

Fort Valley State University Student Satisfaction Inventory

I. Demographics

Classification/Year:

| Choices | | Count | Percent |
|---------|--------------|-------------|---------|
| 1 | New Freshman | 3 | 2% |
| 2 | Freshman | 26 | 21% |
| 3 | Sophomore | 25 | 20% |
| 4 | Junior | 38 | 30% |
| 5 | Senior | 33 | 26% |
| 6 | Graduate | 1 | 1% |
| Mean | | 3.60 | |

Gender:

| Choices | | Count | Percent |
|---------|--------|-------------|---------|
| 1 | Male | 38 | 30% |
| 2 | Female | 88 | 70% |
| Mean | | 1.70 | |

Housing Status:

| Choices | | Count | Percent |
|---------|------------|-------------|---------|
| 1 | On campus | 77 | 66% |
| 2 | Off campus | 39 | 34% |
| Mean | | 1.34 | |

Age Group

| Choices | | Count | Percent |
|---------|-------------|-------------|---------|
| 1 | 18-20 | 57 | 45% |
| 2 | 21-23 | 61 | 48% |
| 3 | 24-25 | 7 | 5% |
| 4 | 26-30 | 3 | 2% |
| 5 | 31-40 | 0 | 0% |
| 6 | 41-60 | 0 | 0% |
| 7 | 61 or older | 0 | 0% |
| Mean | | 1.66 | |

Ethnicity/Race:

| Choices | | Count | Percent |
|---------|-----------------------------------|-------------|---------|
| 1 | Black (Non-Hispanic Origin) | 116 | 98% |
| 2 | White (Non-Hispanic Origin) | 0 | 0% |
| 3 | Hispanic | 0 | 0% |
| 4 | Asian or Pacific Islander | 0 | 0% |
| 5 | American Indian or Alaskan Native | 0 | 0% |
| 6 | Multiracial | 2 | 2% |
| Mean | | 1.08 | |

Fort Valley State University Student Satisfaction Inventory

GPA:

| Choices | | Count | Percent |
|---------|------------|-------------|---------|
| 1 | Below 2.00 | 0 | 0% |
| 2 | 2.00-2.49 | 15 | 13% |
| 3 | 2.50-2.99 | 56 | 47% |
| 4 | 3.00-3.49 | 38 | 32% |
| 5 | 3.50-4.00 | 9 | 8% |
| Mean | | 3.35 | |

II. University Services

1. Academic Success Center

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 16 | 13% |
| 4 | Great Importance | 37 | 31% |
| 5 | Very Great Importance | 64 | 53% |
| Mean | | 4.35 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 1 | 1% |
| 2 | Dissatisfied | 4 | 4% |
| 3 | Neutral | 24 | 22% |
| 4 | Satisfied | 31 | 28% |
| 5 | Very Satisfied | 36 | 32% |
| 0 | Have Not Used/Not Available | 15 | 14% |
| Mean | | 3.47 | |

2. Bursar/Cashier Services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 2 | 2% |
| 3 | Moderate (average) Importance | 15 | 13% |
| 4 | Great Importance | 39 | 33% |
| 5 | Very Great Importance | 62 | 53% |
| Mean | | 4.36 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 5 | 4% |
| 3 | Neutral | 23 | 21% |
| 4 | Satisfied | 33 | 29% |
| 5 | Very Satisfied | 41 | 37% |
| 0 | Have Not Used/Not Available | 8 | 7% |
| Mean | | 3.73 | |

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3. Career Planning Services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 14 | 12% |
| 4 | Great Importance | 40 | 34% |
| 5 | Very Great Importance | 62 | 52% |
| Mean | | 4.35 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 1 | 1% |
| 2 | Dissatisfied | 2 | 2% |
| 3 | Neutral | 27 | 23% |
| 4 | Satisfied | 31 | 27% |
| 5 | Very Satisfied | 39 | 34% |
| 0 | Have Not Used/Not Available | 15 | 13% |
| Mean | | 3.52 | |

