

Question 13. Approximate number of hours spent preparing for class. (In 2005, this question asked for the number of hours spent in the classroom.)

Classroom Prep	1993	1996	1999	2002	2005	2007	2010
Fewer than 10 hours	N/A	N/A	N/A	N/A	3.8%	51.9%	46.2%
10-20 hours	N/A	N/A	N/A	N/A	72.5%	31.7%	35.0%
21-30 hours	N/A	N/A	N/A	N/A	20.9%	12.5%	12.0%
More than 30 hours	N/A	N/A	N/A	N/A	2.8%	3.9%	6.8%

Question 15. The approximate number of hours per week spent on working, studying and watching television.

Working	1993	1996	1999	2002	2005	2007	2010
Fewer than 10 hours	54.7%	55.7%	44.2%	49.2%	51.3%	45.1%	58.1%
10-20 hours	27.3%	27.2%	38.9%	30.8%	34.3%	26.1%	24.8%
21-30 hours	13.3%	12.5%	13.0%	13.5%	12.4%	17.9%	11.4%
31-40 hours	4.0%	2.6%	2.8%	5.3%	2.0%	7.1%	2.9%
More than 40 hours	0.7%	2.0%	1.1%	1.2%	0.0%	3.8%	2.9%

Studying	1993	1996	1999	2002	2005	2007	2010
Fewer than 10 hours	16.9%	16.7%	24.1%	26.4%	29.5%	31.9%	22.6%
10-20 hours	48.0%	46.7%	46.1%	52.9%	52.5%	44.3%	51.9%
21-30 hours	23.0%	24.5%	21.6%	18.2%	13.0%	17.3%	16.0%
31-40 hours	9.5%	10.8%	6.4%	1.7%	3.5%	4.3%	8.5%
More than 40 hours	2.7%	1.3%	1.8%	0.8%	1.5%	2.2%	0.9%

Watching Television	1993	1996	1999	2002	2005	2007	2010
Fewer than 10 hours	57.0%	52.8%	58.9%	55.8%	60.8%	67.4%	65.7%
10-20 hours	28.2%	38.1%	29.1%	33.5%	30.2%	25.5%	25.7%
21-30 hours	11.4%	6.8%	8.4%	8.7%	8.0%	6.0%	6.7%
31-40 hours	2.0%	1.6%	2.8%	1.2%	0.5%	0.0%	0.0%
More than 40 hours	1.3%	0.7%	0.8%	0.8%	0.5%	1.1%	1.9%

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Question 16. Indicate the frequency with which you have done:

Very Often and Frequently	1993	1996	1999	2002	2005	2007	2010
Discussed class assignments with fellow students	59.6%	66.1%	58.2%	54.7%	51.7%	49.2%	56.6%
Studied with others rather than study alone	22.5%	26.8%	19.8%	19.2%	20.6%	22.5%	20.8%
Discussed current issues with other students	48.3%	43.3%	40.4%	36.4%	36.9%	33.7%	22.9%
Discussed your studies with an instructor	10.6%	10.7%	12.2%	12.8%	14.9%	12.0%	15.1%

Sometimes and Occasionally	1993	1996	1999	2002	2005	2007	2010
Discussed class assignments with fellow students	39.1%	33.6%	41.1%	44.9%	47.2%	47.0%	42.5%
Studied with others rather than study alone	69.5%	65.0%	71.8%	70.1%	69.3%	63.7%	67.0%
Discussed current issues with other students	51.0%	54.4%	56.8%	57.0%	58.2%	59.8%	72.4%
Discussed your studies with an instructor	77.5%	77.9%	78.0%	78.2%	68.1%	77.2%	72.7%

Never	1993	1996	1999	2002	2005	2007	2010
Discussed class assignments with fellow students	1.3%	0.3%	0.7%	0.4%	1.1%	3.8%	0.9%
Studied with others rather than study alone	8.0%	8.2%	8.4%	10.7%	10.1%	13.7%	12.3%
Discussed current issues with other students	0.7%	2.3%	2.8%	6.6%	4.9%	6.5%	4.8%
Discussed your studies with an instructor	11.9%	11.4%	9.8%	9.0%	17.0%	17.0%	12.3%

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Question 14. Please indicate if you have any of the following college-related goals:

Indicate your college-related goals (rank)	1993		1996		1999		2002		2005		2007		2010	
		(rank)		(rank)		(rank)		(rank)		(rank)		(rank)		(rank)
To increase knowledge in an academic field	91.4%	(2)	93.8%	(2)	90.9%	(2)	91.5%	(2)	98.1%	(2)	99.5%	(1)	100.0%	(1)
To obtain a degree	99.3%	(1)	98.7%	(1)	98.6%	(1)	97.2%	(1)	100.0%	(1)	98.6%	(2)	100.0%	(1)
To improve knowledge for job/career	71.7%	(6)	80.1%	(4)	76.7%	(5)	79.3%	(3)	93.7%	(5)	95.6%	(3)	95.8%	(3)
To prepare for a new career	64.5%	(10)	69.7%	(9)	63.4%	(11)	70.7%	(7)	89.9%	(7)	90.2%	(6)	94.9%	(4)
To be independent, self-reliant and adaptable	82.2%	(3)	77.9%	(6)	78.0%	(4)	71.1%	(6)	95.2%	(4)	89.3%	(7)	94.0%	(5)
To formulate long-term career plans/goals	78.9%	(5)	80.1%	(4)	74.2%	(6)	72.4%	(5)	96.2%	(3)	93.7%	(4)	94.0%	(5)
To improve my leadership skills	69.1%	(7)	74.6%	(7)	71.4%	(7)	67.5%	(8)	82.9%	(10)	85.7%	(9)	90.6%	(7)
To enrich my life	68.4%	(8)	72.6%	(8)	69.0%	(8)	65.4%	(9)	88.8%	(8)	85.8%	(8)	89.8%	(8)
To meet people	81.6%	(4)	86.0%	(3)	85.7%	(3)	76.8%	(4)	90.3%	(6)	91.2%	(5)	89.8%	(8)
To increase my self-confidence	66.4%	(9)	68.1%	(10)	67.9%	(9)	55.3%	(11)	81.8%	(11)	82.0%	(12)	84.8%	(10)
To discover career interests	61.2%	(11)	64.8%	(11)	66.2%	(10)	61.4%	(10)	88.0%	(9)	83.0%	(10)	84.6%	(11)
To increase chances for a raise/promotion	50.7%	(13)	50.2%	(15)	45.6%	(15)	52.4%	(12)	81.0%	(12)	83.0%	(10)	84.6%	(11)
To improve my ability to get along with others	57.9%	(12)	60.6%	(12)	55.1%	(12)	49.2%	(13)	75.7%	(13)	76.0%	(13)	76.9%	(13)
To become more aware of diverse cultures	40.8%	(15)	51.5%	(13)	49.5%	(14)	41.1%	(14)	71.6%	(14)	69.2%	(14)	69.8%	(14)
To become involved in student life/campus activities	45.4%	(14)	51.5%	(13)	52.3%	(13)	37.8%	(15)	66.0%	(15)	66.7%	(15)	64.1%	(15)
To participate in cultural/social events	40.1%	(16)	46.6%	(16)	41.5%	(16)	31.7%	(16)	64.0%	(16)	66.2%	(16)	62.4%	(16)

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Question 14. Please indicate if you have any of the following college-related goals:

