

## State System of Higher Education Alumni Survey 2007-2008 Graduates

The Pennsylvania State System of Higher Education (PASSHE) contracted with Franklin and Marshall College's Center for Opinion Research to conduct a survey on 2007-2008 baccalaureate degree alumni of PASSHE schools. This telephone survey was conducted between May and August of 2009 with a total of 2,556 PASSHE graduates, including 312 WCU graduates. Weighting was used to correct for unequal probability of selection.

West Chester University alumni had many positive things to say about their collegiate experiences. A total of 94% of respondents stated they *would recommend* WCU to others. Similarly, 92% reported that they received *good* or *excellent* quality education at the University. Furthermore, 62% responded *very well* or *more than adequately* to the question: How well did WCU prepare you for employment? This is particularly relevant as 78% of respondents stated that *preparing for a career* was the primary objective in attending a university.

There are a few areas in which WCU can improve. For example, 27% of respondents claimed that WCU performed *worse than expected* in terms of providing an academic advisor who was interested in their progress. For transfer students, 17% reported the transition from their previous college or university to WCU was *somewhat difficult* or *very difficult*. Another area with a relatively high proportion of dissatisfaction centered on the variety of meals/food served in the cafeteria, where 24% of respondents indicated they were *not satisfied*.

Below are tables which summarize all of the findings from the survey. The counts provided are weighted.

### What was your primary objective in attending a university? Was it to...

|  | WCU<br>n=312 | SSHE<br>n=2,556 |
|--|--------------|-----------------|
| Prepare for a Career                                   | 78%          | 81%             |
| Prepare for graduate, professional or technical school | 13%          | 11%             |
| Improve existing job skills                            | 2%           | 3%              |
| For some personal interest                             | 5%           | 3%              |
| For some other reason                                  | 2%           | 3%              |

### When you transferred to [your] University from your previous college or university, did you feel your transition was...

|                    | WCU<br>n=122 | SSHE<br>n=777 |
|--------------------|--------------|---------------|
| Very easy          | 49%          | 56%           |
| Somewhat easy      | 33%          | 31%           |
| Somewhat difficult | 16%          | 11%           |
| Very difficult     | 1%           | 2%            |
| Do not know        | 0%           | 0%            |

**Did you transfer from...**

|                                 | <b>WCU</b><br><b>n=122</b> | <b>SSHE</b><br><b>n=777</b> |
|---------------------------------|----------------------------|-----------------------------|
| Community college               | 42%                        | 47%                         |
| Another state system university | 29%                        | 27%                         |
| From somewhere else             | 28%                        | 25%                         |
| Do not know                     | 1%                         | 0%                          |

**Did [your] University meet your expectations with the number of credits that they accepted for transfer from your previous institution? Would you say they accepted...**

|  | <b>WCU</b><br><b>n=122</b> | <b>SSHE</b><br><b>n=708</b> |
|--|----------------------------|-----------------------------|
| More credits than expected                             | 28%                        | 28%                         |
| About as many credits as expected                      | 57%                        | 58%                         |
| Fewer credits than expected                            | 16%                        | 14%                         |
| None of my credits                                     | 0%                         | 0%                          |
| Had no expectations of how many credits would transfer | 0%                         | 1%                          |

**Overall, how easy or difficult was the transfer process? Would you say it was...**

|                    | <b>WCU</b><br><b>n=122</b> | <b>SSHE</b><br><b>n=777</b> |
|--------------------|----------------------------|-----------------------------|
| Very easy          | 39%                        | 53%                         |
| Somewhat easy      | 48%                        | 38%                         |
| Somewhat difficult | 10%                        | 8%                          |
| Very difficult     | 3%                         | 2%                          |
| Do not know        | 0%                         | 0%                          |

**How would you rate the quality of education you received at [your] University?**

|           | <b>WCU</b><br><b>n=312</b> | <b>SSHE</b><br><b>n=2,556</b> |
|-----------|----------------------------|-------------------------------|
| Excellent | 50%                        | 51%                           |
| Good      | 42%                        | 44%                           |
| Fair      | 9%                         | 5%                            |
| Poor      | 0%                         | 0%                            |