4. Plant operations/Cleaning Services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 4 | 3% |
| 3 | Moderate (average) Importance | 14 | 12% |
| 4 | Great Importance | 41 | 36% |
| 5 | Very Great Importance | 56 | 49% |
| Mean | | 4.30 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 3 | 3% |
| 2 | Dissatisfied | 6 | 5% |
| 3 | Neutral | 21 | 18% |
| 4 | Satisfied | 35 | 30% |
| 5 | Very Satisfied | 36 | 31% |
| 0 | Have Not Used/Not Available | 14 | 12% |
| Mean | | 3.46 | |

Fort Valley State University Student Satisfaction Inventory

5. Recreation and intramural programs

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 2 | 2% |
| 3 | Moderate (average) Importance | 26 | 23% |
| 4 | Great Importance | 34 | 30% |
| 5 | Very Great Importance | 51 | 45% |
| Mean | | 4.19 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 3 | 3% |
| 2 | Dissatisfied | 11 | 10% |
| 3 | Neutral | 18 | 16% |
| 4 | Satisfied | 37 | 33% |
| 5 | Very Satisfied | 29 | 26% |
| 0 | Have Not Used/Not Available | 15 | 13% |
| Mean | | 3.29 | |

6. Library facilities and services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 16 | 14% |
| 4 | Great Importance | 35 | 30% |
| 5 | Very Great Importance | 65 | 56% |
| Mean | | 4.42 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 0 | 0% |
| 2 | Dissatisfied | 7 | 6% |
| 3 | Neutral | 16 | 14% |
| 4 | Satisfied | 33 | 29% |
| 5 | Very Satisfied | 49 | 43% |
| 0 | Have Not Used/Not Available | 10 | 9% |
| Mean | | 3.82 | |

Fort Valley State University Student Satisfaction Inventory

7. Student Government Association

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 18 | 15% |
| 4 | Great Importance | 38 | 32% |
| 5 | Very Great Importance | 56 | 48% |
| Mean | | 4.22 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 4 | 4% |
| 3 | Neutral | 23 | 20% |
| 4 | Satisfied | 31 | 27% |
| 5 | Very Satisfied | 44 | 39% |
| 0 | Have Not Used/Not Available | 8 | 7% |
| Mean | | 3.73 | |

8. Infirmary/Wellness Center

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 11 | 10% |
| 4 | Great Importance | 36 | 31% |
| 5 | Very Great Importance | 65 | 57% |
| Mean | | 4.39 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 7 | 6% |
| 2 | Dissatisfied | 11 | 10% |
| 3 | Neutral | 26 | 23% |
| 4 | Satisfied | 21 | 19% |
| 5 | Very Satisfied | 38 | 34% |
| 0 | Have Not Used/Not Available | 9 | 8% |
| Mean | | 3.40 | |

Fort Valley State University Student Satisfaction Inventory

9. Information Technology

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 18 | 16% |
| 4 | Great Importance | 39 | 34% |
| 5 | Very Great Importance | 57 | 50% |
| Mean | | 4.32 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 3 | 3% |
| 2 | Dissatisfied | 6 | 5% |
| 3 | Neutral | 21 | 19% |
| 4 | Satisfied | 36 | 32% |
| 5 | Very Satisfied | 36 | 32% |
| 0 | Have Not Used/Not Available | 10 | 9% |
| Mean | | 3.59 | |

10. Academic Advising

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 2 | 2% |
| 3 | Moderate (average) Importance | 9 | 8% |
| 4 | Great Importance | 38 | 32% |
| 5 | Very Great Importance | 69 | 58% |
| Mean | | 4.47 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 2 | 2% |
| 3 | Neutral | 26 | 24% |
| 4 | Satisfied | 27 | 25% |
| 5 | Very Satisfied | 46 | 42% |
| 0 | Have Not Used/Not Available | 7 | 6% |
| Mean | | 3.84 | |

