Appendix B

Spring 2018 Temple University Student Questionnaire

- B.1 Counts of Student Population, Surveys Sent, Surveys Returned and Surveys Returned Adjusted for Population Characteristics
- **B.2 Overall Results**
- B.3 Items Ranked by Student Satisfaction / Agreement
- B.4 Changes in Satisfaction/Agreement, 2015 to 2018
- B.5 Significant Differences Between 2018 TUSQ and 2015 TUSQ

Appendix B.1 Temple University Student Questionnaire - Spring 2018 Surveys Sent, Surveys Returned, and Returned Adjusted for Population Characteristics

_		raduate lation		veys ırned	Рори	Adjusted for lation teristics ¹
	N	% of Population	N	% of Population	N	% of Population
Gender						
Female	13,713	52.8%	3,618	65.1%	2961	53.3%
Male	12,255	47.2%	1,938	34.8%	2597	
Not Reported	12	0.0%	3	0.1%	1	0.0%
Ethnicity						
African American	3231	12.4%	618	11.1%	685	12.3%
Asian	3700	14.2%	754	13.6%	790	14.2%
Hispanic	1788	6.9%	382	6.9%	367	6.6%
American Idian/Alaka Native	29	0.1%	6	0.1%	2	0.0%
Pacific Islander	21	0.1%	3	0.1%	1	0.0%
White	14735	56.7%	3329	59.9%	3218	57.9%
Multiple Ethnicities	841	3.2%	193	3.5%	164	3.0%
Unknown	1635	6.3%	274	4.9%	333	6.0%
Class Year						
Freshman	4,532	17.4%	1093	19.7%	970	17.5%
Sophomore	5,714	22.0%	1252	22.5%	1226	22.1%
Junior	6,916	26.6%	1419	25.5%	1487	26.8%
Senior	6,586	25.4%	1347	24.2%	1412	25.4%
High Senior	2,232	8.6%	448	8.1%	463	8.3%
School or College						
Fox School of Business	6310	24.3%	1,087	19.6%	1378	24.8%
D' of Theory E'les O.M. I's Are					158	2.8%
Div. of Theater, Film, & Media Arts	798	3.1%	168	3.0%	213	3.8%
Education	1014		255	4.6%	373	
Engineering	1717		328	5.9%	561	10.1%
Public Health Liberal Arts	2598 3978	10.0% 15.3%	592 923	10.6%	862	15.5%
Media and Communication	2453		581	16.6% 10.5%	532	
Boyer College of Music	551	2.1%	140	2.5%	108	
Science and Technology	3494		802	14.4%	761	13.7%
Social Work	286		84	1.5%	53	
Tourism and Hospitality	815		177	3.2%	162	
Tyler School of Art	1192		275	4.9%	247	
University Studies	758		146	2.6%	150	
University College	16		1	0.0%	1	0.0%
S Story Sollogo	10	3.170	·	0.070		
Total	25,980		5,559*	21.4%	5559	
				of Total Sent		of Total Sent

^{*5683} students completed the TUSQ. Only 5,559 students are included in this analysis due to invalid student identification information provided by students at the start of the survey, or graduate student status.

¹Weights were assigned to ensure that responses were representative of the population within levels of gender, ethnicity, school or college, and class year.

				Satisf	action		
Please indicate how satisfied you are w following areas.	ith the	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE*	Avg
1 Quality of class instruction		1724 31.2%	2899 52.5%	723 13.1%	174 3.2%	8	3.12
2 Quality of courses in my major field	of study	2411 44.3%	2275 41.8%	580 10.7%	172 3.2%	111	3.27
3 Quality of Gen Ed courses		1144 21.4%	2878 53.9%	935 17.5%	380 7.1%	219	2.90
4 Frequency with which courses in my are offered	major field	1689 31.0%	2289 42.1%	1024 18.8%	438 8.1%	107	2.96
5 Availability of open course sections		1217 22.4%	2348 43.2%	1360 25.0%	514 9.5%	108	2.78
6 Clarity of requirements for my major		2379 43.5%	2096 38.3%	723 13.2%	272 5.0%	42	3.20
7 Availability of instructors outside of	class	2615 48.7%	2157 40.2%	463 8.6%	132 2.5%	164	3.35
Academic advisor's assistance in he understand degree requirements	elping me	2187 40.4%	1829 33.8%	839 15.5%	560 10.3%	132	3.04
9 Usefulness of SFF Data for Student courses	s in selecting	983 21.9%	1841 41.1%	985 22.0%	672 15.0%	1061	2.70
10 Use of Canvas		3184 61.1%	1675 32.2%	263 5.1%	86 1.7%	38	3.53
11 Availability of computer labs and wo	rk stations	2749 54.3%	1637 32.4%	481 9.5%	191 3.8%	180	3.37
12 Usefulness of DARS document (de road map, academic plan) for tracki towards graduation	,	2325 47.5%	1828 37.3%	533 10.9%	211 4.3%	353	3.28
13 Ease of registering for courses		2057 39.3%	2043 39.0%	809 15.4%	331 6.3%	9	3.11
14 Ease of viewing my grades		2792 53.4%	1745 33.4%	518 9.9%	171 3.3%	14	3.37
15 Ease of understanding my bill and a	ccount balance	1651 33.6%	1882 38.3%	947 19.3%	429 8.7%	334	2.97
16 Ease of submitting payment for my	bill	2076 44.5%	1876 40.2%	520 11.1%	198 4.2%	563	3.25
17 Ease of checking financial aid infor	mation	1723 35.9%	1818 37.9%	900 18.8%	352 7.3%	454	3.02

^{*} NE signifies "No Experience"

			Satisfa	action		
Please indicate how satisfied you are with the following areas.	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE	Avg
18 Usefulness of Next Steps channel on TUPortal to remind me of tasks and deadlines	2212 44.6%	1990 40.1%	573 11.6%	182 3.7%	284	3.26
19 Usefulness of online undergraduate bulletin for accessing program course and policy information	2066 44.2%	1965 42.1%	482 10.3%	156 3.4%	566	3.27
20 Availability of technology help staff	1874 47.8%	1686 43.0%	280 7.1%	81 2.1%	1140	3.37
21 Availability of an academic advisor	1826 37.0%	1734 35.2%	886 18.0%	484 9.8%	117	2.99
22 Availability of a faculty advisor	1559 39.5%	1667 42.2%	500 12.7%	221 5.6%	1097	3.16
23 Services of academic enrichment center (Student Success Center)	1241 44.8%	1170 42.2%	259 9.3%	102 3.7%	2269	3.28
24 Availability of mental health/counseling services on campus	984 32.4%	876 28.8%	497 16.4%	682 22.4%	2013	2.71
25 Availability of health services on campus	1364 35.8%	1437 37.7%	658 17.2%	357 9.4%	1236	3.00
26 Laboratory facilities and equipment	1417 38.9%	1638 45.0%	404 11.1%	182 5.0%	1413	3.18
27 Library facilities	1978 42.0%	2007 42.6%	525 11.2%	196 4.2%	346	3.23
28 Library resources and services	2121 46.0%	1988 43.1%	379 8.2%	120 2.6%	445	3.33
29 The ability to provide feedback on my course experiences (SFFs)	2213 47.2%	1933 41.2%	395 8.4%	150 3.2%	151	3.32
30 Opportunities for study abroad	1696 49.6%	1165 34.1%	393 11.5%	166 4.8%	1422	3.28
31 Opportunities for undergraduate research with a Temple faculty member	1234 44.3%	1024 36.8%	354 12.7%	175 6.3%	2047	3.19
32 Opportunities for community service	1354 36.9%	1481 40.4%	609 16.6%	220 6.0%	1154	3.08
33 Availability of information and preparation for graduate/professional school opportunities	1318 36.4%	1522 42.0%	538 14.8%	245 6.8%	1215	3.08
34 Availability of information and preparation for career opportunities	1722 39.9%	1802 41.7%	581 13.4%	216 5.0%	505	3.16

	Satisfaction										
Please indicate how satisfied you are with the following areas.	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE	Avg					
35 Availability of information and preparation for internships	1608 37.3%	1678 38.9%	748 17.3%	278 6.4%	517	3.07					
36 Availability of social and recreational activities on campus	1978 45.3%	1802 41.3%	436 10.0%	148 3.4%	454	3.29					
37 Overall quality of education received at Temple	2230 46.3%	2018 41.9%	454 9.4%	109 2.3%	20	3.32					
			Agree	ement							
How much do you agree or disagree with the following statements?	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg					
38 I am satisfied with my own academic performance	1927 41.0%	2012 42.8%	613 13.0%	153 3.3%	10	3.21					
39 I am aware of the student learning outcomes (goals, competencies) of my major	2405 51.8%	1823 39.3%	329 7.1%	87 1.9%	64	3.41					
40 My Gen Ed courses help me gain valuable skills and knowledge	965 21.2%	1681 37.0%	1042 22.9%	853 18.8%	161	2.61					
41 I will complete my bachelor's degree in four years (five years, if that is the program standard)	2846 61.4%	992 21.4%	354 7.6%	441 9.5%	66	3.35					
42 I uphold the principles of honesty and integrity in and outside the classroom per Temple's code of conduct	3831 82.1%	737 15.8%	78 1.7%	22 0.5%	34	3.79					
43 Temple provides an academically challenging environment	2417 51.6%	1813 38.7%	368 7.9%	86 1.8%	19	3.40					
44 I study a sufficient amount to do well in my courses	2294 49.0%	1834 39.1%	463 9.9%	95 2.0%	15	3.35					
45 I have worked with an academic advisor on a plan for succeeding in my courses	2090 49.0%	1362 31.9%	518 12.1%	298 7.0%	436	3.23					
46 I understand Temple's general academic policies (academic standing, withdrawal from class, incomplete grades, course repeat policy, etc.)	3089 66.1%	1349 28.9%	186 4.0%	48 1.0%	26	3.60					
47 Cost of textbooks and course materials are reasonable	371 8.1%	788 17.2%	1285 28.1%	2126 46.5%	34	1.87					