Indicate your college-related goals (rank)	A&S		BPA		EHD		JDO		NURS		SEM		SMHS		UND	
To increase knowledge in an academic field	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)
To obtain a degree	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)	100.0%	(1)
To improve knowledge for job/career	97.1%	(4)	86.7%	(8)	100.0%	(1)	100.0%	(1)	100.0%	(1)	83.3%	(4)	100.0%	(1)	100.0%	(1)
To prepare for a new career	100.0%	(1)	86.7%	(8)	88.9%	(8)	100.0%	(1)	100.0%	(1)	83.3%	(4)	88.9%	(8)	100.0%	(1)
To be independent, self-reliant and adaptable	97.1%	(4)	100.0%	(1)	77.8%	(10)	89.5%	(8)	100.0%	(1)	83.3%	(4)	100.0%	(1)	100.0%	(1)
To formulate long-term career plans/goals	97.1%	(4)	93.3%	(5)	100.0%	(1)	89.5%	(8)	100.0%	(1)	75.0%	(9)	100.0%	(1)	100.0%	(1)
To improve my leadership skills	91.2%	(8)	93.3%	(5)	100.0%	(1)	94.7%	(5)	76.9%	(11)	83.3%	(4)	88.9%	(8)	100.0%	(1)
To enrich my life	94.1%	(7)	86.7%	(8)	100.0%	(1)	73.7%	(11)	92.3%	(8)	83.3%	(4)	100.0%	(1)	100.0%	(1)
To meet people	88.2%	(10)	93.3%	(5)	100.0%	(1)	94.7%	(5)	84.6%	(10)	66.7%	(11)	100.0%	(1)	100.0%	(1)
To increase my self-confidence	79.4%	(13)	80.0%	(11)	88.9%	(8)	94.7%	(5)	69.2%	(13)	91.7%	(3)	88.9%	(8)	100.0%	(1)
To discover career interests	85.3%	(11)	100.0%	(1)	77.8%	(10)	73.7%	(11)	92.3%	(8)	75.0%	(9)	77.8%	(13)	100.0%	(1)
To increase chances for a raise/promotion	91.2%	(8)	66.7%	(15)	66.7%	(16)	89.5%	(8)	100.0%	(1)	66.7%	(11)	88.9%	(8)	100.0%	(1)
To improve my ability to get along with others	82.4%	(12)	73.3%	(12)	77.8%	(10)	73.7%	(11)	76.9%	(11)	66.7%	(11)	66.7%	(15)	100.0%	(1)
To become more aware of diverse cultures	70.6%	(14)	73.3%	(12)	77.8%	(10)	57.9%	(15)	58.3%	(14)	58.3%	(14)	88.9%	(8)	100.0%	(1)
To become involved in student life/campus activities	64.7%	(15)	73.3%	(12)	77.8%	(10)	68.4%	(14)	53.9%	(15)	33.3%	(15)	66.7%	(15)	83.3%	(15)
To participate in cultural/social events	64.7%	(15)	66.7%	(15)	77.8%	(10)	57.9%	(15)	53.9%	(15)	33.3%	(15)	77.8%	(13)	83.3%	(15)

Question 17. In your class work at UND, how frequently have you had the following writing assignments?

Very Often and Frequently	1993	1996	1999	2002	2005	2007	2010
Short in-class writing assignments	NA	NA	27.2%	24.9%	29.0%	40.0%	27.4%
Short out-of-class writing assignments	NA	NA	38.3%	32.4%	35.5%	29.8%	33.3%
Class journal	NA	NA	9.0%	8.9%	10.1%	10.4%	11.4%
Essay test questions	NA	NA	36.3%	33.6%	30.5%	30.5%	28.3%
2 to 4 page papers	NA	NA	57.1%	48.8%	47.0%	46.5%	43.4%
5 page or longer papers	NA	NA	34.9%	24.9%	24.5%	24.4%	23.6%

Sometimes and Occasionally	1993	1996	1999	2002	2005	2007	2010
Short in-class writing assignments	NA	NA	69.0%	67.7%	65.5%	63.1%	60.4%
Short out-of-class writing assignments	NA	NA	59.3%	65.1%	60.0%	65.2%	62.9%
Class journal	NA	NA	51.3%	39.7%	44.7%	50.6%	39.1%
Essay test questions	NA	NA	58.5%	56.2%	60.4%	55.5%	55.7%
2 to 4 page papers	NA	NA	42.2%	49.2%	50.5%	67.8%	50.9%
5 page or longer papers	NA	NA	61.3%	64.5%	67.0%	65.3%	58.5%

Never	1993	1996	1999	2002	2005	2007	2010
Short in-class writing assignments	NA	NA	3.8%	7.4%	5.5%	6.0%	12.3%
Short out-of-class writing assignments	NA	NA	2.4%	2.5%	4.5%	4.9%	3.8%
Class journal	NA	NA	39.7%	51.4%	45.2%	39.1%	49.5%
Essay test questions	NA	NA	5.2%	10.2%	9.1%	14.1%	16.0%
2 to 4 page papers	NA	NA	0.7%	2.0%	2.5%	4.9%	5.7%
5 page or longer papers	NA	NA	3.8%	10.6%	8.5%	10.3%	17.9%

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Question 18. How frequently have the following teaching methods been used in your classes?

Very Often and Frequently	1993	1996	1999	2002	2005	2007	2010
Lecture	NA	NA	96.4%	97.4%	98.0%	97.3%	97.1%
Question and answer	NA	NA	25.0%	23.4%	36.2%	40.2%	43.8%
Class discussion	NA	NA	33.5%	30.8%	40.8%	42.2%	46.7%
Small groups	NA	NA	19.6%	16.8%	30.3%	29.2%	28.6%
Simulation/Role playing	NA	NA	4.8%	3.3%	6.0%	6.5%	2.9%
Case study	NA	NA	10.2%	3.7%	12.9%	15.8%	11.4%
Use of video/films	NA	NA	25.9%	18.5%	17.4%	22.2%	24.8%
Computer-assisted learning	NA	NA	21.3%	19.2%	31.8%	36.8%	27.6%
Internet-based learning	NA	NA	8.4%	16.3%	24.4%	30.3%	22.9%
Library research	NA	NA	19.9%	13.5%	12.4%	8.1%	1.9%
Projects	NA	NA	32.0%	22.0%	27.9%	27.6%	21.9%

Never	1993	1996	1999	2002	2005	2007	2010
Lecture	NA	NA	0.4%	0.0%	0.0%	0.5%	0.0%
Question and answer	NA	NA	7.8%	7.8%	6.0%	6.5%	3.8%
Class discussion	NA	NA	2.5%	3.3%	2.0%	1.1%	1.9%
Small groups	NA	NA	1.1%	6.2%	4.5%	0.0%	1.9%
Simulation/Role playing	NA	NA	51.9%	58.4%	42.3%	45.4%	44.8%
Case study	NA	NA	40.4%	49.8%	35.8%	29.9%	29.5%
Use of video/films	NA	NA	2.1%	4.9%	3.0%	1.6%	5.7%
Computer-assisted learning	NA	NA	15.3%	18.3%	11.9%	8.6%	13.3%
Internet-based learning	NA	NA	28.6%	21.2%	14.4%	14.6%	18.1%
Library research	NA	NA	8.7%	18.0%	16.4%	16.2%	18.1%
Projects	NA	NA	4.9%	8.6%	4.0%	5.4%	6.7%

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Question 20. How much importance do your instructors place on each of the following

Great Importance & Much Importance	1993	1996	1999	2002	2005	2007	2010
Concern about students as individuals	30.9%	25.8%	32.1%	36.9%	43.7%	39.8%	43.8%
Encouragement of high quality thinking and writing	46.0%	51.0%	63.8%	59.5%	61.3%	65.8%	76.2%
Concern for high quality teaching by faculty	34.9%	35.6%	52.3%	47.6%	49.8%	55.4%	55.8%
Concern that students are well prepared in their major	45.0%	45.2%	56.8%	49.6%	55.3%	58.9%	59.1%
Concern for relating the matter to important social issues	23.7%	30.7%	31.1%	28.7%	42.3%	50.8%	47.6%
Concern about faculty being available to students	34.8%	39.9%	49.3%	45.9%	57.8%	55.5%	60.0%
Adequate opportunity for students to get into courses	23.7%	26.3%	37.3%	39.0%	43.2%	45.8%	58.1%

