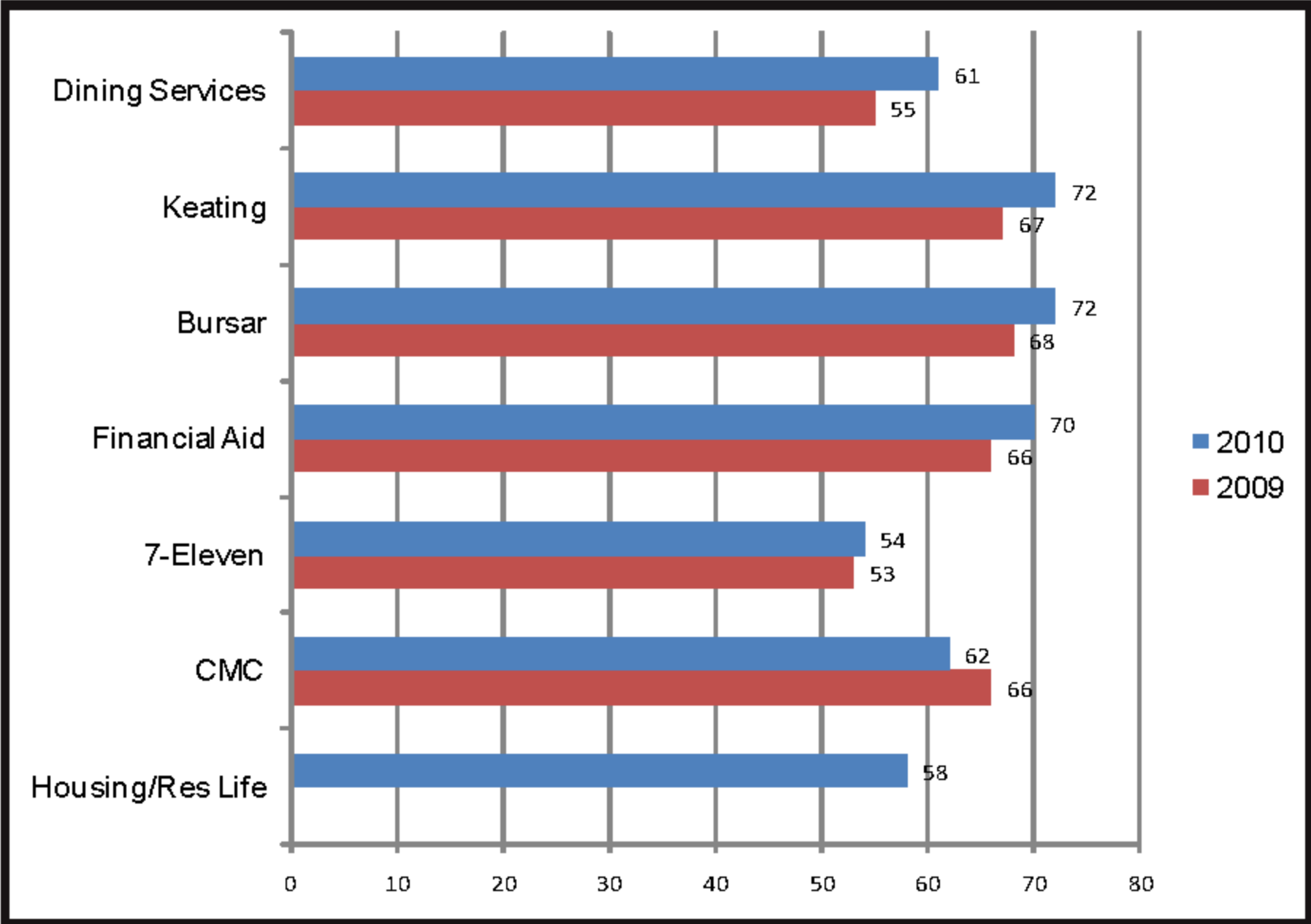


Student service averages

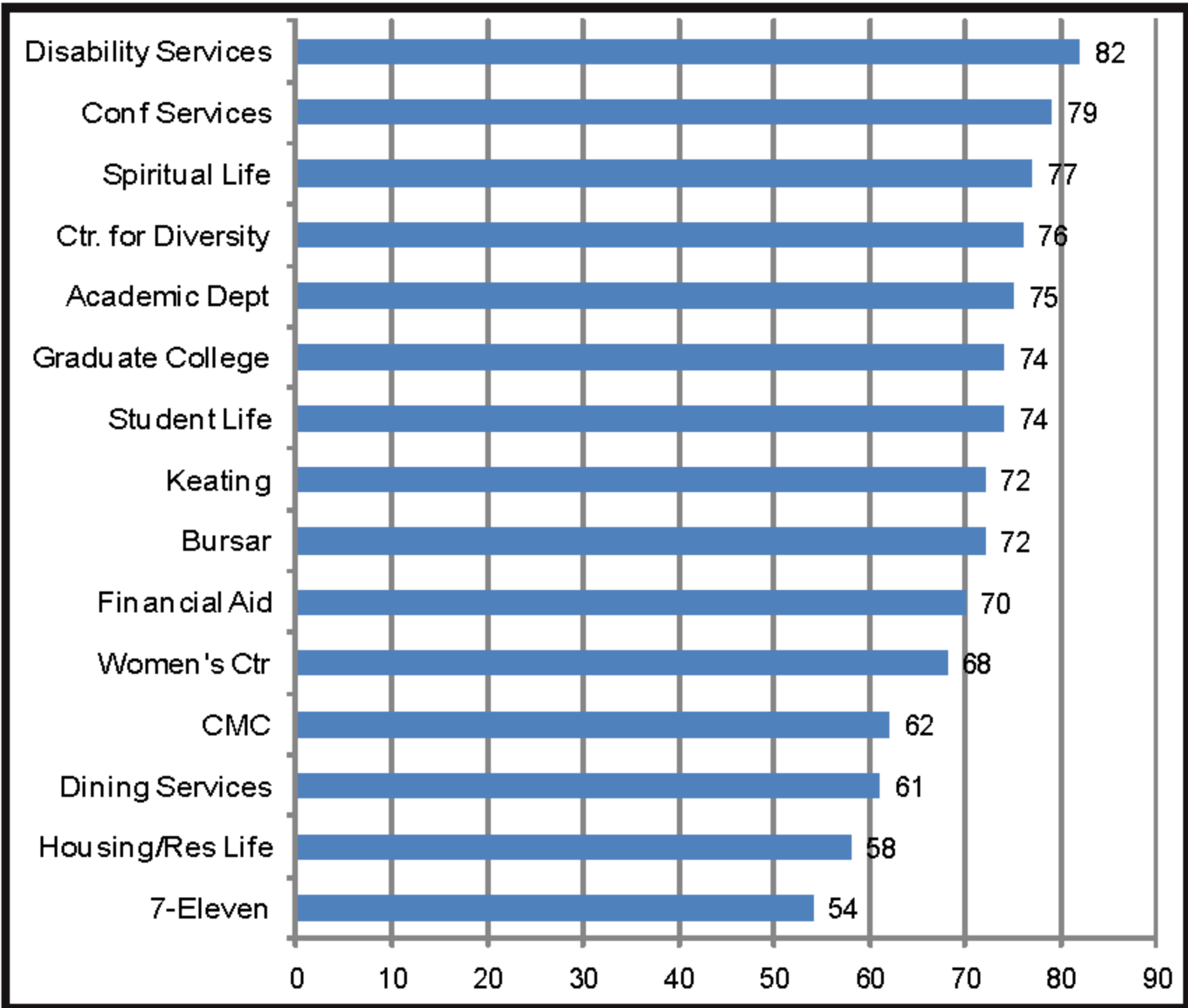
Department

This chart represents the average ratings for all items for the departments that were included in the 2009 survey. Comparisons between 2009-2010 were not enabled for Housing/Residential Services due to their restructuring and lack of an appropriate 2009 benchmark for this area. The percentages represent favorable responses (e.g., students responding very satisfied or satisfied to the survey items).



All items

This chart represents the average of all items included for each department. Since some departments have unique survey items, these comparisons across departments must be interpreted with caution. The percentages represent favorable responses (e.g., students responding very satisfied or satisfied to the survey items). Disability Services rates as a “Star Star,” exceeding the 80% level for student satisfaction.