	Agreement										
How much do you agree or disagree with the following statements?	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg					
48 I have the information I need to order/access	1332	1871	872	448	67	2.90					
textbooks from sources other than the Temple Bookstore, by the time I need them for class	29.4%	41.4%	19.3%	9.9%							
49 I received sufficient financial aid	911 21.7%	1268 30.2%	925 22.1%	1089 26.0%	391	2.48					
50 I am satisfied with the opportunities for employment on campus	882 24.0%	1169 31.8%	887 24.1%	736 20.0%	885	2.60					
51 Temple's Philadelphia location provides me with connections to professional	2108	1502	308	156	520	3.37					
resources/opportunities (internships, co-ops, etc.)	51.7%	36.9%	7.6%	3.8%							
52 Temple is providing me with the skills I will need to compete successfully in the job market	1800	1972	483	170	163	3.22					
compete successivity in the jee manet	40.7%	44.6%	10.9%	3.8%							
53 I receive accurate, timely information about campus activities, events, and organizations	1822 40.9%	1887 42.3%	553 12.4%	197 4.4%	125	3.20					
54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks	1163	1663	912	757	95	2.72					
,	25.9%	37.0%	20.3%	16.8%							
55 Temple is committed to students graduating on time	2007 45.2%	1456 32.8%	588 13.2%	391 8.8%	136	3.14					
56 Temple is committed to making college more	964	1429	1194	875	120	2.56					
affordable	21.6%	32.0%	26.8%	19.6%							
57 I am satisfied with the wifi connectivity across campus	1296	1579	986	684	43	2.77					
campus	28.5%	34.8%	21.7%	15.0%							
58 I am satisfied with the integration of technology as	1725	2130	461	185	82	3.20					
part of my coursework	38.3%	47.3%	10.2%	4.1%							
59 I am satisfied with the effectiveness of online courses	1144 41.0%	1108 39.7%	332 11.9%	208 7.4%	1787	3.14					
60 I am satisfied with the quality of interaction with other students	1815 40.9%	1992 44.8%	469 10.6%	167 3.8%	38	3.23					
61 The diversity of Temple's student body has	2290	1502	374	184	132	3.36					
enhanced my educational experience	52.7%	34.5%	8.6%	4.2%							
62 I am satisfied with the quality of interaction with faculty	1877 42.5%	1996 45.2%	450 10.2%	91 2.1%	68	3.28					

	Agreement									
How much do you agree or disagree with the following statements?	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg				
63 The diversity of Temple's faculty has enhanced my educational experience	1870 43.5%	1681 39.1%	501 11.6%	249 5.8%	171	3.20				
64 My experience at Temple has been positive	2323 52.1%	1677 37.6%	342 7.7%	114 2.6%	20	3.39				
65 I am satisfied with the quality of interaction with administrative staff/personnel	1734 40.8%	1871 44.0%	455 10.7%	192 4.5%	222	3.21				
66 I feel like I belong at Temple	2318 52.4%	1430 32.3%	477 10.8%	201 4.5%	54	3.33				
67 I understand Temple's code of student conduct	2865 65.2%	1321 30.1%	163 3.7%	44 1.0%	78	3.59				
68 I am satisfied with safety and security on campus	2306 52.1%	1563 35.3%	392 8.9%	167 3.8%	46	3.36				
69 I am satisfied with Temple's commitment to environmental issues (recycling, energy mgmt.)	1772 42.3%	1555 37.1%	576 13.8%	284 6.8%	292	3.15				
70 I want to live and work in Philadelphia after graduation	1652 38.1%	1380 31.9%	720 16.6%	580 13.4%	150	2.95				
71 If I could do it over again, I would enroll at Temple	2252 51.1%	1356 30.8%	500 11.3%	299 6.8%	75	3.26				

If more classes were available in the following formats, would you register for them?

	Yes	No		Yes	No
72 Online format (no face-to-face meetings)	2610	1861	77 Summer	2672	1766
	58.4%	41.6%		60.2%	39.8%
73 Hybrid format (combination of online and face-to- face meetings)	2955	1517	78 Located at Harrisburg Campus	301	4109
· ·	66.1%	33.9%		6.8%	93.2%
745			70.1		
74 Evening schedule	2262	2196	79 Located at Ambler Campus	669	3755
	50.7%	49.3%		15.1%	84.9%
75 Waskand ashadula			20 Located at Contar City Compus		
75 Weekend schedule	1113	3322	80 Located at Center City Campus	2015	2422
	25.1%	74.9%		45.4%	54.6%
76 Scheduled in a short part of term (7 weeks or	3346	1109			
less)	75.1%	24.9%			

How do you prefer to receive communication from Temple? (Rank 1,2,3,4, 5 across, with 1 indicating your first preference.)**

81 Billing	1st Pref.	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Rank	84 Co-curricular (clubs and organ	1st Pref. nizations)	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Rank
Email	2644	562	153	28	83	1	Email	2311	682	319	72	88	1
	76.2%	16.2%	4.4%	0.8%	2.4%			66.6%	19.6%	9.2%	2.1%	2.5%	
Text Message	231	846	802	1422	170	3	Text Message	568	1253	867	570	214	2
	6.7%	24.4%	23.1%	41.0%	4.9%			16.4%	36.1%	25.0%	16.4%	6.2%	
Social Media (Facebook, Twitter, etc.)							Social Media (Facebook,						
	79	51	265	586	2491	5	Twitter, etc.)	410	744	1085	483	749	3
	2.3%	1.5%	7.6%	16.9%	71.8%			11.8%	21.4%	31.3%	13.9%	21.6%	
TUportal (includes Next Steps)	329	1521	1067	492	63	2	TUportal (includes Next Steps)	111	661	818	1709	172	4
	9.5%	43.8%	30.7%	14.2%	1.8%			3.2%	19.1%	23.6%	49.2%	5.0%	
Letter/Traditional Mail	189	489	1186	942	665	4	Letter/Traditional Mail	69	130	387	637	2249	5
	5.4%	14.1%	34.2%	27.1%	19.2%			2.0%	3.7%	11.2%	18.3%	64.8%	

Appendix B.2
Temple University Student Questionnaire
Undergraduates Enrolled During Spring 2018
Adjusted for Population Characteristics

How do you prefer to receive communication from Temple? (Rank 1,2,3,4, 5 across, with 1 indicating your first preference.)**

	1st Pref.	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Rank		1st Pref.	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Rank
82 Financial Aid							85 Emergency (TU Alerts)						
Email	2642	569	144	29	88	1	Email	633	2123	550	111	54	2
	76.1%	16.4%	4.2%	0.8%	2.5%			18.2%	61.2%	15.8%	3.2%	1.6%	
Text Message	211	804	780	1502	174	3	Text Message	2651	439	142	148	91	1
	6.1%	23.2%	22.5%	43.3%	5.0%			76.4%	12.6%	4.1%	4.3%	2.6%	
Social Media (Facebook, Twitter, etc.)						_	Social Media (Facebook,						
	74	47	253	548	2550	5	Twitter, etc.)	59	570	1741	538	563	4
	2.1%	1.3%	7.3%	15.8%	73.5%			1.7%	16.4%	50.2%	15.5%	16.2%	
TUportal (includes Next Steps)	338	1453	1132	491	57	2	TUportal (includes Next Steps)	54	279	830	2176	133	5
	9.8%	41.9%	32.6%	14.1%	1.6%			1.5%	8.0%	23.9%	62.7%	3.8%	
Letter/Traditional Mail	209	587	1170	902	603	4	Letter/Traditional Mail	83	57	207	498	2627	3
	6.0%	16.9%	33.7%	26.0%	17.4%			2.4%	1.6%	6.0%	14.3%	75.7%	
83 Academic (correspondence with faculty)							86 General University business						
- ·													
Email	2944	358	58	18	92	1	Email	2590	485	173	104	119	1
	84.8%	10.3%	1.7%	0.5%	2.7%			74.6%	14.0%	5.0%	3.0%	3.4%	
Text Message	237	1477	883	744	130	2	Text Message	175	781	679	1009	828	5
	6.8%	42.6%	25.4%	21.4%	3.7%			5.0%	22.5%	19.5%	29.1%	23.9%	
Social Media (Facebook, Twitter, etc.)							Social Media (Facebook,						
Social Media (Lacebook, Twitter, etc.)	73	90	573	949	1786	4	Twitter, etc.)	201	625	900	792	953	4
	2.1%	2.6%	16.5%	27.3%	51.5%			5.8%	18.0%	25.9%	22.8%	27.5%	
TU (400	1000	1010	704	0.4		TH (*	077	4400	4005	0.40	4.40	
TUportal (includes Next Steps)	160	1308	1219	704	81	3	TUportal (includes Next Steps)	277	1180	1025	848	140	2
	4.6%	37.7%	35.1%	20.3%	2.3%			8.0%	34.0%	29.5%	24.4%	4.0%	
Letter/Traditional Mail	57	245	734	1054	1382	5	Letter/Traditional Mail	226	396	696	716	1437	3
	1.6%	7.0%	21.1%	30.4%	39.8%			6.5%	11.4%	20.1%	20.6%	41.4%	

^{**} Averages are reflective of responses from participants who completed this section correctly. Improbable responses were excluded from the data.