Some Importance & Little Importance	1993	1996	1999	2002	2005	2007	2010
Concern about students as individuals	65.2%	70.3%	64.8%	59.9%	54.8%	56.9%	54.3%
Encouragement of high quality thinking and writing	52.6%	47.7%	35.9%	40.1%	36.7%	33.1%	23.8%
Concern for high quality teaching by faculty	63.1%	61.8%	47.0%	50.8%	47.8%	40.9%	43.3%
Concern that students are well prepared in their major	52.3%	51.8%	40.4%	48.8%	43.7%	37.2%	39.1%
Concern for relating the matter to important social issues	70.4%	65.0%	66.1%	68.0%	56.3%	46.4%	50.5%
Concern about faculty being available to students	63.2%	58.5%	49.0%	52.9%	39.7%	40.6%	40.0%
Adequate opportunity for students to get into courses	65.8%	65.9%	59.9%	58.2%	52.3%	50.8%	41.0%

No Importance	1993	1996	1999	2002	2005	2007	2010
Concern about students as individuals	3.9%	3.9%	3.1%	3.2%	1.5%	3.3%	1.9%
Encouragement of high quality thinking and writing	1.3%	1.3%	0.3%	0.4%	2.0%	1.1%	0.0%
Concern for high quality teaching by faculty	2.0%	2.6%	0.7%	1.6%	2.4%	2.8%	1.0%
Concern that students are well prepared in their major	2.6%	3.0%	2.8%	1.6%	1.0%	3.9%	1.9%
Concern for relating the matter to important social issues	5.9%	4.2%	2.8%	3.3%	1.4%	2.8%	1.9%
Concern about faculty being available to students	2.0%	1.6%	1.7%	1.2%	2.5%	3.9%	0.0%
Adequate opportunity for students to get into courses	10.5%	7.9%	2.8%	2.8%	4.5%	3.3%	1.0%

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21. How would you evaluate the quality of service provided by the following offices?

21-a. Admissions	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	95	91.3%	19 20.0%	62 65.3%	13 13.7%	1 1.1%	0 0.0%		
			Rated Positively 85.3%		Neutral 13.7%	Rated Negatively 1.1%			
Did not use this service	9	8.7%						1 1.0%	8 7.7%
Total	104	100.0%							

21-b. Counseling Center	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	46	44.2%	10 21.7%	23 50.0%	12 26.1%	0 0.0%	1 2.2%		
			Rated Positively 71.7%		Neutral 26.1%	Rated Negatively 2.2%			
Did not use this service	58	55.8%						5 4.8%	53 51.0%
Total	104	100.0%							

21-c. Native American Programs	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	22	21.2%	3 13.6%	2 9.1%	16 72.7%	0 0.0%	1 4.5%		
			Rated Positively 22.7%		Neutral 72.7%	Rated Negatively 4.5%			
Did not use this service	82	78.8%						10 9.6%	72 69.2%
Total	104	100.0%							

21-d. Student Financial Aid Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	86	83.5%	14 16.3%	38 44.2%	23 26.7%	8 9.3%	3 3.5%		
			Rated Positively 60.5%		Neutral 26.7%	Rated Negatively 12.8%			
Did not use this service	17	16.5%						3 2.9%	14 13.6%
Total	103	100.0%							

21-e. Career Services Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	46	44.2%	7 15.2%	22 47.8%	17 37.0%	0 0.0%	0 0.0%		
			Rated Positively 63.0%		Neutral 37.0%	Rated Negatively 0.0%			
Did not use this service	58	55.8%						7 6.7%	51 49.0%
Total	104	100.0%							

21. How would you evaluate the quality of service provided by the following offices?

21-f. Cooperative Education Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	31	30.1%	4	10	17	0	0		
			12.9%	32.3%	54.8%	0.0%	0.0%		
			Rated Positively		Neutral	Rated Negatively			
			45.2%		54.8%	0.0%			
Did not use this service	72	69.9%						24	48
								23.3%	46.6%
Total	103	100.0%							

21-g. Student Health	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	69	66.3%	22	31	11	1	4		
			31.9%	44.9%	15.9%	1.4%	5.8%		
			Rated Positively		Neutral	Rated Negatively			
			76.8%		15.9%	7.2%			
Did not use this service	35	33.7%						4	31
								3.8%	29.8%
Total	104	100.0%							

21-h. Bookstore	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	101	97.1%	11	44	26	14	6		
			10.9%	43.6%	25.7%	13.9%	5.9%		
			Rated Positively		Neutral	Rated Negatively			
			54.5%		25.7%	19.8%			
Did not use this service	3	2.9%						1	2
								1.0%	1.9%
Total	104	100.0%							

21-i. Student Account Services	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	83	80.6%	13	40	22	4	4		
			15.7%	48.2%	26.5%	4.8%	4.8%		
			Rated Positively		Neutral	Rated Negatively			
			63.9%		26.5%	9.6%			
Did not use this service	20	19.4%						6	14
								5.8%	13.6%
Total	103	100.0%							

21-j. Library	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	92	89.3%	24	49	17	1	1		
			26.1%	53.3%	18.5%	1.1%	1.1%		
			Rated Positively		Neutral	Rated Negatively			
			79.3%		18.5%	2.2%			
Did not use this service	11	10.7%						1	10
								1.0%	9.7%
Total	103	100.0%							

21. How would you evaluate the quality of service provided by the following offices?

21-k. Learning Services Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	33	32.4%	6 18.2%	12 36.4%	14 42.4%	0 0.0%	1 3.0%		
			Rated Positively 54.5%		Neutral 42.4%	Rated Negatively 3.0%			
Did not use this service	69	67.6%						21 20.6%	48 47.1%
Total	102	100.0%							

21-l. Disability Support Services	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	25	24.3%	3 12.0%	6 24.0%	16 64.0%	0 0.0%	0 0.0%		
			Rated Positively 36.0%		Neutral 64.0%	Rated Negatively 0.0%			
Did not use this service	78	75.7%						13 12.6%	65 63.1%
Total	103	100.0%							

21-m. Veteran Services	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	23	22.1%	3 13.0%	7 30.4%	13 56.5%	0 0.0%	0 0.0%		
			Rated Positively 43.5%		Neutral 56.5%	Rated Negatively 0.0%			
Did not use this service	81	77.9%						19 18.3%	62 59.6%
Total	104	100.0%							

21-n. Women's Center	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	22	21.4%	1 4.5%	6 27.3%	14 63.6%	1 4.5%	0 0.0%		
			Rated Positively 31.8%		Neutral 63.6%	Rated Negatively 4.5%			
Did not use this service	81	78.6%						12 11.7%	69 67.0%
Total	103	100.0%							

21-o. International Center	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	28	27.2%	2 7.1%	10 35.7%	16 57.1%	0 0.0%	0 0.0%		
			Rated Positively 42.9%		Neutral 57.1%	Rated Negatively 0.0%			
Did not use this service	75	72.8%						12 11.7%	63 61.2%
Total	103	100.0%							

21. How would you evaluate the quality of service provided by the following offices?

21-p. Wellness Center	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	92	88.5%	47 51.1%	36 39.1%	7 7.6%	2 2.2%	0 0.0%		
			Rated Positively 90.2%		Neutral 7.6%	Rated Negatively 2.2%			
Did not use this service	12	11.5%						1 1.0%	11 10.6%
Total	104	100.0%							

21-q. Dining Services	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	95	91.3%	12 12.6%	41 43.2%	30 31.6%	10 10.5%	2 2.1%		
			Rated Positively 55.8%		Neutral 31.6%	Rated Negatively 12.6%			
Did not use this service	9	8.7%						1 1.0%	8 7.7%
Total	104	100.0%							

