

**Survey Results
& Analysis**
for
2013 CNS Student Satisfaction

Wednesday, March 12, 2014
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Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled *2013 CNS Student Satisfaction*. The results analysis includes answers from all respondents who took the survey in the 43 day period from Tuesday, January 21, 2014 to Tuesday, March 04, 2014. 81 completed responses were received to the survey during this time.

Survey Results & Analysis

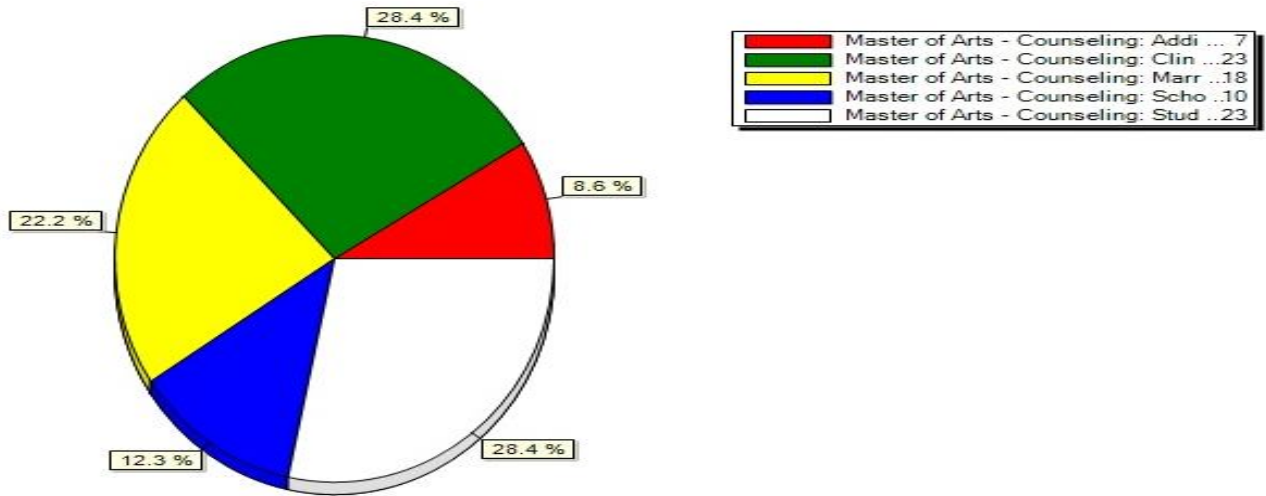
Survey: 2013 CNS Student Satisfaction

Author: Dr. Mark Gerig

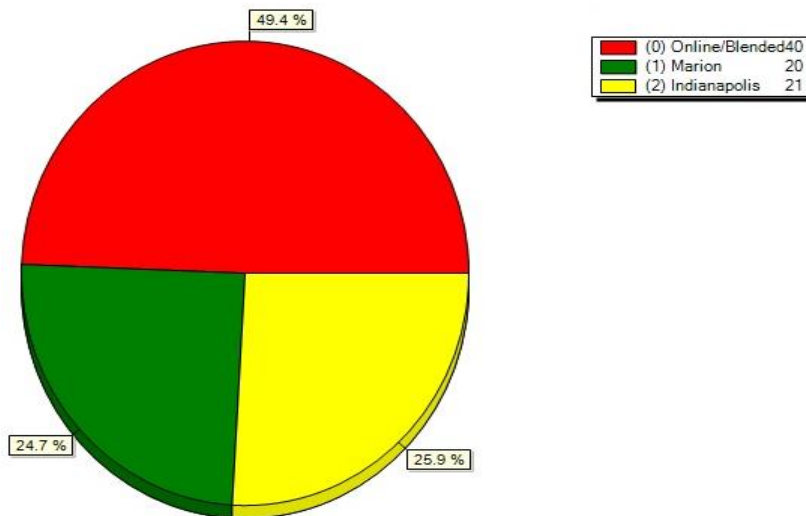
Filter: None

Responses Received: 81

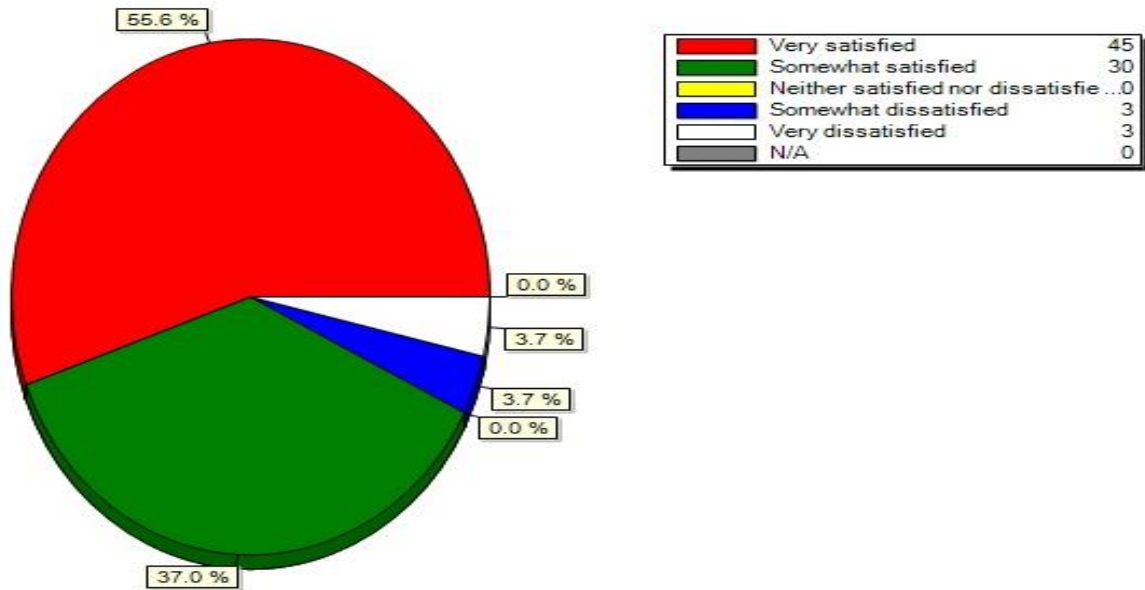
1) In what program are you currently enrolled? (Required Question)



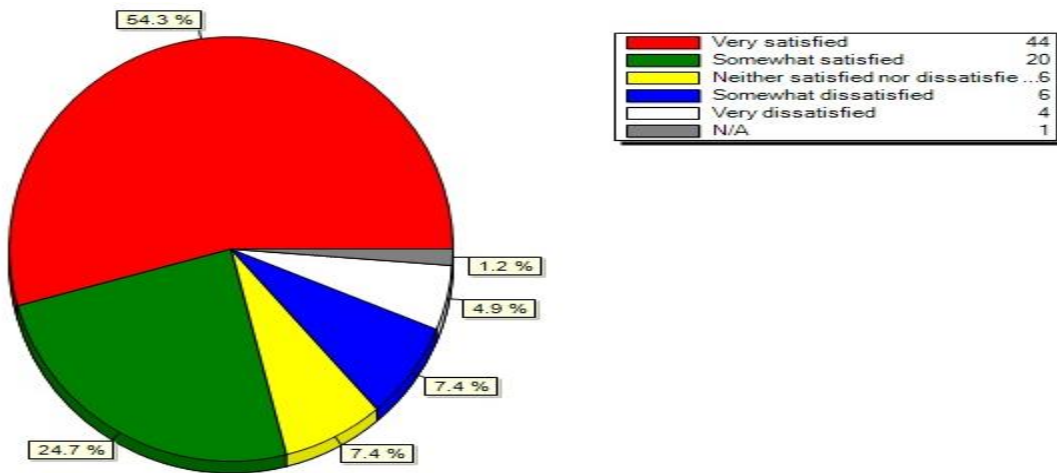
2) In which geographic region or modality do you take most of your classes? (Required Question)



