

# Fort Valley State University Student Satisfaction Inventory

## Demographics

### Classification/Year:

Choice		Count	Percent
1	New Freshman	2	2%
2	Freshman	20	16%
3	Sophomore	38	31%
4	Junior	45	37%
5	Senior	18	15%
6	Graduate	0	0%
Mean		3.46	

### Gender:

Choice		Count	Percent
1	Male	66	54%
2	Female	56	46%
Mean			

### Housing status:

Choice		Count	Percent
1	On campus	88	76%
2	Off campus	28	24%
Mean		1.24	

### Age Group:

Choice		Count	Percent
1	18-20	70	57%
2	21-23	50	41%
3	24-25	3	2%
4	26-30	0	0%
5	31-40	0	0%
6	41-60	0	0%
7	61 or older	0	0%
Mean		1.46	

### Ethnicity/Race:

Choice		Count	Percent
1	Black (Non-Hispanic Origin)	99	92%
2	White (Non-Hispanic Origin)	0	0%
3	Hispanic	0	0%
4	Asian or Pacific Islander	0	0%
5	Am. Indian or Alaskan Native	0	0%
6	Multiracial	9	8%
Mean			

### GPA:

Choice		Count	Percent
1	Below 2.00	0	0%
2	2.00-2.49	12	10%
3	2.50-2.99	41	36%
4	3.00-3.49	35	30%

# Fort Valley State Univeristy Student Satisfaction Inventory

Choice		Count	Percent
5	3.50-4.00	27	23%
Mean		3.67	

**What is your major?**

Choice		Count	Percent
1	0	1	100%
2	1	0	0%
3	2	0	0%
4	3	0	0%
5	4	0	0%
6	5	0	0%
7	6	0	0%
8	7	0	0%
9	8	0	0%
10	9	0	0%

**What is your major?**

Choice		Count	Percent
1	0	0	0%
2	1	0	0%
3	2	0	0%
4	3	0	0%
5	4	0	0%
6	5	0	0%
7	6	0	0%
8	7	1	100%
9	8	0	0%
10	9	0	0%

# Fort Valley State University Student Satisfaction Inventory

## Importance of University Services

### 1. Academic Success Center

Choice		Count	Percent
1	No Importance	6	5%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	14	12%
4	Great Importance	35	29%
5	Very Great Importance	64	53%
Mean		4.23	

### 2. Bursar/Cashier Services

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	0	0%
3	Moderate (Avg.) Importance	15	13%
4	Great Importance	39	33%
5	Very Great Importance	64	53%
Mean		4.36	

### 3. Career Planning Services

Choice		Count	Percent
1	No Importance	4	3%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	18	15%
4	Great Importance	38	32%
5	Very Great Importance	55	47%
Mean		4.16	

### 4. Plant operations/Cleaning Services

Choice		Count	Percent
1	No Importance	4	3%
2	Little Importance	4	3%
3	Moderate (Avg.) Importance	25	21%
4	Great Importance	41	34%
5	Very Great Importance	47	39%
Mean		4.02	

### 5. Recreation and intramural programs

Choice		Count	Percent
1	No Importance	5	4%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	38	32%
4	Great Importance	30	25%
5	Very Great Importance	43	36%
Mean		3.87	

# Fort Valley State University Student Satisfaction Inventory

## 6. Library facilities and services

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	14	12%
4	Great Importance	39	33%
5	Very Great Importance	60	51%
Mean		4.28	

## 7. Student Government Association

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	17	14%
4	Great Importance	33	28%
5	Very Great Importance	63	53%
Mean		4.28	

## 8. Infirmary/wellness center

Choice		Count	Percent
1	No Importance	4	3%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	13	11%
4	Great Importance	32	27%
5	Very Great Importance	66	56%
Mean		4.30	

## 9. Information Technology

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	1	1%
3	Moderate (Avg.) Importance	16	14%
4	Great Importance	38	33%
5	Very Great Importance	58	50%
Mean		4.27	

## 10. Academic Advising

Choice		Count	Percent
1	No Importance	4	3%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	7	6%
4	Great Importance	39	33%
5	Very Great Importance	64	55%
Mean		4.33	

# Fort Valley State University Student Satisfaction Inventory

## 11. Registration

Choice		Count	Percent
1	No Importance	1	1%
2	Little Importance	0	0%
3	Moderate (Avg.) Importance	14	12%
4	Great Importance	33	28%
5	Very Great Importance	71	60%
Mean		4.45	