**Would you recommend [your] University to others?**

|             | <b>WCU</b><br><b>n=312</b> | <b>SSHE</b><br><b>n=2,556</b> |
|-------------|----------------------------|-------------------------------|
| Yes         | 94%                        | 95%                           |
| No          | 3%                         | 3%                            |
| Do not know | 3%                         | 2%                            |

**Did you pay in-state tuition the semester that you graduated?**

|             | <b>WCU</b><br><b>n=312</b> | <b>SSHE</b><br><b>n=2,556</b> |
|-------------|----------------------------|-------------------------------|
| Yes         | 84%                        | 86%                           |
| No          | 15%                        | 12%                           |
| Do not know | 1%                         | 2%                            |

**What was the total amount you borrowed in undergraduate loans?**

|                     | <b>WCU<br/>n=308</b> | <b>SSHE<br/>n=2556</b> |
|---------------------|----------------------|------------------------|
| \$0                 | 29%                  | 22%                    |
| \$0.01 - \$5,000    | 4%                   | 4%                     |
| \$5,001 - \$10,000  | 7%                   | 5%                     |
| \$10,001 - \$15,000 | 9%                   | 9%                     |
| \$15,001 - \$20,000 | 9%                   | 14%                    |
| \$20,001 - \$25,000 | 8%                   | 6%                     |
| More than \$25,000  | 15%                  | 20%                    |
| Do not know         | 20%                  | 20%                    |

**How much, if any, of the amount you borrowed did you charge to your own personal credit card?**

|                     | <b>WCU<br/>n=158</b> | <b>SSHE<br/>n=1468</b> |
|---------------------|----------------------|------------------------|
| \$0                 | 85%                  | 88%                    |
| \$0.01 - \$5,000    | 7%                   | 7%                     |
| \$5,001 - \$10,000  | 2%                   | 1%                     |
| \$10,001 - \$15,000 | 1%                   | 0%                     |
| \$15,001 - \$50,000 | 0%                   | 1%                     |
| Do not know         | 5%                   | 2%                     |

**Which of the following best describes your current primary employment or educational status? Are you...**

|   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2556</b> |
|---|----------------------|------------------------|
| Employed full-time in your field of study | 45%                  | 48%                    |
| Employed part-time in your field of study | 10%                  | 10%                    |
| Employed full-time in another field       | 21%                  | 17%                    |
| Employed part-time in another field       | 5%                   | 6%                     |
| Employed in the armed services            | 0%                   | 0%                     |
| Continuing your education                 | 13%                  | 12%                    |
| Unemployed, seeking employment            | 7%                   | 6%                     |
| Unemployed, not seeking employment        | 1%                   | 1%                     |

**Would you like this to be your chosen career?**

|                | <b>WCU<br/>n=78</b> | <b>SSHE<br/>n=578</b> |
|----------------|---------------------|-----------------------|
| Yes            | 23%                 | 17%                   |
| No             | 77%                 | 78%                   |
| Not applicable | 0%                  | 0%                    |
| Do not know    | 0%                  | 5%                    |

**Is your job located in Pennsylvania?**

|     | <b>WCU<br/>n=248</b> | <b>SSHE<br/>n=2067</b> |
|-----|----------------------|------------------------|
| Yes | 81%                  | 83%                    |
| No  | 19%                  | 18%                    |

