



**East Carolina University  
Graduating Senior Survey  
2023-2024**

**Section 1: Faculty Contribution**

1.1 Please rate your overall satisfaction with instructors in your major department on each of the following:

| Question Text   | Response          |      |              |      |                                    |       |           |       |                |       |       |      |
|---|-------------------|------|--------------|------|------------------------------------|-------|-----------|-------|----------------|-------|-------|------|
|   | Very Dissatisfied |      | Dissatisfied |      | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       | Total | Mean |
|   | N                 | %    | N            | %    | N                                  | %     | N         | %     | N              | %     |       |      |
| Their ability to motivate me to do my best  | 9                 | 0.9% | 25           | 2.5% | 78                                 | 7.8%  | 475       | 47.8% | 407            | 40.9% | 994   | 4.3  |
| How carefully they explain the expectations of student performance in the course      | 7                 | 0.7% | 24           | 2.4% | 78                                 | 7.8%  | 466       | 46.9% | 419            | 42.2% | 994   | 4.3  |
| How well they explain course material   | 6                 | 0.6% | 25           | 2.5% | 90                                 | 9.1%  | 504       | 50.8% | 368            | 37.1% | 993   | 4.2  |
| The extent to which they encourage class discussion                                   | 10                | 1.0% | 20           | 2.0% | 97                                 | 9.8%  | 430       | 43.3% | 436            | 43.9% | 993   | 4.3  |
| How effectively they use instructional technology in teaching and learning activities | 8                 | 0.8% | 40           | 4.0% | 102                                | 10.3% | 442       | 44.6% | 400            | 40.3% | 992   | 4.2  |
| How quickly they provide feedback on my work  | 17                | 1.7% | 71           | 7.2% | 134                                | 13.5% | 456       | 45.9% | 315            | 31.7% | 993   | 4.0  |
| The helpfulness of their feedback on my work  | 7                 | 0.7% | 65           | 6.5% | 101                                | 10.2% | 448       | 45.1% | 373            | 37.5% | 994   | 4.1  |
| The extent to which they consider different learning styles                           | 27                | 2.7% | 72           | 7.2% | 192                                | 19.3% | 384       | 38.6% | 319            | 32.1% | 994   | 3.9  |
| Overall satisfaction with instructors in your major                                   | 10                | 1.0% | 26           | 2.6% | 64                                 | 6.4%  | 443       | 44.6% | 450            | 45.3% | 993   | 4.3  |

## Section 2: Knowledge, Skills, and Personal Growth

2.1 To what extent do you think your college education contributed to your knowledge, skills, and personal development in each of the following areas?

| Question Text  | Response   |      |            |      |             |       |          |       |           |       |       |      |
|--|------------|------|------------|------|-------------|-------|----------|-------|-----------|-------|-------|------|
|  | Don't Know |      | Not at All |      | Very Little |       | Somewhat |       | Very Much |       | Total | Mean |
|  | N          | %    | N          | %    | N           | %     | N        | %     | N         | %     |       |      |
| Writing effectively  | 4          | 0.4% | 5          | 0.5% | 28          | 3.1%  | 217      | 23.8% | 657       | 72.1% | 911   | 3.7  |
| Speaking effectively (i.e., to large and small groups and making presentations)      | 5          | 0.5% | 9          | 1.0% | 56          | 6.1%  | 273      | 29.9% | 569       | 62.4% | 912   | 3.5  |
| Listening attentively  | 4          | 0.4% | 11         | 1.2% | 43          | 4.7%  | 226      | 24.8% | 628       | 68.9% | 912   | 3.6  |
| Comprehending written and oral information   | 6          | 0.7% | 4          | 0.4% | 21          | 2.3%  | 190      | 20.9% | 689       | 75.7% | 910   | 3.7  |
| Using mathematical skills  | 21         | 2.3% | 32         | 3.5% | 123         | 13.5% | 295      | 32.4% | 439       | 48.2% | 910   | 3.3  |
| Applying scientific methods of inquiry   | 21         | 2.3% | 24         | 2.6% | 66          | 7.2%  | 254      | 27.9% | 547       | 60.0% | 912   | 3.5  |
| Applying analytic skills   | 9          | 1.0% | 6          | 0.7% | 26          | 2.9%  | 219      | 24.1% | 650       | 71.4% | 910   | 3.7  |
| Using critical thinking skills   | 6          | 0.7% | 2          | 0.2% | 20          | 2.2%  | 124      | 13.6% | 760       | 83.3% | 912   | 3.8  |
| Using technologies appropriate to my discipline                                      | 7          | 0.8% | 7          | 0.8% | 28          | 3.1%  | 184      | 20.2% | 686       | 75.2% | 912   | 3.7  |
| Developing leadership skills   | 8          | 0.9% | 10         | 1.1% | 60          | 6.6%  | 193      | 21.2% | 641       | 70.3% | 912   | 3.6  |
| Working effectively as part of a team  | 8          | 0.9% | 11         | 1.2% | 58          | 6.4%  | 178      | 19.5% | 656       | 72.0% | 911   | 3.6  |
| Experiencing personal growth (e.g., self-discipline, responsibility, self-awareness) | 9          | 1.0% | 6          | 0.7% | 20          | 2.2%  | 128      | 14.1% | 747       | 82.1% | 910   | 3.8  |
| Ability to work with people from diverse backgrounds                                 | 17         | 1.9% | 5          | 0.5% | 33          | 3.6%  | 181      | 19.9% | 674       | 74.1% | 910   | 3.7  |
| Sensitivity to issues associated with racial equity                                  | 60         | 6.6% | 29         | 3.2% | 61          | 6.7%  | 211      | 23.2% | 548       | 60.3% | 909   | 3.5  |
| Sensitivity to issues associated with gender equity                                  | 65         | 7.2% | 39         | 4.3% | 61          | 6.7%  | 221      | 24.4% | 521       | 57.4% | 907   | 3.5  |
| Professional ethics and behavior   | 13         | 1.4% | 6          | 0.7% | 21          | 2.3%  | 177      | 19.5% | 692       | 76.1% | 909   | 3.7  |
| Global issues  | 34         | 3.8% | 26         | 2.9% | 85          | 9.4%  | 273      | 30.1% | 488       | 53.9% | 906   | 3.4  |