## 12. Opportunities for student employment

Choice		Count	Percent
1	No Importance	1	1%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	19	16%
4	Great Importance	33	28%
5	Very Great Importance	62	53%
Mean		4.31	

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

Choice		Count	Percent
1	No Importance	7	6%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	31	27%
4	Great Importance	32	28%
5	Very Great Importance	40	35%
Mean		3.84	

## 14. Health Services

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	1	1%
3	Moderate (Avg.) Importance	16	14%
4	Great Importance	42	36%
5	Very Great Importance	55	47%
Mean		4.24	

## 15. Intramurals

Choice		Count	Percent
1	No Importance	8	7%
2	Little Importance	11	9%
3	Moderate (Avg.) Importance	32	27%
4	Great Importance	33	28%
5	Very Great Importance	33	28%
Mean		3.62	

# Fort Valley State University Student Satisfaction Inventory

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

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	0	0%
3	Moderate (Avg.) Importance	9	8%
4	Great Importance	25	22%
5	Very Great Importance	79	69%
Mean		4.56	

## 17. Work Study Opportunities

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	15	13%
4	Great Importance	29	25%
5	Very Great Importance	68	58%
Mean		4.34	

## 18. Residence Hall Services

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	18	16%
4	Great Importance	38	33%
5	Very Great Importance	54	47%
Mean		4.20	

## 19. Cafeteria/Food Services

Choice		Count	Percent
1	No Importance	4	3%
2	Little Importance	0	0%
3	Moderate (Avg.) Importance	14	12%
4	Great Importance	31	26%
5	Very Great Importance	69	58%
Mean		4.36	

## 20. Campus Safety

Choice		Count	Percent
1	No Importance	1	1%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	12	10%
4	Great Importance	33	28%
5	Very Great Importance	69	59%
Mean		4.43	

# Fort Valley State University Student Satisfaction Inventory

## 21. Classroom Instruction

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	12	10%
4	Great Importance	29	25%
5	Very Great Importance	70	60%
Mean		4.40	

## 22. Student Life Activities

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	0	0%
3	Moderate (Avg.) Importance	23	20%
4	Great Importance	33	28%
5	Very Great Importance	57	49%
Mean		4.22	

## 23. New Student Orientation

Choice		Count	Percent
1	No Importance	8	7%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	18	15%
4	Great Importance	36	31%
5	Very Great Importance	52	44%
Mean		4.03	

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

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	22	19%
4	Great Importance	33	28%
5	Very Great Importance	55	47%
Mean		4.16	

## 25. Campus Police

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	1	1%
3	Moderate (Avg.) Importance	14	12%
4	Great Importance	28	24%
5	Very Great Importance	70	61%
Mean		4.42	

# Fort Valley State University Student Satisfaction Inventory

## 26. Honors Program

Choice		Count	Percent
1	No Importance	5	4%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	22	19%
4	Great Importance	33	28%
5	Very Great Importance	54	47%
Mean		4.11	

## 27. Parking

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	18	15%
4	Great Importance	30	25%
5	Very Great Importance	64	54%
Mean		4.26	

## 28. College Bookstore

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	1	1%
3	Moderate (Avg.) Importance	26	22%
4	Great Importance	32	27%
5	Very Great Importance	56	47%
Mean		4.16	

## 29. Registrar's Office and Services

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	18	16%
4	Great Importance	32	28%
5	Very Great Importance	60	53%
Mean		4.28	

## 30. Classroom facilities

Choice		Count	Percent
1	No Importance	1	1%
2	Little Importance	3	3%
3	Moderate (Avg.) Importance	17	15%
4	Great Importance	32	27%
5	Very Great Importance	64	55%
Mean		4.32	



# Fort Valley State University Student Satisfaction Inventory

## Importance of College Environment

### 31. Billing and fee payment procedures

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	1	1%
3	Moderate (Avg.) Importance	19	18%
4	Great Importance	31	30%
5	Very Great Importance	51	49%
Mean		4.20	

### 32. Opportunities for Student employment

Choice		Count	Percent
1	No Importance	3	3%
2	Little Importance	1	1%
3	Moderate (Avg.) Importance	20	19%
4	Great Importance	32	31%
5	Very Great Importance	47	46%
Mean		4.16	

### 33. Student media (newspaper, campus radio)

Choice		Count	Percent
1	No Importance	4	4%
2	Little Importance	4	4%
3	Moderate (Avg.) Importance	21	20%
4	Great Importance	36	35%
5	Very Great Importance	39	38%
Mean		3.98	

