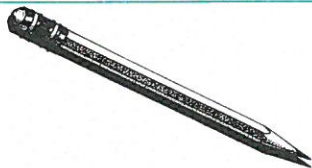


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Your institution is interested in systematically listening to its students. Therefore, your thoughtful and candid responses to this survey are very important.

*Thank you for your participation.*



- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- For each response, darken completely the corresponding oval.
- Erase completely any change in your answer.
- Do not make stray marks.

Each item below describes an expectation about your experiences with this institution. On the **left**, tell us how important it is for your institution to meet this expectation. On the **right**, tell us how satisfied you are that your institution has met this expectation.

Importance to me ...							... My level of satisfaction						
							not available/not used						
1 - not important at all													
2 - not very important													
3 - somewhat unimportant													
4 - neutral													
5 - somewhat important													
6 - important													
7 - very important													
does not apply													
1. Adult students are made to feel welcome at this institution. 2. Faculty care about me as an individual. 3. Classes are scheduled at times that are convenient for me. 4. The content of the courses within my major is valuable.							very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 dissatisfied - 2 not satisfied at all - 1						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
5. Classroom locations are safe and secure for all students. 6. Financial aid counselors are helpful to adult students. 7. The staff at this institution are caring and helpful. 8. My academic advisor is available at times that are convenient for me.							1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
9. Billing policies are reasonable for adult students. 10. Admissions representatives are knowledgeable. 11. My academic advisor is concerned about my success as an individual. 12. Computer labs are adequate and accessible for adult students.							1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						
1 2 3 4 5 6 7							1 2 3 4 5 6 7						

PLEASE DO NOT WRITE IN THIS AREA

**SERIAL #**



## Importance to me ...

- 1 - not important at all  
 2 - not very important  
 3 - somewhat unimportant  
 4 - neutral  
 5 - somewhat important  
 6 - important  
 7 - very important

does not apply

## ...My level of satisfaction

not available/not used

- very satisfied - 7  
 satisfied - 6  
 somewhat satisfied - 5  
 neutral - 4  
 somewhat dissatisfied - 3  
 dissatisfied - 2  
 not satisfied at all - 1

1 2 3 4 5 6 7	13. The amount of student parking is adequate.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	14. Faculty are fair and unbiased in their treatment of individual students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	15. Library resources and services are adequate for adults.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	16. I am able to register for classes I need with few conflicts.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	17. Business office hours are convenient for adult students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	18. Parking lots are well-lighted and secure.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	19. My academic advisor is knowledgeable about requirements in my major.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	20. Registration processes are reasonable and convenient for adults.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	21. Tuition paid is a worthwhile investment.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	22. Security staff respond quickly in emergencies.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	23. Adequate financial aid is available for most adult students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	24. There is a commitment to academic excellence at this institution.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	25. Admissions representatives respond to adult students' unique needs.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	26. Faculty provide timely feedback about my progress.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	27. This institution has a good reputation within the community.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	28. My academic advisor is accessible by telephone and e-mail.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	29. I seldom get the "run-around" when seeking information at this institution.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	30. Academic support services adequately meet the needs of adult students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	31. I am able to register by personal computer, fax, or telephone.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	32. My program provides opportunities to improve my technology skills.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	33. Channels are readily available for adult students to express complaints.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	34. I receive complete information on the availability of financial aid.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	35. The quality of instruction I receive in my program is excellent.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	36. Vending or other food options are readily available.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	37. Part-time faculty are competent as instructors.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	38. Career services are adequate and accessible for adult students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	39. This institution responds quickly to my requests for information.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	40. Faculty are usually available for adult students by phone, by e-mail, or in person.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	41. Major requirements are clear and reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	42. Nearly all faculty are knowledgeable in their field.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	43. This institution offers a variety of payment plans for adult students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	44. When students enroll at this institution, they develop a plan to complete their degree.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	45. I am able to complete most of my enrollment tasks in one location.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	46. This institution provides timely responses to student complaints.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	47. Bookstore hours are convenient for adult students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	48. I am aware of whom to contact for questions about programs and services.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	49. There are sufficient options within my program of study.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	50. My advisor helps me apply my academic major to specific career goals.	1 2 3 4 5 6 7	



Your institution may choose to provide you with additional questions on a separate sheet. This section below numbered 51-70 is provided as a response area for those additional questions. Continue on to item 71 when you have completed this section.

Importance to me ...							... My level of satisfaction						
1 - not important at all	2 - not very important	3 - somewhat unimportant	4 - neutral	5 - somewhat important	6 - important	7 - very important	not available/not used						
							very satisfied - 7	satisfied - 6	somewhat satisfied - 5	neutral - 4	somewhat dissatisfied - 3	dissatisfied - 2	not satisfied at all - 1
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	51.	(If items 51-70 not available, skip to item 71)	51.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	52.		52.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	53.		53.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	54.		54.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	55.		55.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	56.		56.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	57.		57.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	58.		58.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	59.		59.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	60.		60.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	61.		61.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	62.		62.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	63.		63.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	64.		64.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	65.		65.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	66.		66.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	67.		67.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	68.		68.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	69.		69.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	70.		70.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
How important were the following factors in your decision to enroll here?													
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	71.	Cost					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	72.	Financial aid/scholarship opportunities					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	73.	Academic reputation					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	74.	Size of institution					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	75.	Future employment opportunities					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	76.	Recommendations from family/friends/employer					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	77.	Campus location (close to home/work)					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	78.	Availability of evening/weekend courses					
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	79.	Personalized attention prior to enrollment					

Choose the **one** response that best applies to you and darken the corresponding oval for each of the questions below.

