

C. UW-Stout Student and Alumni Satisfaction

Student Services

- Library Facilities and Services as well as Recreational and Intramural Programs and Services are consistently the two highest rated student services reported by the ACT Student Opinion Survey since Stout first participated in 1999-00. Both services ratings are significantly higher than the public colleges and national comparison groups.
- The rating of Residence Hall Services and Programs at Stout has dropped from a high of 3.81 in 2000-01 down to 3.55 in 2005-06. However, in 2005-06 Stout's ratings are higher than the comparison groups.
- After a 3 year decline in ratings, Computer Services ratings increased to 3.67 in 2004-05 and to 3.83 in 2005-06. Their highest rating was in 2000-01 at 3.91. The 2005-06 rating is slightly below the public colleges and national comparison group ratings.
- Financial Aid Services saw a steady decline in ratings from 4.06 in 2001-02 to 3.79 in 2005-06. These ratings are similar to the public colleges and national comparison group ratings.

College Environment

- Stout has always received high student ratings on the Facilities section of the ACT Student Opinion Survey. Ratings range from 3.53 up to 4.04 with the majority of the ratings being significantly higher than the public colleges and national comparison groups.
- The highest rating of all questions on college environment is *the class size relative to the type of course*. This question averaged 4.12 over 6 years (1 to 5 scale with 1 = very dissatisfied and 5 = very satisfied). The ratings on this item are higher than the comparison groups.
- The availability of courses students want at times they can take them is consistently the lowest rated college environment question on the ACT Student Opinion survey. (2.94 in 2006). The rating for this item is below the comparison group ratings.
- Stout student ratings regarding *purposes for which student activity fees are used and student voice in college policies* are the 2nd and 3rd lowest in the college environment section of the ACT Student Opinion Survey. Ratings are consistently under 3.25 in all years. The public colleges and national comparison group ratings were lower for the item on student activity fees but higher on the item regarding student voice.

Overall satisfaction

- In 2005, about 84% of first-year students and 85% (88% in 2002) of seniors would "probably" or "definitely" attend the same school if they were starting college again. Stout's students responded higher than the national sample of 83% for first-year students and 82% for seniors.
- UW-Stout undergraduate alumni consistently report high ratings on if they would attend UW-Stout again, and if they would enroll in the same program. Mean ratings have been 3.93 or higher on a 5-point scale for the past several years. (preliminary data)

- Most (77%) undergraduate alumni rate their program's overall effectiveness high or very high. The ratings on this question have increased since the 2004 survey. (preliminary data)
- Given the cost of education and their investment of time and effort, most (69%) undergraduate alumni rate the value of their education as very good or exceptional, however ratings on this question decreased in the 2006 survey. (preliminary data)

Advising

- *Quality of Academic Advising* continues to remain one of the areas of lower satisfaction for UW-Stout undergraduates after graduation. Ratings dropped in 2006. (preliminary data)
- Academic Advising ratings vary slightly from year to year with a low of 3.53 in 2003-04 to a high in 2004-05 of 3.78. The 2005-06 rating dropped to 3.68, which is slightly lower than the public colleges and national comparison groups.
- Student evaluations of the First-Year advising program, however, show positive ratings. Over 90% of freshmen students in 2006 reported they were satisfied or very satisfied with their First-Year advising experience. Students in 2006 also reported over 90% positive opinions regarding: the advisor's knowledge about requirements of the student's major; answering questions regarding the university in general; helpfulness w/ personal, social, or adjustment issues; and helpfulness w/ academic issues or concerns.
- Over 95% of freshmen students in 2006 reported their advisor was prompt about responding to e-mail messages and the advisor could meet with the student within a reasonable amount of time. Over 85% reported "large group" (fall registration or orientation, Advisement day, and March Moving-On day) information as well-presented and clearly communicated, and over 75% found the "large group" information as useful.
- In 2006, over 80% indicated the amount of contact w/ their First-Year advisor was sufficient. Advisors helped the students with selecting or changing a major (44%), considering or selecting a minor (34%), improving study skills/academic habits (28%), academic performance/First Alert (21%), transferring to another school (13%), identifying career areas (33%), and personal/social/adjustment issues (19%).
- Freshmen in 2005 indicate that the quality of academic advising at Stout has increased slightly. The mean rating of 3.09 on a 4 point scale is above the Master's average of 2.99 and the national average of 3.00.