**What is the name of your job?**

|  | <b>WCU<br/>n=248</b> | <b>SSHE<br/>n=2,067</b> |
|--|----------------------|-------------------------|
| Architecture and Engineering Occupations                   | 0%                   | 1%                      |
| Arts, Design, Entertainment, Sports, and Media Occupations | 5%                   | 6%                      |
| Building and Grounds Cleaning and Maintenance              | 0%                   | 1%                      |
| Business Operations Specialist                             | 3%                   | 3%                      |
| Community and Social Service Occupations                   | 7%                   | 7%                      |
| Computer and Mathematical Occupations                      | 1%                   | 3%                      |
| Construction Trades  | 0%                   | 1%                      |
| Education, Training and Library Occupations                | 27%                  | 31%                     |
| Extraction Workers   | 0%                   | 0%                      |
| Farming, Fishing and Forestry Occupations                  | 0%                   | 0%                      |
| Financial Specialist                                       | 9%                   | 5%                      |
| Food Preparation and Serving Occupations                   | 6%                   | 4%                      |
| Healthcare Practitioners and Technical Occupations         | 9%                   | 6%                      |
| Healthcare Support Occupations                             | 4%                   | 3%                      |
| Installation, Maintenance and Repair Work                  | 1%                   | 0%                      |
| Legal Occupations  | 0%                   | 1%                      |
| Life, Physical and Social Science Occupations              | 1%                   | 2%                      |
| Management Occupations                                     | 2%                   | 1%                      |
| Military Specific Occupations                              | 0%                   | 0%                      |
| Office and Administrative Support Occupations              | 11%                  | 11%                     |
| Personal Care and Service Occupations                      | 2%                   | 3%                      |
| Production Occupations                                     | 2%                   | 1%                      |
| Protective Service Occupations                             | 0%                   | 2%                      |
| Sales Occupations  | 7%                   | 9%                      |
| Transportation and Material Moving Occupations             | 1%                   | 1%                      |

**In what state is your job located?**

|                | <b>WCU<br/>n=248</b> | <b>SSHE<br/>n=2067</b> |
|----------------|----------------------|------------------------|
| Pennsylvania   | 81%                  | 83%                    |
| Other          | 3%                   | 3%                     |
| New Jersey     | 6%                   | 4%                     |
| New York       | 0%                   | 3%                     |
| California     | 1%                   | 0%                     |
| Delaware       | 5%                   | 1%                     |
| Florida        | 1%                   | 1%                     |
| Maryland       | 1%                   | 3%                     |
| Virginia       | 1%                   | 1%                     |
| North Carolina | 1%                   | 1%                     |
| Ohio           | 1%                   | 1%                     |

**What was the primary reason you decided to work in Pennsylvania?**

|   | <b>WCU<br/>n=202</b> | <b>SSHE<br/>n=1706</b> |
|---|----------------------|------------------------|
| Already PA resident                     | 60%                  | 56%                    |
| Attending school/graduate school in PA  | 4%                   | 2%                     |
| Better pay                              | 1%                   | 2%                     |
| Certified in PA                         | 1%                   | 1%                     |
| Convenience, ease of commute            | 3%                   | 2%                     |
| Family in PA                            | 11%                  | 18%                    |
| Internship to hire, stay at college job | 0%                   | 1%                     |
| Jobs available                          | 12%                  | 10%                    |
| Like PA                                 | 4%                   | 4%                     |
| Live at home to save money              | 1%                   | 2%                     |
| Low cost of living                      | 0%                   | 0%                     |
| Not financially able to leave PA        | 2%                   | 1%                     |
| Not ready to move                       | 0%                   | 1%                     |
| Other                                   | 2%                   | 1%                     |

**What was the primary reason you decided to work outside of Pennsylvania?**

|   | <b>WCU<br/>n=46</b> | <b>SSHE<br/>n=362</b> |
|---|---------------------|-----------------------|
| Attending school outside PA             | 0%                  | 2%                    |
| Better Pay                              | 4%                  | 3%                    |
| Certified outside PA                    | 0%                  | 0%                    |
| Change of scenery                       | 4%                  | 10%                   |
| Continuing education                    | 0%                  | 0%                    |
| Convenience, ease of commute            | 0%                  | 1%                    |
| Do not know                             | 0%                  | 0%                    |
| Do not like PA                          | 4%                  | 3%                    |
| Family outside of PA                    | 23%                 | 8%                    |
| Internship to hire, stay at college job | 0%                  | 1%                    |
| Live at home to save money              | 0%                  | 0%                    |
| Low cost of living                      | 0%                  | 0%                    |
| Moved back to hometown, Live outside PA | 31%                 | 34%                   |
| No jobs available in PA                 | 35%                 | 37%                   |
| Other                                   | 0%                  | 1%                    |

**What is your gross salary? (gross is before deductions)**

|        | <b>WCU<br/>n=204</b> | <b>SSHE<br/>n=2067</b> |
|--------|----------------------|------------------------|
| Mean   | \$37,679             | \$33,571               |
| Median | \$38,000             | NA                     |

