

ACT Student Opinion Survey 1994 - 2008

Section II - College Services

1-Academic Advising Services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	84	87	91	95	92.	92	89	90	69
Very Satisfied	14	19	16	24	19	23	28	31	24
Satisfied	50	48	56	50	52	47	46	46	46
Neutral	21	16	18	16	18	15	14	12	18
Dissatisfied	11	13	8	8	9	12	9	8	8
Very Dissatisfied	4	4	2	2	2	3	3	3	3
Means	3.59	3.65	3.76	3.86	3.77	3.75	3.87	3.94	3.81

2-Personal counseling services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	14	17	17	19	18	19	14	13	13
Very Satisfied	19	23	22	17	23	31	31	30	29
Satisfied	42	46	40	56	43	41	37	37	43
Neutral	23	17	25	19	19	18	28	22	16
Dissatisfied	8	8	12	6	12	7	4	7	8
Very Dissatisfied	8	6	1	2	3	3	0	4	3
Means	3.56	3.72	3.7	3.8	3.71	3.9	3.95	3.82	3.88

3-Career planning services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	24	29	29	29	23	20	18	18	18
Very Satisfied	12	18	15	21	12	16	24	23	23
Satisfied	46	42	48	44	47	38	45	46	45
Neutral	24	20	23	22	25	30	24	18	21
Dissatisfied	15	14	10	11	12	10	4	8	7
Very Dissatisfied	3	6	4	2	4	6	3	5	3
Means	3.49	3.52	3.6	3.71	3.51	3.48	3.83	3.74	3.78

4-Job placement services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	15	18	14	14	10	12	7	7	10
Very Satisfied	12	12	7	12	10	10	29	3	21
Satisfied	38	37	39	36	37	35	34	56	37
Neutral	26	23	25	27	29	30	21	29	24
Dissatisfied	17	17	21	21	16	16	16	6	11
Very Dissatisfied	7	11	8	4	8	9	0.0	6	7
Means	3.31	3.22	3.16	3.31	3.25	3.21	3.76	3.44	3.54

5-Recreational & Intramural programs & services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	57	55	59	57	62	61	62	67	34
Very Satisfied	27	20	21	26	32	37	39	46	33
Satisfied	60	64	63	62	58	50	53	49	52
Neutral	9	10	10	10	7	8	5	5	11
Dissatisfied	3	5	6	2	2	4	3	0	3
Very Dissatisfied	1	1	0	0	1	1	0	0	1
Means	4.09	3.97	3.99	4.12	4.18	4.18	4.28	4.41	4.12

6-Library facilities & services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	94	94	96	97	95	94	94	90	78
Very Satisfied	21	16	17	22	25	24	37	43	35
Satisfied	62	65	60	59	62	46	56	50	49
Neutral	11	9	12	12	9	15	6	6	11
Dissatisfied	5	8	8	6	3	10	1	1	4
Very Dissatisfied	1	2	3	1	1	5	0	0	1
Means	3.97	3.85	3.8	3.95	4.07	3.74	4.29	4.35	4.12

7-Student health services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	68	69	77	72	66	71	70	68	37
Very Satisfied	20	19	19	21	23	24	30	26	26
Satisfied	52	52	55	52	50	46	45	44	43
Neutral	15	13	16	15	15	15	13	14	16
Dissatisfied	9	10	8	8	8	10	9	10	10
Very Dissatisfied	4	6	2	4	4	5	3	6	4
Means	3.75	3.68	3.81	3.78	3.8	3.74	3.9	3.74	3.76

8-Student health insurance program

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	13	16	23	21	20	21	14	13	11
Very Satisfied	8	5	6	11	7	9	28	17	18
Satisfied	34	24	34	31	31	28	29	24	33
Neutral	28	30	25	31	29	32	15	41	26
Dissatisfied	12	15	17	15	20	15	14	11	12
Very Dissatisfied	18	26	18	12	13	16	14	7	11
Means	3.02	2.67	2.93	3.14	2.99	2.99	3.43	3.33	3.34