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11. Registration

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 13 | 11% |
| 4 | Great Importance | 34 | 29% |
| 5 | Very Great Importance | 68 | 59% |
| Mean | | 4.46 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 7 | 6% |
| 3 | Neutral | 25 | 23% |
| 4 | Satisfied | 29 | 26% |
| 5 | Very Satisfied | 44 | 40% |
| 0 | Have Not Used/Not Available | 4 | 4% |
| Mean | | 3.85 | |

12. Opportunities for student employment

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 15 | 13% |
| 4 | Great Importance | 29 | 24% |
| 5 | Very Great Importance | 71 | 60% |
| Mean | | 4.38 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 9 | 8% |
| 2 | Dissatisfied | 12 | 11% |
| 3 | Neutral | 23 | 21% |
| 4 | Satisfied | 24 | 22% |
| 5 | Very Satisfied | 34 | 31% |
| 0 | Have Not Used/Not Available | 8 | 7% |
| Mean | | 3.35 | |

Fort Valley State University Student Satisfaction Inventory

13. Student Union (services offered by the student union)

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 30 | 26% |
| 4 | Great Importance | 32 | 27% |
| 5 | Very Great Importance | 49 | 42% |
| Mean | | 4.03 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 3 | 3% |
| 2 | Dissatisfied | 6 | 5% |
| 3 | Neutral | 29 | 26% |
| 4 | Satisfied | 27 | 24% |
| 5 | Very Satisfied | 27 | 24% |
| 0 | Have Not Used/Not Available | 20 | 18% |
| Mean | | 3.08 | |

14. Health Services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 18 | 15% |
| 4 | Great Importance | 30 | 25% |
| 5 | Very Great Importance | 66 | 56% |
| Mean | | 4.33 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 6 | 6% |
| 2 | Dissatisfied | 5 | 5% |
| 3 | Neutral | 27 | 25% |
| 4 | Satisfied | 26 | 24% |
| 5 | Very Satisfied | 34 | 31% |
| 0 | Have Not Used/Not Available | 11 | 10% |
| Mean | | 3.40 | |

Fort Valley State University Student Satisfaction Inventory

15. Intramurals

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 4 | 3% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 29 | 25% |
| 4 | Great Importance | 31 | 27% |
| 5 | Very Great Importance | 51 | 44% |
| Mean | | 4.07 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 5 | 5% |
| 2 | Dissatisfied | 9 | 8% |
| 3 | Neutral | 26 | 23% |
| 4 | Satisfied | 23 | 21% |
| 5 | Very Satisfied | 29 | 26% |
| 0 | Have Not Used/Not Available | 19 | 17% |
| Mean | | 3.05 | |

16. The Department of Financial Aid (Financial Aid Services)

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 7 | 6% |
| 4 | Great Importance | 31 | 27% |
| 5 | Very Great Importance | 77 | 66% |
| Mean | | 4.58 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 14 | 13% |
| 2 | Dissatisfied | 12 | 11% |
| 3 | Neutral | 23 | 21% |
| 4 | Satisfied | 20 | 18% |
| 5 | Very Satisfied | 36 | 33% |
| 0 | Have Not Used/Not Available | 5 | 5% |
| Mean | | 3.34 | |

Fort Valley State University Student Satisfaction Inventory

17. Work Study Opportunities

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 11 | 9% |
| 4 | Great Importance | 33 | 28% |
| 5 | Very Great Importance | 73 | 61% |
| Mean | | 4.44 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 10 | 9% |
| 2 | Dissatisfied | 13 | 12% |
| 3 | Neutral | 21 | 19% |
| 4 | Satisfied | 24 | 22% |
| 5 | Very Satisfied | 32 | 29% |
| 0 | Have Not Used/Not Available | 9 | 8% |
| Mean | | 3.26 | |