**How long after graduation did it take you to obtain your first job? Would you say...**

|   | <b>WCU<br/>n=248</b> | <b>SSHE<br/>n=2067</b> |
|---|----------------------|------------------------|
| Already had the job                       | 44%                  | 32%                    |
| Six months or less                        | 49%                  | 56%                    |
| More than six months but less than a year | 6%                   | 9%                     |
| one year or more                          | 2%                   | 3%                     |

**Which of the following best describes your primary employer**

|  | <b>WCU<br/>n=248</b> | <b>SSHE<br/>n=2067</b> |
|--|----------------------|------------------------|
| Educational institution                                | 27%                  | 30%                    |
| Large organization or agency (500 or more employees)   | 41%                  | 33%                    |
| Medium organization or agency (100 - 499 employees)    | 13%                  | 15%                    |
| Small organization or agency (Less than 100 employees) | 18%                  | 21%                    |
| Self employed  | 1%                   | 1%                     |
| Do not know  | 0%                   | 0%                     |

**Overall, how well did [your] University prepare you for employment? Would you say...**

|                      | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|----------------------|----------------------|-------------------------|
| Very well            | 34%                  | 36%                     |
| More than adequately | 28%                  | 26%                     |
| Adequately           | 27%                  | 28%                     |
| Less than adequately | 7%                   | 6%                      |
| Poorly               | 3%                   | 3%                      |
| Do not know          | 1%                   | 2%                      |

**Prior to your graduation from [your] University, did you use any campus services that helped you get a job?**

|             | <b>WCU<br/>n=244</b> | <b>SSHE<br/>n=2,556</b> |
|-------------|----------------------|-------------------------|
| Yes         | 26%                  | 30%                     |
| No          | 73%                  | 70%                     |
| Do not know | 1%                   | 0%                      |

**What services did you use?**

|  | <b>WCU<br/>n=64</b> | <b>SSHE<br/>n=619</b> |
|--|---------------------|-----------------------|
| Alumni relations   | 0%                  | 1%                    |
| Career Center, Career Services, Career Development Center  | 67%                 | 59%                   |
| Career Exploration – career assessment test, etc.  | 0%                  | 1%                    |
| Electronic college services – college website, career center website, career database (not off-campus sites) | 8%                  | 8%                    |
| Internship, work study, co-op offices  | 6%                  | 5%                    |
| Interview preparation, mock interviews   | 0%                  | 5%                    |
| Job Fair, recruitment fair, career fair, career day  | 22%                 | 20%                   |
| Leadership development   | 0%                  | 1%                    |
| Professor, college advisor, major department, college professional staff                                     | 3%                  | 6%                    |
| Resume assistance, cover letter writing (counseling, course, etc.)   | 9%                  | 19%                   |
| Special programs, seminars, workshops (Trio, Upward Bound, etc.)   | 6%                  | 5%                    |
| Other  | 14%                 | 4%                    |

**What is your current educational status?**

|  | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--|----------------------|-------------------------|
| Not enrolled in any educational institution                    | 66%                  | 73%                     |
| Taking courses but not pursuing a degree at this time          | 3%                   | 2%                      |
| Enrolled full-time in a graduate or first professional program | 15%                  | 14%                     |
| Enrolled part-time in a graduate or first professional program | 11%                  | 8%                      |
| Enrolled full-time in a certification program                  | 1%                   | 1%                      |
| Enrolled part-time in a certification degree program           | 1%                   | 1%                      |
| Enrolled full-time in an undergraduate degree program          | 1%                   | 1%                      |
| Enrolled part-time in an undergraduate degree program          | 1%                   | 1%                      |

**Is your school located in Pennsylvania?**

|             | <b>WCU<br/>n=106</b> | <b>SSHE<br/>n=683</b> |
|-------------|----------------------|-----------------------|
| Yes         | 65%                  | 69%                   |
| No          | 33%                  | 30%                   |
| Do not know | 2%                   | 1%                    |