9-College sponsored tutorial services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	11	13	17	16	21	22	18	20	19
Very Satisfied	15	11	10	19	19	23	25	33	27
Satisfied	46	53	53	48	49	46	46	51	44
Neutral	26	26	19	23	20	20	20	12	18
Dissatisfied	9	5	15	7	9	9	7	4	8
Very Dissatisfied	4	5	3	3	3	2	2	1	3
Means	3.59	3.6	3.52	3.73	3.72	3.79	3.85	4.12	3.84

10-Financial aid services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	63	65	62	65	70	67	63	65	61
Very Satisfied	17	15	17	18	21	26	23	29	26
Satisfied	43	50	49	51	50	42	50	48	41
Neutral	20	16	17	16	20	17	14	13	19
Dissatisfied	14	12	13	11	7	11	9	7	9
Very Dissatisfied	6	7	4	4	2	4	4	3	5
Means	3.51	3.54	3.62	3.68	3.81	3.75	3.79	3.93	3.73

11-Student employment services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	22	29	30	27	33	26	24	22	21
Very Satisfied	15	17	10	20	24	27	23	37	30
Satisfied	44	44	45	43	41	40	39	45	40
Neutral	22	17	25	21	20	19	26	11	17
Dissatisfied	14	16	17	13	11	9	8	6	9
Very Dissatisfied	5	6	3	3	4	5	4	1	4
Means	3.5	3.5	3.42	3.64	3.7	3.75	3.69	4.11	3.83

12-Residence hall services & programs

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	48	51	53	55	59	52	51	54	32
Very Satisfied	7	6	7	10	6	13	14	15	14
Satisfied	45	43	49	45	47	45	45	52	41
Neutral	28	24	23	27	27	25	26	23	25
Dissatisfied	13	18	14	14	14	13	10	7	14
Very Dissatisfied	7	9	7	4	6	4	5	3	7
Means	3.32	3.19	3.35	3.43	3.33	3.5	3.53	3.69	3.40

13-Food services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	59	59	65	63	67	64	67	69	58
Very Satisfied	5	2	2	4	4	13	14	17	14
Satisfied	31	32	33	33	33	40	46	47	42
Neutral	25	22	30	28	30	28	23	24	24
Dissatisfied	27	26	22	24	21	15	12	10	13
Very Dissatisfied	12	18	13	11	12	4	5	2	6
Means	2.9	2.74	2.89	2.95	2.96	3.43	3.52	3.67	3.45

14-College-sponsored social activities

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	44	4	53	49	47	49	46	51	39
Very Satisfied	10	8	10	14	10	24	21	27	20
Satisfied	57	55	55	59	57	58	60	57	54
Neutral	25	28	26	23	26	15	15	12	21
Dissatisfied	6	6	7	3	6	2	2	4	4
Very Dissatisfied	2	3	2	1	1	1	2	0	1
Means	3.67	3.59	3.64	3.82	3.69	4.02	3.96	4.07	3.88

15-Cultural programs

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	31	35	36	28	32	31	27	20	17
Very Satisfied	21	21	20	23	25	32	29	35	24
Satisfied	53	55	55	59	54	52	55	55	50
Neutral	19	18	18	13	16	13	13	7	19
Dissatisfied	5	5	7	4	4	3	2	2	4
Very Dissatisfied	2	1	1	1	1	0	1	1	2
Means	3.86	3.9	3.89	3.99	3.98	4.13	4.09	4.21	3.90

16-College orientation program

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	49	50	50	50	57	57	57	59	48
Very Satisfied	12	13	13	14	12	18	15	18	19
Satisfied	53	56	49	56	48	46	51	45	46
Neutral	25	17	26	24	28	26	24	26	26
Dissatisfied	7	12	8	5	9	8	8	8	6
Very Dissatisfied	3	3	3	2	1	2	2	3	3
Means	3.64	3.67	3.58	3.78	3.55	3.7	3.69	3.67	3.71

17-Credit-by-examination (PEP,CLEP, etc.)