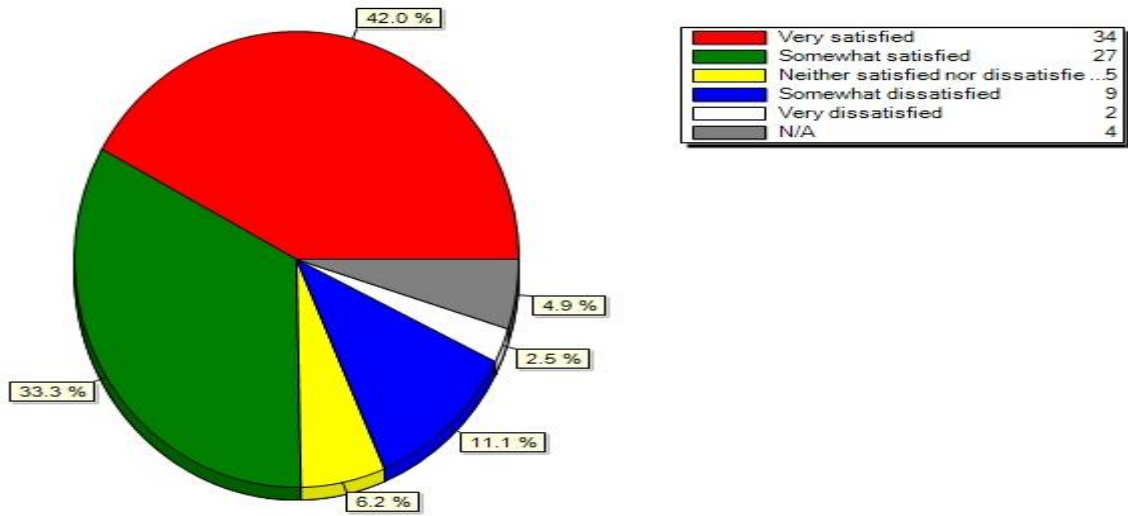
3) How satisfied were you with Enrollment Services (Admissions)?



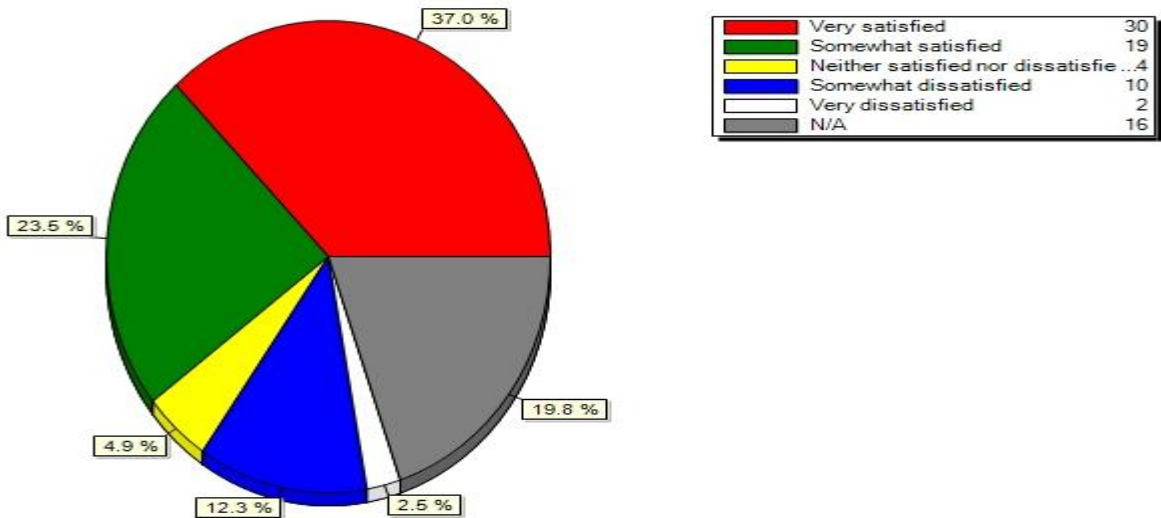
4) How satisfied are you with Academic Advising?



