UNC GENERAL ADMINISTRATION
SENIOR SURVEY, 2012
RESULTS FOR
THE UNIVERSITY OF NORTH CAROLINA AT PEMBROKE
METHODOLOGY

- The senior survey is administered on each campus in the spring of even-numbered years
  - Designed by the UNC system office, it contains approximately 80 questions
- At UNCP, an e-mail invitation to participate in the survey was sent to 520 senior students in April of 2012
  - 126 students completed the survey for a response rate of 24.23%
CLICK ON A TOPIC OR QUESTION ON THIS AND THE FOLLOWING SLIDE TO GO TO SPECIFIC RESULTS.

- faculty
- academic advising
- library services
- technology services
- career services
- knowledge, skills, and personal growth
- registration process
- financial aid services
- food services
- health services
- counseling services
- business services
- residence life programs
- extra-curricular activities
- distance education
OVERALL CONCLUSIONS

• All things considered, how would you characterize the intellectual environment on this campus?
• All things considered, how would you evaluate the quality of instruction, in your major? Overall?
• All things considered, how would you evaluate the overall education that you are receiving at this institution?
• Would you recommend this institution to a friend considering college?
• If you could start over again, would you still choose to attend this institution?
SECTION A: FACULTY CONTRIBUTION

PLEASE EVALUATE HOW WELL FACULTY MEMBERS IN YOUR MAJOR DEPARTMENT DO EACH OF THE FOLLOWING:
SET HIGH EXPECTATIONS FOR YOU TO LEARN
RESPECT THE DIVERSE TALENTS AND WAYS OF LEARNING OF YOUR AND YOUR CLASSMATES
ENCOURAGE YOU TO BE AN ACTIVELY INVOLVED LEARNER

63% Excellent
10% Good
26% Fair
1% Poor
ENCOURAGE STUDENT-FACULTY INTERACTION, IN AND OUT OF THE CLASSROOM

- Excellent: 58%
- Good: 25%
- Fair: 13%
- Poor: 4%
GIVE YOU FREQUENT AND PROMPT FEEDBACK

- Excellent: 48%
- Good: 27%
- Fair: 20%
- Poor: 5%
ENCOURAGE YOU TO DEVOTE SUFFICIENT TIME AND ENERGY TO YOUR COURSEWORK

- Excellent: 59%
- Good: 24%
- Fair: 17%
- (Poor, 0%)
DEVELOP OPPORTUNITIES FOR YOU TO LEARN COOPERATIVELY WITH FELLOW STUDENTS

- Excellent: 54%
- Good: 31%
- Fair: 12%
- Poor: 3%
CARE ABOUT YOUR ACADEMIC SUCCESS AND WELFARE

- Excellent: 64%
- Good: 22%
- Fair: 10%
- Poor: 4%
SECTION B: HELP OUTSIDE THE CLASSROOM

BASED ON YOUR LAST TWO YEARS ON THIS CAMPUS, HOW WOULD YOU EVALUATE EACH OF THE FOLLOWING?
ACADEMIC ADVISING IN YOUR MAJOR

5 QUESTIONS
ACCESS TO ADVISOR

- Excellent: 58%
- Good: 24%
- Fair: 10%
- Poor: 6%
- DK/DNU: 2%

DK/DNU = Don’t know or did not use
SUFFICIENT TIME WITH ADVISOR

DK/DNU = Don’t know or did not use
ACCURATE INFO, ABOUT DEGREE REQUIREMENTS AND COURSE SEQUENCING

DK/DNU = Don’t know or did not use
KNOWLEDGE OF CAMPUS POLICIES AND PROCEDURES

- Excellent: 45%
- Good: 29%
- Fair: 13%
- Poor: 9%
- DK/DNU: 4%

DK/DNU = Don’t know or did not use
ACADEMIC ADVISING SERVICES OVERALL

6% Excellent
11% Good
32% Fair
49% Poor
2% DK/DNU

DK/DNU = Don’t know or did not use
LIBRARY SERVICES

4 QUESTIONS
HOURS OF OPERATION

- Excellent: 50%
- Good: 29%
- Fair: 13%
- Poor: 6%
- DK/DNU: 2%

DK/DNU = Don’t know or did not use
STAFF RESPONSIVENESS

- **Excellent**: 45%
- **Good**: 18%
- **Fair**: 8%
- **Poor**: 0%
- **DK/DNU**: 29%