21-r. Information Technology Systems & Services	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	60	58.3%	7 11.7%	26 43.3%	24 40.0%	2 3.3%	1 1.7%		
			Rated Positively 55.0%		Neutral 40.0%	Rated Negatively 5.0%			
Did not use this service	43	41.7%						9 8.7%	34 33.0%
Total	103	100.0%							

21-s. Campus Shuttle Bus	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	68	66.0%	16 23.5%	33 48.5%	17 25.0%	2 2.9%	0 0.0%		
			Rated Positively 72.1%		Neutral 25.0%	Rated Negatively 2.9%			
Did not use this service	35	34.0%						2 1.9%	33 32.0%
Total	103	100.0%							

21-t. Children's Center	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	24	23.5%	1 4.2%	6 25.0%	16 66.7%	1 4.2%	0 0.0%		
			Rated Positively 29.2%		Neutral 66.7%	Rated Negatively 4.2%			
Did not use this service	78	76.5%						16 15.7%	62 60.8%
Total	102	100.0%							

21. How would you evaluate the quality of service provided by the following offices?

21-u. Memorial Student Union	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	97	93.3%	31 32.0%	51 52.6%	15 15.5%	0 0.0%	0 0.0%		
			Rated Positively 84.5%		Neutral 15.5%	Rated Negatively 0.0%			
Did not use this service	7	6.7%						1 1.0%	6 5.8%
Total	104	100.0%							

21-v. Parking Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	79	76.7%	5 6.3%	19 24.1%	23 29.1%	14 17.7%	18 22.8%		
			Rated Positively 30.4%		Neutral 29.1%	Rated Negatively 40.5%			
Did not use this service	24	23.3%						4 3.9%	20 19.4%
Total	103	100.0%							

21-w. Campus Police	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	65	63.1%	6 9.2%	18 27.7%	24 36.9%	13 20.0%	4 6.2%		
			Rated Positively 36.9%		Neutral 36.9%	Rated Negatively 26.2%			
Did not use this service	38	36.9%						4 3.9%	34 33.0%
Total	103	100.0%							

21-x. Student Success Center	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	56	54.4%	12 21.4%	20 35.7%	22 39.3%	2 3.6%	0 0.0%		
			Rated Positively 57.1%		Neutral 39.3%	Rated Negatively 3.6%			
Did not use this service	47	45.6%						8 7.8%	39 37.9%
Total	103	100.0%							

21-y. Housing Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	76	73.1%	7 9.2%	30 39.5%	23 30.3%	8 10.5%	8 10.5%		
			Rated Positively 48.7%		Neutral 30.3%	Rated Negatively 21.1%			
Did not use this service	28	26.9%						5 4.8%	23 22.1%
Total	104	100.0%							

21. How would you evaluate the quality of service provided by the following offices?

21-z. Registrar's Office	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Know About This Service	Knew About Service But Did Not Use
Used this service	84	80.8%	7 8.3%	51 60.7%	23 27.4%	2 2.4%	1 1.2%		
			Rated Positively 69.0%		Neutral 27.4%	Rated Negatively 3.6%			
Did not use this service	20	19.2%						2 1.9%	18 17.3%
Total	104	100.0%							

Summary on the Quality of Service	Has used the service		Didn't know about service		Rated positively		Rated neutral		Rated negatively	
	%	rank	%	rank	%	rank	%	rank	%	rank
21-p. Wellness Center	88.5%	6	1.0%	21	90.2%	1	7.6%	26	2.2%	17
21-a. Admissions	91.3%	3	1.0%	21	85.3%	2	13.7%	25	1.1%	20
21-u. Memorial Student Union	93.3%	2	1.0%	21	84.5%	3	15.5%	24	0.0%	21
21-j. Library	89.3%	5	1.0%	21	79.3%	4	18.5%	22	2.2%	17
21-g. Student Health	66.3%	12	3.8%	17	76.8%	5	15.9%	23	7.2%	8
21-s. Campus Shuttle Bus	66.0%	13	1.9%	19	72.1%	6	25.0%	21	2.9%	16
21-b. Counseling Center	44.2%	17	4.8%	13	71.7%	7	26.1%	19	2.2%	17
21-z. Registrar's Office	80.8%	8	1.9%	19	69.0%	8	27.4%	16	3.6%	13
21-i. Student Account Services	80.6%	9	5.8%	12	63.9%	9	26.5%	18	9.6%	7
21-e. Career Services Office	44.2%	17	6.7%	11	63.0%	10	37.0%	11	0.0%	21
21-d. Student Financial Aid	83.5%	7	2.9%	18	60.5%	11	26.7%	17	12.8%	5
21-x. Student Success Center	54.4%	16	7.8%	10	57.1%	12	39.3%	10	3.6%	13
21-q. Dining Services	91.3%	3	1.0%	21	55.8%	13	31.6%	13	12.6%	6
21-r. Information Technology Systems & Services	58.3%	15	8.7%	9	55.0%	14	40.0%	9	5.0%	9
21-h. Bookstore	97.1%	1	1.0%	21	54.5%	15	25.7%	20	19.8%	4
21-k. Learning Services Office	32.4%	19	20.6%	2	54.5%	15	42.4%	8	3.0%	15
21-y. Housing Office	73.1%	11	4.8%	13	48.7%	17	30.3%	14	21.1%	3
21-f. Cooperative Education Office	30.1%	20	23.3%	1	45.2%	18	54.8%	7	0.0%	21
21-m. Veteran Services	22.1%	24	18.3%	3	43.5%	19	56.5%	6	0.0%	21
21-o. International Center	27.2%	21	11.7%	6	42.9%	20	57.1%	5	0.0%	21
21-w. Campus Police	63.1%	14	3.9%	15	36.9%	21	36.9%	12	26.2%	2
21-l. Disability Support Services	24.3%	22	12.6%	5	36.0%	22	64.0%	3	0.0%	21
21-n. Women's Center	21.4%	25	11.7%	6	31.8%	23	63.6%	4	4.5%	10
21-v. Parking Office	76.7%	10	3.9%	15	30.4%	24	29.1%	15	40.5%	1
21-t. Children's Center	23.5%	23	15.7%	4	29.2%	25	66.7%	2	4.2%	12
21-c. Native American Programs	21.2%	26	9.6%	8	22.7%	26	72.7%	1	4.5%	10

Question 21. How would you evaluate the quality of service provided by the following offices