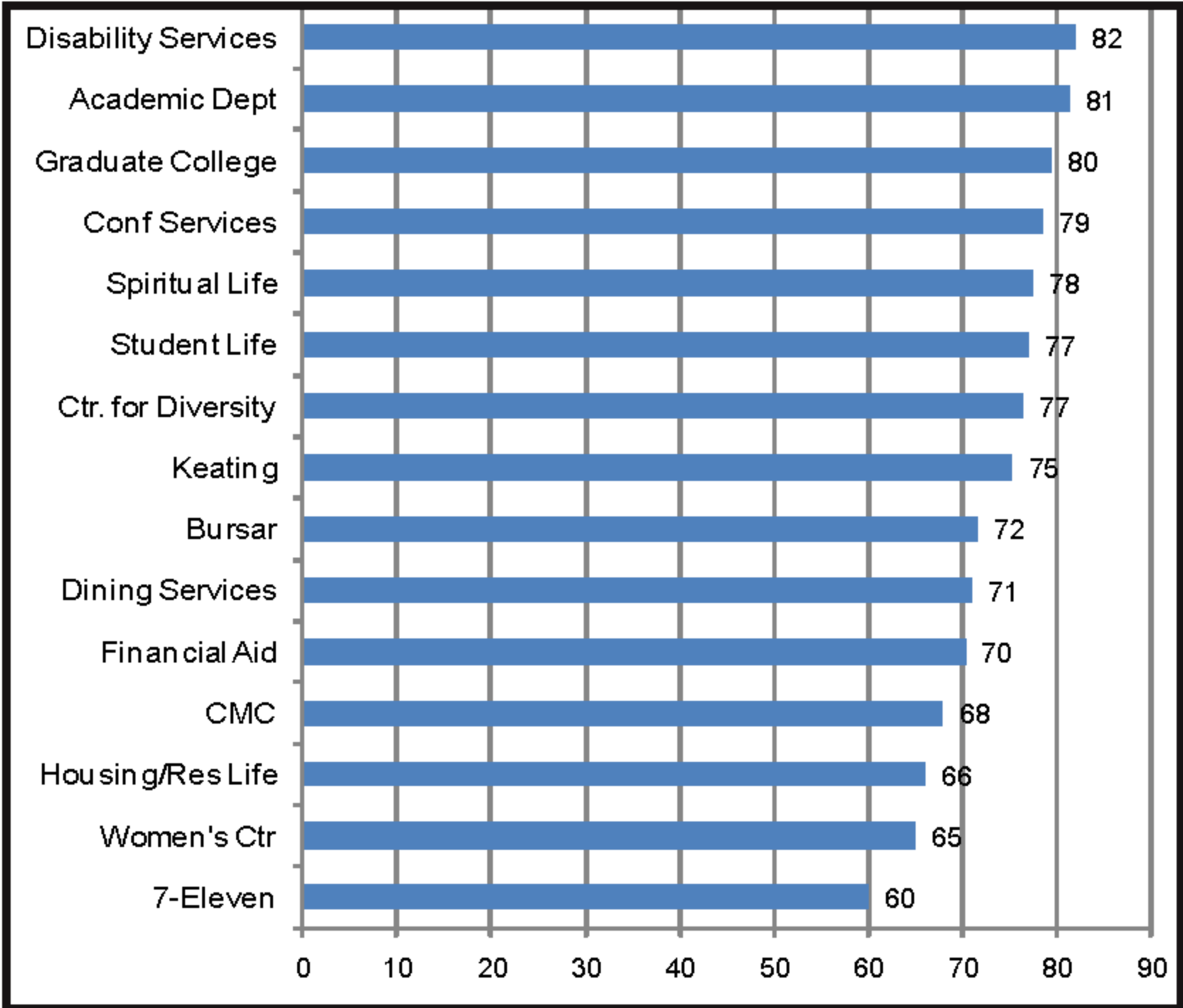


Core items only

This chart represents the average ratings for the core items included for each department. A focus on the core items allows standardized comparisons across departments. These core items include:

- Provided timely response to my questions and concerns,
- Treated me with respect
- Provided me with accurate information