**DK/DNU** = Don’t know or did not use
ACCESS TO DATABASES AND COLLECTIONS

DK/DNU = Don’t know or did not use
LIBRARY SERVICES OVERALL

- Excellent: 51%
- Good: 37%
- Fair: 7%
- Poor: 5%
- DK/DNU: 0%

DK/DNU = Don’t know or did not use
TECHNOLOGY SERVICES

6 QUESTIONS
ACCESS TO THE INTERNET

28% Excellent
57% Good
8% Fair
5% Poor
2% DK/DNU

DK/DNU = Don’t know or did not use
HOURS OF OPERATION FOR COMPUTER CENTER, LABS, AND HELP DESKS

- Excellent: 42%
- Good: 15%
- Fair: 12%
- Poor: 4%
- DK/DNU: 27%

DK/DNU = Don’t know or did not use
ACCESS TO UP-TO-DATE FACILITIES

- Excellent: 45%
- Good: 26%
- Fair: 11%
- Poor: 17%
- DK/DNU: 1%

DK/DNU = Don’t know or did not use
ACCESS TO TRAINED STAFF FOR HELP

- Excellent: 29%
- Good: 27%
- Fair: 25%
- Poor: 15%
- DK/DNU: 4%

DK/DNU = Don’t know or did not use
TECHNOLOGY TRAINING CLASSES

- **Excellent**: 43%
- **Good**: 23%
- **Fair**: 21%
- **Poor**: 8%
- **DK/DNU**: 5%

**DK/DNU** = Don’t know or did not use
TECHNOLOGY SERVICES OVERALL

DK/DNU = Don’t know or did not use
CAREER-RELATED SERVICES & EMPLOYMENT SEARCH ASSISTANCE

9 QUESTIONS
OPPORTUNITY FOR CAREER ASSISTANCE

- Excellent: 41%
- Good: 25%
- Fair: 25%
- Poor: 6%
- DK/DNU: 3%

DK/DNU = Don’t know or did not use
INFORMATION ON INTERNSHIPS, CO-OP, OR OTHER CAREER-RELATED EXPERIENCES

DK/DNU = Don’t know or did not use
RESOURCES AVAILABLE TO EXPLORE CAREER OPTIONS

47%

28%

15%

6%

4%

DK/DNU = Don’t know or did not use
INFORMATION AVAILABLE THROUGH COMPUTERS/INTERNET AND OTHER TECHNOLOGY

- Excellent: 29%
- Good: 23%
- Fair: 9%
- Poor: 2%
- DK/DNU: 37%

DK/DNU = Don’t know or did not use
CAREER-RELATED SERVICES OVERALL

- Excellent: 26%
- Good: 29%
- Fair: 35%
- Poor: 4%
- DK/DNU: 6%

DK/DNU = Don’t know or did not use
RESUME PREPARATION

DK/DNU = Don’t know or did not use
ACCESS TO EMPLOYMENT OPPORTUNITIES (E.G., CAREER FAIRS, INTERVIEWS, JOB LISTINGS, ETC.)

- Excellent: 23%
- Good: 21%
- Fair: 9%
- Poor: 5%
- DK/DNU: 42%

DK/DNU = Don’t know or did not use
EMPLOYMENT SEARCH ASSISTANCE OVERALL

- Excellent: 43%
- Good: 25%
- Fair: 7%
- Poor: 2%
- DK/DNU: 23%

DK/DNU = Don’t know or did not use
SECTION C: KNOWLEDGE, SKILLS, AND PERSONAL GROWTH

TO WHAT EXTENT DO YOU THINK YOUR COLLEGE EDUCATION CONTRIBUTED TO YOUR KNOWLEDGE, SKILLS, AND PERSONAL DEVELOPMENT IN EACH OF THE FOLLOWING AREAS?
WRITING SKILLS

- 59% Excellent
- 32% Good
- 6% Fair
- 1% Poor
- 2% DK/DNU

DK/DNU = Don’t know or did not use
LISTENING SKILLS

- Excellent: 52%
- Good: 39%
- Fair: 6%
- Poor: 1%
- DK/DNU: 2%

DK/DNU = Don’t know or did not use
SPEAKING SKILLS

- Excellent: 46%
- Good: 38%
- Fair: 11%
- Poor: 3%
- DK/DNU: 2%

DK/DNU = Don’t know or did not use
COMPREHENSION SKILLS
(WRITTEN INFORMATION)

