

Fort Valley State University Student Satisfaction Inventory

I. Demographics

Classification/Year:

Choices		Count	Percent
1	New Freshman	3	2%
2	Freshman	45	32%
3	Sophomore	21	15%
4	Junior	39	28%
5	Senior	31	22%
6	Graduate	1	1%
Total		140	

Gender:

Choices		Count	Percent
1	Male	48	35%
2	Female	88	65%
Total		136	

Housing Status:

Choices		Count	Percent
1	On campus	97	76%
2	Off campus	31	24%
Total		128	

Age Group

Choices		Count	Percent
1	18-20	77	55%
2	21-23	55	40%
3	24-25	5	4%
4	26-30	2	1%
5	31-40	0	0%
6	41-60	0	0%
7	61 or older	0	0%
Total		139	

Ethnicity/Race:

Choices		Count	Percent
1	Black (Non-Hispanic Origin)	126	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	3	2%
Total		129	

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GPA:

Choices		Count	Percent
1	Below 2.00	2	1%
2	2.00-2.49	24	18%
3	2.50-2.99	58	43%
4	3.00-3.49	35	26%
5	3.50-4.00	16	12%
Total		135	

II. University Services

1. Academic Success Center

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	2	2%
3	Moderate (average) Importance	9	7%
4	Great Importance	32	26%
5	Very Great Importance	78	64%
Total		121	
SATISFACTION			
1	Very Dissatisfied	3	3%
2	Dissatisfied	1	1%
3	Neutral	15	13%
4	Satisfied	43	36%
5	Very Satisfied	44	37%
0	Have Not Used/Not Available	14	12%
Total		120	

2. Bursar/Cashier Services

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	2	2%
3	Moderate (average) Importance	14	11%
4	Great Importance	37	30%
5	Very Great Importance	68	56%
Total		122	
SATISFACTION			
1	Very Dissatisfied	4	3%
2	Dissatisfied	5	4%
3	Neutral	16	13%
4	Satisfied	50	40%
5	Very Satisfied	42	34%
0	Have Not Used/Not Available	8	6%
Total		125	

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3. Career Planning Services

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	1	1%
3	Moderate (average) Importance	13	11%
4	Great Importance	36	30%
5	Very Great Importance	70	58%
Total		121	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	0	0%
3	Neutral	27	23%
4	Satisfied	40	34%
5	Very Satisfied	35	30%
0	Have Not Used/Not Available	14	12%
Total		118	

4. Plant operations/Cleaning Services

		Count	Percent
IMPORTANCE			
1	No Importance	3	3%
2	Little Importance	4	3%
3	Moderate (average) Importance	26	22%
4	Great Importance	36	30%
5	Very Great Importance	51	43%
Total		120	
SATISFACTION			
1	Very Dissatisfied	3	2%
2	Dissatisfied	2	2%
3	Neutral	31	25%
4	Satisfied	41	33%
5	Very Satisfied	33	27%
0	Have Not Used/Not Available	13	11%
Total		123	

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5. Recreation and intramural programs

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	6	5%
3	Moderate (average) Importance	22	18%
4	Great Importance	41	34%
5	Very Great Importance	50	42%
Total		120	
SATISFACTION			
1	Very Dissatisfied	4	3%
2	Dissatisfied	4	3%
3	Neutral	25	21%
4	Satisfied	38	32%
5	Very Satisfied	34	28%
0	Have Not Used/Not Available	15	13%
Total		120	

6. Library facilities and services

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	3	2%
3	Moderate (average) Importance	11	9%
4	Great Importance	39	32%
5	Very Great Importance	67	55%
Total		121	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	2	2%
3	Neutral	18	15%
4	Satisfied	43	36%
5	Very Satisfied	46	38%
0	Have Not Used/Not Available	10	8%
Total		121	

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7. Student Government Association

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	4	3%
3	Moderate (average) Importance	16	13%
4	Great Importance	33	27%
5	Very Great Importance	68	56%
Total		121	
SATISFACTION			
1	Very Dissatisfied	5	4%
2	Dissatisfied	1	1%
3	Neutral	21	18%
4	Satisfied	46	39%
5	Very Satisfied	34	29%
0	Have Not Used/Not Available	10	9%
Total		117	