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	12	15	14	11	13	12	12	9	10
Very Satisfied	19	19	22	15	20	27	41	32	33
Satisfied	46	42	40	41	45	41	46	43	42
Neutral	21	26	19	34	22	27	8	16	18
Dissatisfied	7	12	17	4	9	1	5	7	5
Very Dissatisfied	6	2	3	6	4	3	0	2	2
Means	3.62	3.67	3.64	3.55	3.68	3.85	4.23	3.96	3.99

18-Honors program

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	9	12	18	11	15	14	15	14	10
Very Satisfied	35	27	19	22	29	26	32	43	31
Satisfied	30	37	36	32	32	27	32	31	42
Neutral	23	25	26	28	24	22	14	15	19
Dissatisfied	8	6	16	11	8	17	15	9	6
Very Dissatisfied	3	6	3	8	8	8	6	3	2
Means	3.83	3.76	3.52	3.52	3.69	3.46	3.66	4.05	3.94

19-Computer Services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	70	80	86	89	87	87	80	74	69
Very Satisfied	19	16	17	19	25	38	32	39	31
Satisfied	57	60	56	57	60	50	54	49	49
Neutral	16	13	14	13	9	7	9	10	13
Dissatisfied	7	7	11	9	5	3	4	2	5
Very Dissatisfied	2	4	2	2	1	1	1	0	2
Means	3.87	3.77	3.75	3.82	4.03	4.18	4.12	4.25	4.02

20-College mass transit services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	12	14	17	12	13	30	31	36	17
Very Satisfied	27	26	21	12	12	29	28	28	21
Satisfied	46	50	44	55	42	43	50	46	46
Neutral	17	15	19	17	21	15	14	14	20
Dissatisfied	6	7	9	7	12	8	4	9	9
Very Dissatisfied	4	2	7	10	12	4	4	3	5
Means	3.86	3.91	3.63	3.55	3.27	3.82	3.94	3.87	3.67

21-Parking facilities and services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	81	84	85	90	88	82	78	82	72
Very Satisfied	1	2	1	2	2	2	5	2	6
Satisfied	8	9	10	7	8	8	14	10	20
Neutral	10	8	13	9	10	11	13	12	20
Dissatisfied	31	30	32	32	32	29	27	28	27
Very Dissatisfied	50	50	45	51	48	49	40	48	28
Means	1.79	1.8	1.93	1.8	1.84	1.82	2.14	1.9	2.49

22-Veterans services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	6	7	5	5	5	6	5	4	4
Very Satisfied	26	12	11	24	14	24	33	47	39
Satisfied	37	52	44	46	55	27	33	41	32
Neutral	29	29	26	24	22	38	17	6	19
Dissatisfied	4	5	4	5	6	9	11	6	6
Very Dissatisfied	4	2	15	0	3	2	6	0	4
Means	3.77	3.67	3.32	3.86	3.71	3.62	3.76	4.29	3.96

23-Day care services

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% Using	3	2	3	2	3	4	2	3	3
Very Satisfied	26	27	7	8	23	17	20	40	33
Satisfied	16	27	33	17	23	12	40	30	26
Neutral	47	40	47	67	46	58	20	10	28
Dissatisfied	5	0	13	8	0	4	0	10	6
Very Dissatisfied	7	7	0	0	9	8	20	10	7
Means	3.52	3.7	3.34	3.25	3.54	3.23	3.4	3.8	3.72

SECTION III - College Environment

1-Testing and Grading System

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	98	98	98	98	98	98	98	99
Very Satisfied	6	9	6	8	7	10	8	10	14
Satisfied	65	70	68	67	71	64	64	65	60
Neutral	22	13	18	21	17	19	20	19	21
Dissatisfied	7	7	7	4	5	7	6	5	4
Very Dissatisfied	1	1	1	1	1	1	1	1	1
Means	3.69	3.79	3.70	3.77	3.77	3.75	3.72	3.78	3.81

2-Course content in your major field

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	98	98	98	98	98	98	98	98
Very Satisfied	17	22	16	18	16	20	22	28	23
Satisfied	60	58	65	60	61	58	59	54	54
Neutral	13	12	13	13	15	13	14	12	16
Dissatisfied	8	8	5	8	6	8	5	5	6
Very Dissatisfied	1	1	1	1	1	2	1	1	1
Means	3.83	3.92	3.90	3.87	3.86	3.88	3.96	4.03	3.92