- Excellent: 52%
- Good: 39%
- Fair: 6%
- Poor: 2%
- DK/DNU: 1%

DK/DNU = Don’t know or did not use
USING MATHEMATICAL SKILLS

48% Excellent
13% Good
39% Fair
3% Poor
5% DK/DNU

DK/DNU = Don’t know or did not use
APPLYING SCIENTIFIC METHODS OF INQUIRY

- Excellent: 43%
- Good: 40%
- Fair: 10%
- Poor: 3%
- DK/DNU: 4%

DK/DNU = Don’t know or did not use
ENHANCING ANALYTICAL SKILLS

- Excellent: 58%
- Good: 32%
- Fair: 6%
- Poor: 3%
- DK/DNU: 1%

DK/DNU = Don’t know or did not use
DEVELOPING COMPUTER SKILLS

- Excellent: 43%
- Good: 37%
- Fair: 6%
- Poor: 3%
- DK/DNU: 11%

DK/DNU = Don’t know or did not use
ABILITY TO FUNCTION AS PART OF A TEAM

57% Excellent
32% Good
7% Fair
2% Poor
2% DK/DNU

DK/DNU = Don’t know or did not use
ABILITY TO WORK WITH PEOPLE FROM DIVERSE BACKGROUNDS

- 64% Excellent
- 29% Good
- 3% Fair
- 2% Poor
- 2% DK/DNU

DK/DNU = Don’t know or did not use
RECOGNIZING AND ACTING ON ETHICAL PRINCIPLES

- Excellent: 58%
- Good: 31%
- Fair: 6%
- Poor: 2%
- DK/DNU: 3%

DK/DNU = Don’t know or did not use
APPRECIATING RACIAL EQUITY

DK/DNU = Don’t know or did not use
APPRECIATING GENDER EQUITY

63% Excellent
24% Good
7% Fair
4% Poor
2% DK/DNU

DK/DNU = Don’t know or did not use
PERSONAL GROWTH

27% Excellent
67% Good
3% Fair
1% Poor
2% DK/DNU

DK/DNU = Don’t know or did not use
DID YOUR MAJOR INCLUDE A CO-OP, INTERNSHIP, PRACTICUM, STUDENT TEACHING, OR OTHER FIELD EXPERIENCE?

- Yes: 48%
- No: 52%
IF YES TO PREVIOUS QUESTION, HOW WOULD YOU EVALUATE THIS EXPERIENCE IN TERMS OF ITS CONTRIBUTION TO YOUR PERSONAL AND PROFESSIONAL GROWTH?

- 66% Excellent
- 28% Good
- 6% Fair
- (Poor, 0%)
SECTION D: OTHER OFFICES THAT SERVE YOU

BASED ON YOUR LAST TWO YEARS ON THIS CAMPUS, HOW WOULD YOU EVALUATE EACH OF THE FOLLOWING SERVICES?
REGISTRATION PROCESS

Evaluation of service area

- Excellent: 33%
- Good: 14%
- Fair: 3%
- Poor: 4%
- DK/DNU: 4%

Evaluation of staff responsiveness

- Excellent: 35%
- Good: 25%
- Fair: 20%
- Poor: 8%
- DK/DNU: 12%

DK/DNU = Don’t know or did not use
FINANCIAL AID SERVICES, APPLICATION/AWARD PROCESS

