

## **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**

	<b>Undergraduate Population</b>		<b>Surveys Returned</b>		<b>Returned Adjusted for Population Characteristics<sup>1</sup></b>	
	<b>N</b>	<b>% of Population</b>	<b>N</b>	<b>% of Population</b>	<b>N</b>	<b>% of Population</b>
<b>Gender</b>						
Female	13,713	52.8%	3,618	65.1%	2961	53.3%
Male	12,255	47.2%	1,938	34.8%	2597	46.7%
Not Reported	12	0.0%	3	0.1%	1	0.0%
<b>Ethnicity</b>						
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 Indian/Alaska 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%
<b>Class Year</b>						
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%
<b>School or College</b>						
Fox School of Business	6310	24.3%	1,087	19.6%	1378	24.8%
Div. of Theater, Film, & Media Arts	798	3.1%	168	3.0%	158	2.8%
Education	1014	3.9%	255	4.6%	213	3.8%
Engineering	1717	6.6%	328	5.9%	373	6.7%
Public Health	2598	10.0%	592	10.6%	561	10.1%
Liberal Arts	3978	15.3%	923	16.6%	862	15.5%
Media and Communication	2453	9.4%	581	10.5%	532	9.6%
Boyer College of Music	551	2.1%	140	2.5%	108	1.9%
Science and Technology	3494	13.4%	802	14.4%	761	13.7%
Social Work	286	1.1%	84	1.5%	53	1.0%
Tourism and Hospitality	815	3.1%	177	3.2%	162	2.9%
Tyler School of Art	1192	4.6%	275	4.9%	247	4.5%
University Studies	758	2.9%	146	2.6%	150	2.7%
University College	16	0.1%	1	0.0%	1	0.0%
Total	25,980		5,559*	21.4%	5559	21.4%
				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.

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

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

Please indicate how satisfied you are with the following areas.	Satisfaction				NE*	Avg
	Very Satisfied (4)	Smewhat Satis. (3)	Smewhat Dissat. (2)	Very Dissat. (1)		
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 major field are offered	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
8 Academic advisor's assistance in helping me understand degree requirements	2187 40.4%	1829 33.8%	839 15.5%	560 10.3%	132	3.04
9 Usefulness of SFF Data for Students in selecting courses	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 work stations	2749 54.3%	1637 32.4%	481 9.5%	191 3.8%	180	3.37
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%	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 account 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 information	1723 35.9%	1818 37.9%	900 18.8%	352 7.3%	454	3.02

\* NE signifies "No Experience"

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Please indicate how satisfied you are with the following areas.	Satisfaction				NE	Avg
	Very Satisfied (4)	Smwht Satis. (3)	Smwht Dissat. (2)	Very Dissat. (1)		
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

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Please indicate how satisfied you are with the following areas.	Satisfaction				NE	Avg
	Very Satisfied (4)	Smwht Satis. (3)	Smwht Dissat. (2)	Very Dissat. (1)		
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
How much do you agree or disagree with the following statements?	Agreement				NE	Avg
	Str. Agree (4)	Smwht Agree (3)	Smwht Disagree (2)	Str. Disagree (1)		
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

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How much do you agree or disagree with the following statements?	Agreement				NE	Avg
	Str. Agree (4)	Smewhat Agree (3)	Smewhat Disagree (2)	Str. Disagree (1)		
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%	67	2.90
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 resources/opportunities (internships, co-ops, etc.)	2108 51.7%	1502 36.9%	308 7.6%	156 3.8%	520	3.37
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%	163	3.22
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 25.9%	1663 37.0%	912 20.3%	757 16.8%	95	2.72
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 affordable	964 21.6%	1429 32.0%	1194 26.8%	875 19.6%	120	2.56
57 I am satisfied with the wifi connectivity across campus	1296 28.5%	1579 34.8%	986 21.7%	684 15.0%	43	2.77
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
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 enhanced my educational experience	2290 52.7%	1502 34.5%	374 8.6%	184 4.2%	132	3.36
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

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**Undergraduates Enrolled During Spring 2018**  
**Adjusted for Population Characteristics**

