

Texas Lutheran University
May 2009 Graduating Senior Survey Report
Table of Contents

Section	Page Number
Abstract	1
Background and Methodology	1
Results	
Demographics	2
Satisfaction and Importance of Student Services	3
TLU Strengths	4
Areas of Needed Improvement	5
Contact Information and Post Graduation Plans	6
IGG Attainment	7
Net Promoter's Score	8
Memorable TLU Course and Experience	8
Summary and Conclusions	9
Appendix	
Majors and Degrees	10
Satisfaction and Importance of Student Services	11
TLU Strengths	17
Areas of Needed Improvement	18
Post Graduation Plans	19
IGG Attainment	21
Net Promoter's Score	21
Survey Instrument	22

Texas Lutheran University

May 2009 Graduating Senior Survey Results

Abstract

In April 2009, TLU administered the third annual graduating senior survey. This report describes the results of that survey and offers some comparisons of interest to the prior year's results. The goal of the survey is to collect student satisfaction of services and new for 2009, the level of importance of those services to our students. The survey is also used to indirectly measure student achievement of the Institutional Goals for Graduates (IGGs), to gather post graduation plans and contact information of graduating seniors, and measure the overall perceived level of student satisfaction with the TLU college experience. TLU will use the data collected to evaluate and improve the quality of student services and educational experience.

Background and Methodology

The SACS reaccreditation process, the increasing pressure to provide accountability data to external constituents, and more recently, the Higher Education Reauthorization Act provided the impetus to gather information from our graduating seniors. In May 2007 Dr. Maria Avalos, Associate Dean of Student Life and Learning, administered the first graduating senior survey. In May 2008, Institutional Research took over the task and revised the survey based on advice and input from the Planning and Institutional Research Committee. The results of the 2008 survey informed the revisions to the May 2009 version.

Specific changes to the May 2009 survey include fewer narrative questions, the inclusion of importance ratings with the satisfaction of services, and an expanded set of questions regarding employment and graduate school plans. Dr. Tiffany Sia graciously provided guidance and suggestions with these revisions.

The survey process was very similar to that of 2008 and the help of the TLU IT department was invaluable. Unfortunately, a technical issue on the first day that the survey was opened to students may have resulted in a lower response rate. In addition, non-responsive students were not called during the week of graduation but email reminders were sent weekly. While these two factors resulted in a lower response rate than that of the previous years, the number of responses was ample for the purpose of this analysis. We originally invited 178 seniors to participate in the survey based on a prospective graduate list generated in early April. 134 seniors participated in the survey for a 75% response rate.

Results

The analysis that follows is comprised of percentage responses to the survey questions. For each question, summary data is provided below and the full results are in the appendix. Comparison data to the May 2008 survey is provided for selected items.

Demographics

While the table below indicates that the May 2009 survey respondents are similar to that of the TLU student population, it also shows the increasing diversity of the student body within the lower classmen. As our incoming student diversity increases, the ethnicity differences between the senior class as compared to the whole student population will also increase.

	May 2009 Survey Respondents	May 2009 TLU Student Population
Gender		
Male	37%	47%
Female	63%	53%
Ethnicity		
White	73%	65%
Non-White	27%	33%
Unknown	0%	2%

The distribution of majors among the respondents is somewhat different from those in May 2008. Below are the top ten majors of the May 2009 respondents compared to the percent of May 2008 respondents with the same majors. Please see the May 2008 report for full results of that year.

	May 2009 Survey Respondents	May 2008 Survey Respondents
Business Admin	31%	26%
Biology	11%	13%
Kinesiology	10%	10%
Multidisciplinary Studies	7%	5%
Psychology	7%	10%
Theology	5%	2%
Communications	4%	4%
Physics	4%	3%
History	3%	5%
Political Science	3%	3%

Satisfaction and Importance of Student Services

The first survey question asked students to rate their level of satisfaction and importance with various TLU services and products.

Please indicate your level of **satisfaction** and **importance** for the services listed using the following scale:

Satisfaction

5 = Very satisfied
4 = Satisfied
3 = Neutral
2 = Dissatisfied
1 = Not at all satisfied
DNK = Do not know

Importance

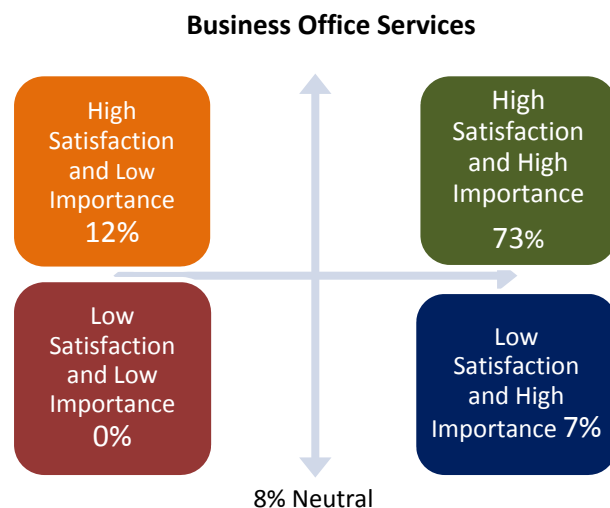
5 = Very important
4 = Important
3 = Neutral
2 = Unimportant
1 = Not at all important
DNK = Do not know

The results shown below are the sums of the two positive responses. The first table is sorted by highest level of satisfaction, and the second is sorted by highest level of importance.