**What is the name of your school?**

|                                   | <b>WCU<br/>n=104</b> | <b>SSHE<br/>n=683</b> |
|-----------------------------------|----------------------|-----------------------|
| West Chester                      | 32%                  | 7%                    |
| Kutztown University of PA         | 0%                   | 1%                    |
| Lock Have University of PA        | 0%                   | 1%                    |
| Mansfield University of PA        | 0%                   | 1%                    |
| Edinboro University of PA         | 0%                   | 4%                    |
| Millersville University           | 2%                   | 2%                    |
| California University of PA       | 2%                   | 4%                    |
| Indiana University of PA          | 0%                   | 2%                    |
| Slippery Rock university of PA    | 0%                   | 2%                    |
| Bloomsburg University of PA       | 2%                   | 4%                    |
| East Stroudsburg University of PA | 0%                   | 4%                    |
| Shippensburg University of PA     | 0%                   | 3%                    |
| Clarion University of PA          | 0%                   | 2%                    |
| Other                             | 69%                  | 63%                   |

**In what state is your school located?**

|              | <b>WCU<br/>n=104</b> | <b>SSHE<br/>n=683</b> |
|--------------|----------------------|-----------------------|
| Pennsylvania | 68%                  | 69%                   |
| New Jersey   | 2%                   | 3%                    |
| New York     | 3%                   | 3%                    |
| Delaware     | 7%                   | 2%                    |
| Maryland     | 3%                   | 3%                    |
| California   | 2%                   | 1%                    |
| Colorado     | 2%                   | 0%                    |
| Arizona      | 0%                   | 1%                    |
| Florida      | 2%                   | 1%                    |
| Ohio         | 0%                   | 3%                    |
| Virginia     | 2%                   | 2%                    |
| Indiana      | 2%                   | 1%                    |
| Do not know  | 0%                   | 1%                    |
| Other        | 6%                   | 7%                    |

**Overall, how well did [your] University prepare you for a graduate or first professional program?**

|                      | <b>WCU<br/>n=97</b> | <b>SSHE<br/>n=647</b> |
|----------------------|---------------------|-----------------------|
| Very well            | 47%                 | 49%                   |
| More than adequately | 22%                 | 23%                   |
| Adequately           | 27%                 | 22%                   |
| Less than adequately | 0%                  | 2%                    |
| Poorly               | 0%                  | 1%                    |
| Do not know          | 4%                  | 3%                    |



**While at [your] University, did you participate in a work study, co-operative education, clinical field experience, or internship experience, not including student teaching?**

|     | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-----|----------------------|-------------------------|
| Yes | 49%                  | 53%                     |
| No  | 51%                  | 47%                     |

**Was it...**

|   | <b>WCU<br/>n=152</b> | <b>SSHE<br/>n=1,352</b> |
|---|----------------------|-------------------------|
| Internship  | 50%                  | 51%                     |
| Clinical field experience                               | 26%                  | 13%                     |
| Work study  | 14%                  | 24%                     |
| Co-operative education                                  | 2%                   | 2%                      |
| Combination of two or more of the above (Multi-program) | 7%                   | 9%                      |
| Do not know   | 1%                   | 1%                      |

**Were you offered employment by the organization where you did your [work study, internship, etc.]?**

|     | <b>WCU<br/>n=152</b> | <b>SSHE<br/>n=1,352</b> |
|-----|----------------------|-------------------------|
| Yes | 43%                  | 35%                     |
| No  | 57%                  | 65%                     |

**How important was your [work-study, internship, etc.] in helping you get a job?  
Would you say it was...**

|                      | <b>WCU<br/>n=152</b> | <b>SSHE<br/>n=1352</b> |
|----------------------|----------------------|------------------------|
| Very important       | 51%                  | 45%                    |
| Somewhat important   | 30%                  | 29%                    |
| Somewhat unimportant | 2%                   | 10%                    |
| Not at all important | 15%                  | 15%                    |
| Do not know          | 2%                   | 1%                     |

**While at [your] University, did you participate in any service learning courses where you were involved in community service activities?**

|             | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------|----------------------|-------------------------|
| Yes         | 43%                  | 37%                     |
| No          | 56%                  | 63%                     |
| Do not know | 1%                   | 1%                      |

**Did you ever live in the campus residence hall at [your] University?**

|     | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-----|----------------------|-------------------------|
| Yes | 70%                  | 67%                     |
| No  | 30%                  | 34%                     |

**Were you satisfied or not satisfied with the residence halls?**

|                   | <b>WCU</b><br><b>n=216</b> | <b>SSHE</b><br><b>n=1,698</b> |
|-------------------|----------------------------|-------------------------------|
| Yes, satisfied    | 89%                        | 88%                           |
| No, not satisfied | 12%                        | 12%                           |