3-Instruction in your major field

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	98	98	98	98	98	98	98	98
Very Satisfied	19	24	18	23	20	24	26	33	26
Satisfied	57	56	57	55	57	56	54	51	51
Neutral	15	14	19	15	17	14	14	13	17
Dissatisfied	6	5	5	5	5	5	5	2	5
Very Dissatisfied	2	1	1	1	0	1	1	1	1
Means	3.86	3.98	3.86	3.96	3.93	3.95	3.98	4.12	3.95

4-Out-of-class availability of your instructors

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	98	98	98	98	98	98	98	99
Very Satisfied	17	19	20	21	21	25	21	30	23
Satisfied	55	56	54	57	54	53	55	51	49
Neutral	19	17	21	18	20	16	18	15	22
Dissatisfied	7	6	4	4	4	5	5	3	4
Very Dissatisfied	2	2	1	0	1	1	1	1	1
Means	3.78	3.84	3.88	3.95	3.90	3.96	3.90	4.06	3.89

5-Attitude of the faculty toward students

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	98	100	100	100	100	100	100	98
Very Satisfied	19	22	22	27	26	28	27	34	27
Satisfied	54	52	53	55	55	52	52	50	48
Neutral	19	16	20	12	15	14	14	10	18
Dissatisfied	6	9	5	5	4	5	5	5	5
Very Dissatisfied	3	1	1	1	0	1	2	1	2
Means	3.79	3.86	3.89	4.03	4.03	4.01	3.97	4.11	3.93

6-Variety of courses offered by this college

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	99	99	99	100	100	100	99	99
Very Satisfied	14	14	13	13	15	20	19	25	19
Satisfied	57	55	49	60	56	52	54	54	47
Neutral	19	17	24	15	18	17	18	14	21
Dissatisfied	9	12	11	10	9	10	7	6	10
Very Dissatisfied	1	2	3	2	2	1	2	1	3
Means	3.74	3.67	3.58	3.72	3.73	3.80	3.81	3.96	3.68

7-Class size relative to the type of course

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	98	99	99	99	100	100	100	99	99
Very Satisfied	20	20	21	23	22	32	28	35	30
Satisfied	62	60	60	59	60	54	55	53	52
Neutral	13	13	13	12	14	9	12	8	14
Dissatisfied	4	6	5	5	4	4	4	4	3
Very Dissatisfied	1	1	1	1	0	1	1	0	1
Means	3.96	3.92	3.95	3.98	4.00	4.12	4.05	4.19	4.06

8-Flexibility to design your own program of study

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	90	88	86	89	89	87	86	90	92
Very Satisfied	11	10	11	12	12	15	15	20	17
Satisfied	41	42	39	45	43	37	40	41	40
Neutral	33	33	32	32	31	31	34	27	30
Dissatisfied	12	12	13	9	11	13	9	11	9
Very Dissatisfied	3	3	5	2	2	3	2	1	3
Means	3.45	3.44	3.38	3.56	3.53	3.48	3.57	3.68	3.58

9-Availability of your advisor

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	96	98	99	98	99	99	99	99	97
Very Satisfied	17	20	23	22	23	24	26	33	24
Satisfied	46	49	50	49	48	43	46	45	43
Neutral	26	21	19	20	19	21	18	14	22
Dissatisfied	8	7	5	8	9	9	7	5	7
Very Dissatisfied	3	3	3	1	1	3	3	3	3
Means	3.66	3.76	3.85	3.83	3.83	3.76	3.85	4.00	3.79

10-Value of the information provided by your advisor

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	97	99	98	98	99	99	99	98	97
Very Satisfied	16	22	20	22	20	22	23	32	24
Satisfied	45	40	44	45	42	41	43	41	40
Neutral	22	20	22	19	23	21	17	16	22
Dissatisfied	12	13	10	10	11	10	11	7	9
Very Dissatisfied	5	5	4	4	4	6	6	4	4
Means	3.55	3.61	3.66	3.71	3.63	3.63	3.66	3.90	3.72

