

TUSCULUM
C O L L E G E

Noel-Levitz
Traditional Student
Satisfaction Survey
2002-03

TUSCULUM

C O L L E G E

Noel-Levitz Traditional Student Satisfaction Survey Comparison of fall 2001 and fall 2002 Overall Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
1. Most students feel a sense of belonging here.	80.0/83.5	5.9/4.8	71.5/70.0	12.7/12.4
2. The campus staff are caring and helpful.	91.8/90.5	2.2/2.3	79.7/73.1	8.9/12.5
3. Faculty care about me as an individual.	89.2/88.2	2.5/3.8	80.0/74.6	5.7/10.8
4. Admissions staff are knowledgeable.	87.0/88.6	2.9/2.9	74.4/72.7	6.8/9.0
5. Financial aid counselors are helpful.	88.1/90.2	2.5/1.3	72.9/76.3	11.0/9.7
6. My academic advisor is approachable.	89.7/92.1	2.7/1.6	81.1/81.4	8.7/10.0
7. The campus is safe and secure for all students.	89.5/91.2	2.3/1.1	79.6/72.7	7.3/12.9
8. The content of the courses within my major is valuable.	91.2/92.4	1.9/0.6	79.2/79.6	8.4/7.1

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9. A variety of intramural activities are offered.	64.3/66.2	12.9/11.6	68.9/66.9	5.4/6.8
10. Administrators are approachable to students.	88.2/87.8	1.7/2.5	75.8/74.1	7.3/9.9
11. Billing policies are reasonable.	86.2/85.1	1.6/3.3	60.3/51.1	20.6/28.1
12. Financial Aid awards are announced to students in time to be helpful in college planning.	88.9/88.8	2.3/1.6	69.6/64.0	14.2/15.5
13. Library staff are helpful and approachable.	80.5/80.5	3.5/3.8	71.4/68.7	7.8/9.5
14. My academic advisor is concerned about my success as an individual.	89.1/89.1	2.3/2.5	78.3/75.7	7.6/10.4
15. The staff in the health services area are competent.	78.2/78.1	3.1/3.2	64.2/59.6	7.5/8.0
16. The instruction in my major field is excellent.	90.1/90.5	1.4/1.1	77.9/76.2	7.5/7.9

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17. Adequate financial aid is available for most students.	89.4/90.4	2.3/2.0	70.9/67.7	13.5/16.9
18. Library resources and services are adequate.	84.4/87.3	3.1/1.3	56.7/55.3	23.3/24.2
19. My academic advisor helps me set goals to work toward.	84.4/87.1	2.5/2.0	69.3/64.0	12.3/13.0
20. The business office is open during hours which are convenient for most students.	85.5/88.4	3.3/1.8	78.9/77.5	6.4/7.7
21. The amount of student parking space on campus is adequate.	86.6/90.2	5.0/3.1	38.6/18.2	48.2/73.8
22. Counseling staff care about students as individuals.	81.1/84.5	2.1/2.4	59.6/55.0	8.0/14.3
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, phone)	83.8/81.2	1.7/2.9	55.0/52.4	22.2/23.0

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24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	81.0/77.5	4.3/5.8	70.1/64.1	11.0/11.7
25. Faculty are fair and unbiased in their treatment of individual students.	90.4/90.8	1.8/0.9	67.7/64.0	16.0/18.2
26. Computer labs are adequate and accessible.	87.9/86.7	2.1/1.9	69.7/57.4	12.5/23.5
27. The personnel involved in registration are helpful.	88.7/88.9	1.9/1.5	76.5/75.3	7.2/9.3
28. Parking lots are well-lighted and secure.	84.5/87.8	4.8/2.5	64.9/55.5	18.8/29.5
29. It is an enjoyable experience to be a student on this campus.	90.8/89.5	1.0/2.9	71.4/67.9	15.4/17.2
30. Residence hall staff are concerned about me as an individual.	69.2/73.2	5.8/5.7	50.7/45.9	13.2/21.7