### 34. General condition of campus buildings

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	2	2%
3	Moderate (Avg.) Importance	9	9%
4	Great Importance	31	30%
5	Very Great Importance	60	58%
Mean		4.39	

### 35. The University in general

Choice		Count	Percent
1	No Importance	2	2%
2	Little Importance	0	0%
3	Moderate (Avg.) Importance	8	8%
4	Great Importance	23	22%
5	Very Great Importance	73	69%
Mean		4.56	

# Fort Valley State Univeristy

## Student Satisfaction Inventory

### 36. Attitude of non-teaching staff toward students

Choice		Count	Percent
1	No Importance	4	4%
2	Little Importance	4	4%
3	Moderate (Avg.) Importance	11	11%
4	Great Importance	27	26%
5	Very Great Importance	57	55%
Mean		4.25	

# Fort Valley State University Student Satisfaction Inventory

## Satisfaction of University Services

### 1. Academic Success Center

Choice		Count	Percent
1	Very Dissatisfied	1	1%
2	Dissatisfied	2	2%
3	Neutral	33	27%
4	Satisfied	56	46%
5	Very Satisfied	20	17%
6	Have not used/Not Available	9	7%
Mean		3.98	

### 2. Bursar/Cashier Services

Choice		Count	Percent
1	Very Dissatisfied	2	2%
2	Dissatisfied	17	14%
3	Neutral	41	33%
4	Satisfied	50	41%
5	Very Satisfied	12	10%
6	Have not used/Not Available	1	1%
Mean		3.46	

### 3. Career Planning Services

Choice		Count	Percent
1	Very Dissatisfied	4	3%
2	Dissatisfied	7	6%
3	Neutral	52	43%
4	Satisfied	32	27%
5	Very Satisfied	12	10%
6	Have not used/Not Available	13	11%
Mean		3.67	

### 4. Plant operations/Cleaning Services

Choice		Count	Percent
1	Very Dissatisfied	8	7%
2	Dissatisfied	15	13%
3	Neutral	36	30%
4	Satisfied	36	30%
5	Very Satisfied	18	15%
6	Have not used/Not Available	6	5%
Mean		3.50	

### 5. Recreation and intramural programs

Choice		Count	Percent
1	Very Dissatisfied	9	8%
2	Dissatisfied	10	8%
3	Neutral	44	37%
4	Satisfied	34	28%
5	Very Satisfied	11	9%
6	Have not used/Not Available	12	10%
Mean		3.53	

# Fort Valley State University Student Satisfaction Inventory

## 6. Library facilities and services

Choice		Count	Percent
1	Very Dissatisfied	4	3%
2	Dissatisfied	14	12%
3	Neutral	20	17%
4	Satisfied	53	45%
5	Very Satisfied	24	20%
6	Have not used/Not Available	4	3%
Mean		3.76	

## 7. Student Government Association

Choice		Count	Percent
1	Very Dissatisfied	4	3%
2	Dissatisfied	8	7%
3	Neutral	26	22%
4	Satisfied	45	38%
5	Very Satisfied	30	25%
6	Have not used/Not Available	7	6%
Mean		3.92	

## 8. Infirmary/wellness center

Choice		Count	Percent
1	Very Dissatisfied	7	6%
2	Dissatisfied	12	10%
3	Neutral	37	31%
4	Satisfied	39	33%
5	Very Satisfied	16	13%
6	Have not used/Not Available	9	8%
Mean		3.60	

## 9. Information Technology

Choice		Count	Percent
1	Very Dissatisfied	20	17%
2	Dissatisfied	22	18%
3	Neutral	32	26%
4	Satisfied	29	24%
5	Very Satisfied	14	12%
6	Have not used/Not Available	4	3%
Mean		3.06	

## 10. Academic Advising

Choice		Count	Percent
1	Very Dissatisfied	8	7%
2	Dissatisfied	15	12%
3	Neutral	30	25%
4	Satisfied	36	30%
5	Very Satisfied	28	23%
6	Have not used/Not Available	4	3%
Mean		3.60	

# Fort Valley State University Student Satisfaction Inventory

## 11. Registration

Choice		Count	Percent
1	Very Dissatisfied	11	9%
2	Dissatisfied	11	9%
3	Neutral	34	29%
4	Satisfied	47	40%
5	Very Satisfied	13	11%
6	Have not used/Not Available	2	2%
Mean		3.39	

## 12. Opportunities for student employment

Choice		Count	Percent
1	Very Dissatisfied	9	7%
2	Dissatisfied	24	20%
3	Neutral	38	31%
4	Satisfied	28	23%
5	Very Satisfied	13	11%
6	Have not used/Not Available	11	9%
Mean		3.37	