11-Preparation you are receiving for your future occupation

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	95	96	98	98	98	98	96	97	97
Very Satisfied	11	14	13	14	11	17	16	22	20
Satisfied	46	46	43	51	47	45	45	50	44
Neutral	29	25	30	24	29	24	25	21	26
Dissatisfied	11	12	12	10	10	11	11	6	7
Very Dissatisfied	3	3	2	1	3	3	3	2	2
Means	3.51	3.56	3.53	3.67	3.53	3.62	3.60	3.83	3.74

ADMISSIONS

12-General admissions procedures

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	97	98	98	98	99	99	99	98	98
Very Satisfied	6	6	8	8	8	11	15	16	16
Satisfied	51	53	54	59	60	60	55	55	51
Neutral	31	30	32	29	28	25	26	25	26
Dissatisfied	9	8	4	3	3	3	3	3	5
Very Dissatisfied	3	3	2	1	1	1	1	1	2
Means	3.48	3.51	3.62	3.70	3.71	3.77	3.80	3.82	3.74

13-Availability of financial aid information prior to enrolling

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	90	92	91	91	95	91	91	95	93
Very Satisfied	8	8	8	9	11	11	12	13	17
Satisfied	42	41	43	46	50	46	45	48	42
Neutral	28	26	33	30	27	28	27	26	27
Dissatisfied	18	19	13	12	10	12	13	10	10
Very Dissatisfied	5	6	4	3	2	3	3	3	4
Means	3.31	3.26	3.39	3.46	3.58	3.50	3.49	3.58	3.56

14-Accuracy of college information you received before enrolling

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	95	97	98	97	99	99	98	90	98
Very Satisfied	7	6	8	10	9	12	15	20	17
Satisfied	50	49	50	57	58	52	53	41	48
Neutral	29	33	31	24	26	28	25	26	26
Dissatisfied	12	10	10	7	6	7	5	11	6
Very Dissatisfied	3	3	2	2	1	1	2	2	2
Means	3.46	3.45	3.51	3.66	3.68	3.67	3.73	3.66	3.72

15-College Catalog/admissions publications

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	95	97	97	96	97	98	97	97	98
Very Satisfied	8	8	9	10	10	15	15	16	18
Satisfied	54	56	57	61	61	54	56	52	50
Neutral	32	30	27	24	26	27	26	28	27
Dissatisfied	5	5	5	4	3	4	3	3	4
Very Dissatisfied	2	1	1	1	0	0	1	1	1
Means	3.60	3.65	3.68	3.76	3.77	3.79	3.81	3.79	3.80

Rules and Policies

16-Student voice in college policies

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	87	91	88	88	92	91	89	90	90
Very Satisfied	2	3	5	3	2	5	5	6	8
Satisfied	23	20	24	23	25	22	28	35	31
Neutral	53	48	51	51	50	42	48	49	47
Dissatisfied	16	18	16	17	17	20	14	8	9
Very Dissatisfied	6	11	5	6	7	12	5	2	5
Means	3.00	2.86	3.09	3.00	2.99	2.88	3.15	3.35	3.29

17-Rules governing student conduct at this college

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	91	94	93	95	96	96	95	95	94
Very Satisfied	4	4	6	5	3	7	9	10	11
Satisfied	43	46	44	41	43	38	39	48	42
Neutral	45	42	45	44	48	45	46	37	38
Dissatisfied	6	6	4	7	5	8	7	4	7
Very Dissatisfied	2	2	2	3	1	2	1	2	2
Means	3.40	3.43	3.47	3.39	3.42	3.40	3.48	3.59	3.53

18-Residence hall rules and regulations

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	65	66	70	70	76	69	75	77	66
Very Satisfied	4	3	5	5	4	6	5	7	8
Satisfied	35	36	38	38	41	34	39	43	32
Neutral	42	41	44	43	41	40	38	36	41
Dissatisfied	12	13	8	10	10	15	14	11	13
Very Dissatisfied	7	7	5	5	4	5	4	3	6
Means	3.16	3.14	3.29	3.29	3.33	3.20	3.27	3.40	3.22