A. Percent of students using service (rank)	1993		1996		1999		2002		2005		2007		2010	
	Percent	Rank	Percent	Rank	Percent	Rank	Percent	Rank	Percent	Rank	Percent	Rank	Percent	Rank
Bookstore	100.0%	(1)	99.7%	(1)	99.6%	(1)	87.1%	(5)	99.0%	(1)	98.3%	(1)	97.1%	(1)
Memorial Student Union	NA		98.4%	(2)	98.6%	(2)	95.5%	(3)	96.5%	(3)	98.3%	(1)	93.3%	(2)
Admissions	NA		NA		NA		97.9%	(1)	98.0%	(2)	89.8%	(6)	91.3%	(3)
Dining Center	NA		86.2%	(6)	88.7%	(6)	78.5%	(8)	83.0%	(8)	83.3%	(7)	91.3%	(3)
Library	99.3%	(2)	98.4%	(2)	98.6%	(2)	93.8%	(4)	96.5%	(3)	91.5%	(5)	89.3%	(5)
Wellness Center	NA		NA		NA		NA		NA		NA		88.5%	(6)
Student Financial Aid	73.3%	(8)	83.2%	(9)	79.9%	(12)	85.0%	(6)	81.4%	(9)	82.4%	(8)	83.5%	(7)
Registrar's Office	98.7%	(3)	NA		NA		97.1%	(2)	96.0%	(5)	92.0%	(4)	80.8%	(8)
Student Account Services	NA		NA		NA		NA		NA		NA		80.6%	(9)
Business Office (Bursar)	86.7%	(5)	90.5%	(5)	85.1%	(9)	76.3%	(11)	88.4%	(6)	94.3%	(3)	NA	
Traffic Office	92.7%	(4)	85.8%	(7)	90.1%	(5)	81.9%	(7)	84.4%	(7)	77.1%	(10)	76.7%	(10)
Housing Office	NA		82.8%	(10)	86.3%	(8)	77.8%	(10)	77.9%	(10)	79.5%	(9)	73.1%	(11)
Student Health	80.5%	(6)	84.5%	(8)	80.7%	(11)	74.5%	(13)	72.7%	(12)	73.1%	(12)	66.3%	(12)
Campus Shuttle Bus	78.7%	(7)	78.7%	(12)	76.0%	(13)	63.4%	(15)	69.7%	(13)	74.4%	(11)	66.0%	(13)
Campus Police	72.0%	(9)	75.4%	(13)	81.7%	(10)	78.2%	(9)	75.5%	(11)	66.3%	(13)	63.1%	(14)
ITSS / Computer Center	66.7%	(10)	81.6%	(11)	87.7%	(7)	74.8%	(12)	59.3%	(15)	58.9%	(16)	58.3%	(15)
Student Success Center	NA		NA		NA		NA		NA		NA		54.4%	(16)
Student Academic Services	NA		70.2%	(14)	75.6%	(14)	73.1%	(14)	60.3%	(14)	61.9%	(14)	NA	
Career Services Office	49.3%	(12)	52.6%	(16)	47.2%	(16)	41.3%	(19)	43.4%	(17)	38.6%	(18)	44.2%	(17)
Counseling Center	42.7%	(13)	49.5%	(18)	40.5%	(18)	44.9%	(17)	42.5%	(18)	40.3%	(17)	44.2%	(17)
Learning Services Office	31.3%	(14)	52.0%	(17)	31.2%	(20)	28.9%	(21)	30.5%	(20)	34.1%	(20)	32.4%	(19)
Cooperative Education Office	NA		NA		33.2%	(19)	30.2%	(20)	26.6%	(21)	20.8%	(23)	30.1%	(20)
International Center	22.7%	(15)	35.1%	(22)	46.7%	(17)	43.6%	(18)	40.4%	(19)	38.6%	(18)	27.2%	(21)
Disability Support Services	16.0%	(17)	40.1%	(20)	21.6%	(24)	24.0%	(25)	22.5%	(22)	17.6%	(25)	24.3%	(22)
Children's Center	15.4%	(19)	34.9%	(23)	25.2%	(22)	24.3%	(24)	22.0%	(23)	18.2%	(24)	23.5%	(23)
Veterans Services	14.7%	(20)	48.7%	(19)	21.3%	(25)	21.5%	(26)	20.0%	(26)	16.5%	(26)	22.1%	(24)
Women's Center	16.7%	(16)	37.0%	(21)	23.5%	(23)	26.3%	(23)	21.5%	(24)	22.9%	(21)	21.4%	(25)
Native American Programs	16.0%	(17)	33.4%	(24)	25.8%	(21)	28.0%	(22)	20.4%	(25)	22.3%	(22)	21.2%	(26)
Admissions and Records	NA		93.4%	(4)	97.5%	(4)	NA		NA		NA		NA	
Recreational, Intramural Programs	66.7%	(10)	63.2%	(15)	65.5%	(15)	57.2%	(16)	56.5%	(16)	59.1%	(15)	NA	

Question 21. How would you evaluate the quality of service provided by the following offices

B. Quality of services evaluated positively by users in percentage (rank)	1993		1996		1999		2002		2005		2007		2010	
	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank
Wellness Center	NA		NA		NA		NA		NA		NA		90.2%	(1)
Recreational, Intramural Programs	42.6%	(11)	42.9%	(16)	38.7%	(17)	31.9%	(20)	49.2%	(16)	78.8%	(3)	NA	
Admissions	NA		NA		NA		73.4%	(3)	69.0%	(6)	73.0%	(5)	85.3%	(2)
Admissions and Records	NA		65.4%	(8)	68.9%	(6)	NA		NA		NA		NA	
Memorial Student Union	NA		40.3%	(17)	55.9%	(12)	52.4%	(14)	51.0%	(15)	90.6%	(1)	84.5%	(3)
Library	45.4%	(10)	46.2%	(12)	51.5%	(14)	60.0%	(10)	53.4%	(14)	83.2%	(2)	79.3%	(4)
Student Health	58.4%	(5)	74.1%	(4)	67.1%	(7)	60.2%	(9)	40.9%	(18)	71.1%	(6)	76.8%	(5)
Campus Shuttle Bus	17.4%	(20)	24.6%	(20)	30.9%	(20)	25.9%	(22)	29.5%	(24)	76.3%	(4)	72.1%	(6)
Counseling Center	77.0%	(1)	75.2%	(3)	83.2%	(2)	79.4%	(1)	84.5%	(2)	52.1%	(15)	71.7%	(7)
Registrar's Office	58.8%	(4)	NA		NA		71.6%	(5)	64.7%	(8)	59.6%	(7)	69.0%	(8)
Student Account Services	NA		NA		NA		NA		NA		NA		63.9%	(9)
Business Office (Bursar)	47.1%	(8)	53.8%	(9)	58.3%	(11)	60.0%	(10)	67.5%	(7)	51.8%	(16)	NA	
Career Services Office	76.0%	(2)	69.9%	(5)	70.4%	(5)	69.1%	(7)	72.6%	(5)	55.9%	(12)	63.0%	(10)
Student Financial Aid	46.0%	(9)	66.0%	(7)	70.6%	(4)	69.6%	(6)	55.9%	(10)	46.2%	(18)	60.5%	(11)
Student Success Center	NA		NA		NA		NA		NA		NA		57.1%	(12)
Student Academic Services	NA		45.2%	(13)	61.2%	(9)	53.7%	(13)	55.8%	(11)	54.1%	(14)	NA	
Dining Services	NA		88.0%	(1)	86.4%	(1)	77.8%	(2)	90.7%	(1)	55.9%	(12)	55.8%	(13)
ITSS (Computer Center)	35.3%	(13)	19.5%	(22)	26.4%	(21)	28.1%	(21)	29.2%	(26)	56.3%	(11)	55.0%	(14)
Bookstore	75.4%	(3)	77.9%	(2)	77.2%	(3)	64.3%	(8)	77.9%	(3)	57.0%	(9)	54.5%	(15)
Learning Services Office	31.8%	(17)	43.2%	(15)	58.9%	(10)	53.9%	(12)	48.8%	(17)	56.7%	(10)	54.5%	(15)
Housing Office	NA		45.1%	(14)	50.6%	(15)	50.5%	(15)	59.6%	(9)	46.4%	(17)	48.7%	(17)
Cooperative Education Office	NA		NA		35.1%	(18)	20.3%	(26)	37.7%	(22)	36.1%	(19)	45.2%	(18)
Veterans Services	42.2%	(12)	50.7%	(10)	40.0%	(16)	38.5%	(17)	54.1%	(13)	20.7%	(26)	43.5%	(19)
International Center	34.3%	(14)	28.8%	(19)	33.2%	(19)	32.1%	(19)	40.4%	(19)	58.8%	(8)	42.9%	(20)
Campus Police	25.0%	(19)	16.7%	(24)	24.6%	(23)	22.1%	(25)	29.3%	(25)	33.6%	(21)	36.9%	(21)
Disability Support Services	54.8%	(7)	48.4%	(11)	53.4%	(13)	46.5%	(16)	55.8%	(11)	22.6%	(24)	36.0%	(22)
Women's Center	32.0%	(16)	39.8%	(18)	25.9%	(22)	37.0%	(18)	39.5%	(20)	35.0%	(20)	31.8%	(23)
Parking Office	NA		NA		NA		NA		NA		NA		30.4%	(24)
Traffic Office	33.3%	(15)	21.0%	(21)	16.4%	(25)	23.7%	(24)	37.8%	(21)	23.0%	(23)	NA	
Children's Center	31.8%	(17)	17.0%	(23)	16.6%	(24)	25.0%	(23)	32.5%	(23)	21.9%	(25)	29.2%	(25)
Native American Programs	55.8%	(6)	69.5%	(6)	65.9%	(8)	72.0%	(4)	74.3%	(4)	30.8%	(22)	22.7%	(26)