Sorted by Satisfaction	Satisfaction % of Positive Responses	Importance % of Positive Responses
Services	Very Satisfied and Satisfied	Very Important and Important
Registration services	85%	82%
Admissions services	83%	70%
Business office services	82%	72%
Diversity of courses in your major	79%	88%
Academic advising	77%	86%
Financial aid office	75%	79%
Bookstore	69%	67%
Library facilities	69%	84%
Availability of courses in your major	67%	88%
Computer facilities	64%	85%
Academic support services	62%	65%
Computer services	62%	81%
Lucky's Snack Bar food quality	56%	72%
Cultural events on campus	53%	52%
Student health services	49%	63%
Career development services	43%	71%
Laboratory facilities	43%	47%
Student housing services	41%	68%
Counseling services	39%	47%
Laboratory equipment	35%	45%
Hein Dining food quality	25%	69%

Sorted by Importance	Satisfaction % of Positive Responses	Importance % of Positive Responses
Services	Very Satisfied and Satisfied	Very Important and Important
Availability of courses in your major	67%	88%
Diversity of courses in your major	79%	88%
Academic advising	77%	86%
Computer facilities	64%	85%
Library facilities	69%	84%
Registration services	85%	82%
Computer services	62%	81%
Financial aid office	75%	79%
Business office services	82%	72%
Lucky's Snack Bar food quality	56%	72%
Career development services	43%	71%
Admissions services	83%	70%
Hein Dining food quality	25%	69%
Student housing services	41%	68%
Bookstore	69%	67%
Academic support services	62%	65%
Student health services	49%	63%
Cultural events on campus	53%	52%
Counseling services	39%	47%
Laboratory facilities	43%	47%
Laboratory equipment	35%	45%

Ideally, both of the tables would be roughly the same. For example, we would want all of the services that are most important to students to also be the ones they are most satisfied with. This data may also serve as a guide in the reallocation of resources to better serve our students by looking at those areas where importance is significantly higher than satisfaction. In order to look at each service in terms of their paired responses to satisfaction and importance, IR categorized each response for each service or product as being high satisfaction and high importance, high satisfaction and low importance, low satisfaction and high importance, or low satisfaction and low importance. In order to be considered as a high level, the response had to be one of the two positive choices (very satisfied, satisfied, very important, and important). Neutral responses were grouped with the low ratings except where both satisfaction and importance were rated neutral, in which case it was categorized as neutral. Below is an example of those results. A chart for each service and product is in the appendix. In addition, the appendix lists the percent responses for each service across all response choices and a comparison table of the top five services with the most positive responses to those of 2008.



TLU Strengths

Question #2 asked students about TLU's strengths. In 2008 this question was open-ended. For the 2009 survey we asked students to choose strengths from a list. The choices came from the 2008 responses to this question and selected high impact activities.

Please check all of the choices below that are TLU's strengths:

- ☐ Average class sizes of less than 30 students
- ☐ Caring and knowledgeable faculty
- ☐ Quality of education
- ☐ First year experience
- ☐ Opportunity to do research
- ☐ Capstone course learning experience
- ☐ Study abroad opportunities
- ☐ Other, please describe _____

TLU Strengths	# of Responses	% of Responses
Average class size of less than 30	124	93%
Caring and knowledgeable faculty	115	86%
Quality of education	113	84%
Study abroad opportunities	44	51%
Capstone course learning experience	49	46%
Opportunity to do research	62	37%
First year experience	68	33%

As is shown in the table above, the top TLU strengths, as perceived by our seniors, are small class sizes, our faculty, and the quality of the education received. These were the same top responses in the 2008 administration of the survey. Another strength mentioned as “other” strength was student organizations and activities (3 responses). See the appendix for all of the narrative responses.

Areas of Needed Improvement

Question number 3 asked students about the areas that TLU needs to improve. Like the strengths question, this one was a narrative response in 2008. In the 2009 revision to the survey IR used the top responses from 2008 as the 2009 choices with the addition of selected high impact activities.

Please check all of the choices below that you believe are areas that TLU needs to improve:

- ☐ Quality of housing
- ☐ Quality of Hein Dining food
- ☐ Campus social events
- ☐ Opportunities for internships
- ☐ Service learning
- ☐ Opportunities to volunteer
- ☐ Opportunities to work with faculty and other students on projects and assignments
- ☐ Other, please describe _____

Needs Improvement	# of Responses	% of Responses
Quality of housing	74	55%
Hein Dining food	71	53%
Social events	54	40%
Opportunities for internships	65	49%
Service learning	25	19%
Opportunities to volunteer	31	23%
Opportunities to work with faculty/students	31	23%

There were several unique narrative responses as “other” areas that need improvement but the one with the most responses was career development and job placement with 5 responses. See the appendix for all responses.

Contact Information and Post Graduation Plans

At the beginning of the survey we asked students for their name, an address where they can be reached after graduation, a post TLU email address, and a phone number. The contact information we collect in this survey is essential for Alumni Relations to cultivate and maintain the alumni relationship. In question 4 the survey asks seniors for their work and graduate school status.

Please check the boxes and answer the questions below to indicate your post graduation plans.

Employment:

I will be working at

Will you be using the skills and knowledge acquired at TLU? Y/N

Graduate/Professional School:

I have applied at (which schools)

I have been accepted at (which schools)

I will attend (which school) to get a (what kind) degree in discipline/area

Other Post Graduation Plans:

Instead of pursuing employment or graduate school, I plan to (describe)

The 2008 version of this question did not yield the results that we intended so the question was revised substantially. The majority of identified employers were schools and accounting firms. Since these areas account for a large portion of our graduates, it is not surprising that they are also employed there.

- Of the 134 respondents, 85 or 63% indicated that they would be using the skills and knowledge acquired at TLU in the jobs.
- 48 of the 134 respondents, 36%, had jobs in May 2009
- Of those that had jobs, 7 or 15 % had also been accepted to and intended to attend graduate school
- Of the 134 respondents, 24 or 18% had been accepted to and intended to attend graduate school
- 31 of the 134, or 23% of respondents had applied to at least one graduate school by May 2009
- In total, 49% or 65 of the 134 respondents, had jobs and/or were accepted and intended to attend graduate school in May 2009.

See the appendix for employers mentioned and graduate schools applied to and accepted to.