How much do you agree or disagree with the following statements?	Agreement				NE	Avg
	Str. Agree (4)	Smwhat Agree (3)	Smwhat Disagree (2)	Str. Disagree (1)		
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

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

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

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

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

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



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**Temple University Student Questionnaire**  
**Undergraduates Enrolled During Spring 2018**  
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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
<b>82 Financial Aid</b>							<b>85 Emergency (TU Alerts)</b>						
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.)	74	47	253	548	2550	5	Social Media (Facebook, 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%	
<b>83 Academic (correspondence with faculty)</b>							<b>86 General University business</b>						
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.)	73	90	573	949	1786	4	Social Media (Facebook, 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%	
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 1.2%	499 11.6%	2117 49.2%	1174 27.3%	464 10.8%	3.35	98 Spending time with family	1488 34.6%	1320 30.7%	905 21.1%	314 7.3%	268 6.2%	2.20
88 Working for money on campus	3134 72.9%	150 3.5%	476 11.1%	425 9.9%	113 2.6%	1.66	99 Using social media*	293 6.8%	1244 28.9%	1604 37.2%	701 16.3%	466 10.8%	2.95
89 Working for money off campus	2037 47.4%	317 7.4%	581 13.5%	670 15.6%	691 16.1%	2.46	100 Gaming	2460 57.2%	834 19.4%	608 14.1%	260 6.0%	142 3.3%	1.79
90 Socializing/spending time with friends	131 3.0%	912 21.2%	2017 46.9%	863 20.1%	378 8.8%	3.10	<b>While at Temple, how often have you:</b>						
							<b>Not at All (1)</b>	<b>Occass. (2)</b>	<b>Freq. (3)</b>	<b>Avg</b>			
91 Recreation/Exercise	496 11.5%	1499 34.9%	1825 42.5%	354 8.2%	121 2.8%	2.56	101 Worked on a group project for class	215 5.0%	2325 54.0%	1765 41.0%			2.36
92 Participating in University clubs/organizations	1547 36.0%	1394 32.5%	988 23.0%	250 5.8%	114 2.6%	2.07	102 Worked with a professor on a research project	3204 74.5%	848 19.7%	249 5.8%			1.31
93 Watching TV/ movies	423 9.9%	1543 35.9%	1634 38.0%	514 12.0%	181 4.2%	2.65	103 Met or corresponded with an instructor outside of class time	746 17.4%	2882 67.0%	672 15.6%			1.98
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	104 Made a presentation in class	344 8.0%	2316 54.0%	1628 38.0%			2.30
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	105 Written a paper that was up to 5 pages in length	148 3.4%	1858 43.2%	2297 53.4%			2.50
96 Doing community service outside of class	2652 61.8%	1110 25.9%	425 9.9%	78 1.8%	27 0.6%	1.54	106 Written a paper that was between 6 to 10 pages in length	660 15.3%	2564 59.6%	1078 25.1%			2.10
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	107 Written a paper that was 11 pages or more in length	2363 54.9%	1627 37.8%	313 7.3%			1.52

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

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

	Not likely at all		
	Scale	n	%
<b>Detractors<sup>ii</sup></b>	<b>0</b>	43	1.0%
	<b>1</b>	14	0.3%
	<b>2</b>	36	0.8%
	<b>3</b>	64	1.5%
	<b>4</b>	88	2.1%
	<b>5</b>	194	4.5%
	<b>6</b>	277	6.5%
<b>Passives<sup>ii</sup></b>	<b>7</b>	697	16.2%
	<b>8</b>	1037	24.1%
<b>Promoters<sup>ii</sup></b>	<b>9</b>	670	15.6%
	<b>10</b>	1175	27.3%
<b>Extremely likely</b>			

<b>Net Promoter Score<sup>iii</sup> : 26</b>
--

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

<b>Yes</b>	<b>No</b>
2100	2224
48.6%	51.4%

<sup>i</sup>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?"

<sup>ii</sup>Responses 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

<sup>iii</sup>The 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."