22. How much has your education at UND contributed to your personal growth in the following areas?

UND has contributed to your personal growth in:	Very much			Somewhat			Very little			Total N
	N	%	rank	N	%	rank	N	%	rank	
22-f. Learning on your own	52	50.5%	1	43	41.7%	26	8	7.8%	27	103
22-d. Working independently	48	46.6%	2	44	42.7%	25	11	10.7%	23	103
22-e. Making informed choices	47	45.6%	3	51	49.5%	11	5	4.9%	28	103
22-r. Defining and solving problems	46	45.1%	4	47	46.1%	18	9	8.8%	26	102
22-l. Organizing your time effectively	46	45.1%	4	44	43.1%	24	12	11.8%	20	102
22-h. Following directions	40	39.2%	6	48	47.1%	16	14	13.7%	15	102
22-q. Persisting at difficult tasks	39	38.6%	7	52	51.5%	6	10	9.9%	24	101
22-v. Making assumptions, inferences, conclusions	39	38.2%	8	46	45.1%	20	17	16.7%	11	102
22-z. Understanding how choices are made, evaluated	38	37.6%	9	50	49.5%	12	13	12.9%	17	101
22-u. Leading/guiding others	38	37.3%	10	48	47.1%	16	16	15.7%	12	102
22-l. Approaching problems creatively	38	37.3%	10	54	52.9%	4	10	9.8%	25	102
22-aa. Utilizing technology	37	37.0%	12	49	49.0%	13	14	14.0%	13	100
22-c. Understanding written information	37	35.9%	13	54	52.4%	5	12	11.7%	22	103
22-a. Writing effectively	37	35.9%	13	53	51.5%	7	13	12.6%	18	103
22-n. Planning and carrying out projects	36	35.3%	15	52	51.0%	8	14	13.7%	15	102
22-j. Caring for your own physical and mental health	35	34.7%	16	49	48.5%	14	17	16.8%	10	101
22-t. Contributing to the well-being of others	35	34.3%	17	46	45.1%	20	21	20.6%	6	102
22-g. Using the library	35	34.0%	18	39	37.9%	28	29	28.2%	2	103
22-b. Speaking effectively	35	34.0%	18	55	53.4%	3	13	12.6%	18	103
22-x. Understanding, applying scientific principles	34	33.7%	20	48	47.5%	15	19	18.8%	8	101
22-y. Conducting research	33	32.7%	21	46	45.5%	19	22	21.8%	5	101
22-bb. Evaluating the credibility of information	33	32.7%	21	54	53.5%	2	14	13.9%	14	101
22-p. Understanding diverse cultures	31	30.4%	23	52	51.0%	8	19	18.6%	9	102
22-m. Recognizing rights, responsibilities, privileges	30	29.7%	24	45	44.6%	22	26	25.7%	4	101
22-o. Understanding, applying math in daily activities	30	29.4%	25	45	44.1%	23	27	26.5%	3	102
22-k. Working cooperatively in a group	30	29.4%	25	60	58.8%	1	12	11.8%	20	102
22-s. Acquiring a global perspective	29	28.4%	27	52	51.0%	8	21	20.6%	6	102
22-w. Understanding and appreciating the arts	27	26.7%	28	39	38.6%	27	35	34.7%	1	101

Question 22. How much has your education at UND contributed to your personal growth in each of the following areas?

UND has contributed very much to your personal growth in : percentage and (rank)	1993		1996		1999		2002		2005		2007		2010	
	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank	Percentage	Rank
Learning on your own	59.9%	(1)	57.2%	(1)	60.6%	(1)	59.7%	(1)	60.9%	(1)	53.7%	(1)	50.5%	(1)
Working independently	45.7%	(3)	53.7%	(2)	50.7%	(2)	49.8%	(2)	50.8%	(3)	53.1%	(2)	46.6%	(2)
Making informed choices	NA		43.1%	(4)	47.9%	(3)	45.7%	(3)	47.2%	(4)	47.4%	(3)	45.6%	(3)
Organizing your time effectively	47.7%	(2)	48.4%	(3)	45.4%	(4)	45.3%	(4)	51.3%	(2)	47.4%	(3)	45.1%	(4)
Defining and solving problems	37.1%	(5)	33.0%	(10)	37.3%	(8)	29.8%	(11)	41.8%	(6)	38.9%	(7)	45.1%	(4)
Following directions	NA		30.7%	(13)	36.6%	(9)	33.3%	(6)	39.3%	(7)	38.3%	(8)	39.2%	(6)
Persisting at difficult tasks	27.0%	(16)	33.7%	(9)	36.3%	(10)	30.2%	(10)	39.3%	(7)	34.1%	(13)	38.6%	(7)
Making assumptions, inferences, conclusions	25.0%	(19)	29.4%	(16)	34.9%	(11)	26.3%	(14)	37.6%	(11)	30.9%	(14)	38.2%	(8)
Understanding how choices are made, evaluated	22.4%	(21)	22.3%	(23)	28.9%	(17)	25.1%	(17)	34.7%	(18)	29.1%	(19)	37.6%	(9)
Leading/guiding others	25.0%	(19)	31.0%	(12)	32.7%	(15)	23.5%	(18)	33.3%	(19)	28.0%	(20)	37.3%	(10)
Approaching problems creatively	22.4%	(21)	36.4%	(7)	33.8%	(12)	25.9%	(15)	36.2%	(13)	41.1%	(5)	37.3%	(10)
Utilizing technology	NA		NA		NA		NA		NA		NA		37.0%	(12)
Writing effectively	27.6%	(15)	37.9%	(6)	44.7%	(5)	34.6%	(5)	38.6%	(9)	36.6%	(9)	35.9%	(13)
Understanding written information	32.2%	(9)	30.6%	(14)	33.8%	(12)	27.2%	(12)	35.7%	(15)	40.6%	(6)	35.9%	(13)
Planning and carrying out projects	22.4%	(21)	30.6%	(14)	31.3%	(16)	30.6%	(8)	42.3%	(5)	34.9%	(12)	35.3%	(15)
Caring for your own physical and mental health	28.3%	(13)	28.2%	(17)	27.1%	(20)	25.3%	(16)	35.2%	(17)	30.3%	(15)	34.7%	(16)
Contributing to the well-being of others	28.9%	(10)	28.2%	(17)	27.5%	(19)	21.0%	(20)	31.6%	(21)	22.4%	(25)	34.3%	(17)
Using the library	35.5%	(6)	41.8%	(5)	39.8%	(6)	31.4%	(7)	38.6%	(9)	29.7%	(17)	34.0%	(18)
Speaking effectively	28.3%	(13)	32.0%	(11)	38.7%	(7)	21.0%	(20)	29.4%	(23)	35.2%	(10)	34.0%	(18)
Understanding & applying scientific principles	25.7%	(18)	28.1%	(19)	28.9%	(17)	19.8%	(22)	37.2%	(12)	29.7%	(17)	33.7%	(20)
Evaluating the credibility of information	NA		NA		NA		NA		NA		NA		32.7%	(21)
Conducting reasearch	17.1%	(24)	24.8%	(21)	27.1%	(20)	27.2%	(12)	35.4%	(16)	29.9%	(16)	32.7%	(21)
Understanding diverse cultures	28.9%	(10)	21.9%	(24)	20.1%	(24)	10.7%	(26)	22.4%	(26)	23.1%	(24)	30.4%	(23)
Recognizing rights, responsibilities, priveledges	32.5%	(8)	23.9%	(22)	21.1%	(23)	21.4%	(19)	32.7%	(20)	25.1%	(21)	29.7%	(24)
Working cooperatively in a group	35.5%	(6)	34.1%	(8)	33.8%	(12)	30.5%	(9)	35.9%	(14)	35.1%	(11)	29.4%	(25)
Understanding, applying math in daily activities	26.3%	(17)	19.0%	(26)	14.8%	(26)	11.5%	(25)	23.5%	(25)	18.9%	(26)	29.4%	(25)
Acquiring a global perspective	45.7%	(3)	20.9%	(25)	17.6%	(25)	14.0%	(24)	30.1%	(22)	24.0%	(22)	28.4%	(27)
Understanding and appreciating the arts	28.9%	(10)	26.1%	(20)	23.2%	(22)	17.3%	(23)	28.6%	(24)	24.0%	(22)	26.7%	(28)