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31. Males and females have equal opportunities to participate in intercollegiate athletics.	77.1/76.0	5.5/3.8	72.6/67.3	4.8/5.4
32. Tutoring services are readily available.	84.3/84.6	3.7/1.9	74.5/72.6	4.1/6.0
33. My academic advisor is knowledgeable about requirements in my major.	90.4/89.8	2.0/1.5	77.5/73.0	8.7/11.7
34. I am able to register for classes I need with few conflicts.	91.1/90.7	2.3/1.3	76.3/72.5	8.9/12.7
35. The assessment and course placement procedures are reasonable.	85.5/88.3	1.9/1.7	75.6/69.0	7.4/9.3
36. Security staff respond quickly in emergencies.	86.2/85.9	2.6/1.5	49.7/43.8	24.5/32.9

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37. I feel a sense of pride about my campus.	87.1/85.1	2.9/3.3	72.5/67.6	9.8/14.7
38. There is an adequate selection of food available in the cafeteria.	82.3/81.7	4.1/3.4	33.8/32.8	43.3/46.7
39. I am able to experience intellectual growth here.	89.1/89.8	1.8/2.4	75.6/72.9	10.2/11.6
40. Residence hall regulations are reasonable.	79.0/80.0	2.6/2.8	55.8/39.8	17.8/34.9
41. There is a commitment to academic excellence on this campus.	89.9/90.0	2.1/0.5	73.4/72.0	11.0/13.3
42. There are a sufficient number of weekend activities for students.	77.3/75.0	7.2/5.1	41.7/40.0	31.6/32.2
43. Admissions counselors respond to prospective students' unique needs and requests.	84.1/85.4	1.7/1.7	66.0/63.5	8.0/11.0

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44. Academic support services adequately meet the needs of students.	84.0/84.9	2.6/1.9	71.0/67.2	5.1/8.7
45. Students are made to feel welcome on this campus.	91.2/89.4	1.4/2.4	77.4/73.8	8.1/12.7
46. I can easily get involved in campus organizations.	82.9/81.3	4.2/3.2	74.2/66.7	7.1/12.0
47. Faculty provide timely feedback about students progress in a course.	89.3/89.2	2.1/1.3	79.0/73.6	9.2/10.6
48. Admissions counselors accurately portray the campus in their recruiting practices.	84.0/83.7	3.2/2.1	66.8/61.9	12.3/14.5
49. There are adequate services to help me decide upon a career.	86.7/88.4	3.2/0.7	62.1/60.3	15.8/16.0
50. Class change (drop/add) policies are reasonable.	84.8/87.9	3.8/1.7	69.4/70.7	10.2/13.5

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51. This institution has a good reputation within the community.	86.2/89.6	3.5/2.2	80.7/79.2	5.3/8.5
52. The student center is a comfortable place for students to spend their leisure time.	79.7/78.7	4.5/4.3	67.1/62.0	11.4/13.8
53. Faculty take into consideration student differences as they teach a course.	88.5/88.8	2.5/1.8	70.5/65.9	13.4/16.4
54. Bookstore staff are helpful.	83.3/89.0	3.9/2.7	81.4/84.4	5.3/4.3
55. Major requirements are clear and reasonable.	91.2/90.6	1.6/1.8	81.4/77.4	7.0/10.3
56. The student handbook provides helpful information about campus life.	82.6/86.5	4.8/2.8	76.8/71.9	6.2/9.7
57. I seldom get the “run-around” when seeking information on this campus.	86.3/88.9	2.3/3.0	59.5/57.4	21.1/24.7

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58. The quality of instruction I receive in most of my classes is excellent.	91.0/92.3	1.4/0.7	80.0/79.3	8.6/8.8
59. This institution shows concern for students as individuals.	89.9/91.0	2.1/1.1	79.2/71.8	9.4/11.0
60. I generally know what's happening on campus.	83.1/83.2	4.1/3.5	69.5/66.5	15.2/13.7
61. Adjunct faculty are competent as classroom instructors.	85.3/84.5	2.2/1.5	65.7/61.5	12.2/11.3
62. There is a strong commitment to racial harmony on this campus.	85.2/86.8	2.9/1.3	71.8/71.4	7.5/10.8
63. Student disciplinary procedures are fair.	85.6/86.6	1.7/2.8	63.1/55.4	14.6/25.0
64. New student orientation services help students adjust to college.	83.8/82.5	3.6/2.9	65.6/63.0	10.9/10.9