19-Academic probation and suspension policies

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	72	82	72	76	78	70	75	78	80
Very Satisfied	3	3	5	6	4	7	6	8	9
Satisfied	37	42	37	37	40	35	38	42	37
Neutral	53	48	54	50	50	52	49	45	46
Dissatisfied	5	6	4	5	4	5	6	5	5
Very Dissatisfied	2	1	2	2	2	1	2	1	3
Means	3.36	3.40	3.39	3.39	3.41	3.41	3.40	3.50	3.45

20-Purpose for which student activity fees are used

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	93	95	96	98	98	97	95	96	95
Very Satisfied	2	1	2	3	2	3	4	5	7
Satisfied	22	17	21	28	22	24	32	33	27
Neutral	39	44	39	40	42	36	38	41	40
Dissatisfied	25	25	29	21	23	27	19	16	17
Very Dissatisfied	13	13	8	9	12	9	8	4	9
Means	2.75	2.68	2.80	2.95	2.79	2.85	3.06	3.19	3.05

21-Personal security/safety at this campus

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	94	96	98	98	99	99	98	97	97
Very Satisfied	10	11	16	16	14	19	22	23	18
Satisfied	51	48	52	54	56	50	51	55	45
Neutral	31	27	22	22	25	23	21	18	27
Dissatisfied	6	10	7	6	4	5	4	3	7
Very Dissatisfied	2	4	2	2	1	2	2	1	3
Means	3.63	3.50	3.74	3.77	3.79	3.79	3.85	3.96	3.67

Facilities

22-Classroom facilities

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	97	99	100	100	100	100	100	100	99
Very Satisfied	7	7	6	9	7	11	10	21	15
Satisfied	70	68	67	70	67	59	56	60	54
Neutral	17	15	14	15	18	17	19	12	20
Dissatisfied	5	9	12	6	7	10	13	6	9
Very Dissatisfied	1	1	1	1	1	2	2	1	2
Means	3.77	3.71	3.66	3.80	3.74	3.68	3.60	3.94	3.70

23-Laboratory facilities

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	90	92	98	94	96	93	94	95	88
Very Satisfied	8	7	6	7	6	12	12	18	14
Satisfied	63	63	59	65	62	60	59	60	50
Neutral	20	18	19	20	21	19	19	16	26
Dissatisfied	8	9	13	7	10	7	7	5	8
Very Dissatisfied	1	3	3	2	1	1	2	1	2
Means	3.68	3.61	3.52	3.68	3.63	3.73	3.73	3.89	3.65

24-Athletic facilities

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	88	90	91	88	90	93	92	91	80
Very Satisfied	16	15	9	17	20	20	22	29	19
Satisfied	56	56	54	55	56	55	57	51	44
Neutral	21	21	23	21	19	19	16	15	28
Dissatisfied	5	7	10	6	3	6	4	4	6
Very Dissatisfied	2	2	3	1	1	1	1	1	3
Means	3.79	3.74	3.57	3.81	3.91	3.87	3.94	4.03	3.71

25-Study areas

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	94	96	98	97	98	98	98	98	97
Very Satisfied	9	8	8	11	10	15	16	22	18
Satisfied	63	65	60	64	63	61	62	61	52
Neutral	20	18	21	18	20	17	14	13	21
Dissatisfied	8	8	10	6	6	6	6	3	6
Very Dissatisfied	1	1	1	1	0	1	1	1	2
Means	3.72	3.70	3.63	3.77	3.76	3.83	3.85	4.00	3.78

26-Student union

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	94	96	98	99	99	99	100	97	87
Very Satisfied	12	13	12	10	22	34	32	32	17
Satisfied	65	68	61	63	57	54	57	58	43
Neutral	18	13	18	20	14	10	8	9	31
Dissatisfied	3	5	8	6	5	2	1	1	6
Very Dissatisfied	1	1	2	1	2	1	1	0	2
Means	3.84	3.87	3.72	3.76	3.92	4.19	4.19	4.21	3.67