23. To what extent have you been satisfied with the following at UND?

23-a. Selection of courses for general requirement	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	100	99.0%	14	49	23	11
Percentage of those that noted item as applicable			14.0%	49.0%	23.0%	11.0%	3.0%
			Rated positively 63.0%		Neutral 23.0%	Rated negatively 14.0%	
Not Applicable	1	1.0%					
Total	101	100.0%					

23-b. Quality of program in major	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	96	95.0%	34	47	11	4
Percentage of those that noted item as applicable			35.4%	49.0%	11.5%	4.2%	0.0%
			Rated positively 84.4%		Neutral 11.5%	Rated negatively 4.2%	
Not Applicable	5	5.0%					
Total	101	100.0%					

23-c. Variety of courses in your major	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	95	95.0%	30	44	15	6
Percentage of those that noted item as applicable			31.6%	46.3%	15.8%	6.3%	0.0%
			Rated positively 77.9%		Neutral 15.8%	Rated negatively 6.3%	
Not Applicable	5	5.0%					
Total	100	100.0%					

23-d. Challenge of courses in your major.	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	97	96.0%	28	51	13	4
Percentage of those that noted item as applicable			28.9%	52.6%	13.4%	4.1%	1.0%
			Rated positively 81.4%		Neutral 13.4%	Rated negatively 5.2%	
Not Applicable	4	4.0%					
Total	101	100.0%					

23-e. Helpfulness of faculty in your major	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	95	95.0%	30	45	19	0
Percentage of those that noted item as applicable			31.6%	47.4%	20.0%	0.0%	1.1%
			Rated positively 78.9%		Neutral 20.0%	Rated negatively 1.1%	
Not Applicable	5	5.0%					
Total	100	100.0%					

23-f. Attitude of nonteaching staff toward students	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	99	98.0%	25	47	22	5
Percentage of those that noted item as applicable			25.3%	47.5%	22.2%	5.1%	0.0%
			Rated positively 72.7%		Neutral 22.2%	Rated negatively 5.1%	
Not Applicable	2	2.0%					
Total	101	100.0%					

23. To what extent have you been satisfied with the following at UND?

23-g. Racial harmony	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	93	91.2%	20	45	27	0
Percentage of those that noted item as applicable			21.5%	48.4%	29.0%	0.0%	1.1%
			Rated positively 69.9%		Neutral 29.0%	Rated negatively 1.1%	
Not Applicable	9	8.8%					
Total	102	100.0%					

23-h. Classroom equipment/ facilities	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	101	100.0%	15	61	20	3
Percentage of those that noted item as applicable			14.9%	60.4%	19.8%	3.0%	2.0%
			Rated positively 75.2%		Neutral 19.8%	Rated negatively 5.0%	
Not Applicable	0	0.0%					
Total	101	100.0%					

23-i. Academic advising in your major	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	98	97.0%	32	40	14	10
Percentage of those that noted item as applicable			32.7%	40.8%	14.3%	10.2%	2.0%
			Rated positively 73.5%		Neutral 14.3%	Rated negatively 12.2%	
Not Applicable	3	3.0%					
Total	101	100.0%					

23-j. Career advising in your major	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	91	90.1%	21	39	25	5
Percentage of those that noted item as applicable			23.1%	42.9%	27.5%	5.5%	1.1%
			Rated positively 65.9%		Neutral 27.5%	Rated negatively 6.6%	
Not Applicable	10	9.9%					
Total	101	100.0%					

23-k. Overall academic experience	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	101	100.0%	25	60	12	3
Percentage of those that noted item as applicable			24.8%	59.4%	11.9%	3.0%	1.0%
			Rated positively 84.2%		Neutral 11.9%	Rated negatively 4.0%	
Not Applicable	0	0.0%					
Total	101	100.0%					

23-l. Overall social experience	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	99	98.0%	32	52	10	5
Percentage of those that noted item as applicable			32.3%	52.5%	10.1%	5.1%	0.0%
			Rated positively 84.8%		Neutral 10.1%	Rated negatively 5.1%	
Not Applicable	2	2.0%					
Total	101	100.0%					

23. To what extent have you been satisfied with the following at UND?

23-m. Out-of-class availability of instructors	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	96	95.0%	19	51	22	2
Percentage of those that noted item as applicable			19.8%	53.1%	22.9%	2.1%	2.1%
			Rated positively 72.9%		Neutral 22.9%	Rated negatively 4.2%	
Not Applicable	5	5.0%					
Total	101	100.0%					

23-n. Housing regulations	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	88	87.1%	10	34	27	8
Percentage of those that noted item as applicable			11.4%	38.6%	30.7%	9.1%	10.2%
			Rated positively 50.0%		Neutral 30.7%	Rated negatively 19.3%	
Not Applicable	13	12.9%					
Total	101	100.0%					

23-o. Purposes for which student activity fees are used	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	96	95.0%	8	26	43	14
Percentage of those that noted item as applicable			8.3%	27.1%	44.8%	14.6%	5.2%
			Rated positively 35.4%		Neutral 44.8%	Rated negatively 19.8%	
Not Applicable	5	5.0%					
Total	101	100.0%					

23-p. Personal security/ safety on campus	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	100	99.0%	23	55	20	2
Percentage of those that noted item as applicable			23.0%	55.0%	20.0%	2.0%	0.0%
			Rated positively 78.0%		Neutral 20.0%	Rated negatively 2.0%	
Not Applicable	1	1.0%					
Total	101	100.0%					

23-q. Level of interaction with faculty outside of class	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	97	96.0%	11	43	41	1
Percentage of those that noted item as applicable			11.3%	44.3%	42.3%	1.0%	1.0%
			Rated positively 55.7%		Neutral 42.3%	Rated negatively 2.1%	
Not Applicable	4	4.0%					
Total	101	100.0%					

23-r. Level of interaction with other UND students	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	100	99.0%	28	51	17	3
Percentage of those that noted item as applicable			28.0%	51.0%	17.0%	3.0%	1.0%
			Rated positively 79.0%		Neutral 17.0%	Rated negatively 4.0%	
Not Applicable	1	1.0%					
Total	101	100.0%					

23. To what extent have you been satisfied with the following at UND?

23-s. Student government	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	88	87.1%	12	36	37	1
Percentage of those that noted item as applicable			13.6%	40.9%	42.0%	1.1%	2.3%
			Rated positively 54.5%		Neutral 42.0%	Rated negatively 3.4%	
Not Applicable	13	12.9%					
Total	101	100.0%					

23-t. Online course offerings	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	69	69.0%	12	30	21	2
Percentage of those that noted item as applicable			17.4%	43.5%	30.4%	2.9%	5.8%
			Rated positively 60.9%		Neutral 30.4%	Rated negatively 8.7%	
Not Applicable	31	31.0%					
Total	100	100.0%					