IGG Attainment

The next survey question asked:

To what degree has TLU helped you to achieve the following Institutional Goals for Graduates?

5 = Very Strongly

4 = Strongly

3 = Adequately

2 = Poorly

1 = Very poorly

Shown here is a comparison of the positive responses from May 2008 and May 2009.

IGGs	May 2008 Very Strongly and Strongly	May 2009 Very Strongly and Strongly
Breadth of knowledge	72%	78%
Depth of knowledge	78%	85%
Understanding of the Christian faith	57%	49%
Awareness and respect for diverse religions, etc.	64%	68%
Write clearly & coherently, read with comprehension	80%	81%
Use basic math skills	69%	64%
Problem solving	80%	80%
Think critically	87%	88%
Commitment to active community service	57%	51%
Integrated ethical perspective and sense of moral purpose	69%	71%
Physical and psychological health and well-being	67%	62%
Will to pursue continued growth	78%	73%

These results indicate that we must become more intentional about delivering educational and co-curricular experiences that are directly related to the IGGs, ensure that students have a clear understanding of what the IGGs mean, and help them to discover how attainment of these goals will enrich their lives. When the underclassmen that are now using the new Comprehensive Education Plan (CEP) become graduating seniors and participate in this survey, it will be interesting to see how these results change and improve. Full results on IGG attainment are reported in the appendix.

Net Promoter's Score

A net promoter score is a measurement of customer loyalty to a firm, or in our case, a student's loyalty to TLU. Question 6 in the survey asked:

How likely are you to recommend TLU to a perspective student? Choose one answer only.

- ☐ Very Likely
- ☐ Likely
- ☐ Neutral
- ☐ Unlikely
- ☐ Not at all likely

The results were very similar to those of May 2008.

	May 2008	May 2009
Very Likely	59%	56%
Likely	29%	28%
Neutral	9%	10%
Unlikely	2%	2%
Very Unlikely	1%	1%
No Response	0%	3%

A table with the frequency distribution of all responses can be found in the appendix.

Memorable TLU Course and TLU Experience

The last two questions of the survey were both open ended to allow students to comment on their most memorable courses and experiences at TLU.

What was your most memorable course at TLU?

What was your most memorable TLU experience?

The responses to the most memorable course question almost always referred to a specific TLU faculty member. Students named more than a dozen individual faculty members and many of them were mentioned by more than one student. The courses enumerated varied widely. Each respondent seemed to have his or her favorite. It is clear to me that TLU faculty members play one of, if not the single most important role in our students' TLU experience.

Reading the responses to our students' most memorable TLU experience is both enlightening and amusing. My personal favorite is that of a student who acquired the nickname of "boom-boom" after a chemistry accident. The topics cover virtually the full range of activities that are associated with college life: sports, social happenings, friends, personal growth, study abroad, etc. As these responses indicate, our students are living a full and rich college life. The text

responses for both of these questions are not provided in the appendix due to the length but are available as separate documents upon request.

Summary and Conclusions

How can we utilize the data we have gathered through the administration of the graduating senior surveys to improve student learning and services? One of the ways that this data can be used is as a springboard for community wide discussions on improving student learning and service satisfaction. Additional questions that we can pursue as a community of faith and learning are listed below and are only a starting point of ideas and topics. Reflection and study are sure to generate more.

- What concrete, specific actions can we take to help our students attain the IGGs, specifically those that our students have consistently rated as having not acquired?
- How can we balance our resources to enhance student learning while maintaining a high level of service satisfaction?
- How can the results be used to inform the current discussions on revising our general education curriculum?
- What additional data do we need to collect?

Appendix

Majors

	May 2009 Survey Respondents	May 2008 Survey Respondents
Business Admin	31%	26%
Biology	11%	13%
Kinesiology	10%	10%
Multidisciplinary Studies	7%	5%
Psychology	7%	10%
Theology	5%	2%
Communications	4%	4%
Physics	4%	3%
History	3%	5%
Political Science	3%	3%
Sociology	3%	1%
English	2%	3%
Visual Media	1%	2%
Athletic Training	1%	1%
Chemistry	1%	5%
Computer Science	1%	1%
Dramatic Media	1%	3%
Economics	1%	0%
Math	1%	1%
Music	1%	3%
Applied Science	0%	0%

Major	BA	BB	BA/BS	BS/BS	BA/BA	BA/BBA	BS/BBA	BS	Grand Total
ART	1%								1%
ATH								1%	1%
BIO	4%		1%	1%	1%			4%	11%
BUS		22%				1%	7%		31%
CHEM								1%	1%
COM	5%								5%
CSCI								1%	1%
DRAM	1%								1%
ECON					1%				1%
EDMA	1%								1%
ENG	1%				1%				2%
HIST	3%								3%
KIN	2%							7%	10%
MATH	1%								1%
MDST	6%				1%				7%
MUS	1%								1%
PHYS	4%								4%
POLS	3%								3%
PSY	6%							1%	7%
SOC	3%								3%
THEO	5%								5%
Grand Total	49%	22%	1%	1%	3%	1%	7%	16%	100%