27-Campus bookstore

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	96	97	99	99	100	100	100	99	99
Very Satisfied	11	11	8	8	19	24	19	21	17
Satisfied	62	69	64	56	56	48	50	51	49
Neutral	17	11	15	19	15	15	14	12	20
Dissatisfied	7	8	10	11	8	9	11	10	9
Very Dissatisfied	3	3	3	6	3	4	6	6	4
Means	3.70	3.77	3.64	3.49	3.81	3.80	3.65	3.71	3.65

28-Availability of student housing

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	76	83	73	77	81	77	84	82	68
Very Satisfied	3	5	6	6	7	10	9	13	11
Satisfied	31	39	41	45	43	39	36	43	36
Neutral	38	33	35	37	37	34	32	34	39
Dissatisfied	19	18	13	8	11	14	16	9	9
Very Dissatisfied	8	6	4	4	3	3	6	1	5
Means	3.01	3.17	3.31	3.42	3.40	3.40	3.26	3.58	3.39

29-General condition of buildings & grounds

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	95	97	100	99	100	100	99	98	99
Very Satisfied	9	10	10	14	10	11	12	20	16
Satisfied	65	66	65	66	58	60	57	53	46
Neutral	20	18	17	16	26	21	21	21	24
Dissatisfied	5	5	7	4	6	7	8	5	10
Very Dissatisfied	1	1	1	1	0	1	1	1	4
Means	3.76	3.79	3.75	3.87	3.72	3.74	3.72	3.86	3.58

Registration

30-General registration procedures

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	97	98	99	98	100	96	99	99	99
Very Satisfied	9	10	10	9	8	14	11	14	14
Satisfied	55	63	61	65	64	61	55	54	51
Neutral	24	20	22	20	23	21	24	22	25
Dissatisfied	8	6	7	6	4	4	8	8	7
Very Dissatisfied	3	2	1	1	1	1	2	2	3
Means	3.60	3.72	3.71	3.76	3.75	3.83	3.65	3.70	3.64

31-Availability of the courses you want at times you can take them

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	97	98	99	99	100	100	100	99	99
Very Satisfied	6	5	6	6	5	9	7	10	9
Satisfied	38	42	38	43	40	40	36	38	33
Neutral	23	20	23	24	24	24	23	24	24
Dissatisfied	25	27	26	22	25	21	25	22	23
Very Dissatisfied	8	6	8	4	5	5	9	7	10
Means	3.10	3.11	3.07	3.25	3.14	3.26	3.07	3.22	3.08

32-Academic calendar for this college

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	96	98	98	99	100	96	99	99	99
Very Satisfied	8	6	18	17	13	17	18	20	21
Satisfied	59	60	59	64	62	58	56	56	46
Neutral	27	23	18	16	18	19	20	18	27
Dissatisfied	5	10	5	2	6	6	5	5	4
Very Dissatisfied	1	1	1	1	1	1	2	1	1
Means	3.68	3.59	3.87	3.94	3.79	3.83	3.85	3.89	3.83

33-Billing & fee payment procedures

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	96.1	97.1	97.8	98.9	98.9	98.0	97.6	98	99
Very Satisfied	5	5	8	9	8	11	11	13	14
Satisfied	49	55	58	63	61	57	53	50	47
Neutral	24	24	23	20	23	25	29	26	27
Dissatisfied	15	11	7	6	6	5	6	8	8
Very Dissatisfied	7	5	3	1	2	2	1	3	4
Means	3.30	3.43	3.62	3.73	3.68	3.70	3.66	3.62	3.57

General

34-Concern for you as an individual

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	96	98	99	99	99	99	99	98	99
Very Satisfied	3	3	5	7	5	10	9	9	12
Satisfied	34	38	34	41	41	42	45	46	41
Neutral	41	36	43	36	39	35	31	34	34
Dissatisfied	17	15	16	12	12	10	11	8	9
Very Dissatisfied	6	7	3	3	4	3	4	3	4
Means	3.12	3.15	3.22	3.38	3.33	3.45	3.44	3.50	3.46