18. Residence Hall Services and Programs

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 17 | 14% |
| 4 | Great Importance | 33 | 28% |
| 5 | Very Great Importance | 64 | 53% |
| Mean | | 4.27 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 6 | 6% |
| 2 | Dissatisfied | 7 | 6% |
| 3 | Neutral | 30 | 28% |
| 4 | Satisfied | 24 | 22% |
| 5 | Very Satisfied | 34 | 31% |
| 0 | Have Not Used/Not Available | 7 | 6% |
| Mean | | 3.48 | |

Fort Valley State University Student Satisfaction Inventory

19. Cafeteria/Food Services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 14 | 12% |
| 4 | Great Importance | 27 | 23% |
| 5 | Very Great Importance | 72 | 61% |
| Mean | | 4.39 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 16 | 14% |
| 2 | Dissatisfied | 22 | 20% |
| 3 | Neutral | 20 | 18% |
| 4 | Satisfied | 25 | 22% |
| 5 | Very Satisfied | 26 | 23% |
| 0 | Have Not Used/Not Available | 3 | 3% |
| Mean | | 3.13 | |

20. Campus Safety

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 7 | 6% |
| 4 | Great Importance | 34 | 28% |
| 5 | Very Great Importance | 78 | 65% |
| Mean | | 4.57 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 3 | 3% |
| 2 | Dissatisfied | 13 | 11% |
| 3 | Neutral | 20 | 17% |
| 4 | Satisfied | 43 | 37% |
| 5 | Very Satisfied | 31 | 27% |
| 0 | Have Not Used/Not Available | 5 | 4% |
| Mean | | 3.62 | |

Fort Valley State University Student Satisfaction Inventory

21. Classroom Instruction

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 9 | 8% |
| 4 | Great Importance | 36 | 31% |
| 5 | Very Great Importance | 69 | 59% |
| Mean | | 4.44 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 3 | 3% |
| 3 | Neutral | 25 | 23% |
| 4 | Satisfied | 42 | 38% |
| 5 | Very Satisfied | 34 | 31% |
| 0 | Have Not Used/Not Available | 5 | 5% |
| Mean | | 3.79 | |

22. Student Life Activities

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 16 | 14% |
| 4 | Great Importance | 36 | 31% |
| 5 | Very Great Importance | 62 | 53% |
| Mean | | 4.34 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 3 | 3% |
| 2 | Dissatisfied | 6 | 5% |
| 3 | Neutral | 24 | 22% |
| 4 | Satisfied | 29 | 26% |
| 5 | Very Satisfied | 42 | 38% |
| 0 | Have Not Used/Not Available | 6 | 5% |
| Mean | | 3.75 | |

Fort Valley State University Student Satisfaction Inventory

23. New Student Orientation

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 6 | 5% |
| 3 | Moderate (average) Importance | 11 | 9% |
| 4 | Great Importance | 38 | 32% |
| 5 | Very Great Importance | 61 | 52% |
| Mean | | 4.30 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 2 | 2% |
| 3 | Neutral | 21 | 19% |
| 4 | Satisfied | 33 | 30% |
| 5 | Very Satisfied | 45 | 41% |
| 0 | Have Not Used/Not Available | 6 | 6% |
| Mean | | 3.91 | |

24. Activities sponsored by the Student Government Association (SGA)

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 22 | 19% |
| 4 | Great Importance | 33 | 28% |
| 5 | Very Great Importance | 60 | 51% |
| Mean | | 4.25 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 2 | 2% |
| 3 | Neutral | 22 | 20% |
| 4 | Satisfied | 29 | 27% |
| 5 | Very Satisfied | 45 | 41% |
| 0 | Have Not Used/Not Available | 7 | 6% |
| Mean | | 3.81 | |