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

Choice		Count	Percent
1	Very Dissatisfied	7	6%
2	Dissatisfied	15	12%
3	Neutral	41	34%
4	Satisfied	31	26%
5	Very Satisfied	8	7%
6	Have not used/Not Available	19	16%
Mean		3.62	

## 14. Health Services

Choice		Count	Percent
1	Very Dissatisfied	5	4%
2	Dissatisfied	14	12%
3	Neutral	39	33%
4	Satisfied	45	38%
5	Very Satisfied	10	8%
6	Have not used/Not Available	6	5%
Mean		3.50	

## 15. Intramurals

Choice		Count	Percent
1	Very Dissatisfied	10	8%
2	Dissatisfied	12	10%
3	Neutral	41	34%
4	Satisfied	30	25%
5	Very Satisfied	9	7%
6	Have not used/Not Available	19	16%
Mean		3.60	

# Fort Valley State University Student Satisfaction Inventory

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

Choice		Count	Percent
1	Very Dissatisfied	33	28%
2	Dissatisfied	24	20%
3	Neutral	23	19%
4	Satisfied	32	27%
5	Very Satisfied	6	5%
6	Have not used/Not Available	1	1%
Mean		2.64	

## 17. Work Study Opportunities

Choice		Count	Percent
1	Very Dissatisfied	8	7%
2	Dissatisfied	24	20%
3	Neutral	37	31%
4	Satisfied	27	23%
5	Very Satisfied	12	10%
6	Have not used/Not Available	12	10%
Mean		3.39	

## 18. Residence Hall Services and Programs

Choice		Count	Percent
1	Very Dissatisfied	9	8%
2	Dissatisfied	19	16%
3	Neutral	39	33%
4	Satisfied	35	29%
5	Very Satisfied	11	9%
6	Have not used/Not Available	6	5%
Mean		3.32	

## 19. Cafeteria/Food Services

Choice		Count	Percent
1	Very Dissatisfied	31	25%
2	Dissatisfied	20	16%
3	Neutral	31	25%
4	Satisfied	27	22%
5	Very Satisfied	8	7%
6	Have not used/Not Available	5	4%
Mean		2.80	

## 20. Campus Safety

Choice		Count	Percent
1	Very Dissatisfied	15	13%
2	Dissatisfied	14	12%
3	Neutral	29	24%
4	Satisfied	44	37%
5	Very Satisfied	12	10%
6	Have not used/Not Available	5	4%
Mean		3.33	

# Fort Valley State University Student Satisfaction Inventory

## 21. Classroom Instruction

Choice		Count	Percent
1	Very Dissatisfied	4	3%
2	Dissatisfied	12	10%
3	Neutral	32	27%
4	Satisfied	46	38%
5	Very Satisfied	20	17%
6	Have not used/Not Available	6	5%
Mean		3.70	

## 22. Student Life Activities

Choice		Count	Percent
1	Very Dissatisfied	8	7%
2	Dissatisfied	11	9%
3	Neutral	31	26%
4	Satisfied	50	42%
5	Very Satisfied	16	13%
6	Have not used/Not Available	4	3%
Mean		3.56	

## 23. New Student Orientation

Choice		Count	Percent
1	Very Dissatisfied	6	5%
2	Dissatisfied	4	3%
3	Neutral	43	35%
4	Satisfied	35	29%
5	Very Satisfied	20	16%
6	Have not used/Not Available	14	11%
Mean		3.83	

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

Choice		Count	Percent
1	Very Dissatisfied	6	5%
2	Dissatisfied	6	5%
3	Neutral	33	28%
4	Satisfied	39	33%
5	Very Satisfied	22	18%
6	Have not used/Not Available	14	12%
Mean		3.89	

## 25. Campus Police

Choice		Count	Percent
1	Very Dissatisfied	12	10%
2	Dissatisfied	17	14%
3	Neutral	35	29%
4	Satisfied	36	30%
5	Very Satisfied	9	8%
6	Have not used/Not Available	10	8%
Mean		3.36	

# Fort Valley State University Student Satisfaction Inventory

## 26. Honors Program

Choice		Count	Percent
1	Very Dissatisfied	2	2%
2	Dissatisfied	7	6%
3	Neutral	43	36%
4	Satisfied	38	32%
5	Very Satisfied	16	13%
6	Have not used/Not Available	14	12%
Mean		3.84	