**Were you satisfied or not satisfied with the condition of your residence hall room?**

|                   | <b>WCU</b><br><b>n=218</b> | <b>SSHE</b><br><b>n=1,698</b> |
|-------------------|----------------------------|-------------------------------|
| Yes, satisfied    | 86%                        | 86%                           |
| No, not satisfied | 14%                        | 13%                           |

**Were you satisfied or not satisfied with the variety of housing options available to you through university affiliated housing?**

|                   | <b>WCU</b><br><b>n=218</b> | <b>SSHE</b><br><b>n=1,698</b> |
|-------------------|----------------------------|-------------------------------|
| Yes, satisfied    | 82%                        | 77%                           |
| No, not satisfied | 18%                        | 22%                           |
| Do not know       | 0%                         | 1%                            |

**Were you satisfied or not satisfied with how well residence hall staff addressed your questions, concerns, or other issues in the hall?**

|                   | <b>WCU</b><br><b>n=218</b> | <b>SSHE</b><br><b>n=1,698</b> |
|-------------------|----------------------------|-------------------------------|
| Yes, satisfied    | 89%                        | 91%                           |
| No, not satisfied | 9%                         | 8%                            |
| Do not know       | 2%                         | 2%                            |

**Were you satisfied or not satisfied with the variety of meals/food served in the cafeteria?**

|                   | <b>WCU</b><br><b>n=216</b> | <b>SSHE</b><br><b>n=1,698</b> |
|-------------------|----------------------------|-------------------------------|
| Yes, satisfied    | 75%                        | 77%                           |
| No, not satisfied | 24%                        | 22%                           |
| Do not know       | 2%                         | 1%                            |

**Were you satisfied or not satisfied with the meal plan options you were offered?**

|                   | <b>WCU</b><br><b>n=312</b> | <b>SSHE</b><br><b>n=1,698</b> |
|-------------------|----------------------------|-------------------------------|
| Yes, satisfied    | 86%                        | 84%                           |
| No, not satisfied | 14%                        | 16%                           |
| Do not know       | 0%                         | 1%                            |

**Were you satisfied or not satisfied with the ability of most of the instructors at [your] University?**

|                   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 92%                  | 94%                     |
| No, not satisfied | 7%                   | 5%                      |
| Do not know       | 1%                   | 1%                      |

**Were you satisfied or not satisfied with the classroom buildings and library?**

|                   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 91%                  | 92%                     |
| No, not satisfied | 9%                   | 7%                      |
| Do not know       | 0%                   | 1%                      |

**Were you satisfied or not satisfied with the intellectual life of the university?**

|                   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 89%                  | 90%                     |
| No, not satisfied | 10%                  | 9%                      |
| Do not know       | 2%                   | 1%                      |

**Were you satisfied or not satisfied with the course curriculum?**

|                   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 92%                  | 91%                     |
| No, not satisfied | 7%                   | 9%                      |
| Do not know       | 1%                   | 0%                      |

**Were you satisfied or not satisfied with the social life?**

|                   | <b>WCU<br/>n=308</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 89%                  | 88%                     |
| No, not satisfied | 6%                   | 8%                      |
| Do not know       | 5%                   | 5%                      |

**Were you satisfied or not satisfied with your intellectual growth?**

|                   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 96%                  | 96%                     |
| No, not satisfied | 5%                   | 3%                      |

**Were you satisfied or not satisfied with the education you received, considering the overall cost to attend the university?**

|                   | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|-------------------|----------------------|-------------------------|
| Yes, satisfied    | 94%                  | 95%                     |
| No, not satisfied | 5%                   | 5%                      |
| Do not know       | 1%                   | 0%                      |

**Were you satisfied or not satisfied with the reputation of the university compared to similar postsecondary institutions?**

|                   | WCU<br>n=312 | SSHE<br>n=2,556 |
|-------------------|--------------|-----------------|
| Yes, satisfied    | 93%          | 89%             |
| No, not satisfied | 6%           | 10%             |
| Do not know       | 1%           | 2%              |