8. Infirmary/Wellness Center

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	2	2%
3	Moderate (average) Importance	8	7%
4	Great Importance	35	28%
5	Very Great Importance	78	63%
Total		123	
SATISFACTION			
1	Very Dissatisfied	4	3%
2	Dissatisfied	5	4%
3	Neutral	19	16%
4	Satisfied	41	34%
5	Very Satisfied	44	36%
0	Have Not Used/Not Available	8	7%
Total		121	

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9. Information Technology

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	0	0%
3	Moderate (average) Importance	15	13%
4	Great Importance	39	33%
5	Very Great Importance	63	53%
Total		119	
SATISFACTION			
1	Very Dissatisfied	3	3%
2	Dissatisfied	3	3%
3	Neutral	26	22%
4	Satisfied	40	34%
5	Very Satisfied	36	31%
0	Have Not Used/Not Available	10	8%
Total		118	

10. Academic Advising

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	2	2%
3	Moderate (average) Importance	11	9%
4	Great Importance	31	25%
5	Very Great Importance	78	64%
Total		122	
SATISFACTION			
1	Very Dissatisfied	4	3%
2	Dissatisfied	5	4%
3	Neutral	19	15%
4	Satisfied	44	36%
5	Very Satisfied	45	37%
0	Have Not Used/Not Available	6	5%
Total		123	

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11. Registration

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	3	2%
3	Moderate (average) Importance	8	7%
4	Great Importance	35	29%
5	Very Great Importance	74	61%
Total		121	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	2	2%
3	Neutral	18	15%
4	Satisfied	50	42%
5	Very Satisfied	41	34%
0	Have Not Used/Not Available	6	5%
Total		119	

12. Opportunities for student employment

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	1	1%
3	Moderate (average) Importance	7	6%
4	Great Importance	40	32%
5	Very Great Importance	75	60%
Total		124	
SATISFACTION			
1	Very Dissatisfied	7	6%
2	Dissatisfied	8	7%
3	Neutral	22	18%
4	Satisfied	32	27%
5	Very Satisfied	37	31%
0	Have Not Used/Not Available	13	11%
Total		119	

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

		Count	Percent
IMPORTANCE			
1	No Importance	4	3%
2	Little Importance	4	3%
3	Moderate (average) Importance	18	15%
4	Great Importance	38	31%
5	Very Great Importance	57	47%
Total		121	
SATISFACTION			
1	Very Dissatisfied	5	4%
2	Dissatisfied	5	4%
3	Neutral	22	18%
4	Satisfied	45	38%
5	Very Satisfied	29	24%
0	Have Not Used/Not Available	14	12%
Total		120	

14. Health Services

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	3	3%
3	Moderate (average) Importance	15	13%
4	Great Importance	30	25%
5	Very Great Importance	71	59%
Total		120	
SATISFACTION			
1	Very Dissatisfied	3	3%
2	Dissatisfied	6	5%
3	Neutral	21	18%
4	Satisfied	38	32%
5	Very Satisfied	40	34%
0	Have Not Used/Not Available	10	8%
Total		118	

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15. Intramurals

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	10	8%
3	Moderate (average) Importance	29	24%
4	Great Importance	28	23%
5	Very Great Importance	52	43%
Total		121	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	3	3%
3	Neutral	33	28%
4	Satisfied	35	29%
5	Very Satisfied	33	28%
0	Have Not Used/Not Available	14	12%
Total		120	

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

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	1	1%
3	Moderate (average) Importance	12	10%
4	Great Importance	30	24%
5	Very Great Importance	81	65%
Total		125	
SATISFACTION			
1	Very Dissatisfied	4	3%
2	Dissatisfied	11	9%
3	Neutral	31	26%
4	Satisfied	35	29%
5	Very Satisfied	33	28%
0	Have Not Used/Not Available	5	4%
Total		119	

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17. Work Study Opportunities