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65. Faculty are usually available after class and during office hours.	92.8/91.7	1.2/1.1	85.2/81.8	4.3/7.0
66. Tuition paid is a worthwhile investment.	89.3/89.6	2.7/1.5	64.2/57.2	19.5/26.7
67. Freedom of expression is protected on campus.	87.1/87.5	2.7/2.1	69.1/65.5	12.5/16.0
68. Nearly all of the faculty are knowledgeable in their field.	90.2/90.6	1.7/0.9	83.5/78.9	3.7/7.3
69. There is a good variety of courses provided on this campus.	90.7/89.9	1.4/1.1	72.8/68.2	14.6/15.4
70. Graduate teaching assistants are competent as classroom instructors.	74.1/78.4	3.9/1.7	56.6/56.8	7.1/8.1
71. Channels for expressing student complaints are readily available.	84.1/87.4	3.0/1.3	64.0/57.2	13.9/21.9

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72. On the whole, the campus is well-maintained.	89.5/90.8	2.9/0.7	81.5/72.5	6.4/13.1
73. Student activities fees are put to good use.	84.8/84.4	3.0/1.5	59.3/55.0	15.4/20.0
84. Campus demonstrates commitment to part-time students.			56.4/54.0	4.9/8.2
85. Campus demonstrates commitment to Evening students.			51.4/47.9	5.0/8.4
86. Campus demonstrates commitment to Older, returning learner.			61.2/57.9	2.1/7.2
87. Campus demonstrates commitment to under-represented population.			59.2/55.1	5.5/7.3
88. Campus demonstrates commitment to commuters.			65.7/62.5	9.3/14.4

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89. Campus demonstrates commitment to students with disabilities.			53.4/52.5	13.8/14.0
90. Cost	84.7/82.3	8.3/7.9		
91. Financial Aid	90.2/90.9	5.0/3.5		
92. Academic reputation	85.7/88.2	5.5/2.9		
93. Size of institution	75.1/80.5	12.4/8.1		
94. Opportunity to play sports	68.4/62.6	23.2/22.5		
95. Recommendations from family/friends	56.8/60.3	21.4/17.8		
96. Geographic setting	70.2/74.9	12.2/11.1		
97. Campus appearance	80.3/83.5	7.9/5.8		
98. Personalized attention prior to enrollment	81.6/81.0	7.3/8.7		



ESTABLISHED 1794

**Residential College
Noel-Levitz 2001-2002
*Institution Questions**

TABLE 4- ITEM IMPORTANCE AND ITEM SATISFACTION

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important	Percent indicating item is Somewhat Unimportant to Not Important At All	Percent indicating they were Somewhat Satisfied to Very Satisfied	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All
74. Adequate accommodations are available for students with disabilities.	80.5	4.9	51.9	24.8
75. Classroom space provides for a good learning environment.	93.6	0.8	69.3	19.5
76. My social life at Tusculum has been rewarding and satisfying.	86.6	3.6	66.3	18.7
77. The importance of personal values is stressed in my coursework.	87.9	1.6	68.0	10.2
78. The focused calendar (one course at a time) is an asset for learning.	92.6	1.0	83.0	6.4
79. The Civic Arts are an important part of the Tusculum College experience.	76.0	7.6	64.4	10.7

**Residential College
Noel-Levitz 2001-2002
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TABLE 4- ITEM IMPORTANCE AND ITEM SATISFACTION

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80. Library resources are adequate for fulfilling my course requirements.	86.6	2.2	53.7	28.7
81. Participation with faculty members in activities other than coursework (committees, orientation, student life activities, etc.) is very valuable.	87.7	4.1	64.6	9.8
82. The Service-Learning component at Tusculum provides opportunities that are valuable for personal growth.	80.7	4.7	65.8	8.9
83. Faculty and staff reflect the Civic Arts heritage of Tusculum College.	78.5	6.2	63.8	11.1