Appendix B.2
Temple University Student Questionnaire
Undergraduates Enrolled During Spring 2018
Adjusted for Population Characteristics

During this school year, about how many hours per week did you spend doing the following:

	None (1)	< 3 (2)	3 to 10 (3)	11 to 20 (4)	More than 20 (5)	Avg		None (1)	< 3 (2)	3 to 10 (3)	11 to 20 (4)	More than 20 (5)	Avg
87 Studying (outside of class)	53	499	2117	1174	464	3.35	98 Spending time with family	1488	1320	905	314	268	2.20
	1.2%	11.6%	49.2%	27.3%	10.8%			34.6%	30.7%	21.1%	7.3%	6.2%	
88 Working for money on campus	3134	150	476	425	113	1.66	99 Using social media*	293	1244	1604	701	466	2.95
	72.9%	3.5%	11.1%	9.9%	2.6%			6.8%	28.9%	37.2%	16.3%	10.8%	
89 Working for money off campus	2037	317	581	670	691	2.46	100 Gaming	2460	834	608	260	142	1.79
	47.4%	7.4%	13.5%	15.6%	16.1%			57.2%	19.4%	14.1%	6.0%	3.3%	
90 Socializing/spending time with friends	131	912	2017	863	378	3.10	While at Temple, how often have you	ı:					
	3.0%	21.2%	46.9%	20.1%	8.8%			Not at All (1)	Occass. (2)	Freq. (3)	Avg		
91 Recreation/Exercise	496	1499	1825	354	121	2.56	101 Worked on a group project for class	215	2325	1765	2.36		
	11.5%	34.9%	42.5%	8.2%	2.8%		oldoo	5.0%	54.0%	41.0%			
92 Participating in University clubs/organizations	1547	1394	988	250	114	2.07	102 Worked with a professor on a research project	3204	848	249	1.31		
	36.0%	32.5%	23.0%	5.8%	2.6%		, ,	74.5%	19.7%	5.8%			
93 Watching TV/ movies	423	1543	1634	514	181	2.65	103 Met or corresponded with an instructor outside of class time	746	2882	672	1.98		
	9.9%	35.9%	38.0%	12.0%	4.2%		mandelor odiside or olds time	17.4%	67.0%	15.6%			
94 Using Temple's computer labs (TECH center, library, other labs)	636	1624	1414	453	177	2.51	104 Made a presentation in class	344	2316	1628	2.30		
library, other labs)	14.8%	37.7%	32.8%	10.5%	4.1%			8.0%	54.0%	38.0%			
95 Doing community service as part of a class	3514	510	205	46	22	1.27	105 Written a paper that was up to 5 pages in length	148	1858	2297	2.50		
	81.8%	11.9%	4.8%	1.1%	0.5%		5 pages in length	3.4%	43.2%	53.4%			
96 Doing community service outside of class	2652	1110	425	78	27	1.54	106 Written a paper that was between 6 to 10 pages in	660	2564	1078	2.10		
	61.8%	25.9%	9.9%	1.8%	0.6%		length	15.3%	59.6%	25.1%			
97 Participating in a professional internship, co-op	2945	366	496	314	186	1.71	107 Written a paper that was 11	2363	1627	313	1.52		
and/or field placement	68.4%	8.5%	11.5%	7.3%	4.3%		pages or more in length	54.9%	37.8%	7.3%			
	00.170	0.070	11.070	1.070	1.070								

108 Based on your experience, how likely are you to recommend Temple to a prospective student?ⁱ

	N	ot likely at	all
Detractors ⁱⁱ	Scale	n	%
	0	43	1.0%
	1	14	0.3%
	2	36	0.8%
	3	64	1.5%
	4	88	2.1%
	5	194	4.5%
	6	277	6.5%
Passives ⁱⁱ	7	697	16.2%
Fassives	8	1037	24.1%
Promoters ⁱⁱ	9	670	15.6%
FIOMOTERS	10	1175	27.3%
	E	ktremely lik	ely

109 Would you be willing to be contacted to participate in a focus group?

res	NO
2100	2224
18 6%	51 /1%

Item 108 was modeled after Fred Reichheld's Net Promoter Score (NPS) metric which gauges customer loyalty and is used in thousands of organizations all over the world. Traditionally, the NPS question is worded as "How likely is it that you would recommend our company/product/service to a friend or colleague?"

ⁱⁱResponses are divided into three categories: Promoters (9 or 10), Passives (7 or 8), and Detractors (0 to 6). "Promoters" are loyal and enthusiastic customers, "Passives" are satisfied who are unenthusiastic customers, and "Detractors" are unhappy customers. In this case, Promoters (10 or 9) are enthusiastic students who are satisfied with their Temple experience and who are willing to promote Temple, Passives (8 or

iiiThe NPS of an organization is derived by taking the percentage of Promoters and subtracting the percentage of Detractors. NPS can range from -100 to +100. Scores above 0 are considered "good."

Adjusted for Population Characteristics Items Ranked by Order of Respondents Satisfaction/Agreement

Please how much you agree with or how satisfied you are with each area.	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)	NE	Avg	Rank*
Item #							
42 I uphold the principles of honesty and integrity in and outside the classroom per Temple's code of	3831	737	78	22	34	3.79	1
conduct	82.1%	15.8%	1.7%	0.5%			
46 I understand Temple's general academic policies	3089	1349	186	48	26	3.60	2
(academic standing, withdrawal from class, incomplete grades, course repeat policy, etc.)	66.1%	28.9%	4.0%	1.0%			
67 I understand Temple's code of student conduct	2005	1221	460	44	70	2.50	2
, , , , , , , , , , , , , , , , , , , ,	2865	1321	163	44	78	3.59	3
	65.2%	30.1%	3.7%	1.0%			
10 Use of Canvas	3184	1675	263	86	38	3.53	4
	61.1%	32.2%	5.1%	1.7%			
39 I am aware of the student learning outcomes	2405	1823	329	87	64	3.41	5
(goals, competencies) of my major	51.8%	39.3%	7.1%	1.9%			
43 Temple provides an academically challenging	2417	1813	368	86	19	3.40	6
environment	51.6%	38.7%	7.9%	1.8%	10	0.40	Ü
64 My experience at Temple has been positive	2323	1677	342	114	20	3.39	7
	52.1%	37.6%	7.7%	2.6%			
11 Availability of computer labs and work stations	2749	1637	481	191	180	3.37	8
	54.3%	32.4%	9.5%	3.8%			
14 Ease of viewing my grades	2792	1745	518	171	14	3.37	9
	53.4%	33.4%	9.9%	3.3%			
20 Availability of technology help staff	1874	1686	280	81	1,140	3.37	10
	47.8%	43.0%	7.1%	2.1%	1,140	0.01	10
51 Temple's Philadelphia location provides me with	0400	4500	000	450	500	0.07	44
connections to professional resources/opportunities (internships, co-ops, etc.)	2108	1502	308	156	520	3.37	11
	51.7%	36.9%	7.6%	3.8%			
68 I am satisfied with safety and security on campus	2306	1563	392	167	46	3.36	12
		35.3%		3.8%	.5	0.00	12
	52.1%	აა.ა%	8.9%	3.0%			
61 The diversity of Temple's student body has enhanced my educational experience	2290	1502	374	184	132	3.36	13
omanosa my caacanonal expensive	52.7%	34.5%	8.6%	4.2%			

^{*} Items are ranked by overall mean score

Adjusted for Population Characteristics Items Ranked by Order of Respondents Satisfaction/Agreement