| Question Text  | Response |       |     |       |       |
|--|----------|-------|-----|-------|-------|
|  | Yes      |       | No  |       | Total |
|  | N        | %     | N   | %     |       |
| 2.2 Did you participate in an out of classroom experience (e.g., internships, co-op, practicum, student teaching)? | 566      | 62.1% | 345 | 37.9% | 911   |

| Question Text   | Response   |      |             |      |          |       |           |       |       |      |
|---|------------|------|-------------|------|----------|-------|-----------|-------|-------|------|
|   | Not at All |      | Very Little |      | Somewhat |       | Very Much |       | Total | Mean |
|   | N          | %    | N           | %    | N        | %     | N         | %     |       |      |
| 2.3 If you participated in any of the above activities (either for course credit or not for course credit), to what extent did the experience(s) contribute to your personal and professional growth? | 3          | 0.5% | 15          | 2.7% | 90       | 16.0% | 454       | 80.8% | 562   | 3.8  |

| Question Text  | Response |       |     |       |       |
|--|----------|-------|-----|-------|-------|
|  | Yes      |       | No  |       | Total |
|  | N        | %     | N   | %     |       |
| 2.4 During the past two years, did you work on a research/scholarly/creative project with an ECU faculty member outside of course or program requirements? | 202      | 22.2% | 709 | 77.8% | 911   |

| Question Text   | Response   |      |             |      |          |       |           |       |       |      |
|---|------------|------|-------------|------|----------|-------|-----------|-------|-------|------|
|   | Not at All |      | Very Little |      | Somewhat |       | Very Much |       | Total | Mean |
|   | N          | %    | N           | %    | N        | %     | N         | %     |       |      |
| 2.5 If yes, to what extent did this experience contribute to your personal and professional growth? | 1          | 0.5% | 8           | 4.0% | 36       | 17.9% | 156       | 77.6% | 201   | 3.7  |

| Question Text  | Response |       |     |       |       |
|--|----------|-------|-----|-------|-------|
|  | Yes      |       | No  |       | Total |
|  | N        | %     | N   | %     |       |
| 2.6 During the past two years, did you participate in any community service project(s) sponsored by ECU or a group outside the university? | 324      | 35.6% | 586 | 64.4% | 910   |

| Question Text  | Response   |      |             |      |          |       |           |       |       |      |
|--|------------|------|-------------|------|----------|-------|-----------|-------|-------|------|
|  | Not at All |      | Very Little |      | Somewhat |       | Very Much |       | Total | Mean |
|  | N          | %    | N           | %    | N        | %     | N         | %     |       |      |
| 2.7 If you participated in a community service project(s), to what extent did the experience(s) contribute to your personal and professional growth? | 1          | 0.3% | 13          | 4.0% | 111      | 34.4% | 198       | 61.3% | 323   | 3.6  |

### Section 3: Graduation and Beyond

| Question Text  | Response |       |     |       |       |
|--|----------|-------|-----|-------|-------|
|  | Yes      |       | No  |       | Total |
|  | N        | %     | N   | %     |       |
| 3.1 Has it taken you longer than four years (i.e., eight consecutive semesters of enrollment) to graduate? | 336      | 37.8% | 554 | 62.2% | 890   |

3.3 Please indicate the best description of your primary plans following graduation.

| Question Text  | N          | %           |
|--|------------|-------------|
| Employed full time (on average 30 hours or more per week)                              | 620        | 69.7%       |
| Employed part time (on average less than 30 hours per week)                            | 67         | 7.5%        |
| Participating in a volunteer or service program (e.g., Peace Corps)                    | 4          | 0.4%        |
| Serving in the U.S. military   | 5          | 0.6%        |
| Enrolled full time in a program of continuing education (degree or non-degree program) | 166        | 18.7%       |
| Enrolled part-time in a program of continuing education (degree or non-degree program) | 17         | 1.9%        |
| Not seeking employment or continuing education   | 11         | 1.2%        |
| <b>Total</b>   | <b>890</b> | <b>100%</b> |

| Question Text   | Response |       |     |       |       |
|---|----------|-------|-----|-------|-------|
|   | Yes      |       | No  |       | Total |
|   | N        | %     | N   | %     |       |
| 3.4 Have you accepted an offer for a job (or to continue in your current job) following graduation? | 314      | 45.8% | 372 | 54.2% | 686   |

### Section 4a: Writing Support

4.1 In your last two years on campus, how often each semester have you used:

| Question Text   | Response |       |      |       |           |       |                  |      |       |
|---|----------|-------|------|-------|-----------|-------|------------------|------|-------|
|   | Never    |       | Once |       | 2-9 Times |       | 10 Times or More |      | Total |
|   | N        | %     | N    | %     | N         | %     | N                | %    |       |
| Face-to-face or online consulting services at the University Writing Center         | 466      | 53.3% | 191  | 21.8% | 189       | 21.6% | 29               | 3.3% | 875   |
| Writing tips/information available on the University Writing Center/Program website | 433      | 49.4% | 200  | 22.8% | 223       | 25.5% | 20               | 2.3% | 876   |

4.2 Please indicate the extent of your agreement or disagreement with the statements below. There are no right or wrong answers.

| Question Text   | Response          |      |          |       |                            |       |       |       |                |       |     | Total | Mean |
|---|-------------------|------|----------|-------|----------------------------|-------|-------|-------|----------------|-------|-----|-------|------|
|   | Strongly Disagree |      | Disagree |       | Neither Agree nor Disagree |       | Agree |       | Strongly Agree |       |     |       |      |
|   | N                 | %    | N        | %     | N                          | %     | N     | %     | N              | %     |     |       |      |
| Writing about complicated or tricky topics and situations helps me to think about them. | 8                 | 0.9% | 41       | 4.7%  | 160                        | 18.4% | 500   | 57.4% | 162            | 18.6% | 871 | 3.9   |      |
| I am well prepared to write effectively in the styles and formats of my career field    | 5                 | 0.6% | 15       | 1.7%  | 93                         | 10.7% | 503   | 57.7% | 256            | 29.4% | 872 | 4.1   |      |
| When composing important documents, I often write multiple drafts                       | 35                | 4.0% | 128      | 14.7% | 182                        | 20.9% | 378   | 43.4% | 148            | 17.0% | 871 | 3.5   |      |
| I regularly take time to proofread my writing before giving it to others                | 6                 | 0.7% | 37       | 4.3%  | 94                         | 10.8% | 443   | 51.0% | 289            | 33.3% | 869 | 4.1   |      |
| I am confident in my ability to avoid grammatical errors in my writing                  | 3                 | 0.3% | 24       | 2.8%  | 126                        | 14.5% | 428   | 49.1% | 290            | 33.3% | 871 | 4.1   |      |
| I am confident in my ability to evaluate the quality of my own writing                  | 3                 | 0.3% | 12       | 1.4%  | 95                         | 10.9% | 472   | 54.1% | 290            | 33.3% | 872 | 4.2   |      |

#### Section 4b: Intercultural Competence

| Question Text  | Response |       |     |       |       |
|--|----------|-------|-----|-------|-------|
|  | Yes      |       | No  |       | Total |
|  | N        | %     | N   | %     |       |
| 4.3 Have you taken courses or participated in experiences with an intercultural competence approach? | 356      | 47.4% | 395 | 52.6% | 751   |

4.4 To what extent do you think your college education has helped you?

| Question Text   | Response   |      |             |       |          |       |           |       |  |  | Total | Mean |
|---|------------|------|-------------|-------|----------|-------|-----------|-------|--|--|-------|------|
|   | Not at All |      | Very Little |       | Somewhat |       | Very Much |       |  |  |       |      |
|   | N          | %    | N           | %     | N        | %     | N         | %     |  |  |       |      |
| Articulate your own cultural rules, values, perspectives, and biases                                | 35         | 4.7% | 64          | 8.5%  | 314      | 41.9% | 336       | 44.9% |  |  | 749   | 3.3  |
| Analyze and explain contemporary global/domestic issues using an intercultural competence framework | 37         | 4.9% | 92          | 12.3% | 330      | 44.1% | 290       | 38.7% |  |  | 749   | 3.2  |
| Be open to initiate and develop interactions with culturally different others                       | 28         | 3.7% | 49          | 6.5%  | 276      | 36.8% | 396       | 52.9% |  |  | 749   | 3.4  |
| Articulate a complex understanding of cultural commonalities and differences                        | 29         | 3.9% | 65          | 8.7%  | 299      | 40.0% | 355       | 47.5% |  |  | 748   | 3.3  |

**Section 5: Academic Advising**

5.1 During your time at ECU, have you worked with:

| Question Text                         | N   | %     |
|---------------------------------------|-----|-------|
| Faculty Advisor                       | 444 | 53.6% |
| Full-time Professional Advisor        | 47  | 5.7%  |
| Both Faculty and Professional Advisor | 338 | 40.8% |
| Total                                 | 829 | 100%  |

5.2 Please rate your satisfaction with academic advising in your major.

| Question Text  | Response                  |      |                   |      |              |      |                                    |       |           |       |                |       | Total | Mean |
|--|---------------------------|------|-------------------|------|--------------|------|------------------------------------|-------|-----------|-------|----------------|-------|-------|------|
|  | Don't Know/Not Applicable |      | Very Dissatisfied |      | Dissatisfied |      | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       |       |      |
|  | N                         | %    | N                 | %    | N            | %    | N                                  | %     | N         | %     | N              | %     |       |      |
| Advisor spending sufficient time with me   | 13                        | 1.5% | 39                | 4.6% | 42           | 4.9% | 124                                | 14.5% | 251       | 29.4% | 386            | 45.1% | 855   | 4.1  |
| Advisor helping me understand degree requirements and course sequencing                  | 10                        | 1.2% | 34                | 4.0% | 45           | 5.3% | 94                                 | 11.0% | 238       | 27.8% | 434            | 50.8% | 855   | 4.2  |
| Advisor helping me to be aware of and understand relevant campus policies and procedures | 33                        | 3.9% | 39                | 4.6% | 44           | 5.1% | 117                                | 13.7% | 246       | 28.8% | 376            | 44.0% | 855   | 4.1  |
| Advisor helping me think about post-graduation plans                                     | 55                        | 6.4% | 71                | 8.3% | 75           | 8.8% | 159                                | 18.6% | 185       | 21.6% | 310            | 36.3% | 855   | 3.7  |

|  |    |      |    |      |    |      |     |       |     |       |     |       |     |     |  |
|--|----|------|----|------|----|------|-----|-------|-----|-------|-----|-------|-----|-----|--|
| (e.g., graduate school, employment)  |    |      |    |      |    |      |     |       |     |       |     |       |     |     |  |
| Advisor helping me think about internships and other career-related employment to gain work-related experience | 61 | 7.1% | 68 | 8.0% | 73 | 8.5% | 188 | 22.0% | 196 | 22.9% | 269 | 31.5% | 855 | 3.7 |  |
| Advisor providing me with information about whom to contact with non-academic problems or concerns             | 57 | 6.7% | 55 | 6.4% | 48 | 5.6% | 178 | 20.8% | 198 | 23.2% | 318 | 37.2% | 854 | 3.8 |  |
| Academic advising overall  | 9  | 1.1% | 43 | 5.0% | 51 | 6.0% | 112 | 13.1% | 244 | 28.6% | 395 | 46.3% | 854 | 4.1 |  |

## Section 6: Library Services

| Question Text                             | Response       |       |                |      |               |      |                             |       |  |  | Total |
|---|----------------|-------|----------------|------|---------------|------|-----------------------------|-------|--|--|-------|
|   | Joyner Library |       | Laupus Library |      | Music Library |      | Did Not Use These Libraries |       |  |  |       |
|   | N              | %     | N              | %    | N             | %    | N                           | %     |  |  |       |
| 6.1 Which library have you used the most? | 660            | 77.2% | 69             | 8.1% | 9             | 1.1% | 117                         | 13.7% |  |  | 855   |

6.2 In your last two years on this campus, how often each semester have you used:

| Question Text   | Response |       |      |       |           |       |                  |       |  |  | Total |
|---|----------|-------|------|-------|-----------|-------|------------------|-------|--|--|-------|
|   | Never    |       | Once |       | 2-9 Times |       | 10 Times or More |       |  |  |       |
|   | N        | %     | N    | %     | N         | %     | N                | %     |  |  |       |
| Study space in the library  | 219      | 25.7% | 65   | 7.6%  | 254       | 29.8% | 315              | 36.9% |  |  | 853   |
| Research assistance from library staff (either in-person or online) | 530      | 62.2% | 148  | 17.4% | 137       | 16.1% | 37               | 4.3%  |  |  | 852   |
| Library physical materials  | 455      | 53.3% | 128  | 15.0% | 195       | 22.9% | 75               | 8.8%  |  |  | 853   |
| Library online resources (e.g., articles, e-books, databases)       | 115      | 13.5% | 66   | 7.8%  | 345       | 40.6% | 323              | 38.0% |  |  | 849   |

6.3 Please indicate your satisfaction with the library services:

| Question Text   | Response                  |       |                   |      |              |      |                                    |       |           |       |                |       | Total | Mean |
|---|---------------------------|-------|-------------------|------|--------------|------|------------------------------------|-------|-----------|-------|----------------|-------|-------|------|
|   | Don't Know/Not Applicable |       | Very Dissatisfied |      | Dissatisfied |      | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       |       |      |
|   | N                         | %     | N                 | %    | N            | %    | N                                  | %     | N         | %     | N              | %     |       |      |
| Helpfulness of staff  | 158                       | 18.5% | 4                 | 0.5% | 1            | 0.1% | 98                                 | 11.5% | 236       | 27.7% | 355            | 41.7% | 852   | 4.4  |
| Availability of space for individual student work                                   | 149                       | 17.5% | 7                 | 0.8% | 17           | 2.0% | 62                                 | 7.3%  | 258       | 30.2% | 360            | 42.2% | 853   | 4.3  |
| Availability of space for group work  | 153                       | 17.9% | 6                 | 0.7% | 17           | 2.0% | 77                                 | 9.0%  | 254       | 29.8% | 346            | 40.6% | 853   | 4.3  |
| Training/instruction for using library and information resources                    | 178                       | 20.9% | 10                | 1.2% | 21           | 2.5% | 152                                | 17.8% | 206       | 24.2% | 285            | 33.5% | 852   | 4.1  |
| Access to library online resources (e.g., articles, e-books, databases)             | 55                        | 6.4%  | 4                 | 0.5% | 6            | 0.7% | 66                                 | 7.7%  | 278       | 32.6% | 444            | 52.1% | 853   | 4.4  |
| Hours of operation  | 137                       | 16.1% | 3                 | 0.4% | 10           | 1.2% | 59                                 | 6.9%  | 224       | 26.3% | 418            | 49.1% | 851   | 4.5  |
| Effectiveness of library resources and services in improving my learning experience | 89                        | 10.5% | 3                 | 0.4% | 9            | 1.1% | 80                                 | 9.4%  | 271       | 31.8% | 399            | 46.9% | 851   | 4.4  |
| Library services overall  | 60                        | 7.1%  | 3                 | 0.4% | 3            | 0.4% | 52                                 | 6.1%  | 281       | 33.1% | 450            | 53.0% | 849   | 4.5  |

**Section 7: Career Services**

| Question Text  | Response            |       |                   |      |                        |       | Total |
|--|---------------------|-------|-------------------|------|------------------------|-------|-------|
|  | ECU Career Services |       | COB Career Center |      | Did not Utilize Either |       |       |
|  | N                   | %     | N                 | %    | N                      | %     |       |
| 7.1 During your time at ECU, did you utilize ECU Career Services or the College of Business Career Center? | 272                 | 32.3% | 73                | 8.7% | 498                    | 59.1% | 843   |



7.2 Please indicate your satisfaction with Career Services:

| Question Text  | Response                  |       |                   |      |              |      |                                    |       |           |       |                |       |       |      |
|--|---------------------------|-------|-------------------|------|--------------|------|------------------------------------|-------|-----------|-------|----------------|-------|-------|------|
|  | Don't Know/Not Applicable |       | Very Dissatisfied |      | Dissatisfied |      | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       | Total | Mean |
|  | N                         | %     | N                 | %    | N            | %    | N                                  | %     | N         | %     | N              | %     |       |      |
| Information on internships, CO-OP, part-time, full-time and other career-related experiences         | 358                       | 43.0% | 9                 | 1.1% | 10           | 1.2% | 150                                | 18.0% | 168       | 20.2% | 138            | 16.6% | 833   | 3.9  |
| Access to employment opportunities (e.g., career fairs, interviews, job listings)                    | 325                       | 39.1% | 5                 | 0.6% | 13           | 1.6% | 133                                | 16.0% | 199       | 23.9% | 156            | 18.8% | 831   | 4.0  |
| Assistance with resume preparation, interview skills, job and internship search, networking, etc.    | 322                       | 38.7% | 5                 | 0.6% | 12           | 1.4% | 119                                | 14.3% | 175       | 21.0% | 200            | 24.0% | 833   | 4.1  |
| Help with career exploration and self-assessment related to careers (e.g., MBTI, Interest Inventory) | 377                       | 45.4% | 9                 | 1.1% | 10           | 1.2% | 151                                | 18.2% | 152       | 18.3% | 132            | 15.9% | 831   | 3.9  |
| Availability of career resources online  | 324                       | 38.9% | 7                 | 0.8% | 9            | 1.1% | 139                                | 16.7% | 185       | 22.2% | 168            | 20.2% | 832   | 4.0  |
| Assistance with preparing for graduate/professional school (e.g., medicine, law)                     | 394                       | 47.4% | 9                 | 1.1% | 15           | 1.8% | 164                                | 19.7% | 123       | 14.8% | 127            | 15.3% | 832   | 3.8  |
| Career services overall  | 307                       | 37.1% | 5                 | 0.6% | 13           | 1.6% | 130                                | 15.7% | 202       | 24.4% | 170            | 20.6% | 827   | 4.0  |