Satisfaction and Importance of Services

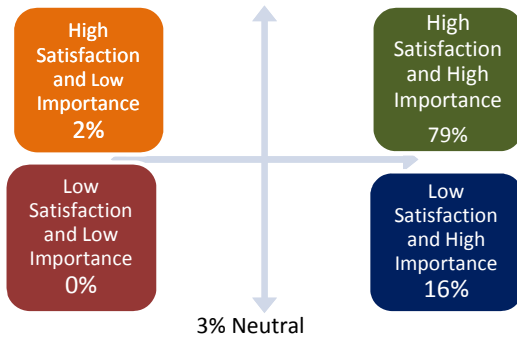
All Satisfaction Responses

Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Not at all Satisfied	Do Not Know	No Response
Diversity of courses in your major	Count	35	71	18	6	2	0	2
	Percent	26%	53%	13%	4%	1%	0%	1%
Availability of courses in your major	Count	28	61	25	16	2	0	2
	Percent	21%	46%	19%	12%	1%	0%	1%
Cultural events on campus	Count	17	53	50	8	1	3	2
	Percent	13%	40%	37%	6%	1%	2%	1%
Laboratory facilities	Count	13	44	44	7	0	23	3
	Percent	10%	33%	33%	5%	0%	17%	2%
Laboratory equipment	Count	11	36	50	9	1	23	4
	Percent	8%	27%	37%	7%	1%	17%	3%
Library facilities	Count	31	61	25	14	0	1	2
	Percent	23%	46%	19%	10%	0%	1%	1%
Computer facilities	Count	24	62	17	21	6	0	4
	Percent	18%	46%	13%	16%	4%	0%	3%
Computer services	Count	26	57	40	7	1	1	2
	Percent	19%	43%	30%	5%	1%	1%	1%
Academic support services	Count	27	56	27	6	2	13	3
	Percent	20%	42%	20%	4%	1%	10%	2%
Academic advising	Count	54	49	16	10	1	1	3
	Percent	40%	37%	12%	7%	1%	1%	2%
Career development services	Count	16	41	37	14	9	15	2
	Percent	12%	31%	28%	10%	7%	11%	1%
Student housing services	Count	13	42	38	22	4	12	3
	Percent	10%	31%	28%	16%	3%	9%	2%
Financial aid office	Count	39	61	17	7	1	5	4
	Percent	29%	46%	13%	5%	1%	4%	3%
Student health services	Count	22	44	34	8	1	22	3
	Percent	16%	33%	25%	6%	1%	16%	2%
Counseling services	Count	23	29	34	3	1	40	4
	Percent	17%	22%	25%	2%	1%	30%	3%
Business office services	Count	29	81	16	3	0	1	4
	Percent	22%	60%	12%	2%	0%	1%	3%
Registration services	Count	33	80	15	3	0	0	3
	Percent	25%	60%	11%	2%	0%	0%	2%
Admissions services	Count	32	79	13	2	2	3	3
	Percent	24%	59%	10%	1%	1%	2%	2%
Hein Dining food quality	Count	7	27	46	29	10	11	4
	Percent	5%	20%	34%	22%	7%	8%	3%
Lucky's Snack Bar food quality	Count	9	66	35	18	1	2	3
	Percent	7%	49%	26%	13%	1%	1%	2%
Bookstore	Count	25	67	31	5	3	0	3
	Percent	19%	50%	23%	4%	2%	0%	2%

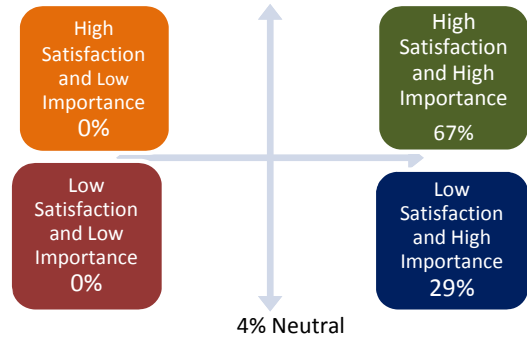
All Importance Responses

Services		Very Important	Important	Neutral	Unimportant	Not at all Important	Do Not Know	No Response
Diversity of courses in your major	Count	69	49	6	0	0	0	10
	Percent	51%	37%	4%	0%	0%	0%	7%
Availability of courses in your major	Count	82	36	5	0	0	0	11
	Percent	61%	27%	4%	0%	0%	0%	8%
Cultural events on campus	Count	29	40	42	6	3	3	11
	Percent	22%	30%	31%	4%	2%	2%	8%
Laboratory facilities	Count	36	27	35	5	4	16	11
	Percent	27%	20%	26%	4%	3%	12%	8%
Laboratory equipment	Count	35	26	39	4	4	17	9
	Percent	26%	19%	29%	3%	3%	13%	7%
Library facilities	Count	75	38	10	0	0	1	10
	Percent	56%	28%	7%	0%	0%	1%	7%
Computer facilities	Count	77	37	8	0	0	0	12
	Percent	57%	28%	6%	0%	0%	0%	9%
Computer services	Count	63	45	16	0	0	0	10
	Percent	47%	34%	12%	0%	0%	0%	7%
Academic support services	Count	52	35	26	4	0	6	11
	Percent	39%	26%	19%	3%	0%	4%	8%
Academic advising	Count	92	23	5	0	2	1	11
	Percent	69%	17%	4%	0%	1%	1%	8%
Career development services	Count	56	39	20	2	1	6	10
	Percent	42%	29%	15%	1%	1%	4%	7%
Student housing services	Count	84	22	10	1	0	4	13
	Percent	63%	16%	7%	1%	0%	3%	10%
Financial aid office	Count	84	22	10	1	0	4	13
	Percent	63%	16%	7%	1%	0%	3%	10%
Student health services	Count	43	42	22	1	0	14	12
	Percent	32%	31%	16%	1%	0%	10%	9%
Counseling services	Count	31	32	29	3	0	26	13
	Percent	23%	24%	22%	2%	0%	19%	10%
Business office services	Count	45	51	24	0	0	2	12
	Percent	34%	38%	18%	0%	0%	1%	9%
Registration services	Count	63	47	11	0	0	1	12
	Percent	47%	35%	8%	0%	0%	1%	9%
Admissions services	Count	48	45	26	0	0	1	14
	Percent	36%	34%	19%	0%	0%	1%	10%
Hein Dining food quality	Count	44	48	21	3	0	6	12
	Percent	33%	36%	16%	2%	0%	4%	9%
Lucky's Snack Bar food quality	Count	43	54	21	3	0	1	12
	Percent	32%	40%	16%	2%	0%	1%	9%
Bookstore	Count	36	53	29	4	0	0	12
	Percent	27%	40%	22%	3%	0%	0%	9%