Evaluation of service area

- Excellent: 26%
- Good: 34%
- Fair: 14%
- Poor: 4%
- DK/DNU: 14%

Evaluation of staff responsiveness

- Excellent: 8%
- Good: 20%
- Fair: 32%
- Poor: 25%
- DK/DNU: 8%

DK/DNU = Don’t know or did not use
FINANCIAL AID SERVICES, DISBURSEMENT PROCESS

Evaluation of service area

- Excellent: 28%
- Good: 33%
- Fair: 15%
- Poor: 7%
- DK/DNU: 17%

Evaluation of staff responsiveness

- Excellent: 24%
- Good: 22%
- Fair: 14%
- Poor: 12%
- DK/DNU: 28%

DK/DNU = Don’t know or did not use
CAMPUS FOOD SERVICES

Evaluation of service area

Evaluation of staff responsiveness

DK/DNU = Don’t know or did not use
CAMPUS HEALTH SERVICES

Evaluation of service area

- Excellent: 32%
- Good: 25%
- Fair: 28%
- Poor: 4%
- DK/DNU: 11%

Evaluation of staff responsiveness

- Excellent: 40%
- Good: 24%
- Fair: 20%
- Poor: 5%
- DK/DNU: 11%

DK/DNU = Don’t know or did not use
CAMPUS COUNSELING (NOT CAREER) SERVICES

Evaluation of service area

- Excellent: 71%
- Good: 13%
- Fair: 12%
- Poor: 0%
- DK/DNU: 4%

Evaluation of staff responsiveness

- Excellent: 75%
- Good: 15%
- Fair: 7%
- Poor: 3%
- DK/DNU: 0%

DK/DNU = Don’t know or did not use
BUSINESS SERVICES/
CASHIER/STUDENT ACCOUNTS

Evaluation of service area

- Excellent: 31%
- Good: 38%
- Fair: 14%
- Poor: 4%
- DK/DNU: 13%

Evaluation of staff responsiveness

- Excellent: 22%
- Good: 26%
- Fair: 25%
- Poor: 10%
- DK/DNU: 17%

DK/DNU = Don’t know or did not use
CAMPUS RESIDENCE LIFE PROGRAMS FOR STUDENTS LIVING IN UNIVERSITY-OWNED HOUSING

**Evaluation of service area**
- Excellent: 56%
- Good: 13%
- Fair: 25%
- Poor: 4%
- DK/DNU: 2%

**Evaluation of staff responsiveness**
- Excellent: 62%
- Good: 13%
- Fair: 6%
- Poor: 1%
- DK/DNU: 1%

DK/DNU = Don’t know or did not use
OPPORTUNITIES TO PARTICIPATE IN CAMPUS RECREATIONAL AND OTHER EXTRA-CURRICULAR OR CO-CURRICULAR ACTIVITIES

Evaluation of service area

- Excellent: 34%
- Good: 33%
- Fair: 25%
- Poor: 6%
- DK/DNU: 2%

Evaluation of staff responsiveness

- Excellent: 47%
- Good: 21%
- Fair: 23%
- Poor: 3%
- DK/DNU: 6%

DK/DNU = Don’t know or did not use
OPPORTUNITIES TO PARTICIPATE IN COMMUNITY SERVICE PROJECTS

Evaluation of service area

- Excellent: 41%
- Good: 19%
- Fair: 3%
- Poor: 9%
- DK/DNU: 28%

Evaluation of staff responsiveness

- Excellent: 15%
- Good: 18%
- Fair: 11%
- Poor: 2%
- DK/DNU: 54%

DK/DNU = Don’t know or did not use
OPPORTUNITIES TO DEVELOP LEADERSHIP SKILLS

Evaluation of service area

- Excellent: 34%
- Good: 31%
- Fair: 26%
- Poor: 2%
- DK/DNU: 7%

Evaluation of staff responsiveness

- Excellent: 15%
- Good: 48%
- Fair: 26%
- Poor: 3%
- DK/DNU: 8%

DK/DNU = Don’t know or did not use
IF YOU ARE EARNING YOUR DEGREE THROUGH AN OFF-CAMPUS DEGREE PROGRAM, HOW LIKELY IS IT THAT YOU WOULD HAVE OBTAINED THIS DEGREE ON A UNC CAMPUS IS THE OFF-CAMPUS PROGRAM HAD NOT BEEN AVAILABLE?

- Very likely: 25%
- Probably: 44%
- Probably not: 18%
- Not likely: 13%
SECTION E: YOUR CONCLUSIONS

6 QUESTIONS
ALL THINGS CONSIDERED, HOW WOULD YOU CHARACTERIZE THE INTELLECTUAL ENVIRONMENT ON THIS CAMPUS?

- 63% Strong
- 21% Very strong
- 13% Weak
- 3% Very weak
ALL THINGS CONSIDERED, HOW WOULD YOU EVALUATE THE QUALITY OF INSTRUCTION?

In your major?

- Excellent: 6%
- Good: 29%
- Fair: 6%
- Poor: 2%

Overall?

- Excellent: 36%
- Good: 48%
- Fair: 14%
- Poor: 2%
ALL THINGS CONSIDERED, HOW WOULD YOU EVALUATE THE OVERALL EDUCATION THAT YOU ARE RECEIVING AT THIS INSTITUTION?

- Excellent: 47%
- Good: 40%
- Fair: 11%
- Poor: 2%

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WOULD YOU RECOMMEND THIS INSTITUTION TO A FRIEND CONSIDERING COLLEGE?

75% Yes
14% Not sure
11% No
IF YOU COULD START OVER AGAIN, WOULD YOU STILL CHOOSE TO ATTEND THIS INSTITUTION?

- **Yes**: 59%
- **Not sure**: 24%
- **No**: 17%
END OF SURVEY

TO COMPARE WITH PREVIOUS UNCP SENIOR SURVEY RESULTS, GO TO: HTTP://WWW.UNCP.EDU/IE/ASSESSMENT/SENIOR/INDEX.HTM.