**Appendix B.3**  
**Temple University Student Questionnaire**  
**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.	Satisfaction/ Agreement				NE	Avg	Rank*
	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)			
<b>Item #</b>							
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	1
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	2
67 I understand Temple's code of student conduct	2865 65.2%	1321 30.1%	163 3.7%	44 1.0%	78	3.59	3
10 Use of Canvas	3184 61.1%	1675 32.2%	263 5.1%	86 1.7%	38	3.53	4
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	5
43 Temple provides an academically challenging environment	2417 51.6%	1813 38.7%	368 7.9%	86 1.8%	19	3.40	6
64 My experience at Temple has been positive	2323 52.1%	1677 37.6%	342 7.7%	114 2.6%	20	3.39	7
11 Availability of computer labs and work stations	2749 54.3%	1637 32.4%	481 9.5%	191 3.8%	180	3.37	8
14 Ease of viewing my grades	2792 53.4%	1745 33.4%	518 9.9%	171 3.3%	14	3.37	9
20 Availability of technology help staff	1874 47.8%	1686 43.0%	280 7.1%	81 2.1%	1,140	3.37	10
51 Temple's Philadelphia location provides me with connections to professional resources/opportunities (internships, co-ops, etc.)	2108 51.7%	1502 36.9%	308 7.6%	156 3.8%	520	3.37	11
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	12
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%	132	3.36	13

\* Items are ranked by overall mean score

**Appendix B.3**  
**Temple University Student Questionnaire**  
**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.	Satisfaction/ Agreement				NE	Avg	Rank*
	Very Satis./ St. Agree (4)	Smewhat Satis. / Agree (3)	Smewhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)			
7 Availability of instructors outside of class	2615 48.7%	2157 40.2%	463 8.6%	132 2.5%	164	3.35	14
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	15
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	16
28 Library resources and services	2121 46.0%	1988 43.1%	379 8.2%	120 2.6%	445	3.33	17
66 I feel like I belong at Temple	2318 52.4%	1430 32.3%	477 10.8%	201 4.5%	54	3.33	18
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	19
37 Overall quality of education received at Temple	2230 46.3%	2018 41.9%	454 9.4%	109 2.3%	20	3.32	20
36 Availability of social and recreational activities on campus	1978 45.3%	1802 41.3%	436 10.0%	148 3.4%	454	3.29	21
30 Opportunities for study abroad	1696 49.6%	1165 34.1%	393 11.5%	166 4.8%	1,422	3.28	22
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	23
23 Services of academic enrichment center (Student Success Center)	1241 44.8%	1170 42.2%	259 9.3%	102 3.7%	2,269	3.28	24
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%	353	3.28	25
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	26

**Satisfaction/ Agreement**

\* Items are ranked by overall mean score

**Appendix B.3**  
**Temple University Student Questionnaire**  
**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)	Smwht Satis./ Agree (3)	Smwht 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 44.2%	1965 42.1%	482 10.3%	156 3.4%	566	3.27	27
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	28
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	29
16 Ease of submitting payment for my bill	2076 44.5%	1876 40.2%	520 11.1%	198 4.2%	563	3.25	30
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	31
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	32
27 Library facilities	1978 42.0%	2007 42.6%	525 11.2%	196 4.2%	346	3.23	33
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%	163	3.22	34
38 I am satisfied with my own academic performance	1927 41.0%	2012 42.8%	613 13.0%	153 3.3%	10	3.21	35
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	36
6 Clarity of requirements for my major	2379 43.5%	2096 38.3%	723 13.2%	272 5.0%	42	3.20	37
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	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

**Satisfaction/ Agreement**

\* Items are ranked by overall mean score

**Appendix B.3**  
**Temple University Student Questionnaire**  
**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)	Smwht Satis./ Agree (3)	Smwht 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