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	2	2%
3	Moderate (average) Importance	8	7%
4	Great Importance	34	29%
5	Very Great Importance	75	63%
Total		119	
SATISFACTION			
1	Very Dissatisfied	7	6%
2	Dissatisfied	8	7%
3	Neutral	22	19%
4	Satisfied	32	28%
5	Very Satisfied	36	32%
0	Have Not Used/Not Available	9	8%
Total		114	

18. Residence Hall Services and Programs

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	2	2%
3	Moderate (average) Importance	10	8%
4	Great Importance	34	28%
5	Very Great Importance	76	62%
Total		123	
SATISFACTION			
1	Very Dissatisfied	7	6%
2	Dissatisfied	12	10%
3	Neutral	29	24%
4	Satisfied	33	28%
5	Very Satisfied	30	25%
0	Have Not Used/Not Available	8	7%
Total		119	

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19. Cafeteria/Food Services

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	5	4%
3	Moderate (average) Importance	10	8%
4	Great Importance	21	17%
5	Very Great Importance	85	69%
Total		123	
SATISFACTION			
1	Very Dissatisfied	32	26%
2	Dissatisfied	12	10%
3	Neutral	20	16%
4	Satisfied	22	18%
5	Very Satisfied	28	23%
0	Have Not Used/Not Available	8	7%
Total		122	

20. Campus Safety

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	2	2%
3	Moderate (average) Importance	12	10%
4	Great Importance	28	24%
5	Very Great Importance	76	64%
Total		118	
SATISFACTION			
1	Very Dissatisfied	6	5%
2	Dissatisfied	5	4%
3	Neutral	32	26%
4	Satisfied	38	31%
5	Very Satisfied	33	27%
0	Have Not Used/Not Available	8	7%
Total		122	

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21. Classroom Instruction

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	2	2%
3	Moderate (average) Importance	14	12%
4	Great Importance	33	28%
5	Very Great Importance	70	59%
Total		119	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	3	3%
3	Neutral	28	25%
4	Satisfied	36	32%
5	Very Satisfied	38	33%
0	Have Not Used/Not Available	7	6%
Total		114	

22. Student Life Activities

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	1	1%
3	Moderate (average) Importance	16	14%
4	Great Importance	28	24%
5	Very Great Importance	72	61%
Total		118	
SATISFACTION			
1	Very Dissatisfied	3	3%
2	Dissatisfied	5	4%
3	Neutral	24	21%
4	Satisfied	41	36%
5	Very Satisfied	34	30%
0	Have Not Used/Not Available	7	6%
Total		114	

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23. New Student Orientation

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	4	3%
3	Moderate (average) Importance	16	14%
4	Great Importance	30	25%
5	Very Great Importance	67	57%
Total		118	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	2	2%
3	Neutral	25	22%
4	Satisfied	33	28%
5	Very Satisfied	42	36%
0	Have Not Used/Not Available	12	10%
Total		116	

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

		Count	Percent
IMPORTANCE			
1	No Importance	3	3%
2	Little Importance	3	3%
3	Moderate (average) Importance	16	14%
4	Great Importance	28	24%
5	Very Great Importance	66	57%
Total		116	
SATISFACTION			
1	Very Dissatisfied	5	4%
2	Dissatisfied	4	3%
3	Neutral	24	21%
4	Satisfied	40	35%
5	Very Satisfied	32	28%
0	Have Not Used/Not Available	10	9%
Total		115	

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25. Campus Police

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	3	3%
3	Moderate (average) Importance	13	12%
4	Great Importance	25	23%
5	Very Great Importance	70	63%
Total		111	
SATISFACTION			
1	Very Dissatisfied	7	6%
2	Dissatisfied	5	4%
3	Neutral	30	27%
4	Satisfied	34	30%
5	Very Satisfied	30	27%
0	Have Not Used/Not Available	7	6%
Total		113	

26. Honors Program

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	4	4%
3	Moderate (average) Importance	15	14%
4	Great Importance	26	23%
5	Very Great Importance	64	58%
Total		111	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	2	2%
3	Neutral	25	23%
4	Satisfied	34	31%
5	Very Satisfied	28	25%
0	Have Not Used/Not Available	19	17%
Total		110	

