

# CSULB 2005 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<br>Difficult | Difficult | Somewhat<br>Difficult | Not<br>Difficult | Not<br>applicable/not<br>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<br>CSULB (1=low)—(5=high) |   |   |   |   | Satisfaction after attending<br>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<br>(1=low)—(5=high) |   |   |   |   | Satisfaction<br>(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 support                               |   |   |   |   |   |     |
|                                      |   |   |   |   | Disabled student services                      |   |   |   |   |   |     |
|                                      |   |   |   |   | Financial aid                                  |   |   |   |   |   |     |
|                                      |   |   |   |   | Food services                                  |   |   |   |   |   |     |
|                                      |   |   |   |   | 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 rate yourself on each of the following before and after attending CSULB:**

| Before attending CSULB<br>(1=low)—(5=high) |   |   |   |   | After attending CSULB<br>(1=low)—(5=high)   |   |   |   |   |   |     |
|--|---|---|---|---|---|---|---|---|---|---|-----|
| 1  | 2 | 3 | 4 | 5 |   | 1 | 2 | 3 | 4 | 5 | N/A |
|  |   |   |   |   | Ability to lead groups/projects             |   |   |   |   |   |     |
|  |   |   |   |   | Acquiring new skills/knowledge              |   |   |   |   |   |     |
|  |   |   |   |   | Acquisition of a foreign language           |   |   |   |   |   |     |
|  |   |   |   |   | Analyzing quantitative data                 |   |   |   |   |   |     |
|  |   |   |   |   | Contributing as part of a team              |   |   |   |   |   |     |
|  |   |   |   |   | Coping with change                          |   |   |   |   |   |     |
|  |   |   |   |   | Enhancing personal health                   |   |   |   |   |   |     |
|  |   |   |   |   | Functioning in a culturally diverse society |   |   |   |   |   |     |
|  |   |   |   |   | Integrating various types of information    |   |   |   |   |   |     |
|  |   |   |   |   | Interpersonal communication                 |   |   |   |   |   |     |
|  |   |   |   |   | Making logical judgments                    |   |   |   |   |   |     |
|  |   |   |   |   | Making moral decisions                      |   |   |   |   |   |     |
|  |   |   |   |   | Public speaking                             |   |   |   |   |   |     |
|  |   |   |   |   | Understanding and appreciating aesthetics   |   |   |   |   |   |     |
|  |   |   |   |   | Understanding arts/sciences/humanities      |   |   |   |   |   |     |
|  |   |   |   |   | Understanding own strengths/weaknesses      |   |   |   |   |   |     |
|  |   |   |   |   | Understanding scientific approaches         |   |   |   |   |   |     |
|  |   |   |   |   | Volunteering                                |   |   |   |   |   |     |

## VII. 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

Do you currently belong to health club, gym, or recreational facility for physical exercise?

- Yes       No

What degree are you seeking?

- Undergraduate degree (BA/BS)       Graduate degree (MA/MS)

How many semesters have you attended 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 classes are you taking this semester?

- 1-2       3-4       more than 4

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

How many units are you currently taking? \_\_\_\_\_

**VIII. 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:

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

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

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

- yes       no

Please explain:

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