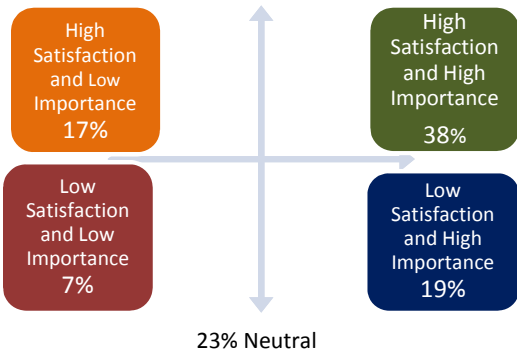
Diversity of Courses in Major



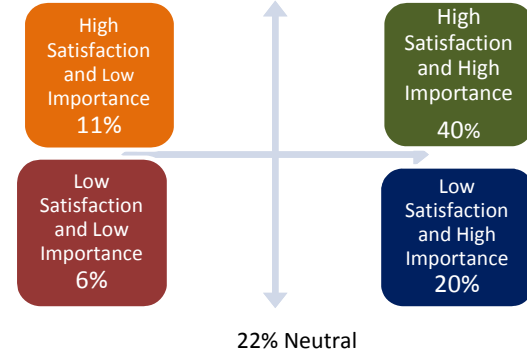
Availability of Courses in Major



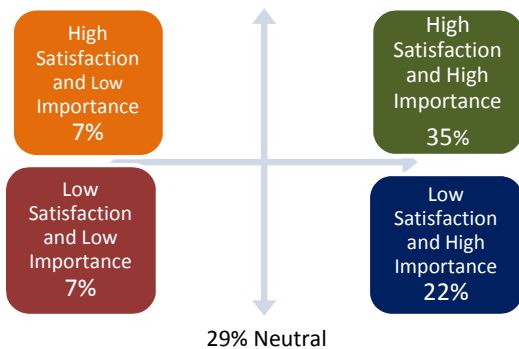
Cultural Events



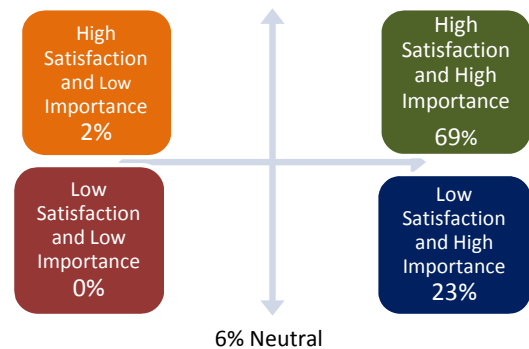
Laboratory Facilities



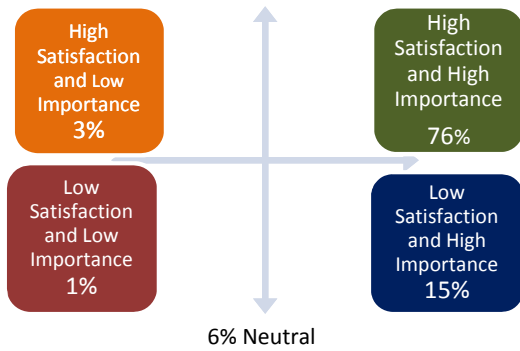
Laboratory Equipment



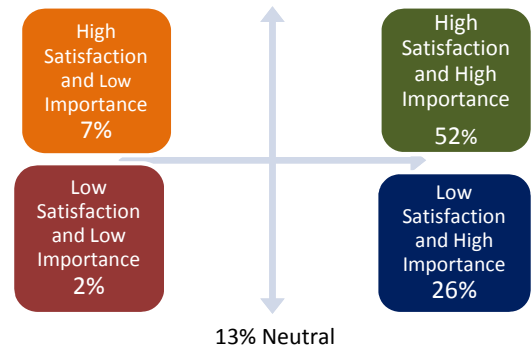
Library Facilities



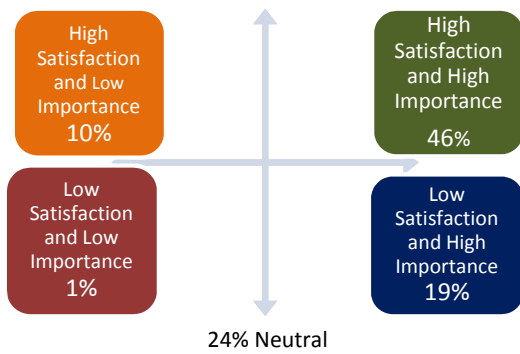
Financial Aid Office



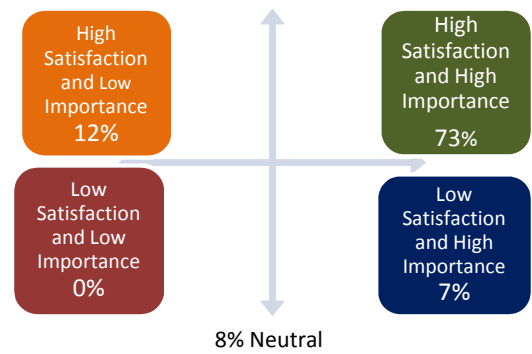
Student Health Services



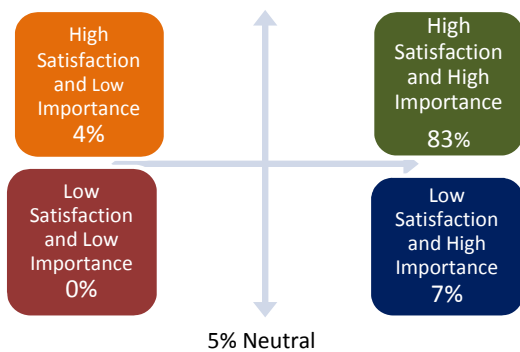
Counseling Services



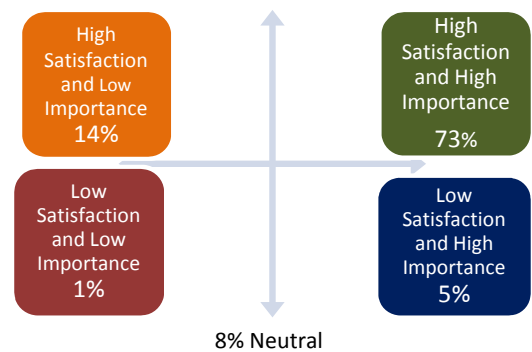
Business Office Services



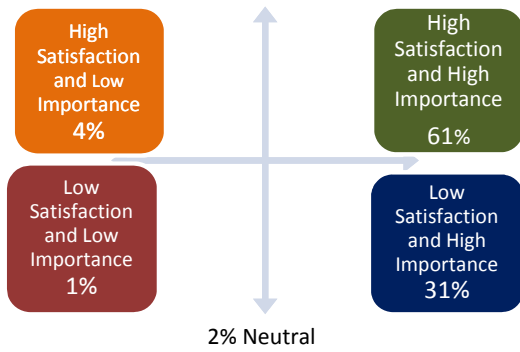
Registration Services



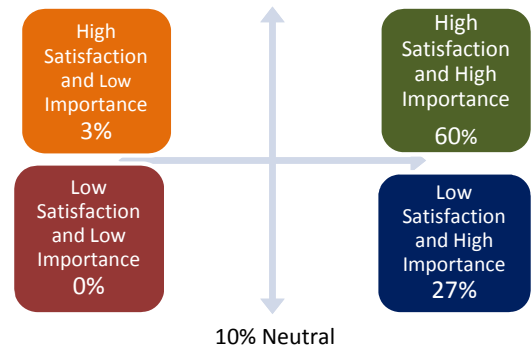
Admissions Services



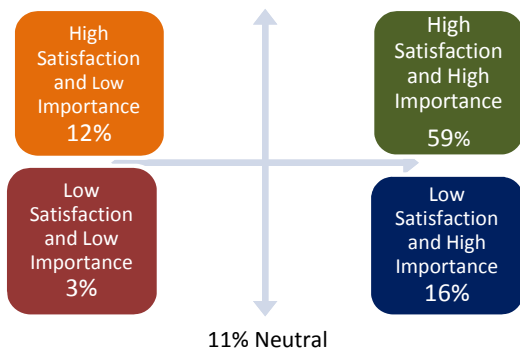
Computer Facilities



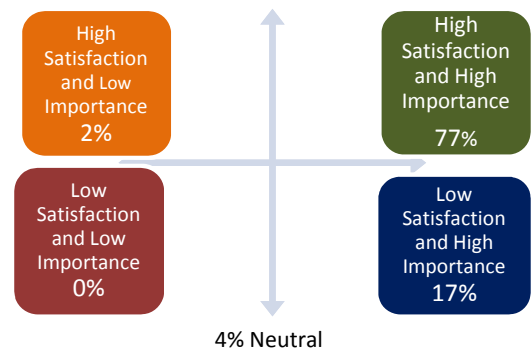
Computer Services



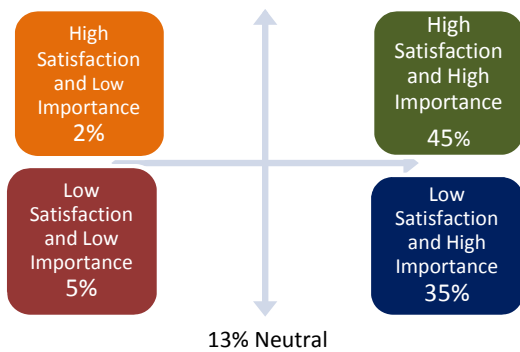
Academic Support



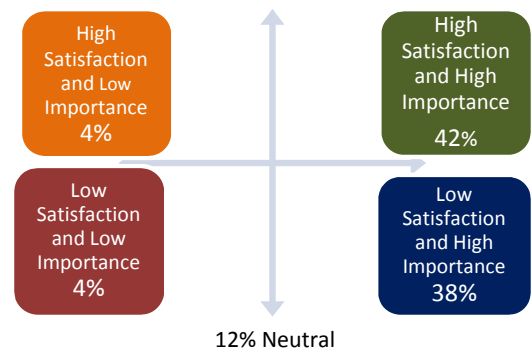
Academic Advising



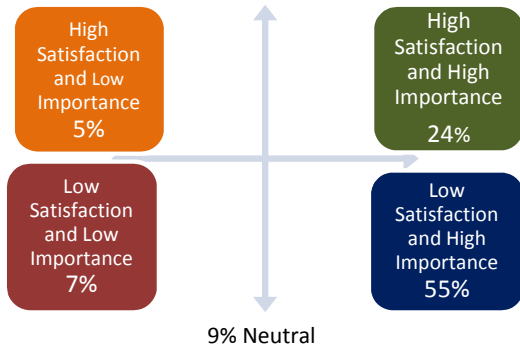
Career Development Services



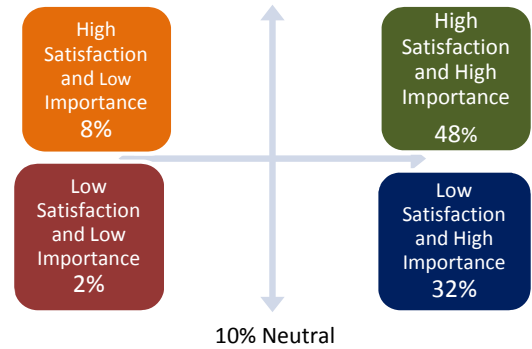
Student Housing Services



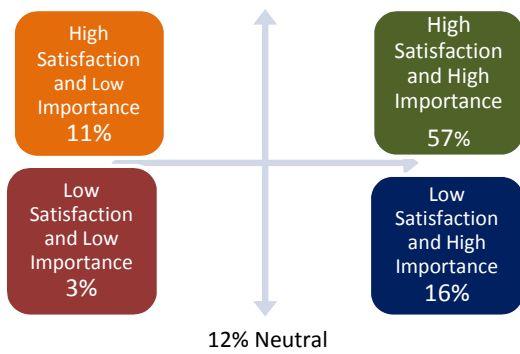
Hein Dining Food Quality



Lucky's Snack Bar Food Quality



Bookstore



Comparison of Service Ratings 2008 Responses to 2009 Responses

Services	Very Satisfied and Satisfied 2008	Services	Very Satisfied and Satisfied 2009	Services	Very Important and Important 2009
Courses in major	90%	Registration services	84%	Diversity of courses in your major	88%
Business office services	82%	Admissions services	83%	Availability of courses in your major	88%
Registration services	81%	Business office services	82%	Academic advising	86%
Admissions services	81%	Diversity of courses in your major	79%	Computer facilities	85%
Academic advising	74%	Academic advising	77%	Library facilities	84%

TLU Strengths

TLU Strengths	# of Responses	% of Responses
Average class size of less than 30	124	93%