* **New for 02-03**

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Noel-Levitz
Traditional Student Satisfaction Survey
Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
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1. Most students feel a sense of belonging here.	72.1/80.1	9.3/5.3	65.2/70.4	13.6/11.7
2. The campus staff are caring and helpful.	93.4/90.7	1.6/2.4	81.1/77.5	5.4/6.4
3. Faculty care about me as an individual.	88.0/86.8	1.6/4.4	75.7/74.6	5.4/7.8
4. Admissions staff are knowledgeable.	85.6/87.2	1.7/4.4	74.1/74.6	4.3/7.5
5. Financial aid counselors are helpful.	81.4/88.8	1.6/1.0	68.1/78.4	9.2/5.5
6. My academic advisor is approachable.	86.8/91.6	1.1/1.5	77.8/81.8	7.6/8.4
7. The campus is safe and secure for all students.	87.9/89.7	1.6/1.0	79.2/75.4	7.7/9.9

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8. The content of the courses within my major is valuable.	88.4/91.1	0.6/0.5	67.0/76.1	6.6/4.9
9. A variety of intramural activities are offered.	68.9/68.8	10.9/10.6	64.3/71.7	5.9/7.1
10. Administrators are approachable to students.	85.7/86.8	1.6/4.4	76.2/72.2	4.9/10.2
11. Billing policies are reasonable.	81.9/81.2	1.1/5.6	59.5/56.3	11.9/18.3
12. Financial Aid awards are announced to students in time to be helpful in college planning.	85.8/86.9	2.2/1.5	70.7/68.0	9.2/8.1
13. Library staff are helpful and approachable.	72.7/77.2	3.3/4.5	64.1/74.0	3.8/4.5
14. My academic advisor is concerned about my success as an individual.	89.0/87.3	2.2/2.5	75.0/74.1	9.2/8.5
15. The staff in the health services area are competent.	74.2/78.3	2.2/3.0	58.9/63.1	3.9/5.6

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16. The instruction in my major field is excellent.	82.1/87.6	0.6/0.5	64.4/70.2	2.2/3.9
17. Adequate financial aid is available for most students.	86.8/92.4	1.6/1.0	73.5/72.2	7.0/12.6
18. Library resources and services are adequate.	79.7/87.0	2.7/1.5	63.8/68.0	10.8/10.7
19. My academic advisor helps me set goals to work toward.	82.9/85.6	1.1/2.0	66.7/65.3	12.6/11.6
20. The business office is open during hours which are convenient for most students.	84.7/89.1	2.7/1.5	78.7/76.5	7.1/6.9
21. The amount of student parking space on campus is adequate.	80.8/89.6	6.0/3.0	44.9/23.9	35.7/67.7
22. Counseling staff care about students as individuals.	80.9/83.2	2.2/3.0	60.7/58.3	4.9/10.4
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, phone)	79.1/86.2	0.5/2.6	54.7/57.4	18.8/25.6

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24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	78.6/78.5	3.8/6.0	72.0/70.6	6.6/8.1
25. Faculty are fair and unbiased in their treatment of individual students.	88.5/90.8	1.1/1.9	69.7/70.2	11.4/9.6
26. Computer labs are adequate and accessible.	82.3/85.8	1.7/3.6	62.8/62.1	9.8/20.0
27. The personnel involved in registration are helpful.	86.3/88.1	2.2/1.5	73.0/76.0	5.9/6.5
28. Parking lots are well-lighted and secure.	78.9/84.8	5.0/4.4	61.3/58.3	19.3/25.0
29. It is an enjoyable experience to be a student on this campus.	89.6/89.2	0.5/3.4	70.3/68.3	16.2/16.6
30. Residence hall staff are concerned about me as an individual.	67.2/76.7	4.4/4.8	48.1/53.8	12.7/17.6

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Comparison of fall 2001 and fall 2002 Freshman Responses

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	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
31. Males and females have equal opportunities to participate in intercollegiate athletics.	77.6/79.9	2.7/3.5	68.5/71.2	4.4/5.2
32. Tutoring services are readily available.	84.1/87.6	1.6/1.0	70.7/78.5	2.2/3.8
33. My academic advisor is knowledgeable about requirements in my major.	86.3/87.2	1.1/1.5	73.4/73.7	3.3/7.1
34. I am able to register for classes I need with few conflicts.	87.4/88.2	2.2/0.5	73.1/74.9	2.7/6.4
35. The assessment and course placement procedures are reasonable.	84.2/87.6	1.1/1.5	76.0/70.9	6.0/7.4
36. Security staff respond quickly in emergencies.	78.0/85.4	2.2/2.5	47.0/50.8	17.5/27.8
37. I feel a sense of pride about my campus.	82.5/84.0	3.8/4.4	68.0/69.6	7.2/11.6