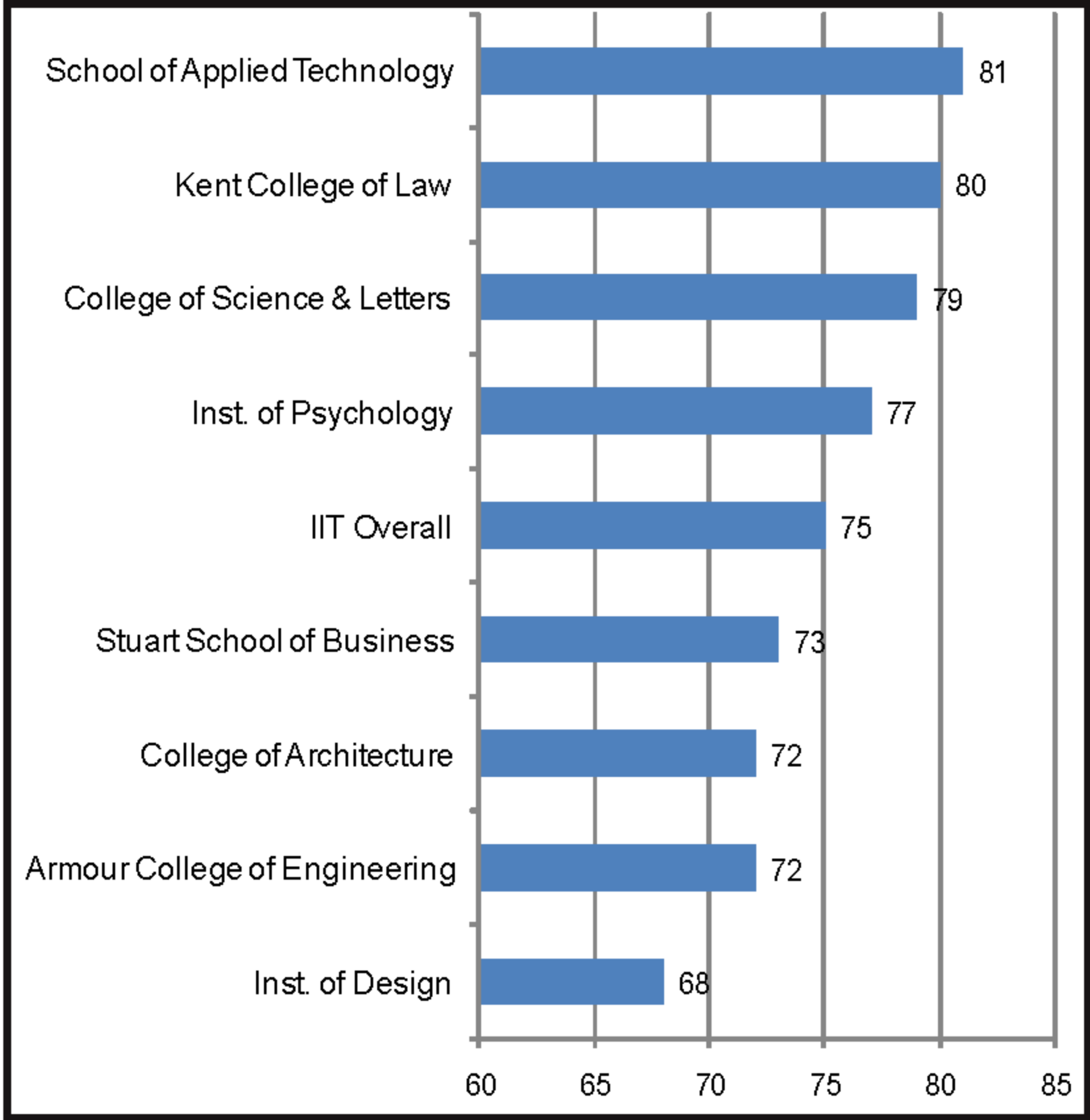
The percentages represent favorable responses (e.g., students responding very satisfied or satisfied to the survey items).