Caring and knowledgeable faculty	115	86%
Quality of education	113	84%
Study abroad opportunities	44	51%
Capstone course learning experience	49	46%
Opportunity to do research	62	37%
First year experience	68	33%

Other Strengths

Responses

Student organizations & activities	3
Faculty/staff support	2
Internships	2
Lutheran affiliation	1
Student faculty interaction opportunities	1
Athletic department and staff	1

Areas of Needed Improvement

Needs Improvement	# of Responses	% of Responses
Quality of housing	74	55%
Hein Dining food	71	53%
Social events	54	40%
Opportunities for internships	65	49%
Service learning	25	19%
Opportunities to volunteer	31	23%
Opportunities to work with faculty/students	31	23%

Other Needs Improvement

Responses

Career development and job placement	5
Campus housing policies	2
Scholarships	2
New theme - all small schools have small classes	1
Lab equipment	1
Diversity of classes	1
Academic advising	1
Athletic programs	1
Need child care program	1
Library hours	1
Greek life	1
Fiscal policies	1
Weekend social events	1
Internships in other than accounting	1
More selective admissions policy	1
Outdoor block party feel to big events	1
Too many events at same time	1
Ethnic diversity	1
Hire seniors as interns and research assistants	1
Standard requirements for capstone	1
Additional info for new students	1
Art course offerings	1
Hein food service	1
SGA	1
More computers	1
Opportunity for research	1
Non-traditional student services	1
More physics courses	1

Post Graduation Plans

Employers Mentioned

an accounting firm.
Deloitte
KPMG
KPMG
KPMG, LLP
Pricewaterhouse Coopers
PWC
a high school in the Houston area.
a school
a school district
a school teaching elementary students.
a university in Mexico teaching English
an Elementary School
BISD as a teacher in Brownsville, TX
Garland ISD
hopefully Northside
SISD
teaching English in South Korea
Vidor High School
a CJ job
Abercrombie & Fitch
Arena Athletics
Army
BKD
Corporate Insights
Department of Defense
Enterprise Rent-A-Car
Exxon Mobil
freelance graphic design