**Noel-Levitz
Traditional Student Satisfaction Survey**

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
38. There is an adequate selection of food available in the cafeteria.	77.0/84.8	4.4/4.5	37.9/36.4	39.6/46.5
39. I am able to experience intellectual growth here.	86.3/87.3	2.2/4.4	76.1/74.9	6.5/8.2
40. Residence hall regulations are reasonable.	73.5/83.1	2.8/3.7	63.9/48.7	8.9/31.2
41. There is a commitment to academic excellence on this campus.	89.0/88.3	1.1/0.5	75.1/78.6	4.3/6.8
42. There are a sufficient number of weekend activities for students.	75.4/78.2	4.9/5.2	41.5/43.8	27.9/33.3
43. Admissions counselors respond to prospective students' unique needs and requests.	84.0/85.0	1.1/2.5	59.3/66.7	9.9/8.6
44. Academic support services adequately meet the needs of students.	84.4/87.8	1.7/1.0	69.8/73.1	3.8/6.7

**Noel-Levitz
Traditional Student Satisfaction Survey**

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
45. Students are made to feel welcome on this campus.	89.6/88.7	1.1/3.9	78.8/76.0	5.4/10.1
46. I can easily get involved in campus organizations.	83.6/82.4	3.3/4.4	75.0/68.6	4.3/13.2
47. Faculty provide timely feedback about students progress in a course.	87.9/86.8	2.2/2.5	76.2/72.1	10.8/8.2
48. Admissions counselors accurately portray the campus in their recruiting practices.	81.3/80.2	3.3/4.1	69.6/62.9	7.6/11.3
49. There are adequate services to help me decide upon a career.	81.9/88.1	3.3/0.5	61.2/61.2	10.4/11.2
50. Class change (drop/add) policies are reasonable.	84.1/87.4	1.6/3.0	62.6/74.2	6.0/8.9
51. This institution has a good reputation within the community.	84.1/88.7	3.3/3.4	82.2/82.9	3.2/5.9
52. The student center is a comfortable place for students to spend their leisure time.	78.5/79.0	3.3/5.6	66.9/68.3	7.2/10.6

**Noel-Levitz
Traditional Student Satisfaction Survey**

Section 2

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
53. Faculty take into consideration student differences as they teach a course.	87.4/87.3	1.1/2.0	72.8/70.9	12.5/10.2
54. Bookstore staff are helpful.	80.9/88.2	3.8/2.5	81.0/85.5	5.4/2.9
55. Major requirements are clear and reasonable.	89.6/89.4	1.1/3.0	78.3/77.8	5.4/11.6
56. The student handbook provides helpful information about campus life.	80.7/87.3	4.4/3.0	76.4/76.5	3.8/8.7
57. I seldom get the “run-around” when seeking information on this campus.	82.0/87.6	1.1/3.0	63.7/63.1	11.5/14.8
58. The quality of instruction I receive in most of my classes is excellent.	91.3/90.7	0.0/1.0	78.9/83.2	6.5/5.8
59. This institution shows concern for students as individuals.	86.9/91.7	1.1/1.0	80.0/78.3	4.9/5.8

**Noel-Levitz
Traditional Student Satisfaction Survey**

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
60. I generally know what's happening on campus.	81.8/82.9	3.3/4.0	69.2/67.0	12.6/13.1
61. Adjunct faculty are competent as classroom instructors.	79.1/83.9	1.1/1.6	67.6/68.8	4.4/5.4
62. There is a strong commitment to racial harmony on this campus.	85.2/88.6	2.2/1.5	72.7/76.8	5.5/6.4
63. Student disciplinary procedures are fair.	81.8/87.9	1.1/4.0	66.9/58.0	5.5/22.8
64. New student orientation services help students adjust to college.	85.4/84.0	2.8/3.5	69.1/68.7	8.8/10.9
65. Faculty are usually available after class and during office hours.	91.2/91.7	0.5/1.0	84.7/86.0	3.8/6.3
66. Tuition paid is a worthwhile investment.	89.0/89.5	0.5/2.0	71.0/65.5	8.7/19.5