**Appendix B.3**  
**Temple University Student Questionnaire**  
**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.	Satisfaction/ Agreement				NE	Avg	Rank*
	Very Satis./ St. Agree (4)	Smwht Satis. / Agree (3)	Smwht Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)			
8 Academic advisor's assistance in helping me understand degree requirements	2187 40.4%	1829 33.8%	839 15.5%	560 10.3%	132	3.04	53
17 Ease of checking financial aid information	1723 35.9%	1818 37.9%	900 18.8%	352 7.3%	454	3.02	54
25 Availability of health services on campus	1364 35.8%	1437 37.7%	658 17.2%	357 9.4%	1,236	3.00	55
21 Availability of an academic advisor	1826 37.0%	1734 35.2%	886 18.0%	484 9.8%	117	2.99	56
15 Ease of understanding my bill and account balance	1651 33.6%	1882 38.3%	947 19.3%	429 8.7%	334	2.97	57
4 Frequency with which courses in my major field are offered	1689 31.0%	2289 42.1%	1024 18.8%	438 8.1%	107	2.96	58
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	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 29.4%	1871 41.4%	872 19.3%	448 9.9%	67	2.90	60
3 Quality of Gen Ed courses	1144 21.4%	2878 53.9%	935 17.5%	380 7.1%	219	2.90	61
5 Availability of open course sections	1217 22.4%	2348 43.2%	1360 25.0%	514 9.5%	108	2.78	62
57 I am satisfied with the wifi connectivity across campus	1296 28.5%	1579 34.8%	986 21.7%	684 15.0%	43	2.77	63
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%	95	2.72	64
24 Availability of mental health/counseling services on campus	984 32.4%	876 28.8%	497 16.4%	682 22.4%	2,013	2.71	65