Satisfaction/ Agreement

Please how much you agree with or how satisfied you are with each area.	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)	NE	Avg	Rank*
7 Availability of instructors outside of class	2615	2157	463	132	164	3.35	14
	48.7%	40.2%	8.6%	2.5%			
44 Laturbus sufficient amount to do wall in my sources							
44 I study a sufficient amount to do well in my courses	2294	1834	463	95	15	3.35	15
	49.0%	39.1%	9.9%	2.0%			
41 I will complete my bachelor's degree in four years	2846	992	354	441	66	3.35	16
(five years, if that is the program standard)	61.4%	21.4%	7.6%	9.5%			
28 Library resources and services	2121	1988	379	120	445	3.33	17
•	46.0%	43.1%	8.2%	2.6%	445	3.33	17
	40.076	43.176	0.276	2.076			
66 I feel like I belong at Temple	2318	1430	477	201	54	3.33	18
	52.4%	32.3%	10.8%	4.5%			
29 The ability to provide feedback on my course	2213	1933	395	150	151	3.32	19
experiences (SFFs)	47.2%	41.2%	8.4%	3.2%			
37 Overall quality of education received at Temple	2230	2018	454	109	20	3.32	20
	46.3%	41.9%	9.4%	2.3%			
36 Availability of social and recreational activities on	1978	1802	436	148	454	3.29	21
campus	45.3%	41.3%	10.0%	3.4%		0.20	
30 Opportunities for study abroad	1696	1165	393	166	1,422	3.28	22
	49.6%	34.1%	11.5%	4.8%			
62 I am satisfied with the quality of interaction with	1877	1996	450	91	68	3.28	23
faculty	42.5%	45.2%	10.2%	2.1%		0.20	
	,						
23 Services of academic enrichment center (Student	1241	1170	259	102	2,269	3.28	24
Success Center)	44.8%	42.2%	9.3%	3.7%			
12 Usefulness of DARS document (degree audit, road	2325	1828	533	211	353	3.28	25
map, academic plan) for tracking progress towards	47.5%	37.3%	10.9%	4.3%	555	5.20	25
graduation	77.070	01.070	10.070	7.070			
2 Quality of courses in my major field of study	2411	2275	580	172	111	3.27	26
	44.3%	41.8%	10.7%	3.2%			

^{*} Items are ranked by overall mean score

Adjusted for Population Characteristics Items Ranked by Order of Respondents Satisfaction/Agreement

Please how much you agree with or how satisfied you are with each area.	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)	NE	Avg	Rank*
19 Usefulness of online undergraduate bulletin for accessing program course and policy information	2066	1965	482	156	566	3.27	27
	44.2%	42.1%	10.3%	3.4%			
71 If I could do it over again, I would enroll at Temple	2252	1356	500	299	75	3.26	28
	51.1%	30.8%	11.3%	6.8%			
18 Usefulness of Next Steps channel on TUPortal to remind me of tasks and deadlines	2212	1990	573	182	284	3.26	29
remind the of tasks and deadlines	44.6%	40.1%	11.6%	3.7%			
16 Ease of submitting payment for my bill	2076	1876	520	198	563	3.25	30
	44.5%	40.2%	11.1%	4.2%			
45 I have worked with an academic advisor on a plan	2090	1362	518	298	436	3.23	31
for succeeding in my courses	49.0%	31.9%	12.1%	7.0%			
60 I am satisfied with the quality of interaction with	1815	1992	469	167	38	3.23	32
other students	40.9%	44.8%	10.6%	3.8%			
27 Library facilities	1978	2007	525	196	346	3.23	33
	42.0%	42.6%	11.2%	4.2%			
52 Temple is providing me with the skills I will need to compete successfully in the job market	1800	1972	483	170	163	3.22	34
, ,	40.7%	44.6%	10.9%	3.8%			
38 I am satisfied with my own academic performance	1927	2012	613	153	10	3.21	35
	41.0%	42.8%	13.0%	3.3%			
65 I am satisfied with the quality of interaction with	1734	1871	455	192	222	3.21	36
administrative staff/personnel	40.8%	44.0%	10.7%	4.5%			
6 Clarity of requirements for my major	2379	2096	723	272	42	3.20	37
	43.5%	38.3%	13.2%	5.0%		0.20	0,
63 The diversity of Temple's faculty has enhanced my	4070	1001	F04	240	474	2.20	20
educational experience	1870 43.5%	1681 39.1%	501 11.6%	249 5.8%	171	3.20	38
53 I receive accurate, timely information about							
campus activities, events, and organizations	1822 40.9%	1887 42.3%	553 12.4%	197 4.4%	125	3.20	39

^{*} Items are ranked by overall mean score

Adjusted for Population Characteristics Items Ranked by Order of Respondents Satisfaction/Agreement

Please how much you agree with or how satisfied you are with each area.	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)	NE	Avg	Rank*
58 I am satisfied with the integration of technology as part of my coursework	1725 38.3%	2130 47.3%	461 10.2%	185 4.1%	82	3.20	40
31 Opportunities for undergraduate research with a Temple faculty member	1234 44.3%	1024 36.8%	354 12.7%	175 6.3%	2,047	3.19	41
26 Laboratory facilities and equipment	1417 38.9%	1638 45.0%	404 11.1%	182 5.0%	1,413	3.18	42
34 Availability of information and preparation for career opportunities	1722 39.9%	1802 41.7%	581 13.4%	216 5.0%	505	3.16	43
22 Availability of a faculty advisor	1559 39.5%	1667 42.2%	500 12.7%	221 5.6%	1,097	3.16	44
69 I am satisfied with Temple's commitment to environmental issues (recycling, energy mgmt.)	1772 42.3%	1555 37.1%	576 13.8%	284 6.8%	292	3.15	45
55 Temple is committed to students graduating on time	2007 45.2%	1456 32.8%	588 13.2%	391 8.8%	136	3.14	46
59 I am satisfied with the effectiveness of online courses	1144 41.0%	1108 39.7%	332 11.9%	208 7.4%	1,787	3.14	47
1 Quality of class instruction	1724 31.2%	2899 52.5%	723 13.1%	174 3.2%	8	3.12	48
13 Ease of registering for courses	2057 39.3%	2043 39.0%	809 15.4%	331 6.3%	9	3.11	49
32 Opportunities for community service	1354 36.9%	1481 40.4%	609 16.6%	220 6.0%	1,154	3.08	50
33 Availability of information and preparation for graduate/professional school opportunities	1318 36.4%	1522 42.0%	538 14.8%	245 6.8%	1,215	3.08	51
35 Availability of information and preparation for internships	1608 37.3%	1678 38.9%	748 17.3%	278 6.4%	517	3.07	52

^{*} Items are ranked by overall mean score

Adjusted for Population Characteristics Items Ranked by Order of Respondents Satisfaction/Agreement

8 Academic advisor's assistance in helping me understand degree requirements 2187 1829 839 560 132 3.04 53 17 Ease of checking financial aid information 1723 1818 900 352 454 3.02 54 25 Availability of health services on campus 1384 1437 658 357 1,236 3.00 55 35.8% 37.7% 17.2% 9.4% 21 Availability of an academic advisor 1826 1734 886 484 117 2.99 56 37.0% 35.2% 18.0% 9.8% 21 Ease of understanding my bill and account balance offered 183.6% 38.3% 19.3% 8.7% 4 Frequency with which courses in my major field are offered 31.0% 42.1% 18.8% 8.1% 70 I want to live and work in Philadelphia after graduation 38.1% 31.9% 16.6% 13.4% 48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 29.4% 41.4% 19.3% 9.9% 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1163 1663 912 757 95 2.72 64 48 Nore of my professors are using no-cost or low cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of open course services on campus 984 876 497 682 2.013 2.71 65	Please how much you agree with or how satisfied you are with each area.	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)	NE	Avg	Rank*
understand degree requirements 40.4% 33.8% 15.5% 10.3% 15.5% 10.3% 17.5% 10.3% 17.5% 10.3% 17.5% 10.3% 17.5% 10.3% 17.5% 17.3% 17.5% 17.3% 17.2% 18.8% 7.3% 17.3% 17.2% 18.8% 7.3% 17.2% 18.8% 7.3% 17.2% 19.4% 17.2% 19.2% 19.2% 17.2% 19							Ū	
40.4% 33.8% 15.5% 10.3% 17 Ease of checking financial aid information 1723 1818 900 352 454 3.02 54 35.9% 37.9% 18.8% 7.3% 25 Availability of health services on campus 1364 1437 658 357 1.236 3.00 55 35.8% 37.7% 17.2% 9.4% 21 Availability of an academic advisor 1826 1734 886 484 117 2.99 56 37.0% 35.2% 18.0% 9.8% 15 Ease of understanding my bill and account balance 33.0% 38.3% 19.3% 8.7% 4 Frequency with which courses in my major field are offered 31.0% 42.1% 18.8% 8.1% 70 I want to live and work in Philadelphia after graduation 38.1% 31.9% 16.6% 13.4% 48 I have the information I need to order/access teatbooks from sources other than the Temple Bookstore, by the time I need them for class 29.4% 41.4% 19.3% 9.9% 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 54 432.9% 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks or loss of campus	, , ,	2187	1829	839	560	132	3.04	53
13.5% 37.9% 18.8% 7.3%	understand degree requirements	40.4%	33.8%	15.5%	10.3%			
13.5% 37.9% 18.8% 7.3%	17 Ease of checking financial aid information	4700	4040	000	050	45.4	0.00	5 4
1364						454	3.02	54
21 Availability of an academic advisor 1826 1734 886 484 117 2.99 56 22 Availability of an academic advisor 1826 1734 886 484 117 2.99 56 37.0% 35.2% 18.0% 9.8% 9.8% 15 38.6% 38.3% 19.3% 8.7% 17 2.96 57 4 Frequency with which courses in my major field are offered 1689 2289 1024 438 107 2.96 58 5 Availability of each according to the time I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 1144 2878 935 380 219 2.90 61 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 5 Availability of open course sections 1227 2348 1360 514 108 2.77 63 5 Availability of mental health/counseling services on campus 25.9% 37.0% 20.3% 16.8% 2.013 2.71 65 2 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health/counseling services on campus 984 876 497 682 2.013 2.71 65 5 Availability of mental health		35.9%	37.9%	18.8%	7.3%			
21 Availability of an academic advisor	25 Availability of health services on campus	1364	1437	658	357	1,236	3.00	55
15 Ease of understanding my bill and account balance 1651 1882 947 429 334 2.97 57		35.8%	37.7%	17.2%	9.4%			
15 Ease of understanding my bill and account balance 1651 1882 947 429 334 2.97 57 33.6% 38.3% 19.3% 8.7%	21 Availability of an academic advisor	1926	1724	996	494	117	2.00	56
15 Ease of understanding my bill and account balance 33.6% 38.3% 19.3% 8.7% 2.97 57 33.6% 38.3% 19.3% 8.7% 5.7% 5.7% 5.7% 5.7% 5.7% 5.7% 5.7% 5	·					117	2.99	36
33.6% 38.3% 19.3% 8.7% 4 Frequency with which courses in my major field are offered 1689 2289 1024 438 107 2.96 58 31.0% 42.1% 18.8% 8.1% 70 I want to live and work in Philadelphia after graduation 1652 1380 720 580 150 2.95 59 38.1% 31.9% 16.6% 13.4% 48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 1332 1871 872 448 67 2.90 60 29.4% 41.4% 19.3% 9.9% 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 21.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus		37.076	33.2 /6	10.076	9.076			
4 Frequency with which courses in my major field are offered 1689 2289 1024 438 107 2.96 58 31.0% 42.1% 18.8% 8.1% 107 2.96 58 31.0% 42.1% 18.8% 8.1% 107 2.96 58 31.0% 42.1% 18.8% 8.1% 107 2.96 58 31.0% 42.1% 18.8% 8.1% 107 2.95 59 31.0% 12.0% 150 2.95 59 31.0% 16.6% 13.4% 100 2.95 59 31.9% 16.6% 13.4% 100 2.95 59 31.0% 16.6% 13.4% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.0% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.9% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.95 59 31.0% 100 2.03%	15 Ease of understanding my bill and account balance	1651	1882	947	429	334	2.97	57
offered 31.0% 42.1% 18.8% 8.1% 70 I want to live and work in Philadelphia after graduation 1652 1380 720 580 150 2.95 59 48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 1332 1871 872 448 67 2.90 60 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 2 1.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 2 2.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus 984 876 497 682 2,013 2.71 65				19.3%	8.7%			
offered 31.0% 42.1% 18.8% 8.1% 70 I want to live and work in Philadelphia after graduation 1652 1380 720 580 150 2.95 59 48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 1332 1871 872 448 67 2.90 60 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 2 1.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 2 2.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus 984 876 497 682 2,013 2.71 65								
31.0% 42.1% 18.8% 8.1%		1689	2289	1024	438	107	2.96	58
graduation 38.1% 31.9% 16.6% 13.4% 48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 1332 1871 872 448 67 2.90 60 19.4% 41.4% 19.3% 9.9% 11.4% 19.3% 9.9% 11.4% 19.3% 9.9% 11.4% 19.3% 9.9% 11.4% 11.4% 19.3% 9.9% 11.5% 7.1% 11.4% 11.5%	olicica	31.0%	42.1%	18.8%	8.1%			
38.1% 31.9% 16.6% 13.4%	70 I want to live and work in Philadelphia after	1652	1380	720	580	150	2 95	59
48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class 1332 1871 872 448 67 2.90 60 29.4% 41.4% 19.3% 9.9% 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 21.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus	graduation					100	2.00	00
textbooks from sources other than the Temple Bookstore, by the time I need them for class		33.1,0	01.070	10.070	.0.170			
Bookstore, by the time I need them for class 29.4% 41.4% 19.3% 9.9% 3 Quality of Gen Ed courses 1144 2878 935 380 219 2.90 61 21.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus 984 876 497 682 2,013 2.71 65		1332	1871	872	448	67	2.90	60
21.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 1163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus	•	29.4%	41.4%	19.3%	9.9%			
21.4% 53.9% 17.5% 7.1% 5 Availability of open course sections 1217 2348 1360 514 108 2.78 62 22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 1163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus	3 Quality of Gen Ed courses							
5 Availability of open course sections 1217	o Quality of Con Eu oburses	1144	2878	935	380	219	2.90	61
22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus		21.4%	53.9%	17.5%	7.1%			
22.4% 43.2% 25.0% 9.5% 57 I am satisfied with the wifi connectivity across campus 1296 1579 986 684 43 2.77 63 28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 1163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus	5 Availability of open course sections	1217	2348	1360	514	108	2.78	62
57 I am satisfied with the wifi connectivity across						.00		0_
28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 1163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus								
28.5% 34.8% 21.7% 15.0% 54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks 1163 1663 912 757 95 2.72 64 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus	•	1296	1579	986	684	43	2.77	63
cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus 984 876 497 682 2,013 2.71 65	campus	28.5%	34.8%	21.7%	15.0%			
cost (rental) alternatives to textbooks 25.9% 37.0% 20.3% 16.8% 24 Availability of mental health/counseling services on campus 984 876 497 682 2,013 2.71 65	54 More of my professors are using no-cost or low	1162	1662	012	757	05	2 72	61
24 Availability of mental health/counseling services on 984 876 497 682 2,013 2.71 65 campus						30	2.12	04
campus 5 304 070 497 002 2,013 2.71 03		20.970	31.070	۷۵.۵%	10.070			
campus	•	984	876	497	682	2,013	2.71	65
	campus	32.4%						

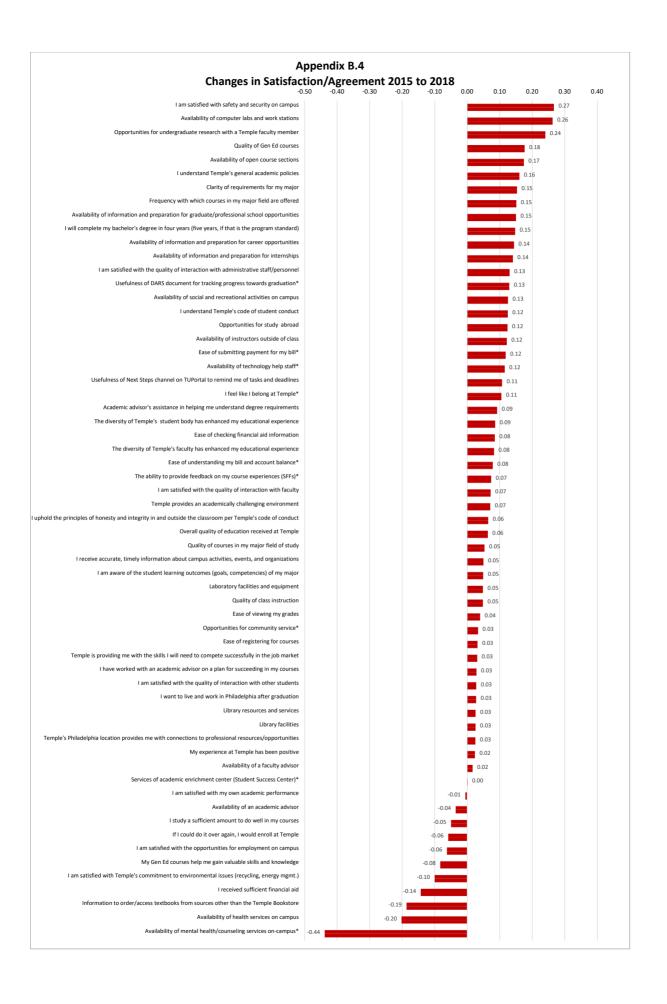
^{*} Items are ranked by overall mean score

Adjusted for Population Characteristics

Items Ranked by Order of Respondents Satisfaction/Agreement

Please how much you agree with or how satisfied you are with each area.	Very Satis./ St. Agree	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr.			
	(4)	Agree (o)	Disagn (2)	(1)	NE	Avg	Rank*
9 Usefulness of SFF Data for Students in selecting	983	1841	985	672	1,061	2.70	66
courses.	21.9%	41.1%	22.0%	15.0%			
40 My Gen Ed courses help me gain valuable skills	965	1681	1042	853	161	2.61	67
and knowledge	21.2%	37.0%	22.9%	18.8%			
50 I am satisfied with the opportunities for	882	1169	887	736	885	2.60	68
employment on campus	24.0%	31.8%	24.1%	20.0%			
56 Temple is committed to making college more	964	1429	1194	875	120	2.56	69
affordable	21.6%	32.0%	26.8%	19.6%	0	2.00	
49 I receive sufficient financial aid	911	1268	925	1089	391	2.48	70
	21.7%	30.2%	22.1%	26.0%	331	2.40	70
47 Cost of textbooks and course materials are	074	700	4005	04.00	25	4.07	74
reasonable	371 8.1%	788 17.2%	1285 28.1%	2126 46.5%	35	1.87	71

^{*} Items are ranked by overall mean score



		Satis	faction - 20	18 TUSQ				Satis	atisfaction - 2015 TUSQ			_	
Please indicate how satisfied you are with the following areas.	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE	Avg	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE	Avg	Sig.
1 Quality of class instruction	1724 31.2%	2899 52.5%	723 13.1%	174 3.2%		3.12	1781 29.6%	3080 51.2%	941 15.6%	217 3.6%	16	3.07	0.00
2 Quality of courses in my major field of study	2411 44.3%	2275 41.8%	580 10.7%	172 3.2%		3.27	2300 38.8%	2801 47.2%	665 11.2%	169 2.8%	100	3.22	0.00
3 Quality of Gen Ed courses	1144 21.4%	2878 53.9%	935 17.5%	380 7.1%		2.90	1093 18.9%	2607 45.1%	1475 25.5%	611 10.6%	249	2.72	0.00
4 Frequency with which courses in my major field are offered	1689 31.0%	2289 42.1%	1024 18.8%	438 8.1%		2.96	1455 24.7%	2451 41.6%	1376 23.4%	603 10.2%	149	2.81	0.00
5 Availability of open course sections	1217 22.4%	2348 43.2%	1360 25.0%	514 9.5%		2.78	1096 18.7%	2255 38.4%	1636 27.9%	884 15.1%	164	2.61	0.00
6 Clarity of requirements for my major	2379 43.5%	2096 38.3%	723 13.2%	272 5.0%		3.20	2152 36.1%	2359 39.5%	1043 17.5%	411 6.9%	71	3.05	0.00
7 Availability of instructors outside of class	2615 48.7%	2157 40.2%	463 8.6%	132 2.5%		3.35	2352 40.4%	2628 45.2%	675 11.6%	160 2.8%	219	3.23	0.00
8 Academic advisor's assistance in helping me understand degree requirements	2187 40.4%	1829 33.8%	839 15.5%	560 10.3%		3.04	2143 36.5%	1956 33.3%	1147 19.5%	631 10.7%	158	2.95	0.00
9 Usefulness of SFF Data for Students in selecting courses	983 21.9%	1841 41.1%	985 22.0%	672 15.0%		2.70			Item added	2018]
10 Use of Canvas	3184 61.1%	1675 32.2%	263 5.1%	86 1.7%		3.53			Item added	2018			-]
11 Availability of computer labs and work stations	2749 54.3%	1637 32.4%	481 9.5%	191 3.8%		3.37	2024 38.4%	2102 39.9%	877 16.6%	271 5.1%	151	3.11	0.00
12 Usefulness of DARS document (degree audit, road map, academic plan) for tracking progress towards graduation	2325 47.5%	1828 37.3%	533 10.9%	211 4.3%		3.28	1979 40.5%	1928 39.5%	727 14.9%	253 5.2%	538	3.15	0.00
13 Ease of registering for courses	2057 39.3%	2043 39.0%	809 15.4%	331 6.3%		3.11	2084 38.6%	2017 37.4%	947 17.5%	351 6.5%	26	3.08	0.07
14 Ease of viewing my grades	2792 53.4%	1745 33.4%	518 9.9%	171 3.3%		3.37	2780 51.5%	1775 32.9%	659 12.2%	182 3.4%	28	3.33	0.01
15 Ease of understanding my bill and account balance	1651 33.6%	1882 38.3%	947 19.3%	429 8.7%		2.97	1549 29.8%	2019 38.8%	1147 22.0%	488 9.4%	223	2.89	0.00
16 Ease of submitting payment for my bill	2076 44.5%	1876 40.2%	520 11.1%	198 4.2%		3.25	2089 40.2%	1982 38.1%	843 16.2%	288 5.5%	223	3.13	0.00
17 Ease of checking financial aid information	1723 35.9%	1818 37.9%	900 18.8%	352 7.3%		3.02	1597 32.0%	1949 39.1%	1017 20.4%	428 8.6%	434	2.94	0.00
18 Usefulness of Next Steps channel on TUPortal to remind me of tasks and deadlines	2212 44.6%	1990 40.1%	573 11.6%	182 3.7%		3.26	1843 0	1937 0	682 0	235 0	728	3.15	0.00
19 Usefulness of online undergraduate bulletin for accessing program course and policy information	2066 44.2%	1965 42.1%	482 10.3%	156 3.4%		3.27			Item added	2018			1
20 Availability of technology help staff	1874 47.8%	1686 43.0%	280 7.1%	81 2.1%		3.37	1704 40.9%	1901 45.7%	455 10.9%	102 2.5%	1043	3.25	0.00
21 Availability of an academic advisor	1826 37.0%	1734 35.2%	886 18.0%	484 9.8%		2.99	1830 36.0%	1939 38.1%	954 18.7%	367 7.2%	117	3.03	0.06
22 Availability of a faculty advisor	1559 39.5%	1667 42.2%	500 12.7%	221 5.6%		3.16	1534 36.3%	1913 45.3%	601 14.2%	174 4.1%	985	3.14	0.37
23 Services of academic enrichment center (Student Success Center)	1241 44.8%	1170 42.2%	259 9.3%	102 3.7%		3.28	1751 46.2%	1482 39.1%	429 11.3%	127 3.4%	1417	3.28	0.95
24 Availability of mental health/counseling services on campus	984 32.4%	876 28.8%	497 16.4%	682 22.4%		2.71	1295 40.3%	1277 39.7%	470 14.6%	171 5.3%	1992	3.15	0.00
25 Availability of health services on campus	1364 35.8%	1437 37.7%	658 17.2%	357 9.4%		3.00	1743 43.6%	1497 37.5%	576 14.4%	180 4.5%	1211	3.20	0.00
26 Laboratory facilities and equipment	1417 38.9%	1638 45.0%	404 11.1%	182 5.0%		3.18	1417 36.8%	1668 43.3%	590 15.3%	173 4.5%	1359	3.13	0.01
27 Library facilities	1978 42.0%	2007 42.6%	525 11.2%	196 4.2%		3.23	2033 41.7%	1984 40.7%	659 13.5%	197 4.0%	333	3.20	0.12
28 Library resources and services	2121 46.0%	1988 43.1%	379 8.2%	120 2.6%		3.33	2175 45.6%	1964 41.2%	495 10.4%	134 2.8%	438	3.30	0.10
29 The ability to provide feedback on my course experiences (SFFs)	2213 47.2%	1933 41.2%	395 8.4%	150 3.2%		3.32	2108 43.8%	1976 41.1%	531 11.0%	197 4.1%	119	3.25	0.00

