Satisfaction with Campus Support Services:
Excerpts from Alumni Survey 2004 and National Survey of Student Engagement 2006

Data from the 2004 Alumni Study:

Satisfaction with Campus Resources

Alumni respondents also rated their level of satisfaction with ten campus support resources. They used a four-point scale to rate their level of satisfaction (*1=very dissatisfied* to *4=very satisfied*); or, they could check a box indicating that they *did not use* a particular service. The table below shows the percentage of alumni who used each service and, of those who used the services, how satisfied they were with them. The figures in bold print indicate the level of satisfaction most often reported for each service.

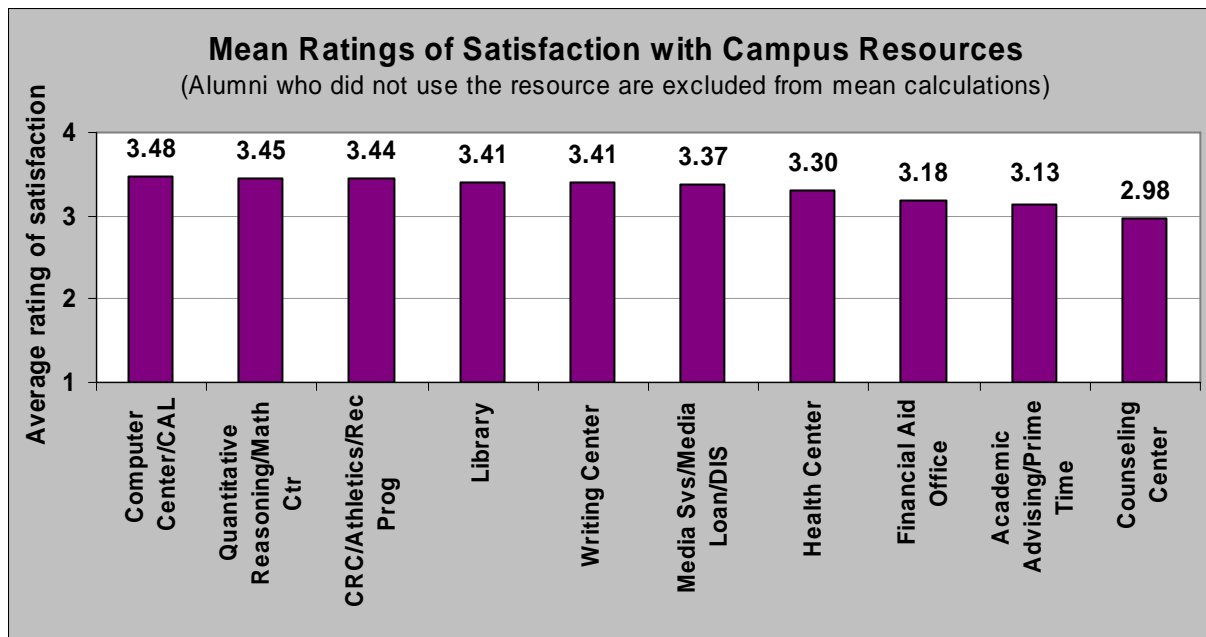| Campus Resources at Evergreen	Used Resource	1= Very Dissatisfied	2= Somewhat Dissatisfied	3= Somewhat satisfied	4= Very satisfied	Missing N
Computer Center/CAL	97%	2.0	6.6	32.9	**58.5**	4
Evergreen Library	93%	1.7	7.6	38.9	**51.7**	4
Academic Advising/Prime Time	71%	6.0	14.2	**40.4**	39.4	6
Financial Aid Office	69%	4.7	11.7	**44.1**	39.4	7
Media Services/Media Loan/DIS	68%	1.4	9.0	40.8	**48.8**	5
CRC/Athletics/Recreation Programs	63%	1.0	3.6	45.4	**50.0**	4
Health Center	56%	5.2	10.3	33.3	**51.1**	4
Writing Center	49%	0.7	9.3	38.4	**51.7**	4
Counseling Center	30%	14.1	13.0	33.7	**39.1**	5
Quantitative Reasoning/Math Center	24%	2.7	6.8	32.9	**57.5**	6

Note: The last column shows the number of alumni who did not rate each service.