Fort Valley State University Student Satisfaction Inventory

25. Campus Police

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 6 | 5% |
| 4 | Great Importance | 33 | 28% |
| 5 | Very Great Importance | 76 | 65% |
| Mean | | 4.55 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 9 | 8% |
| 2 | Dissatisfied | 11 | 10% |
| 3 | Neutral | 22 | 19% |
| 4 | Satisfied | 34 | 30% |
| 5 | Very Satisfied | 31 | 27% |
| 0 | Have Not Used/Not Available | 6 | 5% |
| Mean | | 3.43 | |

26. Honors Program

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 20 | 17% |
| 4 | Great Importance | 33 | 28% |
| 5 | Very Great Importance | 60 | 50% |
| Mean | | 4.21 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 3 | 3% |
| 3 | Neutral | 24 | 22% |
| 4 | Satisfied | 27 | 25% |
| 5 | Very Satisfied | 37 | 34% |
| 0 | Have Not Used/Not Available | 17 | 15% |
| Mean | | 3.39 | |

Fort Valley State University Student Satisfaction Inventory

27. Parking

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 3 | 3% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 15 | 13% |
| 4 | Great Importance | 23 | 20% |
| 5 | Very Great Importance | 73 | 62% |
| Mean | | 4.37 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 23 | 21% |
| 2 | Dissatisfied | 23 | 21% |
| 3 | Neutral | 16 | 14% |
| 4 | Satisfied | 15 | 14% |
| 5 | Very Satisfied | 28 | 25% |
| 0 | Have Not Used/Not Available | 6 | 5% |
| Mean | | 2.86 | |

28. College Bookstore

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 25 | 21% |
| 4 | Great Importance | 31 | 26% |
| 5 | Very Great Importance | 60 | 51% |
| Mean | | 4.25 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 5 | 5% |
| 2 | Dissatisfied | 4 | 4% |
| 3 | Neutral | 22 | 20% |
| 4 | Satisfied | 31 | 28% |
| 5 | Very Satisfied | 41 | 38% |
| 0 | Have Not Used/Not Available | 6 | 6% |
| Mean | | 3.74 | |

Fort Valley State University Student Satisfaction Inventory

29. Registrar's Office and Supplies

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 0 | 0% |
| 3 | Moderate (average) Importance | 15 | 13% |
| 4 | Great Importance | 36 | 31% |
| 5 | Very Great Importance | 65 | 56% |
| Mean | | 4.43 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 4 | 4% |
| 3 | Neutral | 25 | 23% |
| 4 | Satisfied | 28 | 25% |
| 5 | Very Satisfied | 44 | 40% |
| 0 | Have Not Used/Not Available | 6 | 5% |
| Mean | | 3.77 | |

30. Classroom facilities

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 10 | 9% |
| 4 | Great Importance | 38 | 33% |
| 5 | Very Great Importance | 67 | 58% |
| Mean | | 4.47 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 2 | 2% |
| 2 | Dissatisfied | 6 | 5% |
| 3 | Neutral | 30 | 27% |
| 4 | Satisfied | 33 | 29% |
| 5 | Very Satisfied | 34 | 30% |
| 0 | Have Not Used/Not Available | 8 | 7% |
| Mean | | 3.59 | |

Fort Valley State University Student Satisfaction Inventory

III. College Environment

31. Billing and fee payment procedures

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 2 | 2% |
| 3 | Moderate (average) Importance | 17 | 15% |
| 4 | Great Importance | 31 | 28% |
| 5 | Very Great Importance | 58 | 53% |
| Mean | | 4.28 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 7 | 7% |
| 2 | Dissatisfied | 11 | 11% |
| 3 | Neutral | 18 | 18% |
| 4 | Satisfied | 30 | 30% |
| 5 | Very Satisfied | 24 | 24% |
| 0 | Have Not Used/Not Available | 11 | 11% |
| Mean | | 3.20 | |