**Noel-Levitz
Traditional Student Satisfaction Survey**

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
67. Freedom of expression is protected on campus.	87.4/88.4	0.5/3.0	73.3/73.7	6.7/11.1
68. Nearly all of the faculty are knowledgeable in their field.	90.1/90.0	0.6/1.5	81.4/83.3	2.7/3.9
69. There is a good variety of courses provided on this campus.	87.9/90.7	1.6/1.0	74.9/74.8	8.2/10.7
70. Graduate teaching assistants are competent as classroom instructors.	72.4/80.5	1.7/0.6	57.5/63.4	4.4/5.9
71. Channels for expressing student complaints are readily available.	80.8/85.9	2.2/1.5	65.0/60.0	7.7/16.4
72. On the whole, the campus is well-maintained.	88.4/92.2	1.7/1.0	80.2/77.5	4.4/10.3
73. Student activities fees are put to good use.	82.3/84.5	1.7/2.1	60.6/61.1	7.8/14.7
84. Campus demonstrates commitment to part-time students.			48.3/55.7	1.1/5.7

**Noel-Levitz
Traditional Student Satisfaction Survey**

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
85. Campus demonstrates commitment to Evening students.			42.9/49.0	1.7/5.8
86. Campus demonstrates commitment to Older, returning learner.			46.9/58.8	1.1/3.8
87. Campus demonstrates commitment to under-represented population.			49.7/58.3	3.4/4.3
88. Campus demonstrates commitment to commuters.			59.7/69.7	5.1/4.0
89. Campus demonstrates commitment to students with disabilities.			50.3/59.3	4.6/6.6
90. Cost	80.8/85.1	9.0/6.0		
91. Financial Aid	85.2/90.9	5.7/4.5		
92. Academic reputation	82.5/89.7	5.1/1.5		

**Noel-Levitz
Traditional Student Satisfaction Survey**

Comparison of fall 2001 and fall 2002 Freshman Responses

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important (fall 01 / fall 02)	Percent indicating item is Somewhat Unimportant to Not Important At All (fall 01 / fall 02)	Percent indicating they were Somewhat Satisfied to Very Satisfied (fall 01 / fall 02)	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All (fall 01 / fall 02)
93. Size of institution	74.0/84.2	11.9/6.9		
94. Opportunity to play sports	66.9/70.2	18.3/18.2		
95. Recommendations from family/friends	59.3/59.9	16.4/17.8		
96. Geographic setting	72.3/74.5	8.5/10.5		
97. Campus appearance	80.8/85.6	6.8/5.9		
98. Personalized attention prior to enrollment	80.8/83.7	8.5/5.4		



ESTABLISHED 1794

**Residential College
Noel-Levitz 2002-2003
*Institution Questions**

Freshman

TABLE 4- ITEM IMPORTANCE AND ITEM SATISFACTION

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important	Percent indicating item is Somewhat Unimportant to Not Important At All	Percent indicating they were Somewhat Satisfied to Very Satisfied	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All
74. Adequate accommodations are available for students with disabilities.	80.8	4.5	59.2	15.0
75. Classroom space provides for a good learning environment.	94.1	0.0	84.7	5.3
76. My social life at Tusculum has been rewarding and satisfying.	89.8	3.2	72.9	15.4
77. The importance of personal values is stressed in my coursework.	88.1	1.1	73.3	3.2
78. The focused calendar (one course at a time) is an asset for learning.	91.4	1.1	85.2	2.1
79. The Civic Arts are an important part of the Tusculum College experience.	79.2	4.9	72.1	3.8

**Residential College
Noel-Levitz 2002-2003
*Institution Questions**

Freshman

TABLE 4- ITEM IMPORTANCE AND ITEM SATISFACTION

Indicate Importance and Satisfaction level with the following:	Importance		Satisfaction	
	Percent indicating item is Somewhat Important to Very Important	Percent indicating item is Somewhat Unimportant to Not Important At All	Percent indicating they were Somewhat Satisfied to Very Satisfied	Percent indicating they were Somewhat Dissatisfied to Not Satisfied At All
80. Library resources are adequate for fulfilling my course requirements.	85.4	2.3	68.0	14.2
81. Participation with faculty members in activities other than coursework (committees, orientation, student life activities, etc.) is very valuable.	84.0	2.9	70.3	4.7
82. The Service-Learning component at Tusculum provides opportunities that are valuable for personal growth.	86.1	1.7	73.9	3.4
83. Faculty and staff reflect the Civic Arts heritage of Tusculum College.	83.8	4.9	72.6	6.5

