

# CSULB 2009 STUDENT SATISFACTION SURVEY FORM

**I. Since you've been a student at CSULB, how difficult has it been to do the following?  
Please check the appropriate box for each:**

	Very Difficult	Difficult	Somewhat Difficult	Not Difficult	Not applicable/not important (N/A)
Enroll each semester					
Adjust academically					
Adjust socially					
Meet academic requirements in a timely manner					
Pay for school					
Balance work and school obligations					
Stay physically healthy					
Get support for academic concerns					
Get support for social concerns					
Interact with professors outside of class					
Maintain a GPA of at least 2.0					
Maintain a GPA of at least 3.0					
Other; please state:					

**II. Please indicate the extent of your expectations and your current satisfaction with each of the following, where 1=low and 5=high:**

Expectation before attending CSULB (1=low)—(5=high)					Satisfaction after attending CSULB (1=low)—(5=high)						
1	2	3	4	5		1	2	3	4	5	N/A
					Quality of teaching						
					Quality of academic courses taken						
					Quality of academic advising						
					Availability of courses needed						
					Opportunities to interact with faculty outside of class						
					Quality of classrooms/physical facilities						
					Quality of out-of-class experiences						
					Other; please state:						

**III. How many of your classes do you skip in an average week?**

- none     
  1-2     
  3-4     
  more than 4

**IV. How many faculty members do you know well enough to ask for a recommendation?**

- none     
  1     
  2     
  3     
  4 or more

**V. Please indicate how frequently you've used the following, and how satisfied you've been with these services or activities, where 1=low and 5=high:**

Frequency of use (1=low)—(5=high)					Satisfaction (1=low)—(5=high)						
1	2	3	4	5		1	2	3	4	5	N/A
					Academic advising services						
					Bookstore						
					Campus police, including escort to car service						
					Career planning						
					Computer usage: BeachBoard						
					Computer usage: MyCSULB						
					Computer usage: Email sent to you by CSULB offices						
					Computer usage: Horn Center lab						
					Computer usage: University Library lab						
					Computer usage: Other university labs or hookups						
					Disabled student services						
					Financial aid						
					Food services: the Dining Plaza next to the Nugget						
					Food services: Starbucks in the Dining Plaza						
					Food services: Starbucks in the Library						
					Food services: the Nugget						
					Food services: the Food Court in the University Student Union						
					Food services: Coffee Bean & Tea Leaf						
					Food services: the Chart Room						
					Food services: the Beach Hut						
					Food services: Sabarro's						
					Food services: Robeks						
					Food services: the Outpost						
					Intercollegiate/intramural athletics						
					International student services						
					Learning support services (tutoring, etc.)						
					Library services						
					Multicultural Center						
					On-line advising and other on-line resources						
					Psychological counseling services						
					Pyramid/recreational Services						
					Residence halls activities						
					Services for students of color						
					Student health care services						
					Students clubs/organizations						
					Student orientation						
					Parking & transportation services						
					University student union						
					Women's services						

**VI. Please indicate the importance of the following campus food services factors and how satisfied you've been with these factors:**

Importance of factors (1=low)—(5=high)					Satisfaction with factors (1=low)—(5=high)						
1	2	3	4	5		1	2	3	4	5	N/A
					Reasonable price						
					Variety of food options						

					Convenient location								
					Short wait time								
					Clean environment								
					Convenient hours of operation								
					Availability of seating								

**VII. Please comment on any of the above factors that you felt were important, and tell us how we might improve that aspect of campus food services; be as specific as possible:**

**VIII. Please rate yourself on each of the following before and after attending CSULB:**

Before attending CSULB (1=low)—(5=high)					After attending CSULB (1=low)—(5=high)						
1	2	3	4	5	1	2	3	4	5	N/A	
					Leading groups/projects						
					Acquiring new skills/knowledge						
					Acquiring a foreign language						
					Analyzing quantitative data						
					Contributing as part of a team						
					Writing for academic purposes						
					Conducting research						
					Coping with change						
					Enhancing personal health						
					Functioning in a culturally diverse society						
					Integrating various types of information						
					Communicating with others						
					Making logical judgments						
					Making moral decisions						
					Speaking publicly						
					Understanding and appreciating aesthetics						
					Understanding arts/sciences/humanities						
					Understanding own strengths/weaknesses						
					Understanding scientific approaches						
					Using the internet to do academic work						
					Using the internet (webpages or E-mail) to communicate with friends, family						
					Using the internet (webpages or E-mail) to communicate with CSULB personnel, including staff, administrators, faculty						
					Using the internet to rate your professors						
					Volunteering						

**IX. Demographics**

What is your age?

- 17-19     
  20-21     
  22-23     
  24-26     
  27-30     
  31+

What is your gender?

- male     
  female

What is your residence?

- off-campus, with family
- off-campus, independently
- on campus

Are you a native speaker of English?

- no
- yes

What is your ethnicity? (Check all that apply)

- American Indian
- African American
- Asian/Pacific Islander
- Chicano/Latino
- Caucasian
- Other: please specify \_\_\_\_\_

Do you belong to a fraternity or sorority?

- Yes
- No

What degree are you seeking?

- Undergraduate degree (BA/BS)
- Graduate degree (MA/MS)
- Other (such as a credential)

What is your major? \_\_\_\_\_

How many semesters have you enrolled at CSULB?

- 1-2
- 3-4
- 5-6
- 7-8
- 9-10
- 11 or more

When are most of your classes scheduled?

- before 5 p.m.
- after 5 p.m.
- evenly split

What is your cumulative GPA?

- below 2.00
- 2.01-2.50
- 2.51-3.00
- 3.01-3.50
- 3.51-4.00

How many units are you taking this semester?

- fewer than 12
- 12-15
- more than 15

How many units have you completed at CSULB? \_\_\_\_\_

How many hours per week do you work in a job?

- none
- 1-10
- 11-15
- 15-20
- 21-30
- 31-39
- 40 or more

**X. Please rate the environment of the campus for students based upon:**

(1=poor to 5=excellent)

	1	2	3	4	5	Don't Know/No Opinion
Race/ethnicity						
Gender						
Nationality (countries outside of the U.S.)						
Sexual orientation						
Physical or learning disabilities						
Religion						
Degree of safety						

Please comment on your view of the CSULB environment for students; if possible, please distinguish between the academic environment versus the social environment:

**XI. Please tell us what has been most satisfactory about your experiences at CSULB:**

**XII. Please tell us what has been most unsatisfactory about your experiences at CSULB:**

**XIII. If you could start your college education over again, would you enroll at CSULB?**

- definitely       probably       probably not       definitely not

Please explain: