



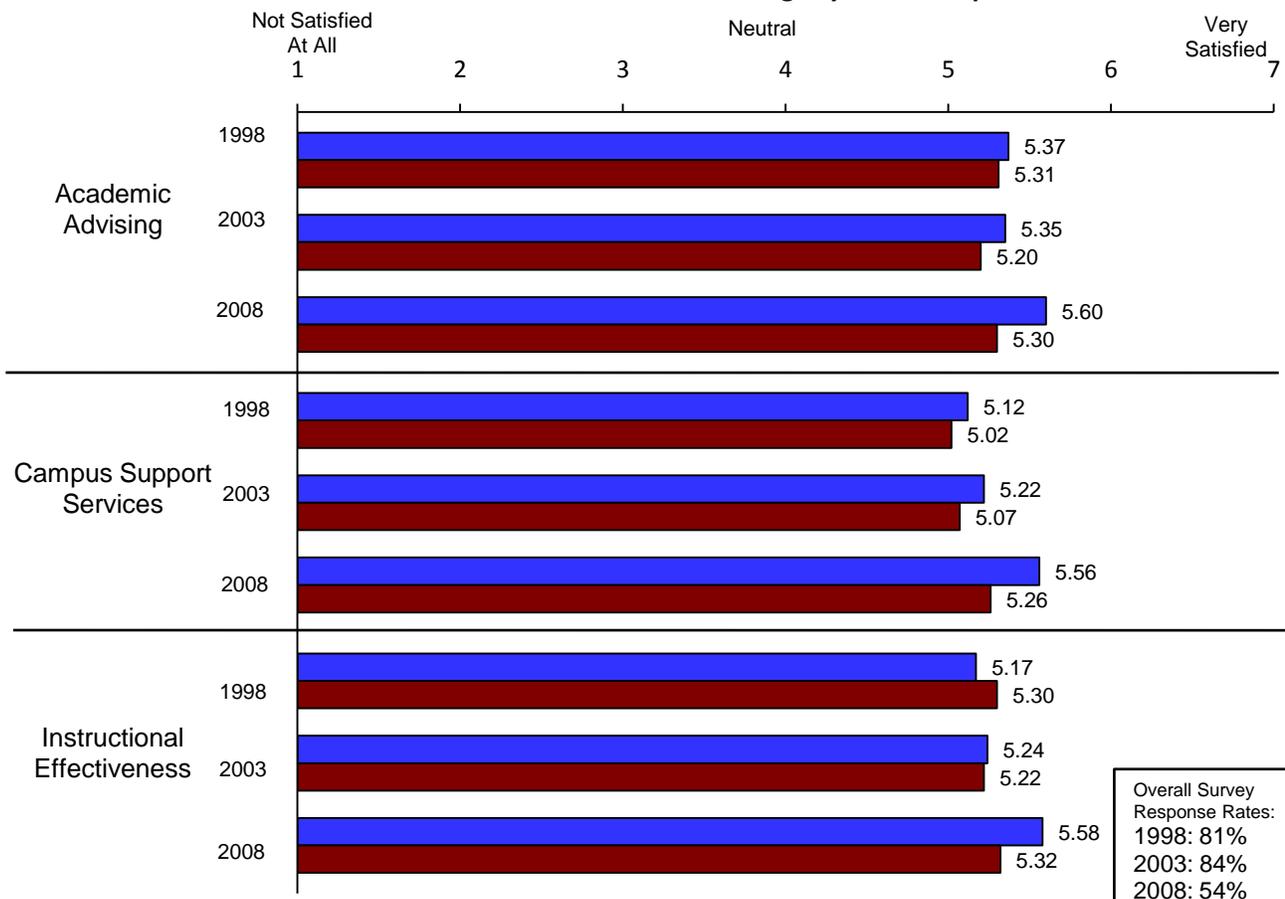
Student Satisfaction Survey Results

In 2008, Berea students were more satisfied with almost every area of college life compared to students at other four-year private colleges and with Berea students from five and ten years ago.

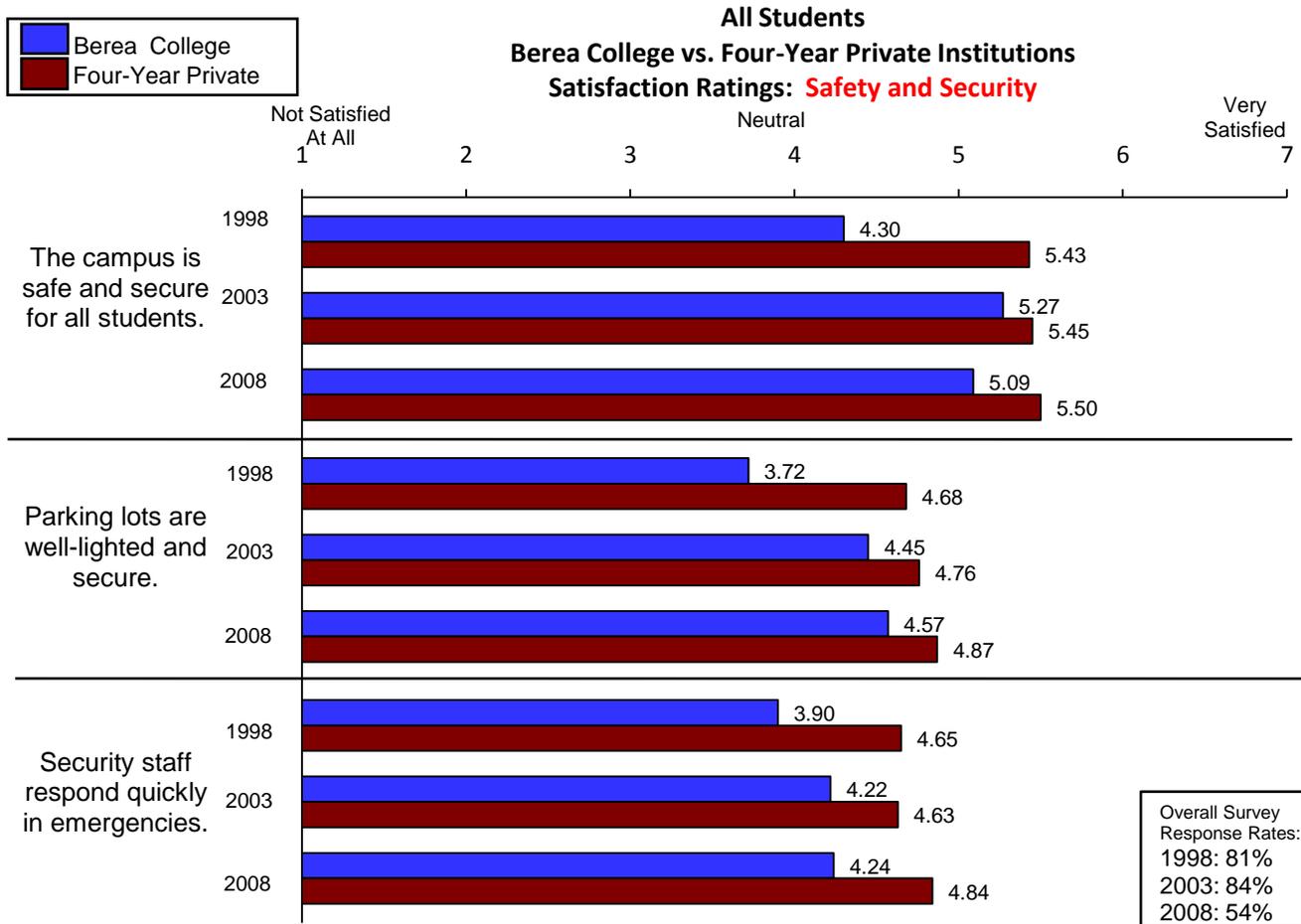
According to the results of the nationally used Noel-Levitz Student Satisfaction survey, Berea students rate their satisfaction higher than their national peers in *Academic Advising, Campus Life, Campus Climate, Support Services, Concern for the Individual, Instructional Effectiveness, Recruitment and Financial Aid, Registration Effectiveness, Service Excellence, and Student Centeredness*. However, Berea students were generally *less* satisfied than their national peers in the area of *Safety and Security*.



All Students
Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups



Overall Survey Response Rates:
1998: 81%
2003: 84%
2008: 54%



The survey allowed students to rate the importance of 83 items as well as their satisfaction with each. Findings suggest that our students perceive *academic advising, library resources and services, opportunities for international study*, and the *general maintenance of the campus* as unique **strengths** at Berea College (compared to national comparison groups). Areas of **strength** are those that were rated highly important with high satisfaction. Areas of **challenge** are those that were rated as highly important but with relatively lower satisfaction ratings. Unique **challenges** include issues of *safety and security*, the *fairness of student disciplinary procedures*, and *faculty taking into consideration student differences as they teach a course*. An example of a perceived challenge unique to women at Berea is *adequate financial aid is available for most students*. For men, a unique challenge is *there are adequate services to help me decide upon a career*.

Using the national survey allows us to compare our African American and International student ratings to African American and International students at other colleges. Strengths unique to African American students at Berea College included *my academic advisor is concerned about my success as an individual* and *opportunities for international study are adequate*. Unique challenges included *I am able to register for classes I need with few conflicts*: and *student disciplinary procedures are fair*. Strengths unique to Berea International students included *adequate financial aid is available for most students*, *there is a commitment of academic excellence on this campus*, *freedom of expression is protected on campus*, and *I feel that there are adequate opportunities for me to provide community and other service*. However, a challenge unique to Berea International students was *faculty provide the kind of feedback that helps me know what to do to improve my performance*.

The Student Satisfaction Survey has been administered three times, once in 1998 and then again in 2003 and 2008. In general, satisfaction ratings have risen in most all areas covered. It should be noted that the method of administration has changed, however. In 1998 and 2003, surveys were administered in paper and pencil form using labor time and the response rates were 81% and 84%, respectively. In 2008, students answered the survey using an on-line format and the response rate dropped to 54%.

To review a complete set of results including comparisons among the various groups of students (and across the three survey administrations), please click on the following link:

<http://www.berea.edu/ira/documents/satisfactionreport2008.pdf>