The Evergreen Computer Center and Library were the most commonly used resources by this group of alumni.
- Computer Center: 97% used this resource, and of those who used it a total of 91% were satisfied.
- Evergreen Library: 93% used this resource, and of those who used it a total of 91% were satisfied.

For all but two campus resources, the highest percentage of respondents indicated that they were very satisfied with the service. For Academic Advising/Prime Time and the Financial Aid Office, the highest percentage of respondents were somewhat satisfied.

Average satisfaction ratings were computed for each campus resource, excluding the alumni who indicated that they had not used a specific service. Of the alumni who had used a service while they were Evergreen students, the Computer Center received the highest average rating of satisfaction. The Counseling Center was the only resource whose average rating fell slightly below the satisfactory level on the rating scale. The mean scores are presented in the following chart.
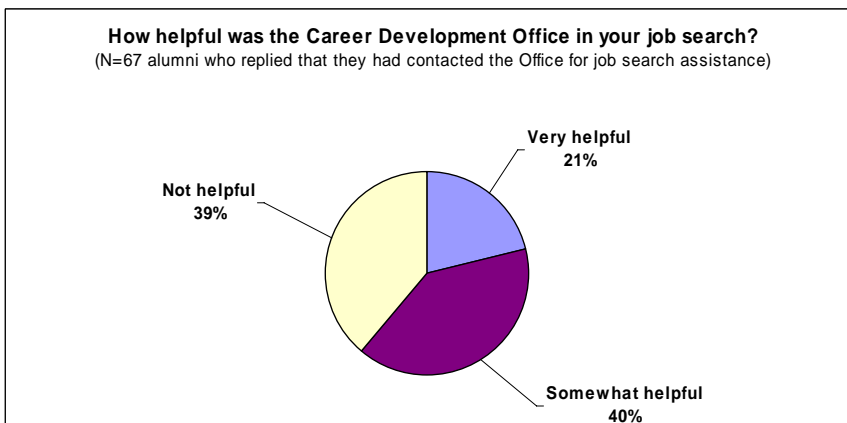
Mean Ratings of Satisfaction with Campus Resources
(Alumni who did not use the resource are excluded from mean calculations)

Resource	Mean
Computer Center/CAL	3.48
Quantitative Reasoning/Math Ctr	3.45
CRC/Athletics/Rec Prog	3.44
Library	3.41
Writing Center	3.41
Media Svs/Media Loan/DIS	3.37
Health Center	3.30
Financial Aid Office	3.18
Academic Advising/Prime Time	3.13
Counseling Center	2.98

Average rating of satisfaction

Note: Satisfaction was rated on a four-point scale where 1=very dissatisfied, 2=somewhat dissatisfied,3=somewhat satisfied, and 4=very satisfied.
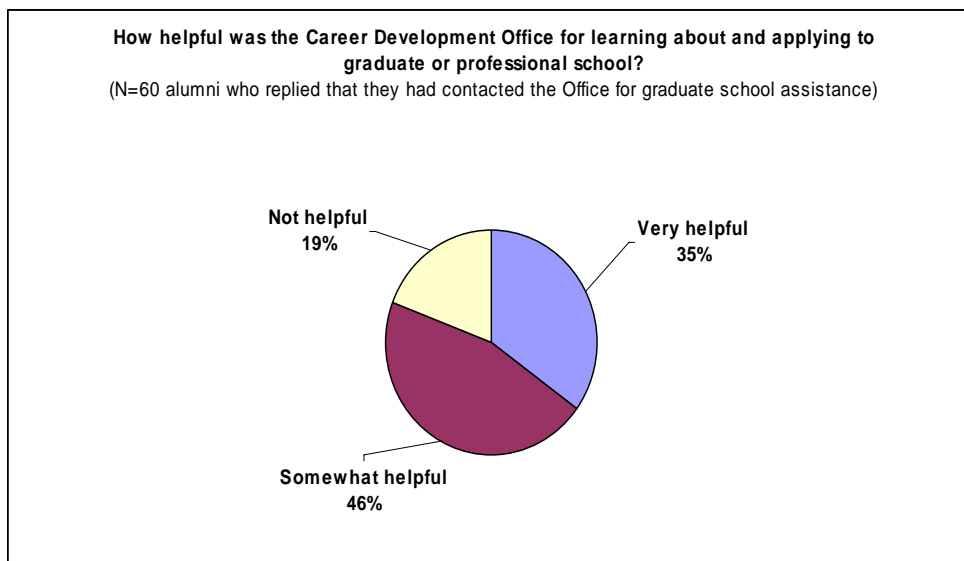
Career Development Office