Academic department averages

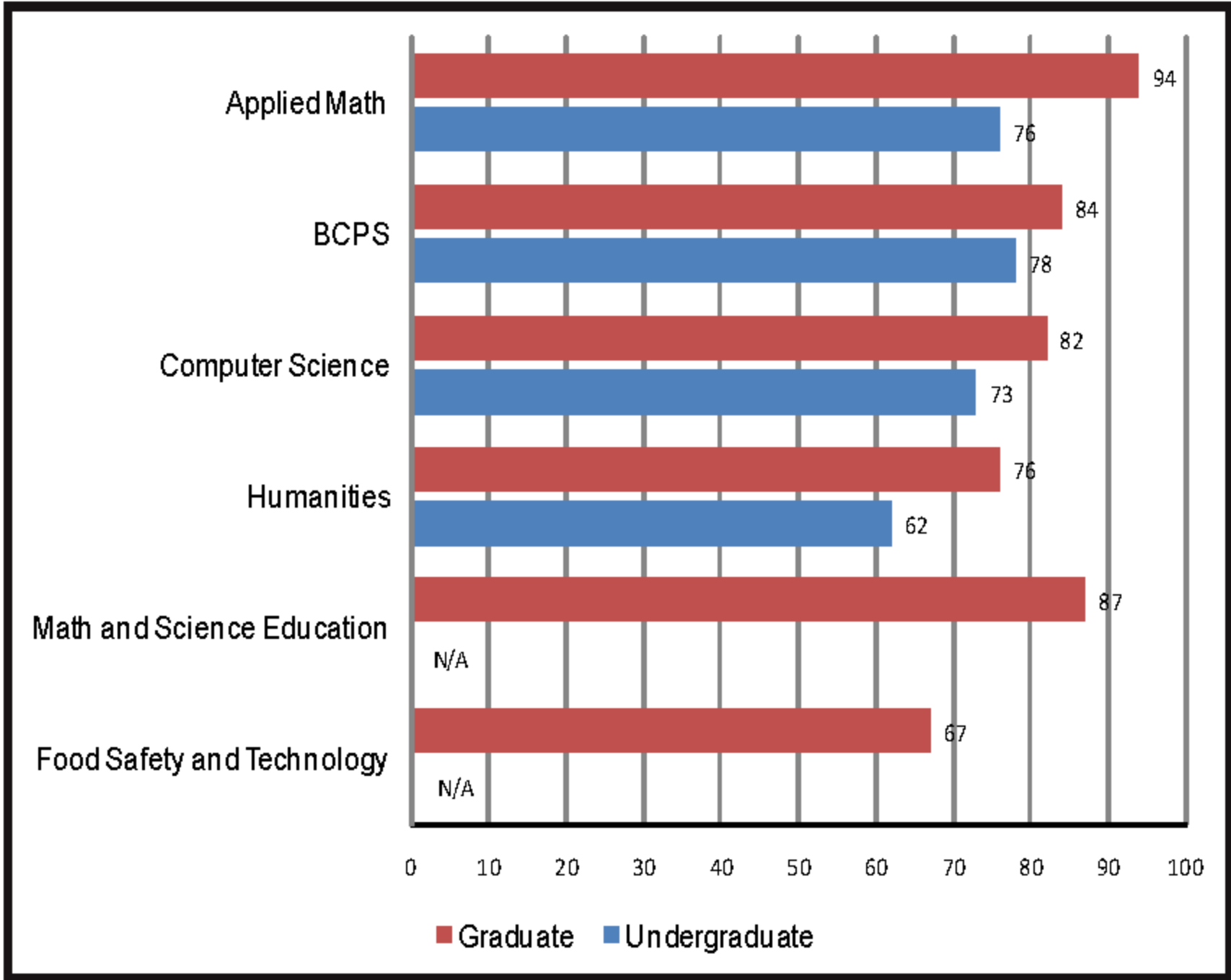
Colleges

This chart represents the average ratings for the eight items included in the section assessing student satisfaction with their academic (major) department. The percentages represent favorable responses (e.g., students responding very satisfied or satisfied to the survey items).



College of Science & Letters

This chart represents the average ratings for the eight items included in the section assessing student satisfaction with their academic (major) department. For CSL, graduate students show significantly higher levels of satisfaction as compared to undergraduates. The percentages represent favorable responses (e.g., students responding very satisfied or satisfied to the survey items).



Armour College

This chart represents the average ratings for the eight items included in the section assessing student satisfaction with their academic (major) department. The percentages represent favorable responses (e.g., students responding very satisfied or satisfied to the survey items).