		Satis	faction - 20	18 TUSQ				Sati	sfaction - 2	015 TUSQ			_
	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE	Avg	Very Satisfied (4)	Smwhat Satis. (3)	Smwhat Dissat. (2)	Very Dissat. (1)	NE	Avg	Sig.
30 Opportunities for study abroad	1696 49.6%	1165 34.1%	393 11.5%	166 4.8%		3.28	1398 42.1%	1256 37.9%	457 13.8%	207 6.2%	1613	3.16	0.00
31 Opportunities for undergraduate research with a Temple faculty member	1234 44.3%	1024 36.8%	354 12.7%	175 6.3%		3.19	881 31.5%	1102 39.4%	598 21.4%	217 7.8%	2133	2.95	0.00
32 Opportunities for community service	1354 36.9%	1481 40.4%	609 16.6%	220 6.0%		3.08	1189 34.7%	1435 41.8%	603 17.6%	204 5.9%	1500	3.05	0.11
33 Availability of information and preparation for graduate/professional school opportunities	1318 36.4%	1522 42.0%	538 14.8%	245 6.8%		3.08	1121 30.6%	1468 40.1%	790 21.6%	286 7.8%	1266	2.93	0.00
34 Availability of information and preparation for career opportunities	1722 39.9%	1802 41.7%	581 13.4%	216 5.0%		3.16	1419 33.4%	1784 42.0%	776 18.3%	268 6.3%	683	3.02	0.00
35 Availability of information and preparation for internships	1608 37.3%	1678 38.9%	748 17.3%	278 6.4%		3.07	1309 31.6%	1594 38.5%	876 21.2%	362 8.7%	790	2.93	0.00
36 Availability of social and recreational activities on campus	1978 45.3%	1802 41.3%	436 10.0%	148 3.4%		3.29	1749 40.2%	1762 40.5%	622 14.3%	219 5.0%	578	3.16	0.00
37 Overall quality of education received at Temple	2230 46.3%	2018 41.9%	454 9.4%	109 2.3%		3.32	1189 34.7%	1435 41.8%	603 17.6%	204 5.9%	1500	3.05	0.00
		Agre	eement- 20					Agr	eement- 20	15 TUSQ			_
	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg	Sig.
38 I am satisfied with my own academic performance	1927 41.0%	2012 42.8%	613 13.0%	153 3.3%		3.21	2074 44.1%	1796 38.2%	626 13.3%	204 4.3%	22	3.22	0.74
39 I am aware of the student learning outcomes (goals, competencies) of my major	2405 51.8%	1823 39.3%	329 7.1%	87 1.9%		3.41	2464 53.2%	1514 32.7%	493 10.7%	157 3.4%	92	3.36	0.00
40 My Gen Ed courses help me gain valuable skills and knowledge	965 21.2%	1681 37.0%	1042 22.9%	853 18.8%		2.61	1171 26.1%	1549 34.5%	1003 22.3%	772 17.2%	226	2.69	0.00
41 I will complete my bachelor's degree in four years (five years, if that is the program standard)	2846 61.4%	992 21.4%	354 7.6%	441 9.5%		3.35	2537 55.5%	980 21.4%	470 10.3%	583 12.8%	150	3.20	0.00
42 I uphold the principles of honesty and integrity in and outside the classroom per Temple's code of conduct	3831 82.1%	737 15.8%	78 1.7%	22 0.5%		3.79	3657 78.2%	807 17.3%	169 3.6%	45 1.0%	42	3.73	0.00
43 Temple provides an academically challenging environment	2417 51.6%	1813 38.7%	368 7.9%	86 1.8%		3.40	2273 48.4%	1809 38.5%	483 10.3%	128 2.7%	28	3.33	0.00
44 I study a sufficient amount to do well in my courses	2294 49.0%	1834 39.1%	463 9.9%	95 2.0%		3.35	2449 52.1%	1775 37.7%	392 8.3%	87 1.8%	18	3.40	0.00
45 I have worked with an academic advisor on a plan for succeeding in my courses	2090 49.0%	1362 31.9%	518 12.1%	298 7.0%		3.23	2071 48.0%	1366 31.7%	552 12.8%	325 7.5%	407	3.20	0.15
46 I understand Temple's general academic policies (academic standing, withdrawal from class, incomplete grades, course repeat policy, etc.)	3089 66.1%	1349 28.9%	186 4.0%	48 1.0%		3.60	2584 55.5%	1636 35.1%	360 7.7%	79 1.7%	63	3.44	0.00
47 Cost of textbooks and course materials are reasonable	371 8.1%	788 17.2%	1285 28.1%	2126 46.5%		1.87			Item added]
48 I have the information I need to order/access textbooks from													
sources other than the Temple Bookstore, by the time I need them for class	1332 29.4%	1871 41.4%	872 19.3%	448 9.9%		2.90	1822 40.5%	1597 35.5%	739 16.4%	345 7.7%	114	3.09	0.00
49 I received sufficient financial aid	911 21.7%	1268 30.2%	925 22.1%	1089 26.0%		2.48	1140 27.0%	1233 29.2%	948 22.4%	905 21.4%	391	2.62	0.00
50 I am satisfied with the opportunities for employment on campus	882 24.0%	1169 31.8%	887 24.1%	736 20.0%		2.60	1103 29.2%	1045 27.7%	867 23.0%	757 20.1%	845	2.66	0.01
51 Temple's Philadelphia location provides me with connections to professional resources/opportunities (internships, co-ops,	2108	1502	308	156		3.37	2157	1359	443	165	494	3.34	0.16
etc.)	51.7%	36.9%	7.6%	3.8%			52.3%	33.0%	10.7%	4.0%			
52 Temple is providing me with the skills I will need to compete successfully in the job market	1800 40.7%	1972 44.6%	483 10.9%	170 3.8%		3.22	1817 40.5%	1872 41.8%	620 13.8%	173 3.9%	134	3.19	0.07
53 I receive accurate, timely information about campus activities, events, and organizations	1822 40.9%	1887 42.3%	553 12.4%	197 4.4%		3.20	1768 39.9%	1765 39.9%	665 15.0%	230 5.2%	189	3.15	0.00
54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks	1163 25.9%	1663 37.0%	912 20.3%	757 16.8%		2.72			Item added	1 2018]
55 Temple is committed to students graduating on time	2007 45.2%	1456 32.8%	588 13.2%	391 8.8%		3.14			Item added	I 2018			
56 Temple is committed to making college more affordable	964 21.6%	1429 32.0%	1194 26.8%	875 19.6%		2.56			Item added	12018]

		Agre	eement- 20					Agr	eement- 20				
	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)	NE	Avg	Sig.
57 I am satisfied with the wifi connectivity across campus	1296 28.5%	1579 34.8%	986 21.7%	684 15.0%		2.77			Item added	2018]
58 I am satisfied with the integration of technology as part of my coursework	1725 38.3%	2130 47.3%	461 10.2%	185 4.1%		3.20			Item added	2018]
59 I am satisfied with the effectiveness of online courses	1144 41.0%	1108 39.7%	332 11.9%	208 7.4%		3.14			Item added	2018]
60 I am satisfied with the quality of interaction with other students	1815 40.9%	1992 44.8%	469 10.6%	167 3.8%		3.23	1869 41.9%	1831 41.0%	570 12.8%	193 4.3%	55	3.20	0.10
61 The diversity of Temple's student body has enhanced my educational experience	2290 52.7%	1502 34.5%	374 8.6%	184 4.2%		3.36	2158 49.0%	1505 34.2%	501 11.4%	241 5.5%	114	3.27	0.00
62 I am satisfied with the quality of interaction with faculty	1877 42.5%	1996 45.2%	450 10.2%	91 2.1%		3.28	1847 41.2%	1881 42.0%	601 13.4%	152 3.4%	38	3.21	0.00
63 The diversity of Temple's faculty has enhanced my educational experience	1870 43.5%	1681 39.1%	501 11.6%	249 5.8%		3.20	1826 41.6%	1564 35.6%	688 15.7%	315 7.2%	127	3.12	0.00
64 My experience at Temple has been positive	2323 52.1%	1677 37.6%	342 7.7%	114 2.6%		3.39	2390 53.1%	1550 34.5%	409 9.1%	149 3.3%	22	3.37	0.14
65 I am satisfied with the quality of interaction with administrative staff/personnel	1734 40.8%	1871 44.0%	455 10.7%	192 4.5%		3.21	1594 36.9%	1753 40.5%	714 16.5%	263 6.1%	195	3.08	0.00
66 I feel like I belong at Temple	2,318 52.4%	1,430 32.3%	477 10.8%	201 4.5%		3.33	2,173 48.7%	1,411 31.6%	579 13.0%	299 6.7%	58	3.22	0.00
67 I understand Temple's code of student conduct	2,865 65.2%	1,321 30.1%	163 3.7%	44 1.0%		3.59	2,642 60.0%	1,310 29.8%	342 7.8%	106 2.4%	119	3.47	0.00
68 I am satisfied with safety and security on campus	2,306 52.1%	1,563 35.3%	392 8.9%	167 3.8%		3.36	1,855 41.7%	1,523 34.2%	697 15.7%	375 8.4%	68	3.09	0.00
69 I am satisfied with Temple's commitment to environmental issues (recycling, energy mgmt.)	1,772 42.3%	1,555 37.1%	576 13.8%	284 6.8%		3.15	1,952 46.2%	1,574 37.3%	515 12.2%	183 4.3%	295	3.25	0.00
70 I want to live and work in Philadelphia after graduation	1,652 38.1%	1,380 31.9%	720 16.6%	580 13.4%		2.95	1,585 36.9%	1,366 31.8%	743 17.3%	602 14.0%	224	2.92	0.22
71 If I could do it over again, I would enroll at Temple	2252 51.1%	1356 30.8%	500 11.3%	299 6.8%		3.26	2,492 56.0%	1,179 26.5%	508 11.4%	272 6.1%	68	3.32	0.00
	01.170	00.070	2018 TU				00.070	20.070	2015 TU				
If more classes were available in the following formats, would you register for them?	Yes	No					Yes	No					Sig.
72 Online format (no face-to-face meetings)	2610 58.4%	1861 41.6%					2619 58.4%	1866 41.6%					0.98
73 Hybrid format (combination of online and face-to-face meetings)	2955 66.1%	1517 33.9%					2702 60.2%	1784 39.8%					0.00
74 Evening schedule	2262 50.7%	2196 49.3%					2139 47.7%	2347 52.3%					0.00
75 Weekend schedule	1113 25.1%	3322 74.9%					2139 47.7%	2347 52.3%					0.00
76 Scheduled in a short part of term (7 weeks or less)	3346 75.1%	1109 24.9%					Item add	ed 2018					
77 Summer	2672 60.2%	1766 39.8%					3144 70.1%	1340 29.9%					0.00
78 Located at Harrisburg Campus	301 6.8%	4109 93.2%					Item add	ed 2018					
79 Located at Ambler Campus	669 15.1%	3755 84.9%					Item add	ed 2018					
80 Located at Center City Campus	2015 45.4%	2422 54.6%					Item add	ed 2018					
How do you prefer to receive communication from Temple?			2018 TU	SQ					2015 TU	SQ			1
(Rank 1,2,3,4 across, with 1 indicating your first preference.)	1st Pref.	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Avg							
81 Billing Email	2644 76.2%	562 16.2%	153 4.4%	28 0.8%	83 2.4%	1.37							
Text Message	231 6.7%	846 24.4%	802 23.1%	1422 41.0%	170 4.9%	3.13	С	omparison u	ınavaliable	due to scale	e change		
Social Media (Facebook, Twitter, etc.)	79 2.3%	51 1.5%	265 7.6%	586 16.9%	2491 71.8%	4.54							
TUportal (includes Next Steps)	329 9.5%	1521 43.8%	1067 30.7%	492 14.2%	63 1.8%	2.55							
Letter/Traditional Mail	189 5.4%	489 14.1%	1186 34.2%	942 27.1%	665 19.2%	3.40							J