## 27. Parking

Choice		Count	Percent
1	Very Dissatisfied	41	34%
2	Dissatisfied	21	18%
3	Neutral	30	25%
4	Satisfied	14	12%
5	Very Satisfied	7	6%
6	Have not used/Not Available	7	6%
Mean		2.55	

## 28. College Bookstore

Choice		Count	Percent
1	Very Dissatisfied	17	14%
2	Dissatisfied	13	11%
3	Neutral	42	34%
4	Satisfied	29	24%
5	Very Satisfied	18	15%
6	Have not used/Not Available	3	2%
Mean		3.22	

## 29. Registrar's Office and Services

Choice		Count	Percent
1	Very Dissatisfied	9	7%
2	Dissatisfied	14	11%
3	Neutral	49	40%
4	Satisfied	36	30%
5	Very Satisfied	12	10%
6	Have not used/Not Available	2	2%
Mean		3.28	

## 30. Classroom facilities

Choice		Count	Percent
1	Very Dissatisfied	12	10%
2	Dissatisfied	18	15%
3	Neutral	42	35%
4	Satisfied	32	26%
5	Very Satisfied	14	12%
6	Have not used/Not Available	3	2%
Mean		3.22	



# Fort Valley State University Student Satisfaction Inventory

## Satisfaction of College Environment

### 31. Billing and fee payment procedures

Choice		Count	Percent
1	Very Dissatisfied	17	15%
2	Dissatisfied	20	18%
3	Neutral	40	36%
4	Satisfied	24	22%
5	Very Satisfied	6	5%
6	Have not used/Non-Applicable	4	4%
Mean		2.95	

### 32. Opportunities for Student employment

Choice		Count	Percent
1	Very Dissatisfied	8	7%
2	Dissatisfied	24	22%
3	Neutral	37	33%
4	Satisfied	23	21%
5	Very Satisfied	8	7%
6	Have not used/Non-Applicable	11	10%
Mean		3.29	

### 33. Student media (newspaper, campus radio)

Choice		Count	Percent
1	Very Dissatisfied	12	11%
2	Dissatisfied	15	14%
3	Neutral	43	39%
4	Satisfied	22	20%
5	Very Satisfied	11	10%
6	Have not used/Non-Applicable	8	7%
Mean		3.26	

### 34. General condition of campus buildings

Choice		Count	Percent
1	Very Dissatisfied	13	12%
2	Dissatisfied	32	29%
3	Neutral	31	28%
4	Satisfied	25	23%
5	Very Satisfied	9	8%
6	Have not used/Non-Applicable	1	1%
Mean		2.89	

### 35. The University in general

Choice		Count	Percent
1	Very Dissatisfied	6	6%
2	Dissatisfied	14	13%
3	Neutral	31	29%
4	Satisfied	42	39%
5	Very Satisfied	13	12%
6	Have not used/Non-Applicable	2	2%
Mean		3.44	

# Fort Valley State Univeristy

## Student Satisfaction Inventory

### 36. Attitude of non-teaching staff toward students

Choice		Count	Percent
1	Very Dissatisfied	21	19%
2	Dissatisfied	16	14%
3	Neutral	36	32%
4	Satisfied	24	22%
5	Very Satisfied	9	8%
6	Have not used/Non-Applicable	5	5%
Mean		2.99	

# Fort Valley State University

## Student Satisfaction Inventory

### COMMENTS

- New computers and better Internet for the EIET building upstairs.
- Do better!
- I love FVSU!
- I want our University to stand up and do better. We are here because it was paved for us along the way! Please get it together!
- We can do better!
- 1. I love my school and the things that we have, but the student fees are too high for the quality given to us. 2. More information should be given to incoming students about campus life. For example, freshmen need to fully understand how/when to register for classes and housing for the next school term.
- Housing, technology, meal plans, and many other student fees are too high for the poor quality.
- Roaches are always in the cafeteria. Also, the food choices in the cafeteria are not good. Students pay a great amount for horrible food.
- Costs are increasing, but no improvements are being made. Example: Housing, meal plan, technology, etc. To ask for more money from the students, improvements must be made.
- If more of these were given to greater majority of students, the results would be more accurate.
- We need better chemistry teachers!
- No attached sheet for major.
- Why? Why we can't just walk in and vote? 0-0
- Need to fix the AC in the cafeteria. Need better food. Campus police get to a situation late, and don't do their job. R.A.s and R.O.Cs fine too much for the smallest things.
- Campus television would be nice. Cafeteria needs to be redone.
- A lot of stuff needs to be improved since we are paying so much money.