23-u. Opportunities for personal involvement in campus activities	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	97	96.0%	24	48	21	4
Percentage of those that noted item as applicable			24.7%	49.5%	21.6%	4.1%	0.0%
			Rated positively 74.2%		Neutral 21.6%	Rated negatively 4.1%	
Not Applicable	4	4.0%					
Total	101	100.0%					

23-v. Tuition cost	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	99	98.0%	7	28	36	20
Percentage of those that noted item as applicable			7.1%	28.3%	36.4%	20.2%	8.1%
			Rated positively 35.4%		Neutral 36.4%	Rated negatively 28.3%	
Not Applicable	2	2.0%					
Total	101	100.0%					

24. In general, how satisfied are you with your experiences at UND?	N	% of Total N	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	Applicable	104		32	64	6	2
Percentage of those that noted item as applicable			30.8%	61.5%	5.8%	1.9%	0.0%
			Rated positively 92.3%		Neutral 5.8%	Rated negatively 1.9%	

Summary on the Satisfaction with the Following Items at UND	Selection is applicable		Rated positively		Rated neutral		Rated negatively	
	%	rank	%	rank	%	rank	%	rank
23.l. Overall social experience	98.0%	6	84.8%	1	10.1%	22	5.1%	10
23.b. Quality of program in major	95.0%	13	84.4%	2	11.5%	21	4.2%	13
23.k. Overall academic experience	100.0%	1	84.2%	3	11.9%	20	4.0%	16
23.d. Challenge of courses in your major.	96.0%	10	81.4%	4	13.4%	19	5.2%	9
23.r. Level of interaction with other UND students	99.0%	3	79.0%	5	17.0%	16	4.0%	16
23.e. Helpfulness of faculty in your major	95.0%	13	78.9%	6	20.0%	13	1.1%	21
23.p. Personal security/ safety on campus	99.0%	3	78.0%	7	20.0%	13	2.0%	20
23.c. Variety of courses in your major	95.0%	13	77.9%	8	15.8%	17	6.3%	8
23.h. Classroom equipment/ facilities	100.0%	1	75.2%	9	19.8%	15	5.0%	12
23.u. Opportunities for personal involvement in campus activities	96.0%	10	74.2%	10	21.6%	12	4.1%	15
23.i. Academic advising in your major	97.0%	9	73.5%	11	14.3%	18	12.2%	5
23.m. Out-of-class availability of instructors	95.0%	13	72.9%	12	22.9%	10	4.2%	13
23.f. Attitude of nonteaching staff toward students	98.0%	6	72.7%	13	22.2%	11	5.1%	10
23.g. Racial harmony	91.2%	18	69.9%	14	29.0%	7	1.1%	21
23.j. Career advising in your major	90.1%	19	65.9%	15	27.5%	8	6.6%	7
23.a. Selection of courses for general requirement	99.0%	3	63.0%	16	23.0%	9	14.0%	4
23.t. Online course offerings	69.0%	22	60.9%	17	30.4%	6	8.7%	6
23.q. Level of interaction with faculty outside of class	96.0%	10	55.7%	18	42.3%	2	2.1%	19
23.s. Student government	87.1%	20	54.5%	19	42.0%	3	3.4%	18
23.n. Housing regulations	87.1%	20	50.0%	20	30.7%	5	19.3%	3
23.o. Purposes for which student activity fees are used	95.0%	13	35.4%	21	44.8%	1	19.8%	2
23.v. Tuition Cost	98.0%	6	35.4%	21	36.4%	4	28.3%	1

Question 23. To what extent have you been satisfied with the following at UND?

Very satisfied or satisfied at UND	1993		1996		1999		2002		2005		2007		2010	
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count
Overall social experience	73.5%	(4)	81.4%	(3)	82.0%	(5)	78.6%	(5)	74.4%	(9)	76.9%	(6)	84.8%	(1)
Quality of program in major	72.9%	(5)	77.7%	(5)	82.8%	(4)	81.1%	(3)	80.6%	(2)	82.4%	(1)	84.4%	(2)
Overall academic experience	75.5%	(3)	78.9%	(4)	86.6%	(2)	79.1%	(4)	78.3%	(4)	82.1%	(2)	84.2%	(3)
Challenge of courses in your major	78.8%	(2)	87.7%	(1)	85.3%	(3)	82.8%	(1)	83.1%	(1)	81.1%	(3)	81.4%	(4)
Level of interaction with other UND students	84.1%	(1)	86.0%	(2)	87.9%	(1)	82.5%	(2)	78.5%	(3)	80.5%	(4)	79.0%	(5)
Helpfulness of faculty in your major	64.9%	(8)	67.6%	(9)	74.6%	(10)	75.3%	(7)	75.0%	(6)	77.8%	(5)	78.9%	(6)
Personal security/safety on campus	58.3%	(10)	64.6%	(10)	76.8%	(6)	67.8%	(10)	69.6%	(11)	73.2%	(8)	78.0%	(7)
Variety of courses in your major	66.2%	(7)	74.1%	(6)	76.4%	(8)	78.0%	(6)	75.5%	(5)	70.8%	(10)	77.9%	(8)
Classroom equipment/facilities	68.0%	(6)	62.2%	(11)	75.5%	(9)	71.7%	(8)	74.7%	(8)	76.9%	(6)	75.2%	(9)
Opportunities for personal involvement in campus activities	54.3%	(11)	70.6%	(7)	76.8%	(6)	65.0%	(12)	69.7%	(10)	71.0%	(9)	74.2%	(10)
Academic advising in your major	50.3%	(12)	58.3%	(13)	57.7%	(16)	57.3%	(15)	61.5%	(16)	60.7%	(16)	73.5%	(11)
Out-of-class availability in your major	NA		61.9%	(12)	70.1%	(13)	62.8%	(13)	61.9%	(15)	69.8%	(11)	72.9%	(12)
Attitude of nonteaching staff toward students	44.0%	(14)	56.7%	(14)	65.8%	(15)	55.1%	(16)	63.6%	(14)	67.1%	(14)	72.7%	(13)
Racial harmony	42.4%	(15)	48.4%	(16)	66.7%	(14)	59.9%	(14)	63.9%	(13)	64.7%	(15)	69.9%	(14)
Career advising in your major	40.7%	(16)	44.0%	(17)	48.4%	(19)	51.2%	(17)	55.6%	(17)	59.7%	(17)	65.9%	(15)
Selection of courses for general requirement	64.7%	(9)	70.3%	(8)	71.6%	(11)	71.5%	(9)	68.3%	(12)	68.0%	(12)	63.0%	(16)
Online course offerings	NA		NA		NA		NA		NA		NA		60.9%	(17)
Level of interaction with faculty outside of class	33.1%	(17)	37.6%	(19)	48.8%	(18)	44.9%	(19)	42.3%	(20)	50.6%	(19)	55.7%	(18)
Student government	23.8%	(18)	39.6%	(18)	50.5%	(17)	45.1%	(18)	52.2%	(18)	51.0%	(18)	54.5%	(19)
Housing regulations	NA		32.3%	(20)	47.9%	(20)	37.3%	(20)	45.1%	(19)	39.5%	(20)	50.0%	(20)
Purposes for which student activity fees are used	22.5%	(19)	30.8%	(21)	44.7%	(21)	31.9%	(21)	36.4%	(21)	30.6%	(21)	35.4%	(21)
Cost of tuition	NA		NA		NA		NA		NA		NA		35.4%	(21)
Campus newspaper	45.0%	(13)	52.8%	(15)	70.6%	(12)	65.7%	(11)	74.9%	(7)	68.0%	(12)	NA	

Question 24. In general, how satisfied are you with your experiences at UND?

	1993	1996	1999	2002	2005	2007	2010
In general, you are very satisfied or satisfied with UND	86.8%	85.9%	89.5%	84.5%	83.7%	88.5%	92.3%