			2018 TU	sq			2015 TUSQ					
How do you prefer to receive communication from Temple? (Rank 1,2,3,4 across, with 1 indicating your first preference.)	1st Pref.	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Avg						
82 Financial Aid												
Email	2642 76.1%	569 16.4%	144 4.2%	29 0.8%	88 2.5%	1.37						
Text Message	211 6.1%	804 23.2%	780 22.5%	1502 43.3%	174 5.0%	3.18						
Social Media (Facebook, Twitter, etc.)	74 2.1%	47 1.3%	253 7.3%	548 15.8%	2550 73.5%	4.57						
TUportal (includes Next Steps)	338 9.8%	1453 41.9%	1132 32.6%	491 14.1%	57 1.6%	2.56						
Letter/Traditional Mail	209 6.0%	587 16.9%	1170 33.7%	902 26.0%	603 17.4%	3.32						
83 Academic (correspondence with faculty) Email	2944 84.8%	358 10.3%	58 1.7%	18 0.5%	92 2.7%	1.26						
Text Message	237 6.8%	1477 42.6%	883 25.4%	744 21.4%	130 3.7%	2.73						
Social Media (Facebook, Twitter, etc.)	73 2.1%	90 2.6%	573 16.5%	949 27.3%	1786 51.5%	4.23						
TUportal (includes Next Steps)	160 4.6%	1308 37.7%	1219 35.1%	704 20.3%	81 2.3%	2.78						
Letter/Traditional Mail	57 1.6%	245 7.0%	734 21.1%	1054 30.4%	1382 39.8%	4.00						
84 Co-curricular (clubs and organizations) Email	2311 66.6%	682 19.6%	319 9.2%	72 2.1%	88 2.5%	1.54						
Text Message	568 16.4%	1253 36.1%	867 25.0%	570 16.4%	214 6.2%	2.60	Comparison unavaliable due to scale change					
Social Media (Facebook, Twitter, etc.)	410 11.8%	744 21.4%	1085 31.3%	483 13.9%	749 21.6%	3.12						
TUportal (includes Next Steps)	111 3.2%	661 19.1%	818 23.6%	1709 49.2%	172 5.0%	3.34						
Letter/Traditional Mail	69 2.0%	130 3.7%	387 11.2%	637 18.3%	2249 64.8%	4.40						
85 Emergency (TU Alerts) Email	633 18.2%	2123 61.2%	550 15.8%	111 3.2%	54 1.6%	2.09						
Text Message	2651 76.4%	439 12.6%	142 4.1%	148 4.3%	91 2.6%	1.44						
Social Media (Facebook, Twitter, etc.)	59 1.7%	570 16.4%	1741 50.2%	538 15.5%	563 16.2%	3.28						
TUportal (includes Next Steps)	54 1.5%	279 8.0%	830 23.9%	2176 62.7%	133 3.8%	3.59						
Letter/Traditional Mail	83 2.4%	57 1.6%	207 6.0%	498 14.3%	2627 75.7%	4.59						
86 General University business Email	2590 74.6%	485 14.0%	173 5.0%	104 3.0%	119 3.4%	1.47						
Text Message	175 5.0%	781 22.5%	679 19.5%	1009 29.1%	828 23.9%	3.44						
Social Media (Facebook, Twitter, etc.)	201 5.8%	625 18.0%	900 25.9%	792 22.8%	953 27.5%	3.48						
TUportal (includes Next Steps)	277 8.0%	1180 34.0%	1025 29.5%	848 24.4%	140 4.0%	2.83						
Letter/Traditional Mail	226 6.5%	396 11.4%	696 20.1%	716 20.6%	1437 41.4%	3.79	0047 71100					
During this school year, about how many hours per week did	None		2018 TU:		More		2015 TUSQ					
you spend doing the following: 87 Studying (outside of class)	None (1) 53 1.2%	< 3 (2) 499 11.6%	3 to 10 (3) 2117 49.2%	11 to 20 (4) 1174 27.3%	(5) 464 10.8%	Avg 3.35						
88 Working for money on campus	3134 72.9%	150 3.5%	476 11.1%	425 9.9%	113 2.6%	1.66						
89 Working for money off campus	2037 47.4%	317 7.4%	581 13.5%	670 15.6%	691 16.1%	2.46	Comparison unavaliable due to scale change					
90 Socializing/spending time with friends	131 3.0%	912 21.2%	2017 46.9%	863 20.1%	378 8.8%	3.10						
91 Recreation/Exercise	496 11.5%	1499 34.9%	1825 42.5%	354 8.2%	121 2.8%	2.56						

			2018 TU	SQ			2015 TUSQ
During this school year, about how many hours per week did you spend doing the following:	None (1)	< 3 (2)	3 to 10 (3)	11 to 20 (4)	More than 20 (5)	Avg	
92 Participating in University clubs/organizations	1547 36.0%	1394 32.5%	988 23.0%	250 5.8%	114 2.6%	2.07	
93 Watching TV/ movies	423 9.9%	1543 35.9%	1634 38.0%	514 12.0%	181 4.2%	2.65	
94 Using Temple's computer labs (TECH center, library, other labs)	636 14.8%	1624 37.7%	1414 32.8%	453 10.5%	177 4.1%	2.51	
95 Doing community service as part of a class	3514 81.8%	510 11.9%	205 4.8%	46 1.1%	22 0.5%	1.27	
96 Doing community service outside of class	2652 61.8%	1110 25.9%	425 9.9%	78 1.8%	27 0.6%	1.54	Comparison unavaliable due to scale change
97 Participating in a professional internship, co-op and/or field placement	2945 68.4%	366 8.5%	496 11.5%	314 7.3%	186 4.3%	1.71	
98 Spending time with family	1488 34.6%	1320 30.7%	905 21.1%	314 7.3%	268 6.2%	2.20	
99 Using social media	293 6.8%	1244 28.9%	1604 37.2%	701 16.3%	466 10.8%	2.95	
100 Gaming	2460 57.2%	834 19.4%	608 14.1%	260 6.0%	142 3.3%	1.79	
			2018 TU	sq			2015 TUSQ
While at Temple, how often have you:	Not at All	Occass.	Freq.				Not at All Occass. Freq.
101 Worked on a group project for class	(1) 215 5.0%	(2) 2325 54.0%	(3) 1765 41.0%		Avg 2.36		(1) (2) (3) Avg Sig. 280 2399 1781 2.34 0.06 6.3% 53.8% 39.9%
102 Worked with a professor on a research project	3204 74.5%	848 19.7%	249 5.8%		1.31		3442 808 209 1.27 0.00 77.2% 18.1% 4.7%
103 Met or corresponded with an instructor outside of class time	746 17.4%	2882 67.0%	672 15.6%		1.98		404 2750 1306 2.20 0.00 9.1% 61.7% 29.3%
104 Made a presentation in class	344 8.0%	2316 54.0%	1628 38.0%		2.30		306 2286 1867 2.35 0.00 6.9% 51.3% 41.9%
105 Written a paper that was up to 5 pages in length	148 3.4%	1858 43.2%	2297 53.4%		2.50		Item added 2018
106 Written a paper that was between 6 to 10 pages in length	660 15.3%	2564 59.6%	1078 25.1%		2.10		Item added 2018
107 Written a paper that was 11 pages or more in length	2363 54.9%	1627 37.8%	313 7.3%		1.52		Item added 2018
108 Based on your experience, how likely are you to recommend Temple to a prospective student?			2018 TU	SQ			2015 TUSQ
		No Scale	t likely at n	all %			
		0	43	1.0%			
		1 .	14	0.3%			
	Detractors	2 3	36 64	0.8%			
		4	88	2.1%			
		5	194	4.5%			Item added 2018
		6	277	6.5%			
	Passives	7 8	697 1037	16.2% 24.1%			
	Promoters	9 .	670 1175	15.6%			
	-		remely lik				
	NPS Score:	26					
109 Would you be willing to be contacted to participate in a		C4d.c	to Mithin	the College			Studente Outeide of the Callege
focus group?	Yes	No	O MARINIA	uie college			Students Outside of the College Yes No Sig.
	2100 48.6%	2224 51.4%					2335 2104 0.97 52.6% 47.4%