7.3 At what point during your time at ECU did you first get career-related information or advice from an academic advisor, career advisor, or faculty member on campus?

| Question Text                  | N   | %     |
|--------------------------------|-----|-------|
| Before new student orientation | 37  | 4.4%  |
| At new student orientation     | 53  | 6.3%  |
| Freshman year                  | 123 | 14.7% |
| Sophomore year                 | 127 | 15.2% |
| Junior year                    | 212 | 25.4% |
| Senior year                    | 131 | 15.7% |
| Never                          | 152 | 18.2% |
| Total                          | 835 | 100%  |

### Section 8: Information Technology Services

8.1 Indicate your satisfaction with Information Technology Services:

| Question Text  | Response                  |       |                   |      |              |       |                                    |       |           |       |                |       |     |     | Total | Mean |
|--|---------------------------|-------|-------------------|------|--------------|-------|------------------------------------|-------|-----------|-------|----------------|-------|-----|-----|-------|------|
|  | Don't Know/Not Applicable |       | Very Dissatisfied |      | Dissatisfied |       | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       |     |     |       |      |
|  | N                         | %     | N                 | %    | N            | %     | N                                  | %     | N         | %     | N              | %     |     |     |       |      |
| Hours of operation of university computer labs   | 275                       | 33.0% | 2                 | 0.2% | 10           | 1.2%  | 115                                | 13.8% | 237       | 28.5% | 194            | 23.3% | 833 | 4.1 |       |      |
| Availability of equipment and software in university computer labs to meet my needs                    | 250                       | 30.2% | 3                 | 0.4% | 9            | 1.1%  | 105                                | 12.7% | 255       | 30.8% | 206            | 24.9% | 828 | 4.1 |       |      |
| Availability of ECU-provided WiFi (eduroam, ECU WiFi) on campus  | 150                       | 18.1% | 34                | 4.1% | 99           | 12.0% | 119                                | 14.4% | 256       | 31.0% | 169            | 20.4% | 827 | 3.6 |       |      |
| Availability of cellular phone voice and data service on campus  | 182                       | 22.0% | 40                | 4.8% | 91           | 11.0% | 125                                | 15.1% | 221       | 26.7% | 169            | 20.4% | 828 | 3.6 |       |      |
| Ease of connecting mobile and other smart devices (e.g., Apple Watch, Fitbit, etc.) to the ECU network | 162                       | 19.4% | 31                | 3.7% | 112          | 13.4% | 132                                | 15.8% | 230       | 27.6% | 166            | 19.9% | 833 | 3.6 |       |      |

|   |    |       |   |      |    |      |     |       |     |       |     |       |     |     |
|---|----|-------|---|------|----|------|-----|-------|-----|-------|-----|-------|-----|-----|
| Online course management system(s) used in my classes (e.g., Blackboard)      | 53 | 6.4%  | 8 | 1.0% | 15 | 1.8% | 95  | 11.4% | 346 | 41.6% | 314 | 37.8% | 831 | 4.2 |
| Effectiveness of information technology in improving my learning experience   | 77 | 9.2%  | 6 | 0.7% | 14 | 1.7% | 130 | 15.6% | 337 | 40.5% | 269 | 32.3% | 833 | 4.1 |
| Overall information technology services provided by the central IT department | 95 | 11.5% | 3 | 0.4% | 19 | 2.3% | 132 | 15.9% | 330 | 39.8% | 250 | 30.2% | 829 | 4.1 |