Harland Clarke
IMF or AECOM
IRS
JBG Goodwin REALTORS
Norhtshore Country Club
Olinger Mortuary Service
Sherwin-Williams
some place in Kerrville
somewhere on a U.S. Army Base
spurs sports and entertainment
Starbucks
Sugar Ranch
Target
Temple, TX
Texas State University
The Tribune
TLU
United States Air Force
UTHSCSA

Grad Schools Applied to	Count
Texas State	10
Texas A&M	6
UT Austin	4
UTSA	3
Florida State	3
University of North Texas	2
University of Texas Medical Branch	2
University of Texas Health Science Center	2
St. Mary's	2
Rice University	2
University of North Texas Health Science Center	2
Sul Ross State University	1
Life Chiropractic College	1
Texas Chiropractic College	1
Parker Chiropractic College	1
Cleveland Chiropractic College	1
National University of Health Sciences	1
Florida	1
Oklahoma	1
UT Dallas	1
Lutheran School of Theology	1
Texas Women's University	1
Hardin Simmons University	1
University of St. Augustine for Health Sciences	1
Wartburg Theological Seminary	1
Belmont University	1
American University	1
Incarnate Word	1
West Texas A&M	1
Colorado State University	1
University of Washington	1
University of Pennsylvania	1
University of Houston	1
Texas Tech	1
Baylor	1
University of Texas Arlington	1
Emerson College	1
University of Colorado Denver	1
All Texas Medical Schools	1
University of TX Health Science Ctr Houston	1
Western State Law School	1
Brooklyn Law School	1
Kaplan University	1
MIT	1
Harvard	1
Brown University	1
Boston University	1
Carnegie Mellon University	1
Drexel University	1

Grad Schools Attending	Count
Texas State University	3
UT Austin	2
University of Texas Medical Branch	2
Undecided	1
Sul Ross State University	1
Parker Chiropractic College	1
UTSA	1
UT Dallas	1
Lutheran School of Theology	1
University of St. Augustine	1
University of North Texas Health Science Center	1
Wartburg Theology Seminary	1
Belmont University	1
American Univervsity	1
St. Mary's	1
University of Washington	1
Texas A&M	1
Kaplan	1
University of Texas Health Science Center SA	1
Rice University	1