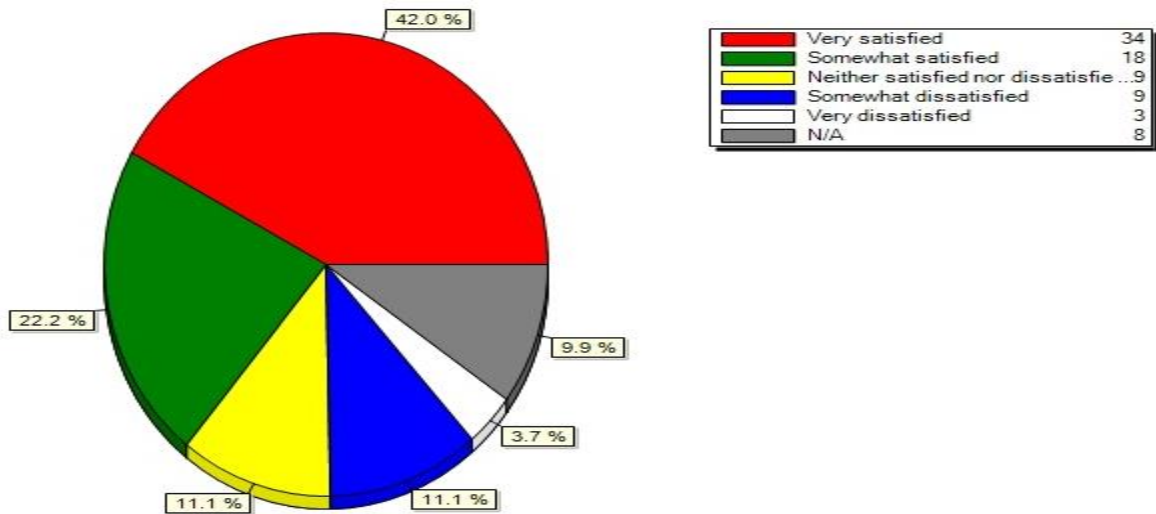
5) How satisfied are you with Registration and Records?



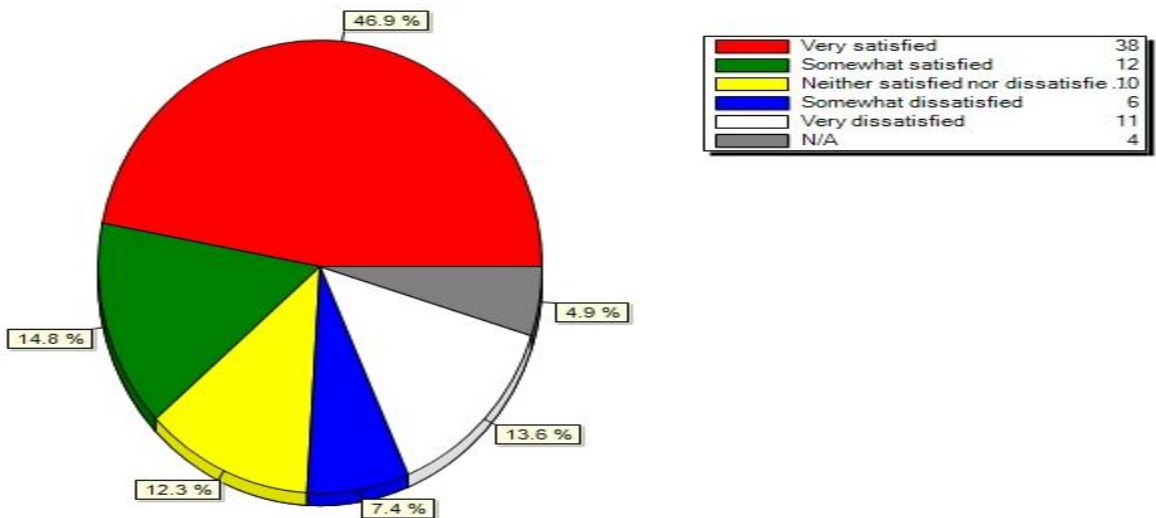
6) How satisfied are you with the Financial Aid Office?