### Section 9: Other Offices that Serve You

9.1 Thinking about your past two years at ECU, please rate your satisfaction with the following offices on campus:

| Question Text                                 | Response               |       |                   |       |              |       |                                    |       |           |       |                |       |       |      |
|---|------------------------|-------|-------------------|-------|--------------|-------|------------------------------------|-------|-----------|-------|----------------|-------|-------|------|
|   | No Experience to Judge |       | Very Dissatisfied |       | Dissatisfied |       | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       | Total | Mean |
|   | N                      | %     | N                 | %     | N            | %     | N                                  | %     | N         | %     | N              | %     |       |      |
| Campus Recreation and Wellness                | 209                    | 25.2% | 4                 | 0.5%  | 4            | 0.5%  | 79                                 | 9.5%  | 211       | 25.5% | 322            | 38.8% | 829   | 4.4  |
| Cashier s Office                              | 182                    | 22.0% | 10                | 1.2%  | 17           | 2.1%  | 150                                | 18.1% | 258       | 31.1% | 212            | 25.6% | 829   | 4.0  |
| Center for Counseling and Student Development | 369                    | 44.5% | 8                 | 1.0%  | 12           | 1.4%  | 131                                | 15.8% | 167       | 20.1% | 142            | 17.1% | 829   | 3.9  |
| Dining Services                               | 275                    | 33.2% | 18                | 2.2%  | 32           | 3.9%  | 125                                | 15.1% | 224       | 27.0% | 155            | 18.7% | 829   | 3.8  |
| Dowdy Student Stores                          | 56                     | 6.8%  | 9                 | 1.1%  | 25           | 3.0%  | 84                                 | 10.1% | 360       | 43.4% | 295            | 35.6% | 829   | 4.2  |
| ECU Police Department                         | 364                    | 44.0% | 9                 | 1.1%  | 16           | 1.9%  | 129                                | 15.6% | 152       | 18.4% | 158            | 19.1% | 828   | 3.9  |
| ECU Transit                                   | 223                    | 26.9% | 5                 | 0.6%  | 17           | 2.1%  | 103                                | 12.4% | 248       | 30.0% | 232            | 28.0% | 828   | 4.1  |
| Office of Student Financial Aid               | 188                    | 22.7% | 13                | 1.6%  | 21           | 2.5%  | 143                                | 17.3% | 238       | 28.8% | 224            | 27.1% | 827   | 4.0  |
| Parking                                       | 166                    | 20.0% | 141               | 17.0% | 153          | 18.5% | 120                                | 14.5% | 163       | 19.7% | 86             | 10.4% | 829   | 2.8  |
| Registrar s Office                            | 175                    | 21.2% | 8                 | 1.0%  | 16           | 1.9%  | 158                                | 19.2% | 266       | 32.2% | 202            | 24.5% | 825   | 4.0  |
| Student Health Services                       | 237                    | 28.7% | 14                | 1.7%  | 29           | 3.5%  | 112                                | 13.5% | 260       | 31.4% | 175            | 21.2% | 827   | 3.9  |

|  |          |
|--|----------|
|  | Response |
|--|----------|

| Question Text   | Never |       | Seldom |       | Sometimes |       | Frequently |      | Total | Mean |
|---|-------|-------|--------|-------|-----------|-------|------------|------|-------|------|
|   | N     | %     | N      | %     | N         | %     | N          | %    |       |      |
| 9.2 Over the past two years, how often have you had concerns with your personal safety on campus? | 505   | 61.1% | 223    | 27.0% | 91        | 11.0% | 7          | 0.8% | 826   | 1.5  |

### Section 10: Student Affairs Programs

10.1 Please indicate the extent of your agreement or disagreement with the statements below:

| Question Text  | Response |       |                   |      |          |      |                            |       |       |       |                |       |       |      | Total | Mean |
|--|----------|-------|-------------------|------|----------|------|----------------------------|-------|-------|-------|----------------|-------|-------|------|-------|------|
|  | N/A      |       | Strongly Disagree |      | Disagree |      | Neither Agree nor Disagree |       | Agree |       | Strongly Agree |       | Total | Mean |       |      |
|  | N        | %     | N                 | %    | N        | %    | N                          | %     | N     | %     | N              | %     |       |      |       |      |
| Involvement in student activities, organizations, and programs enhanced my ECU experience  | 200      | 24.2% | 13                | 1.6% | 14       | 1.7% | 95                         | 11.5% | 265   | 32.1% | 238            | 28.8% | 825   | 4.1  |       |      |
| I feel there are sufficient programs to engage students outside the classroom  | 122      | 14.8% | 9                 | 1.1% | 25       | 3.0% | 84                         | 10.2% | 311   | 37.7% | 275            | 33.3% | 826   | 4.2  |       |      |
| Information about available student programs and services is easily accessible   | 91       | 11.0% | 19                | 2.3% | 57       | 6.9% | 110                        | 13.3% | 326   | 39.5% | 222            | 26.9% | 825   | 3.9  |       |      |
| Extracurricular programs positively impacted my personal development   | 203      | 24.6% | 11                | 1.3% | 14       | 1.7% | 97                         | 11.8% | 249   | 30.2% | 251            | 30.4% | 825   | 4.1  |       |      |
| My leadership skills/capacities have been strengthened through my involvement in student activities, programs, organizations, and other services | 207      | 25.1% | 9                 | 1.1% | 12       | 1.5% | 106                        | 12.8% | 239   | 29.0% | 252            | 30.5% | 825   | 4.2  |       |      |