32. Tutorial Services

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 17 | 16% |
| 4 | Great Importance | 31 | 29% |
| 5 | Very Great Importance | 56 | 52% |
| Mean | | 4.28 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 6 | 6% |
| 3 | Neutral | 18 | 18% |
| 4 | Satisfied | 27 | 27% |
| 5 | Very Satisfied | 33 | 33% |
| 0 | Have Not Used/Not Available | 11 | 11% |
| Mean | | 3.46 | |

Fort Valley State University Student Satisfaction Inventory

33. Center for Retention

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 2 | 2% |
| 3 | Moderate (average) Importance | 20 | 19% |
| 4 | Great Importance | 37 | 35% |
| 5 | Very Great Importance | 46 | 43% |
| Mean | | 4.15 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 1 | 1% |
| 3 | Neutral | 26 | 27% |
| 4 | Satisfied | 24 | 24% |
| 5 | Very Satisfied | 28 | 29% |
| 0 | Have Not Used/Not Available | 15 | 15% |
| Mean | | 3.27 | |

34. Opportunities for Student employment

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 17 | 16% |
| 4 | Great Importance | 30 | 28% |
| 5 | Very Great Importance | 55 | 52% |
| Mean | | 4.27 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 10 | 10% |
| 2 | Dissatisfied | 6 | 6% |
| 3 | Neutral | 20 | 20% |
| 4 | Satisfied | 28 | 28% |
| 5 | Very Satisfied | 30 | 30% |
| 0 | Have Not Used/Not Available | 6 | 6% |
| Mean | | 3.44 | |

Fort Valley State University Student Satisfaction Inventory

35. Student media (newspaper, campus radio)

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 23 | 22% |
| 4 | Great Importance | 28 | 26% |
| 5 | Very Great Importance | 51 | 48% |
| Mean | | 4.18 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 10 | 10% |
| 3 | Neutral | 17 | 17% |
| 4 | Satisfied | 31 | 31% |
| 5 | Very Satisfied | 22 | 22% |
| 0 | Have Not Used/Not Available | 15 | 15% |
| Mean | | 3.12 | |

36. General condition of campus buildings

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 0 | 0% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 13 | 12% |
| 4 | Great Importance | 35 | 33% |
| 5 | Very Great Importance | 57 | 54% |
| Mean | | 4.40 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 5 | 5% |
| 2 | Dissatisfied | 14 | 14% |
| 3 | Neutral | 18 | 18% |
| 4 | Satisfied | 30 | 30% |
| 5 | Very Satisfied | 27 | 27% |
| 0 | Have Not Used/Not Available | 6 | 6% |
| Mean | | 3.42 | |

Fort Valley State University Student Satisfaction Inventory

37. The University in general

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 1 | 1% |
| 2 | Little Importance | 1 | 1% |
| 3 | Moderate (average) Importance | 10 | 9% |
| 4 | Great Importance | 25 | 23% |
| 5 | Very Great Importance | 71 | 66% |
| Mean | | 4.52 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 4 | 4% |
| 2 | Dissatisfied | 9 | 9% |
| 3 | Neutral | 16 | 16% |
| 4 | Satisfied | 39 | 39% |
| 5 | Very Satisfied | 28 | 28% |
| 0 | Have Not Used/Not Available | 3 | 3% |
| Mean | | 3.70 | |

38. Attitude of non-teaching staff toward students

| | | Count | Percent |
|---------------------|-------------------------------|-------------|---------|
| IMPORTANCE | | | |
| 1 | No Importance | 2 | 2% |
| 2 | Little Importance | 3 | 3% |
| 3 | Moderate (average) Importance | 17 | 16% |
| 4 | Great Importance | 29 | 27% |
| 5 | Very Great Importance | 56 | 52% |
| Mean | | 4.25 | |
| SATISFACTION | | | |
| 1 | Very Dissatisfied | 9 | 9% |
| 2 | Dissatisfied | 7 | 7% |
| 3 | Neutral | 21 | 21% |
| 4 | Satisfied | 35 | 35% |
| 5 | Very Satisfied | 25 | 25% |
| 0 | Have Not Used/Not Available | 2 | 2% |
| Mean | | 3.55 | |