- |   |  |   |
|---|--|---|
| <p>80. So far, how has your college experience met your expectations?</p> <p>1 Much worse than I expected</p> <p>2 Quite a bit worse than I expected</p> <p>3 Worse than I expected</p> <p>4 About what I expected</p> <p>5 Better than I expected</p> <p>6 Quite a bit better than I expected</p> <p>7 Much better than I expected</p> | <p>81. Rate your overall satisfaction with your experience here thus far.</p> <p>1 Not satisfied at all</p> <p>2 Not very satisfied</p> <p>3 Somewhat dissatisfied</p> <p>4 Neutral</p> <p>5 Somewhat satisfied</p> <p>6 Satisfied</p> <p>7 Very satisfied</p> | <p>82. All in all, if you had it to do over, would you enroll here?</p> <p>1 Definitely not</p> <p>2 Probably not</p> <p>3 Maybe not</p> <p>4 I don't know</p> <p>5 Maybe yes</p> <p>6 Probably yes</p> <p>7 Definitely yes</p> |
|---|--|---|

CONTINUE TO THE NEXT PAGE



1. The first step is to identify the problem or question that needs to be addressed. This involves understanding the context and the specific requirements of the task.

**94. Marital Status:**

- 1 Single
- 2 Single with children
- 3 Married
- 4 Married with children
- 5 Prefer not to respond

**95. When I entered this institution, it was my:**

- ① 1st choice
- ② 2nd choice
- ③ 3rd or lower

**96. Campus Defined Item:**

- 1
- 2
- 3
- 4
- 5
- 6

**97. Campus Defined Item:**

- 1
- 2
- 3
- 4
- 5
- 6

**98. Major/Program:**

- Fill in major/program code from list provided by your institution:

**98. Major/Program:**

- |   |   |   |   |
|---|---|---|---|
|   |   |   |   |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

**98. Major/Program:**  
Fill in major/program code from list provided by your institution:

- ① No credits earned/not applicable
- ② 1.99 or below
- ③ 2.0 - 2.49
- ④ 2.5 - 2.99
- ⑤ 3.0 - 3.49
- ⑥ 3.5 or above

**Your numeric identifier is requested for research purposes and will not appear on any report.**

- 1 Associate degree
- 2 Vocational/technical program
- 3 Transfer to another institution
- 4 Bachelor's degree
- 5 Master's degree
- 6 Doctorate or professional degree
- 7 Certification (initial or renewal)
- 8 Self-improvement/pleasure
- 9 Job-related training
- 10 Other

**Your response is voluntary.**

- ① Full-time off campus  
② Part-time off campus  
③ Full-time on campus  
④ Part-time on campus  
⑤ Not employed

**Student ID/SSN if requested  
by your institution:**

- ① Own house
- ② Rent room/apartment/house
- ③ Relative's home
- ④ Other

Write the requested number in the spaces of the box provided. Completely darken the corresponding oval.

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

*Thank you for taking the time to complete this survey.*

**Please do not fold.**

PLEASE DO NOT MARK IN THIS AREA

**SERIAL #**

**VCU Campus Contributed Items for the Noel Levitz Adult Student Priorities Survey**  
**Fall 2012**

**Customized Questions**

51. Students are provided encouragement and opportunities to conduct research.
52. On-line courses to facilitate my ability to graduate on time.
53. Experience with a course taught on-line.
54. Summer session courses to meet requirements in my major.
55. Summer session courses to meet University Core requirements.
56. Students of different races, ethnicities and national backgrounds are welcomed at VCU.
57. Opportunities and activities that promote multicultural understanding.
58. I have opportunities to participate in service learning and activities that contribute to the welfare of the community.
59. Faculty are using creative and innovative methods to facilitate student success and learning.
60. Ability to address several student service needs (e.g. financial aid, registrar) in a "one stop shop."
61. I receive adequate professional development and research opportunities.
62. The university offers orientation workshops or sessions devoted to graduate issues.
63. This institution offers training and development for teaching assistants.
64. I receive effective supervision and guidance.
65. The requirements of my program are presented in clear, written form.
66. I have someone in my graduate program that I consider a mentor.
67. There are ample work-study, assistantship, and other employment opportunities.
68. I have the opportunity to work in interdisciplinary teams or participate in interdepartmental reading-groups.
69. The faculty members in my program keep pace with recent trends and developments in my field.
70. My graduate education will lead to commensurate employment opportunities.

**Demographic Item**

96. Were you the first in your immediate family to graduate from college? (Yes; No; Unsure)