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27. Parking

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	5	4%
3	Moderate (average) Importance	17	15%
4	Great Importance	32	28%
5	Very Great Importance	61	53%
Total		116	
SATISFACTION			
1	Very Dissatisfied	11	10%
2	Dissatisfied	13	11%
3	Neutral	24	21%
4	Satisfied	29	25%
5	Very Satisfied	22	19%
0	Have Not Used/Not Available	15	13%
Total		114	

28. College Bookstore

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	6	5%
3	Moderate (average) Importance	13	11%
4	Great Importance	35	30%
5	Very Great Importance	63	53%
Total		118	
SATISFACTION			
1	Very Dissatisfied	6	5%
2	Dissatisfied	3	3%
3	Neutral	24	21%
4	Satisfied	42	36%
5	Very Satisfied	34	29%
0	Have Not Used/Not Available	7	6%
Total		116	

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29. Registrar's Office and Supplies

		Count	Percent
IMPORTANCE			
1	No Importance	3	3%
2	Little Importance	0	0%
3	Moderate (average) Importance	11	10%
4	Great Importance	38	33%
5	Very Great Importance	62	54%
Total		114	
SATISFACTION			
1	Very Dissatisfied	3	3%
2	Dissatisfied	4	4%
3	Neutral	24	22%
4	Satisfied	41	37%
5	Very Satisfied	32	29%
0	Have Not Used/Not Available	7	6%
Total		111	

30. Classroom facilities

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	2	2%
3	Moderate (average) Importance	12	10%
4	Great Importance	30	26%
5	Very Great Importance	70	61%
Total		115	
SATISFACTION			
1	Very Dissatisfied	4	4%
2	Dissatisfied	3	3%
3	Neutral	26	24%
4	Satisfied	41	38%
5	Very Satisfied	29	27%
0	Have Not Used/Not Available	6	6%
Total		109	

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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	22	20%
4	Great Importance	22	20%
5	Very Great Importance	60	56%
Total		108	
SATISFACTION			
1	Very Dissatisfied	5	5%
2	Dissatisfied	10	9%
3	Neutral	24	22%
4	Satisfied	35	32%
5	Very Satisfied	29	26%
0	Have Not Used/Not Available	7	6%
Total		110	

32. Tutorial Services

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	2	2%
3	Moderate (average) Importance	15	14%
4	Great Importance	33	31%
5	Very Great Importance	54	51%
Total		106	
SATISFACTION			
1	Very Dissatisfied	4	4%
2	Dissatisfied	2	2%
3	Neutral	22	19%
4	Satisfied	36	32%
5	Very Satisfied	31	27%
0	Have Not Used/Not Available	18	16%
Total		113	

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33. Center for Retention

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	4	4%
3	Moderate (average) Importance	19	18%
4	Great Importance	29	27%
5	Very Great Importance	53	50%
Total		107	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	2	2%
3	Neutral	24	22%
4	Satisfied	37	34%
5	Very Satisfied	28	26%
0	Have Not Used/Not Available	16	15%
Total		109	

34. Opportunities for Student employment

		Count	Percent
IMPORTANCE			
1	No Importance	2	2%
2	Little Importance	3	3%
3	Moderate (average) Importance	12	11%
4	Great Importance	33	31%
5	Very Great Importance	58	54%
Total		108	
SATISFACTION			
1	Very Dissatisfied	6	6%
2	Dissatisfied	7	7%
3	Neutral	22	21%
4	Satisfied	31	29%
5	Very Satisfied	29	27%
0	Have Not Used/Not Available	12	11%
Total		107	

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35. Student media (newspaper, campus radio)

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	4	4%
3	Moderate (average) Importance	20	19%
4	Great Importance	32	30%
5	Very Great Importance	51	47%
Total		108	
SATISFACTION			
1	Very Dissatisfied	6	6%
2	Dissatisfied	8	7%
3	Neutral	24	22%
4	Satisfied	33	30%
5	Very Satisfied	25	23%
0	Have Not Used/Not Available	13	12%
Total		109	