Fort Valley State University

Student Satisfaction Inventory

IV. COMMENTS

- The student body needs better food quality in the café, we need better options to choose from. Thank you
- Turn up or transfer. I love FVSU.
- Graduating in May and have to say, throughout my ups and downs at this university, I have enjoyed myself. If I would do it again I would love to come back to the Fort Valley State University. I love my HBCU.
- The school can be so much better than what it is, and it would help students be more proud of their HBCU
- Parking over by Tabor Ag should really be improved.
- Possibly make surveys less complicated and shorten them.
- This university needs better food and 24 hour visitation. We also need more doctors on campus, because people get turned around for another day if the doctors are not here.
- Better food in the cafe, more doctors on campus, more resources for student help academically.
- The café needs to do better.
- Parking needs to be fixed and we should have a choice for what we would like to pay for on tuition.
- I'm unsatisfied with the café's food selection. Also, tired of leaving the café and "smelling like café." We need better ventilation or something.
- Baseball. (2)
- I will like to continue seeing improvements.
- Most teachers have humble attitudes along with the staff in other parts of campus. The food at the café is disgusting and they reserve the same thing everyday. We need more restaurants on campus. The people don't like to help (meaning the adults in Troupe or Financial Aid).
- The café's cleanliness needs to improve. Almost every time I visit, there's old food on the cups, plates, bowls, and silverware. It's disgusting. Also, it should be optional whether or not I have a meal plan while living on campus.
- We need better food. More doctors and a nursing program.
- I love my HBCU! (go Wildcats!)
- Lets all come together and see how we can help to improve our university.
- Some professors need to show more compassion and be willing to assist students who need assistance
- Our school needs minor improvement.
- I love my HBCU.
- Stop giving me dumb fines until you (y'all) start making good food.
- FVSU the greatest!
- Fort Valley State University café services are horrible! The food is gross, most times not hot! Hair in the food and the sanitation is horrible in the eating area. A smell hits you soon as you hit the door.
- Housing—you should imply better rules towards disruptive roommates.
- HBCU???
- Campus police is way too strict and aggressive. The parking on campus is poor and the café is poor.
- As an off-campus commuter student, I feel that we should have better parking. The café should be of better quality, instead of students getting sick sometimes. The campus security is not up to their fullest potential. When you need them, they're not available, and when you don't, they're always trying to instill rules to students.
- This school is great!
- With the \$50,000 we will win, can we please get the Pettigrew parking lot fixed.
Not to be negative in saying everything is bad, but definitely room for improvement. If we could, fix one or two problems each semester and maintain good satisfaction.

Fort Valley State University

Student Satisfaction Inventory

IV. COMMENTS

- I am very dissatisfied with the campus security, particularly security guard (Reid or Reed) who's harsh comments towards me, like calling me stupid and taunting me while laughing in my face as he tells me I can't park here or anywhere on campus because I was driving a different car that day that did not have a decal. I did not deserve to be called stupid by a so-called protector, or get harassed by someone who is supposed to be protecting me. After getting my temporary decal and missing my senior tests because of officer Reid, I then had to walk past him, which was when he was laughing and smiling at me while I was crying. That is harassment and students shouldn't have to be put through that from an authoritarian figure. I really hope actions are taken to deal with this man. I am really hurt and it leaves me with a bad memory of Fort Valley. A graduating senior.
- Café ladies at the grill have attitudes and it can be hard to find forks. Class of 2019 SGA does not inform student body of activities or office runnings.
- Happy voting is made electronic for us.
- We need baseball!
- The cafeteria food is not appealing and I received two stomach viruses from this food. I live on campus, and I am paying for this nasty food. I cannot afford to buy food for my room, and spending thousands of dollars on food that I cannot eat.
- Better involvement with the school and students. Remodel the café.