35-Attitude of college nonteaching staff toward students

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	94.1	94.4	97.3	98.1	98.5	98.0	98.1	97	97
Very Satisfied	5	5	9	10	8	14	13	12	14
Satisfied	39	45	44	51	54	47	50	52	45
Neutral	36	29	34	30	31	28	29	29	32
Dissatisfied	13	15	11	7	6	9	5	5	7
Very Dissatisfied	7	6	2	2	1	2	2	2	3
Means	3.23	3.28	3.46	3.60	3.62	3.64	3.67	3.67	3.60

36-Racial harmony at this college

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	93	95	84	95	97	97	97	97	97
Very Satisfied	5	5	4	7	7	12	11	12	16
Satisfied	37	49	35	52	52	49	50	52	48
Neutral	43	37	37	34	34	34	32	32	29
Dissatisfied	11	7	19	6	6	4	7	3	4
Very Dissatisfied	4	2	5	2	1	1	1	1	2
Means	3.27	3.47	3.13	3.58	3.57	3.68	3.62	3.71	3.72

37-Opportunities for student employment

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	81	85	84	84	87	86	87	89	82
Very Satisfied	3	3	4	6	6	7	9	10	12
Satisfied	30	33	35	40	43	41	43	48	37
Neutral	47	41	37	38	38	39	33	33	37
Dissatisfied	15	20	19	13	10	10	12	7	10
Very Dissatisfied	5	4	5	2	2	3	3	2	4
Means	3.11	3.10	3.13	3.35	3.42	3.39	3.43	3.57	3.42

38-Opportunities for personal involvement in campus activities

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	90	92	94	94	95	94	95	95	91
Very Satisfied	8	8	10	10	9	13	13	16	16
Satisfied	48	49	53	52	56	52	55	58	47
Neutral	39	37	32	35	32	31	29	25	32
Dissatisfied	5	5	3	3	2	3	3	1	3
Very Dissatisfied	1	1	1	0	1	1	0	0	1
Means	3.58	3.58	3.67	3.68	3.69	3.73	3.77	3.89	3.74

39-Student government

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	80	85	87	85	86	85	85	84	83
Very Satisfied	3	3	5	3	2	5	6	7	10
Satisfied	28	26	32	29	32	28	34	42	35
Neutral	58	53	50	57	58	51	53	48	48
Dissatisfied	7	12	9	7	6	10	5	3	5
Very Dissatisfied	3	6	4	3	2	5	2	1	3
Means	3.20	3.08	3.25	3.22	3.27	3.17	3.37	3.50	3.45

40-Religious activities & programs

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	73	80	75	78	82	80	81	83	81
Very Satisfied	5	7	7	10	6	12	11	12	12
Satisfied	31	27	35	34	35	34	35	40	36
Neutral	61	62	54	54	55	52	50	45	47
Dissatisfied	3	2	2	2	3	2	3	2	4
Very Dissatisfied	1	1	1	1	0	1	1	1	1
Means	3.38	3.36	3.45	3.51	3.44	3.54	3.52	3.60	3.53

41-Campus media (student newspaper, campus radio, etc.)

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	91	93	97	97	97	96	96	94	91
Very Satisfied	6	3	6	5	6	8	10	10	14
Satisfied	42	43	45	47	52	49	45	46	44
Neutral	33	33	29	31	30	28	30	34	34
Dissatisfied	13	17	15	12	10	12	10	7	6
Very Dissatisfied	6	5	5	5	3	3	6	3	2
Means	3.29	3.21	3.32	3.34	3.47	3.46	3.43	3.53	3.62

42-This college in general

	1994	1996	1998	2000	2002	2004	2006	2008	2008 National Public Universities
% to which item is applicable	97	98	100	99	100	96	100	99	99
Very Satisfied	12	12	12	16	16	22	25	28	24
Satisfied	62	64	66	68	67	58	59	59	52
Neutral	19	16	16	11	12	15	11	11	18
Dissatisfied	6	6	5	4	4	4	3	2	4
Very Dissatisfied	1	1	2	1	1	1	2	0	2
Means	3.77	3.79	3.83	3.95	3.93	3.96	4.03	4.13	3.92