\* Items are ranked by overall mean score

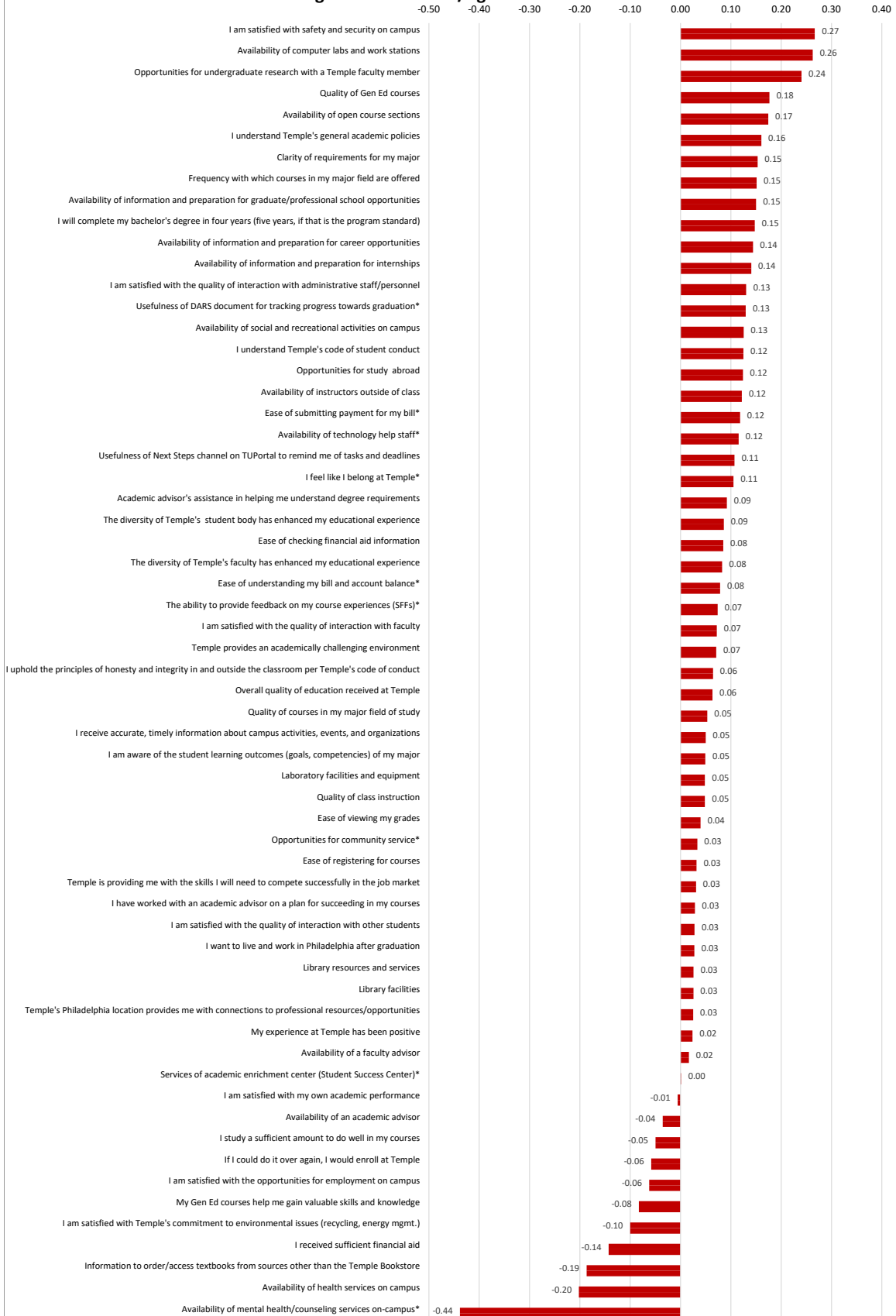


**Appendix B.3**  
**Temple University Student Questionnaire**  
**Adjusted for Population Characteristics**  
**Items Ranked by Order of Respondents Satisfaction/Agreement**

Please how much you agree with or how satisfied you are with each area.	Satisfaction/ Agreement				NE	Avg	Rank*
	Very Satis./ St. Agree (4)	Smwhat Satis. / Agree (3)	Smwhat Dissat. / Disagr. (2)	Very Dissatis. / St. Disagr. (1)			
9 Usefulness of SFF Data for Students in selecting courses.	983 21.9%	1841 41.1%	985 22.0%	672 15.0%	1,061	2.70	66
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	67
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	68
56 Temple is committed to making college more affordable	964 21.6%	1429 32.0%	1194 26.8%	875 19.6%	120	2.56	69
49 I receive sufficient financial aid	911 21.7%	1268 30.2%	925 22.1%	1089 26.0%	391	2.48	70
47 Cost of textbooks and course materials are reasonable	371 8.1%	788 17.2%	1285 28.1%	2126 46.5%	35	1.87	71

\* Items are ranked by overall mean score

## Appendix B.4 Changes in Satisfaction/Agreement 2015 to 2018



**Appendix B.5**  
**Significant Differences Between 2018 TUSQ and 2015 TUSQ**

Please indicate how satisfied you are with the following areas.	Satisfaction - 2018 TUSQ					Satisfaction - 2015 TUSQ							Sig.
	Very Satisfied (4)	Smwht Satis. (3)	Smwht Dissat. (2)	Very Dissat. (1)	NE	Avg	Very Satisfied (4)	Smwht Satis. (3)	Smwht Dissat. (2)	Very Dissat. (1)	NE	Avg	
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 TU Portal 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						
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

Statistically significant differences (p<.01) between ratings of 2018 and 2015 TUSQ are highlighted under the Sig. column. p-values highlighted in red indicate a lower rating in 2018 TUSQ whereas green indicate a higher rating in 2018 TUSQ

**Appendix B.5**  
**Significant Differences Between 2018 TUSQ and 2015 TUSQ**

	Satisfaction - 2018 TUSQ						Satisfaction - 2015 TUSQ						Sig.
	Very Satisfied (4)	Smwht Satis. (3)	Smwht Dissat. (2)	Very Dissat. (1)	NE	Avg	Very Satisfied (4)	Smwht Satis. (3)	Smwht Dissat. (2)	Very Dissat. (1)	NE	Avg	
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
	Agreement-2018 TUSQ						Agreement-2015 TUSQ						
	Str. Agree (4)	Smwht Agree (3)	Smwht Disagree (2)	Str. Disagree (1)	NE	Avg	Str. Agree (4)	Smwht Agree (3)	Smwht 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 2018						
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, etc.)	2108 51.7%	1502 36.9%	308 7.6%	156 3.8%		3.37	2157 52.3%	1359 33.0%	443 10.7%	165 4.0%	494	3.34	0.16
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 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 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 2018						

Statistically significant differences (p<.01) between ratings of 2018 and 2015 TUSQ are highlighted under the Sig. column. p-values highlighted in red indicate a lower rating in 2018 TUSQ whereas green indicate a higher rating in 2018 TUSQ

**Appendix B.5**  
**Significant Differences Between 2018 TUSQ and 2015 TUSQ**

	Agreement- 2018 TUSQ					Agreement- 2015 TUSQ						Sig.	
	Str. Agree (4)	Smwht Agree (3)	Smwht Disagree (2)	Str. Disagree (1)	NE	Avg	Str. Agree (4)	Smwht Agree (3)	Smwht Disagree (2)	Str. Disagree (1)	NE		Avg
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