**Were you satisfied or not satisfied with the security measures taken by the university to ensure the safety of its students?**

|                   | WCU<br>n=308 | SSHE<br>n=2,556 |
|-------------------|--------------|-----------------|
| Yes, satisfied    | 87%          | 91%             |
| No, not satisfied | 13%          | 8%              |
| Do not know       | 1%           | 1%              |

**Were you satisfied or not satisfied with the number of student organization on campus related to your interests?**

|                   | WCU<br>n=312 | SSHE<br>n=2,556 |
|-------------------|--------------|-----------------|
| Yes, satisfied    | 85%          | 84%             |
| No, not satisfied | 10%          | 12%             |
| Do not know       | 6%           | 4%              |

**Were you satisfied or not satisfied with the number and quality of programs, events, and activities on campus, considering the activity fee you paid?**

|                   | WCU<br>n=310 | SSHE<br>n=2,556 |
|-------------------|--------------|-----------------|
| Yes, satisfied    | 82%          | 81%             |
| No, not satisfied | 11%          | 15%             |
| Do not know       | 7%           | 4%              |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of the quality of instruction in your major**

|                          | WCU<br>n=312 | SSHE<br>n=2,556 |
|--------------------------|--------------|-----------------|
| Better than you expected | 56%          | 58%             |
| About as you expected    | 39%          | 37%             |
| Worse than you expected  | 5%           | 5%              |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of providing a wide range of courses**

|                          | WCU<br>n=312 | SSHE<br>n=2,556 |
|--------------------------|--------------|-----------------|
| Better than you expected | 39%          | 37%             |
| About as you expected    | 56%          | 55%             |
| Worse than you expected  | 5%           | 7%              |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of the quality of your major courses**

|                          | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 55%                  | 53%                     |
| About as you expected    | 42%                  | 42%                     |
| Worse than you expected  | 4%                   | 5%                      |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of the value of your general education courses**

|                          | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 24%                  | 24%                     |
| About as you expected    | 63%                  | 66%                     |
| Worse than you expected  | 11%                  | 9%                      |
| Do not know              | 1%                   | 1%                      |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of having classes available when you needed them**

|                          | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 36%                  | 30%                     |
| About as you expected    | 51%                  | 50%                     |
| Worse than you expected  | 14%                  | 19%                     |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of providing knowledgeable faculty**

|                          | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 48%                  | 52%                     |
| About as you expected    | 47%                  | 45%                     |
| Worse than you expected  | 5%                   | 3%                      |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of being concerned for you as an individual**

|                          | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 45%                  | 43%                     |
| About as you expected    | 43%                  | 47%                     |
| Worse than you expected  | 12%                  | 9%                      |
| Do Not know              | 1%                   | 0%                      |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of providing an academic advisor who was interested in your progress**

|                          | <b>WCU<br/>n=312</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 43%                  | 47%                     |
| About as you expected    | 31%                  | 31%                     |
| Worse than you expected  | 27%                  | 22%                     |

**I would like you to tell me if you think [your] University performed better than you expected, about as you expected or worse than you expected in terms of providing an opportunity to volunteer within the local community?**

|                          | <b>WCU<br/>n=310</b> | <b>SSHE<br/>n=2,556</b> |
|--------------------------|----------------------|-------------------------|
| Better than you expected | 25%                  | 25%                     |
| About as you expected    | 58%                  | 58%                     |
| Worse than you expected  | 12%                  | 12%                     |
| Do Not know              | 5%                   | 5%                      |

**How well did [your] University prepare you to take a leadership role within a volunteer organization?**

|                      | <b>WCU<br/>n=310</b> | <b>SSHE<br/>n=2,556</b> |
|----------------------|----------------------|-------------------------|
| Very Well            | 21%                  | 22%                     |
| More than adequately | 13%                  | 20%                     |
| Adequately           | 54%                  | 47%                     |
| Less than adequately | 8%                   | 6%                      |
| Poorly               | 2%                   | 2%                      |
| Do not know          | 2%                   | 3%                      |