IGGs

IGGs		Very Strongly	Strongly	Adequately	Poorly	Very Poorly	No Response
Breadth of knowledge	Count	48	52	28	1	0	5
	Percent	36%	39%	21%	1%	0%	4%
Depth of knowledge	Count	61	49	18	2	0	4
	Percent	46%	37%	13%	1%	0%	3%
Understanding of the Christian faith	Count	25	38	58	5	3	5
	Percent	19%	28%	43%	4%	2%	4%
Awareness and respect for diverse religions, etc.	Count	36	50	33	7	1	7
	Percent	27%	37%	25%	5%	1%	5%
Write clearly & coherently, read with comprehension	Count	53	52	23	1	1	4
	Percent	40%	39%	17%	1%	1%	3%
Use basic math skills	Count	40	43	44	3	0	4
	Percent	30%	32%	33%	2%	0%	3%
Problem solving	Count	52	52	25	1	0	4
	Percent	39%	39%	19%	1%	0%	3%
Think critically	Count	60	54	15	1	0	4
	Percent	45%	40%	11%	1%	0%	3%
Commitment to active community service	Count	25	41	50	12	1	5
	Percent	19%	31%	37%	9%	1%	4%
Integrated ethical perspective and sense of moral purpose	Count	43	48	33	3	1	6
	Percent	32%	36%	25%	2%	1%	4%
Physical and psychological health and well-being	Count	40	41	43	5	1	4
	Percent	30%	31%	32%	4%	1%	3%
Will to pursue continued growth	Count	52	42	31	3	1	5
	Percent	39%	31%	23%	2%	1%	4%

Net Promoter's Score

How likely are you to recommend TLU to a prospective student?

		May 2008	May 2009
Very Likely	Count	92	75
	% of Responses	59%	56%
Likely	Count	46	37
	% of Responses	29%	28%
Neutral	Count	14	13
	% of Responses	9%	10%
Unlikely	Count	3	3
	% of Responses	2%	2%
Very Unlikely	Count	2	2
	% of Responses	1%	1%
No Response	Count	0	4
	% of Responses	0%	3%

TLU GRADUATION SURVEY 2009

All responses will be kept confidential.

Name:

Address where you can ALWAYS be reached after graduation:

Address where you will be living after graduation:

Email where you can be reached after graduation:

Congratulations on your approaching graduation! Please help us improve the TLU experience by providing your responses to the questions below. Thank you!

1. Please indicate your level of satisfaction and importance for the services listed using the following scale:

Satisfaction:	Importance:
5 = Very satisfied	5 = Very important
4 = Satisfied	4 = Important
3 = Neutral	3 = Neutral
2 = Dissatisfied	2 = Unimportant
1 = Not at all Satisfied	1 = Not at all important
DNK = Do not know	DNK = Do not know

Diversity of courses in your major	Satisfaction	Importance
Availability of courses in your major	Satisfaction	Importance
Laboratory facilities	Satisfaction	Importance
Cultural events on campus	Satisfaction	Importance
Laboratory equipment	Satisfaction	Importance
Library facilities	Satisfaction	Importance
Computer facilities	Satisfaction	Importance
Computer services	Satisfaction	Importance
Academic support services	Satisfaction	Importance
Academic advising	Satisfaction	Importance
Career development services	Satisfaction	Importance
Student housing services	Satisfaction	Importance
Financial aid office	Satisfaction	Importance
Student health services	Satisfaction	Importance
Counseling services	Satisfaction	Importance
Business office services	Satisfaction	Importance
Registration services	Satisfaction	Importance
Admissions services	Satisfaction	Importance
Hein Dining food quality	Satisfaction	Importance
Lucky's Snack Bar food quality	Satisfaction	Importance
Bookstore	Satisfaction	Importance

2. Please check all of the choices below that are TLU strengths:

- ☐ Average class sizes of less than 30 student
- ☐ Caring and knowledgeable faculty
- ☐ Quality of education
- ☐ First Year experience
- ☐ Opportunity to do research
- ☐ Capstone course learning experience
- ☐ Study abroad opportunities
- ☐ Other, please describe

3. Please check all of the choices below that you believe are areas that TLU needs to improve.

- ☐ Quality of housing
- ☐ Quality of Hein Dining food
- ☐ Campus social events
- ☐ Opportunities for internships
- ☐ Service learning
- ☐ Opportunities to volunteer
- ☐ Opportunities to work with faculty and other students on projects and assignments
- ☐ Other, please describe

4. Please check the boxes and answer the questions below to indicate your post graduation plans.

Employment:

I will be working at

Will you be using the skills and knowledge acquired at TLU? Y/N

Graduate/Professional School:

I have applied at (which schools)

I have been accepted at (which schools)

I will attend (which school) to get a (what kind) degree in discipline/area

Other Post Graduation Plans:

Instead of pursuing employment or graduate school, I plan to (describe)

5. To what degree has TLU helped you to achieve the following Institutional Goals for Graduates:

5 = Very strongly

4 = Strongly

3 = Adequately

2 = Poorly

1 = Very poorly

A breadth of knowledge in the arts, humanities, natural sciences, and social sciences

A depth of knowledge in a single discipline sufficient to understand its methods, language, content, history, and value

An understanding of the Christian faith and traditions

An awareness of and respect for diverse religions, cultures, and viewpoints

Write clearly and coherently, read with comprehension, speak effectively, and listen with care and openness

Use basic mathematical skills and know the appropriateness of quantitative methods

Use appropriate tools for problem solving and for finding, analyzing, and communicating Information

Think critically and reflectively and draw reasonable, supportable conclusions both individually and in groups

A commitment to active community service

An integrated ethical perspective and a sense of moral purpose

A desire to cultivate physical and psychological health and well-being

A will to pursue continued cultural, intellectual, and spiritual growth

6. How likely are you to recommend TLU to a prospective student? Choose one answer only.

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Neutral
- ☐ Unlikely
- ☐ Not at all likely

7. What was your most memorable course at TLU?

8. What was your most memorable TLU Experience?