36. General condition of campus buildings

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	3	3%
3	Moderate (average) Importance	14	13%
4	Great Importance	27	25%
5	Very Great Importance	63	59%
Total		107	
SATISFACTION			
1	Very Dissatisfied	9	8%
2	Dissatisfied	4	4%
3	Neutral	31	28%
4	Satisfied	30	28%
5	Very Satisfied	30	28%
0	Have Not Used/Not Available	5	5%
Total		109	

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37. The University in general

		Count	Percent
IMPORTANCE			
1	No Importance	0	0%
2	Little Importance	1	1%
3	Moderate (average) Importance	15	14%
4	Great Importance	25	23%
5	Very Great Importance	68	62%
Total		109	
SATISFACTION			
1	Very Dissatisfied	2	2%
2	Dissatisfied	4	4%
3	Neutral	22	20%
4	Satisfied	35	32%
5	Very Satisfied	40	36%
0	Have Not Used/Not Available	8	7%
Total		111	

38. Attitude of non-teaching staff toward students

		Count	Percent
IMPORTANCE			
1	No Importance	1	1%
2	Little Importance	1	1%
3	Moderate (average) Importance	17	16%
4	Great Importance	27	25%
5	Very Great Importance	60	57%
Total		106	
SATISFACTION			
1	Very Dissatisfied	7	6%
2	Dissatisfied	3	3%
3	Neutral	28	26%
4	Satisfied	33	31%
5	Very Satisfied	31	29%
0	Have Not Used/Not Available	6	6%
Total		108	

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Student Satisfaction Inventory

IV. COMMENTS

- I love my HBCU.
- Overall I am satisfied with FVSU and I am glad to be able to continue my education here.
- There needs to be an improvement in the café! The food is horrible every day. Fried chicken Wednesday is going down hill.
- The food in the café could be greatly improved!
- Need more parking in housing area! Need better food in the café! Need better campus safety!
- This survey was exceptional good.
- The parking lot of building 5, 6, 7 are terrible. Students who live in those buildings shouldn't have to park at HPE. You all need to place a limit on the number of decals allowed at those buildings.
- I wish mainly we had more Vegan options in the café, we pay the price \$\$\$ we deserve the best.
- We pay for gyms (\$250) and all we can do is go to the old gym that doesn't have heat or A/C and the goals are old and they are higher than regulations. If we go to the HPE then we are not allowed to play, not even on the side courts. Why is the food in the cafe so bad on the weekends. Some people don't go home on the weekends so there should be more stuff to do and the cafe shouldn't be so bad.
- Please do something about Sodexo, I do not pay \$7,000 tuition for the food to be awful.
- Bigger cafeteria would be highly appreciated. More activities to be apart of on campus. Also more funding for the Blue Machine Marching Band! MHELP make the baseball team an official team rather than a club. Everyone doesn't go home on the weekends so please can we make the cafe food more edible.
- I love my HBCU.
- I feel like we pay too much money for the café to taste that bad. They at least should have pancakes very other Sunday. The food needs improvement. I also feel like we should get more wildcat cash that 150 runs out quick. The café should be open longer by the time we eat dinner were hungry later.
- More activities, better food selection in café.
- The café needs to do better.
- I love my HBCU. We are a family and I wouldn't trade it for no other! Go Wildcats.
- 27, Parking. I don't feel like we should pay our tuition and a bunch of other fees such as parking. I doesn't make sense we already have to buy a decal and that only works in one area nonsense.
- It would be nice if student advisors really engaged with students like they should and not make them feel left behind.
- No one pays for decaf because the parking lot is horrible. How about to pay to park in dirt?
- Put a parkway lot near the front gate (pave over the grass it would help and us off campus students would love it. Also when giving tickets police should be equal in giving tickets and not give them one just because they are in a Frat or Sorority.
- I believe this campus could be so much better. The café food is very hasty and over priced.
- Cut the grass more the bees sting people.