**How well did [your] University prepare you for membership in a civic, community, religious or other non-profit organization?**

|                      | <b>WCU<br/>n=310</b> | <b>SSHE<br/>n=2,556</b> |
|----------------------|----------------------|-------------------------|
| Very Well            | 13%                  | 22%                     |
| More than adequately | 16%                  | 20%                     |
| Adequately           | 57%                  | 47%                     |
| Less than adequately | 8%                   | 6%                      |
| Poorly               | 2%                   | 2%                      |
| Do not know          | 4%                   | 3%                      |

**How well did [your] University prepare you to take a leadership role within your place of employment?**

|                      | WCU<br>n=310 | SSHE<br>n=2,556 |
|----------------------|--------------|-----------------|
| Very Well            | 25%          | 28%             |
| More than adequately | 19%          | 26%             |
| Adequately           | 47%          | 37%             |
| Less than adequately | 6%           | 6%              |
| Poorly               | 1%           | 2%              |
| Do not know          | 1%           | 2%              |

**During the past year, about how many hours did you spend in a typical seven day week volunteering for a civic, community, religious, or other non-profit organization?**

|             | WCU<br>n=312 | SSHE<br>n=2,556 |
|-------------|--------------|-----------------|
| None        | 43%          | 40%             |
| 1-2 hours   | 28%          | 26%             |
| 3-5 hours   | 14%          | 18%             |
| 6+ hours    | 11%          | 14%             |
| Do not know | 4%           | 3%              |

**Using a one to ten scale, where one means very dissatisfied and ten means very satisfied how satisfied are you with [your] University?**

|      | WCU<br>n=312 | SSHE<br>n=2,556 |
|------|--------------|-----------------|
| Mean | 8.07         | 8.13            |

**How often do you visit or talk to college friends you made while at [your] University...**

|             | WCU<br>n=310 | SSHE<br>n=2,556 |
|-------------|--------------|-----------------|
| Frequently  | 67%          | 64%             |
| Sometimes   | 21%          | 20%             |
| Seldom      | 10%          | 11%             |
| Never       | 3%           | 5%              |
| Do not know | 0%           | 0%              |

**How interested are you in being informed about what is taking place at [your] University?**

|                       | WCU<br>n=312 | SSHE<br>n=2,556 |
|-----------------------|--------------|-----------------|
| Very interested       | 14%          | 18%             |
| Somewhat interested   | 55%          | 55%             |
| Not very interested   | 22%          | 18%             |
| Not interested at all | 9%           | 8%              |

**How would you most prefer to be contacted by [your] University?**

|             | WCU<br>n=283 | SSHE<br>n=2,556 |
|-------------|--------------|-----------------|
| Telephone   | 4%           | 5%              |
| Email       | 71%          | 62%             |
| Direct mail | 25%          | 33%             |
| Do not know | 0%           | 0%              |

**How closely do you feel to [your] University? Using a one to ten scale, where one means you feel absolutely no connection and ten means you feel a very strong connection to [your] University?**

|      | WCU<br>n=312 | SSHE<br>n=2,556 |
|------|--------------|-----------------|
| Mean | 6.60         | 6.66            |

**Generally speaking, how interested would you be in attending an alumni event that took place in your area?**

|                       | WCU<br>n=312 | SSHE<br>n=2,556 |
|-----------------------|--------------|-----------------|
| Very interested       | 17%          | 16%             |
| Somewhat interested   | 46%          | 50%             |
| Not very interested   | 26%          | 22%             |
| Not interested at all | 12%          | 12%             |

**Have you made a financial donation to [your] University since you graduated?**

|             | WCU<br>n=312 | SSHE<br>n=2,556 |
|-------------|--------------|-----------------|
| Yes         | 7%           | 10%             |
| No          | 93%          | 90%             |
| Do not know | 0%           | 1%              |

**How likely will you be to make a financial donation to [your] University in the next two years?**

|                   | WCU<br>n=312 | SSHE<br>n=2,556 |
|-------------------|--------------|-----------------|
| Very likely       | 8%           | 10%             |
| Somewhat likely   | 32%          | 35%             |
| Not very likely   | 37%          | 31%             |
| Not at all likely | 23%          | 24%             |
| Do Not Know       | 1%           | 1%              |

**Gender of respondent**

|        | WCU<br>n=312 | SSHE<br>n=2,556 |
|--------|--------------|-----------------|
| Male   | 36%          | 41%             |
| Female | 64%          | 59%             |