If more classes were available in the following formats, would you register for them?	2018 TUSQ		2015 TUSQ		Sig.
	Yes	No	Yes	No	
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 added 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 added 2018		
79 Located at Ambler Campus	669 15.1%	3755 84.9%	Item added 2018		
80 Located at Center City Campus	2015 45.4%	2422 54.6%	Item added 2018		

How do you prefer to receive communication from Temple? (Rank 1,2,3,4 across, with 1 indicating your first preference.)	2018 TUSQ					2015 TUSQ
	1st Pref.	2nd Pref.	3rd Pref.	4th Pref.	5th Pref.	Avg
81 Billing						Comparison unavailable due to scale change
Email	2644 76.2%	562 16.2%	153 4.4%	28 0.8%	83 2.4%	
Text Message	231 6.7%	846 24.4%	802 23.1%	1422 41.0%	170 4.9%	
Social Media (Facebook, Twitter, etc.)	79 2.3%	51 1.5%	265 7.6%	586 16.9%	2491 71.8%	
TUportal (includes Next Steps)	329 9.5%	1521 43.8%	1067 30.7%	492 14.2%	63 1.8%	
Letter/Traditional Mail	189 5.4%	489 14.1%	1186 34.2%	942 27.1%	665 19.2%	

Statistically significant differences (p<.01) between ratings of 2018 and 2015 TUSQ are highlighted under the Sig. column. p-values highlighted in red indicate a lower rating in 2018 TUSQ whereas green indicate a higher rating in 2018 TUSQ



**Appendix B.5**  
**Significant Differences Between 2018 TUSQ and 2015 TUSQ**

During this school year, about how many hours per week did you spend doing the following:	2018 TUSQ					Avg	2015 TUSQ
	None (1)	< 3 (2)	3 to 10 (3)	11 to 20 (4)	More than 20 (5)		
92 Participating in University clubs/organizations	1547 36.0%	1394 32.5%	988 23.0%	250 5.8%	114 2.6%	2.07	Comparison unavailable due to scale change
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	
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	

While at Temple, how often have you:	2018 TUSQ				2015 TUSQ				Sig.
	Not at All (1)	Occass. (2)	Freq. (3)	Avg	Not at All (1)	Occass. (2)	Freq. (3)	Avg	
101 Worked on a group project for class	215 5.0%	2325 54.0%	1765 41.0%	2.36	280 6.3%	2399 53.8%	1781 39.9%	2.34	0.06
102 Worked with a professor on a research project	3204 74.5%	848 19.7%	249 5.8%	1.31	3442 77.2%	808 18.1%	209 4.7%	1.27	0.00
103 Met or corresponded with an instructor outside of class time	746 17.4%	2882 67.0%	672 15.6%	1.98	404 9.1%	2750 61.7%	1306 29.3%	2.20	0.00
104 Made a presentation in class	344 8.0%	2316 54.0%	1628 38.0%	2.30	306 6.9%	2286 51.3%	1867 41.9%	2.35	0.00
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 TUSQ			2015 TUSQ		
	Scale	n	%	Not likely at all		
Detractors	0	43	1.0%	Item added 2018		
	1	14	0.3%			
	2	36	0.8%			
	3	64	1.5%			
	4	88	2.1%			
	5	194	4.5%			
Passives	6	277	6.5%			
	7	697	16.2%			
Promoters	8	1037	24.1%			
	9	670	15.6%			
	10	1175	27.3%			
Extremely likely						
<b>NPS Score:</b>	26					

109 Would you be willing to be contacted to participate in a focus group?	Students Within the College		Students Outside of the College		Sig.
	Yes	No	Yes	No	
	2100 48.6%	2224 51.4%	2335 52.6%	2104 47.4%	0.97

Statistically significant differences (p<.01) between ratings of 2018 and 2015 TUSQ are highlighted under the Sig. column. p-values highlighted in red indicate a lower rating in 2018 TUSQ whereas green indicate a higher rating in 2018 TUSQ