## Section 11: Conclusions

| Question Text   | Response  |      |      |      |        |       |             |       |       |      |
|---|-----------|------|------|------|--------|-------|-------------|-------|-------|------|
|   | Very Weak |      | Weak |      | Strong |       | Very Strong |       | Total | Mean |
|   | N         | %    | N    | %    | N      | %     | N           | %     |       |      |
| 11.1 All things considered, how would you characterize the learning environment on this campus? | 5         | 0.6% | 58   | 7.1% | 509    | 62.5% | 242         | 29.7% | 814   | 3.2  |

11.2 All things considered; how would you evaluate:

| Question Text                        | Response |      |      |       |      |       |           |       |       |      |
|--------------------------------------|----------|------|------|-------|------|-------|-----------|-------|-------|------|
|                                      | Poor     |      | Fair |       | Good |       | Excellent |       | Total | Mean |
|                                      | N        | %    | N    | %     | N    | %     | N         | %     |       |      |
| Quality of instruction in your major | 9        | 1.1% | 76   | 9.2%  | 329  | 40.0% | 409       | 49.7% | 823   | 3.4  |
| Quality of face-to-face instruction  | 11       | 1.4% | 66   | 8.2%  | 335  | 41.4% | 397       | 49.1% | 809   | 3.4  |
| Quality of web-based instruction     | 48       | 5.9% | 151  | 18.4% | 342  | 41.7% | 279       | 34.0% | 820   | 3.0  |
| Quality of instruction overall       | 7        | 0.9% | 68   | 8.3%  | 368  | 44.7% | 380       | 46.2% | 823   | 3.4  |

11.3 All things considered:

| Question Text   | Response |       |          |       |    |      |       |      |  |  |
|---|----------|-------|----------|-------|----|------|-------|------|--|--|
|   | Yes      |       | Not Sure |       | No |      | Total | Mean |  |  |
|   | N        | %     | N        | %     | N  | %    |       |      |  |  |
| Would you recommend this institution to a friend considering college?             | 709      | 86.6% | 69       | 8.4%  | 41 | 5.0% | 819   | 1.2  |  |  |
| If you could start over again, would you still choose to attend this institution? | 628      | 76.8% | 120      | 14.7% | 70 | 8.6% | 818   | 1.3  |  |  |

11.4 Please indicate your overall satisfaction with the following:

| Question Text  | Response          |      |              |      |                                    |       |           |       |                |       |       |      |
|--|-------------------|------|--------------|------|------------------------------------|-------|-----------|-------|----------------|-------|-------|------|
|  | Very Dissatisfied |      | Dissatisfied |      | Neither Satisfied nor Dissatisfied |       | Satisfied |       | Very Satisfied |       | Total | Mean |
|  | N                 | %    | N            | %    | N                                  | %     | N         | %     | N              | %     |       |      |
| Appearance of buildings exterior and interior: accessibility, cleanliness, way finding | 10                | 1.2% | 43           | 5.3% | 152                                | 18.6% | 405       | 49.5% | 208            | 25.4% | 818   | 3.9  |
| Appearance of classroom and/or lab interior: accessibility, cleanliness, way finding   | 9                 | 1.1% | 53           | 6.5% | 180                                | 22.0% | 394       | 48.2% | 181            | 22.2% | 817   | 3.8  |

|  |    |      |    |      |     |       |     |       |     |       |     |     |
|--|----|------|----|------|-----|-------|-----|-------|-----|-------|-----|-----|
| Course locations   | 6  | 0.7% | 23 | 2.8% | 186 | 22.9% | 394 | 48.4% | 205 | 25.2% | 814 | 3.9 |
| Location amenities:<br>AV/Technology, WiFi<br>connectivity, furniture, sound<br>quality, instructor visibility | 8  | 1.0% | 44 | 5.4% | 198 | 24.4% | 381 | 46.9% | 182 | 22.4% | 813 | 3.8 |
| Comfort level in location:<br>temperature, furniture, lighting   | 20 | 2.5% | 74 | 9.1% | 192 | 23.6% | 356 | 43.7% | 173 | 21.2% | 815 | 3.7 |