

CHAPMAN UNIVERSITY

Student Services Satisfaction Survey

Fall

Dear Student:

You are very important to the continued success of Chapman University. As such, your views of the University, its services, facilities and personnel matter a great deal to us. We ask you, please, to take a few minutes of your time to fill out this survey and return it to your professor. Of course, all responses will be kept anonymous and confidential. Thanks for allowing us to be in partnership with you in helping to shape the direction of Chapman University.

Sincerely,

James L. Doti
President

<i>Importance to me for this semester</i>	Examine the list of services provided at Chapman. On the <i>left</i> tell us how <u>important</u> it is for Chapman to offer this service. On the <i>right</i> tell us how <u>satisfied</u> you are with the service.	<i>My level of satisfaction for this semester</i>
Not at all Very		Not at all Very Not used this semester
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Academic Advising	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Center for Academic Success (Academic Resource Center)	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Writing Center	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Library	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Computer Labs	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Career Development Center	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Registrar's Office	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Ability to schedule desired classes	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Class Size	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Student L.E.A.D. Office (Student Activities & Org.)	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Associated Student Government (A.S.)	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Panther Newspaper	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Intramurals and Fitness	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Services Provided by the Dean of the Chapel	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Health Services	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Psychological Counseling Services	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Residence Life Facilities	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Residence Life Programs and Staff	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Residence Life Telephone Services	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Residence Life Internet Access	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Food Service	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Business Office	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Financial Aid	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Student Employment Services	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Bookstore	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Public Safety	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Parking	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Upkeep of Campus and Facilities	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	Overall Satisfaction of Campus Services	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A

Would you recommend Chapman University to a friend or relative? ☐ Yes ☐ No

DEMOGRAPHICS (This information will be used for general comparison purposes only)

Ethnicity: ☐ African-American ☐ Asian-American ☐ Caucasian ☐ International Student ☐ Hispanic or Latino ☐ Native-American ☐ Other	Gender: ☐ Male ☐ Female Age: ☐ 17-19 ☐ 20-22 ☐ 23-25 ☐ Over 25	Class Level: ☐ Freshman ☐ Senior ☐ Sophomore ☐ Graduate ☐ Junior	Semesters at Chapman: ☐ 1-2 ☐ 7-8 ☐ 3-4 ☐ More than 8 ☐ 5-6
Other Information: I am currently a Chapman: ☐ resident ☐ commuter I entered Chapman as a: ☐ transfer ☐ freshman I am attending Chapman: ☐ full-time ☐ part-time			

Major:

- | | | |
|--|--|------------------------------------|
| ☐ Business Admin., Accounting, Economics | ☐ Biol., Chem., Math/Comp. Sci., FS/N, Phys. Ther., Kinesiology | ☐ Film/TV |
| ☐ Art, Theatre/Dance, Communications, English | ☐ HR, Health Admin., OL, School/Career Couns. | ☐ Music |
| ☐ Soc. Sci., Psych., Phil/Rel, Foreign Lang., Liberal Studies | ☐ Education Graduate Program | ☐ Undecided |

NOTE: Please use the back page for any comments you may have regarding your experience with any of the service areas listed. If you have already completed one of these forms, please leave it for another student. Thank you for your input.

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