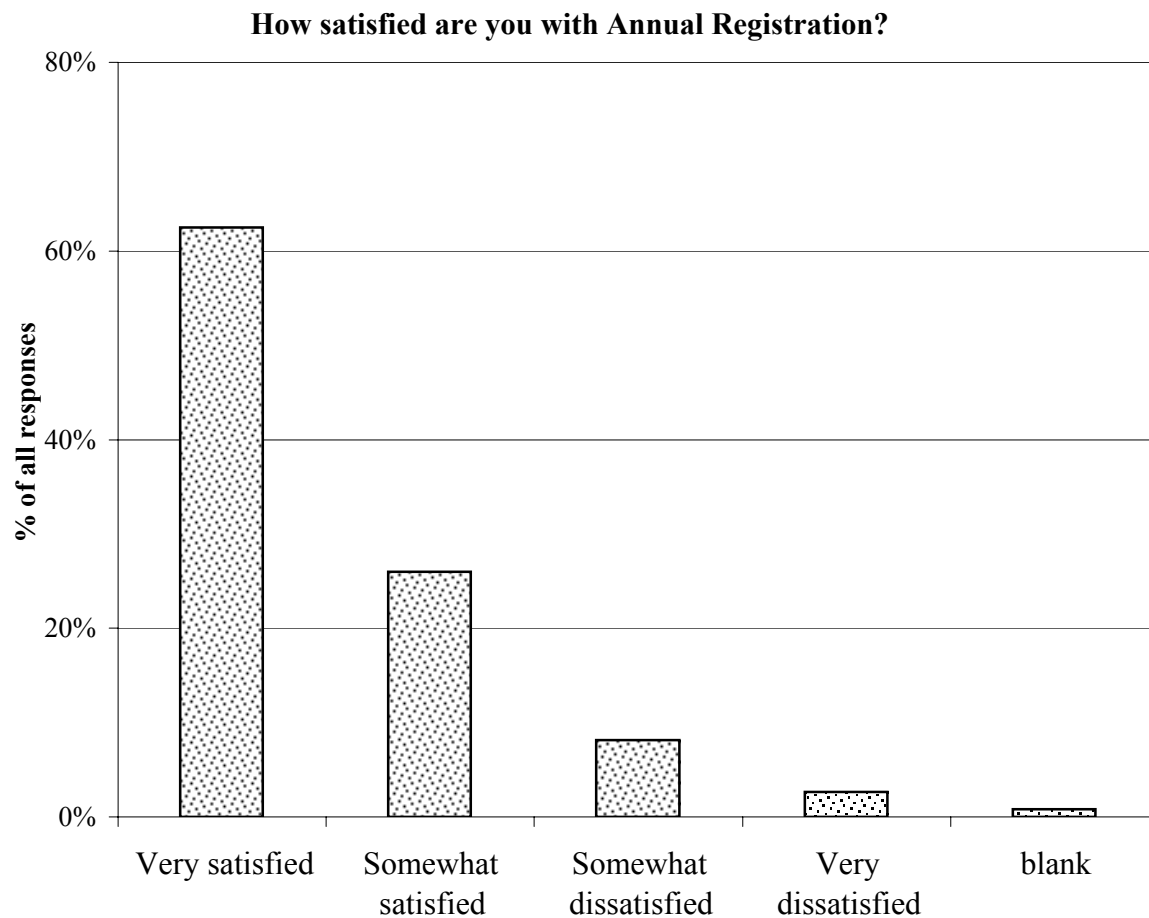
Question # : 15

Question description: **If you used Annual Registration, how satisfied are you with the opportunity it provides for getting into classes early?**

response category	Spring 2002		
	# of responses	% of responses	% of valid responses
Very satisfied	238	62.5%	63.0%
Somewhat satisfied	99	26.0%	26.2%
Somewhat dissatisfied	31	8.1%	8.2%
Very dissatisfied	10	2.6%	2.6%
blank	3	0.8%	na
total	381	100%	100%

Example: 62.5% of all responses to this question were "Very satisfied" (N = 238).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 14 were included in this analysis.



Question # : 16

Question description: **If you used Annual Registration, how easy was it to use?**

response category	Spring 2002		
	# of responses	% of responses	% of valid responses
Very easy to use	224	58.8%	59.1%
Somewhat easy to use	126	33.1%	33.2%
Somewhat difficult to use	23	6.0%	6.1%
Very difficult to use	6	1.6%	1.6%
blank	2	0.5%	na
total	381	100%	100%

Example: 58.8% of all responses to this question were "Very easy to use" (N = 224).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 14 were included in this analysis.