> "I had very inspiring conversations with career counselors that opened my mind to outrageous and realistic options, which has enhanced my view of my own potential." – *Alum, class of 02-03*

22% of alumni had contacted the Career Development Office for help in finding a job after graduation. 61% of those who contacted Career Development for such assistance found the service to be useful in their job searches.

How helpful was the Career Development Office in your job search?
(N=67 alumni who replied that they had contacted the Office for job search assistance)

- Very helpful 21%
- Not helpful 39%
- Somewhat helpful 40%

Alumni were asked if they had contacted the Career Development Office for help in learning about and/or applying for graduate or professional school. Twenty percent had sought the help of the Career Development Center and, of those alumni, 81% found the Career Development Office to be helpful in their pursuits.

How helpful was the Career Development Office for learning about and applying to graduate or professional school?
(N=60 alumni who replied that they had contacted the Office for graduate school assistance)

Not helpful
19%

Very helpful
35%

Somewhat helpful
46%

Mean comparisons from NSSE 2006:

Section	Variable	Benchmark	Class	TESC	CTCL	Carnegie Peers	NSSE 2006	Difference from comparison groups*
Quality of Relationships	Relationships with administrative personnel and offices	Supportive Campus Environment	FY	4.78	4.96	4.79	4.60	Not significantly different from comparison groups
			SR	4.86	4.69	4.70	4.50	Not significantly different from comparison groups
Institutional Environment	*To what extent does your institution emphasize…* Providing the support you need to help you succeed academically	Supportive Campus Environment	FY	3.09	3.27	3.06	2.99	Significantly **lower** than CTCL
			SR	3.25	3.24	3.02	2.87	Significantly **higher** than Carnegie and NSSE
	Helping you cope with your non-academic responsibilities (work, family, etc.)	Supportive Campus Environment	FY	2.22	2.26	2.21	2.13	Not significantly different from comparison groups
			SR	2.15	2.11	2.00	1.90	Significantly **higher** than NSSE
	Providing the support you need to thrive socially	Supportive Campus Environment	FY	2.27	2.51	2.44	2.37	Significantly **lower** than CTCL
			SR	2.21	2.37	2.22	2.14	Not significantly different from comparison groups
Academic Advising	Overall, how would you evaluate the quality of academic advising you have received at your institution?	N/A	FY	2.89	3.14	2.97	2.94	Significantly **lower** than CTCL
			SR	2.81	3.21	3.00	2.82	Significantly **lower** than CTCL
Satisfaction	How would you evaluate your entire educational experience at this institution?	N/A	FY	3.30	3.38	3.18	3.16	Not significantly different from comparison groups
			SR	3.54	3.48	3.27	3.19	Significantly **higher** than Carnegie and NSSE
	If you could start over again, would you go to the same institution you are now attending?	N/A	FY	3.37	3.27	3.15	3.20	Significantly **higher** than Carnegie
			SR	3.53	3.34	3.21	3.17	Significantly **higher** than all three comparison groups

significant difference at p<.01