* **New for 02-03**

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TUSCULUM C O L L E G E

Noel-Levitz Traditional Student Satisfaction Survey

**Survey items indicating statistically significant satisfaction decreases
fall 2001 to fall 2002**

TABLE 1 ($\alpha = 0.05$)

**Survey
Item**

- 2 The campus staff are caring and helpful
- 3 Faculty care about me as an individual
- 14 My academic advisor is concerned about my success as an individual
- 20 The business office is open during hours which are convenient for most students.
- 22 Counseling staff care about students as individuals
- 33 My academic advisor is knowledgeable about requirements in my major
- 37 I feel a sense of pride about my campus
- 48 Admissions counselors accurately portray the campus in their recruiting practices
- 59 This institution shows concern for students as individuals
- 65 Faculty are usually available after class and during office hours
- 66 Tuition paid is a worthwhile investment

TABLE 2 ($\alpha = 0.01$)

**Survey
Item**

- 11 Billing Policies are reasonable
- 34 I am able to register for classes I need with few conflicts
- 36 Security staff respond quickly in emergencies
- 45 Students are made to feel welcome on this campus
- 46 I can easily get involved in campus activities
- 71 Channels for expressing student complaints are readily available

TABLE 3 (= 0.001)

**Survey
Item**

- 7 The campus is safe and secure for all students
- 21 The amount of student parking space on campus is adequate
- 26 Computer labs are adequate and accessible
- 28 Parking lots are well-lighted and secure
- 30 Residence hall staff are concerned about me as an individual
- 40 Residence hall regulations are reasonable
- 63 Student disciplinary procedures are fair
- 72 On the whole, the campus is well maintained

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Noel-Levitz
Traditional Student Satisfaction Survey
Comparison of fall 2001 and fall 2002 Responses

(Percent of Students Responding)

Q99. So far, how has your college experience met your expectations?

	All Students 2001-02	All Students 2002-03	Freshmen 2001-02	Freshmen 2002-03
1. Much worse than I expected	3.4	4.2	1.7	3.4
2. Quite a bit worse than I expected	1.7	3.6	2.8	4.4
3. Worse than I expected	13.2	15.6	15.7	16.7
4. About what I expected	37.9	38.0	36.5	37.4
5. Better than I expected	24.0	22.4	23.6	20.7
6. Quite a bit better than I expected	11.7	8.4	11.8	9.4
7. Much better than I expected	8.1	7.8	7.9	7.9

Q100. Rate your overall satisfaction with your experiences here thus far.

	All Students 2001-02	All Students 2002-03	Freshmen 2001-02	Freshmen 2002-03
1. Not satisfied at all	3.8	3.8	2.2	3.4
2. Not very satisfied	3.6	5.3	5.6	4.4
3. Somewhat dissatisfied	10.0	10.4	10.1	9.9
4. Neutral	13.2	13.8	13.5	17.2
5. Somewhat satisfied	17.0	20.9	19.1	20.7
6. Satisfied	37.8	33.2	35.4	32.5
7. Very Satisfied	14.6	12.6	14.0	11.8

Noel-Levitz
Traditional Student Satisfaction Survey
Comparison of fall 2002 and fall 2003 Responses

(Percent of Students Responding)

Q101. All in all, if you had it to do over again, would you enroll here?

	All Students 2001-02	All Students 2002-03	Freshmen 2001-02	Freshmen 2002-03
1. Definitely not	7.2	7.1	8.4	5.0
2. Probably not	9.5	11.1	10.6	11.4
3. Maybe not	5.1	8.0	3.4	7.4
4. I don't know	13.3	13.3	14.0	16.3
5. Maybe yes	11.7	8.8	11.7	8.9
6. Probably yes	28.2	29.0	27.4	28.7
7. Definitely yes	25.0	22.6	24.6	22.3

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