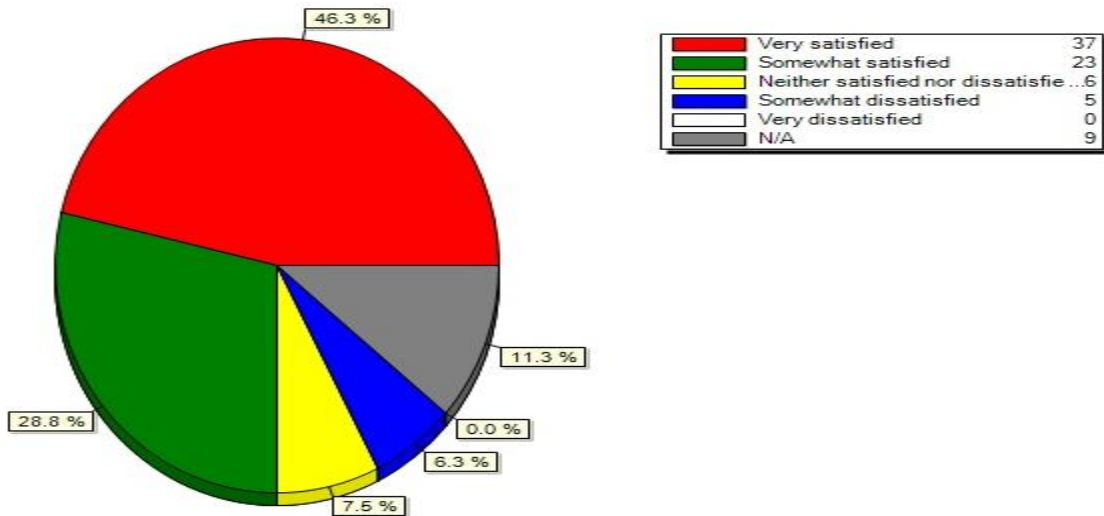
7) How satisfied are you with Student Account Services?



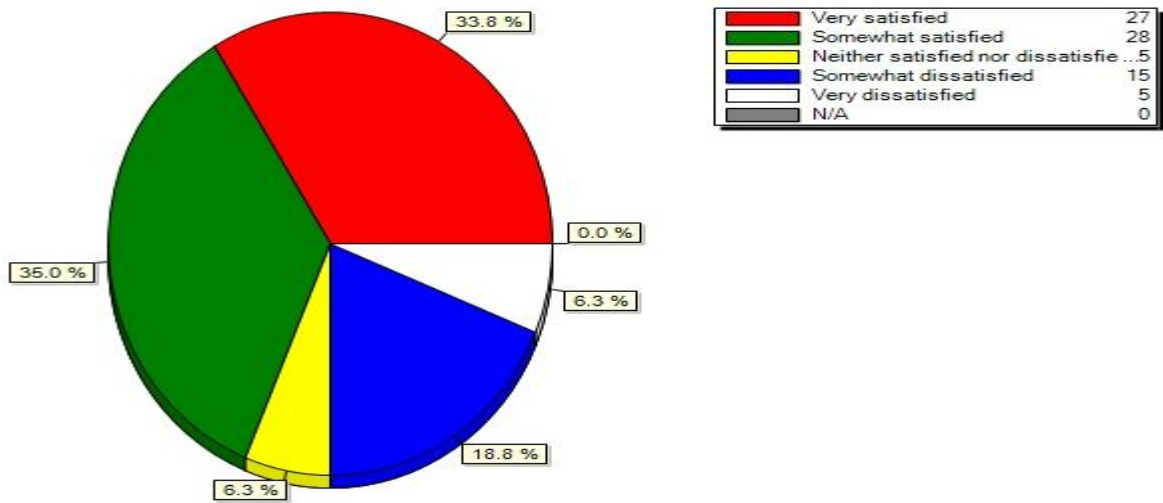
8) How satisfied are you with purchasing your own textbooks?



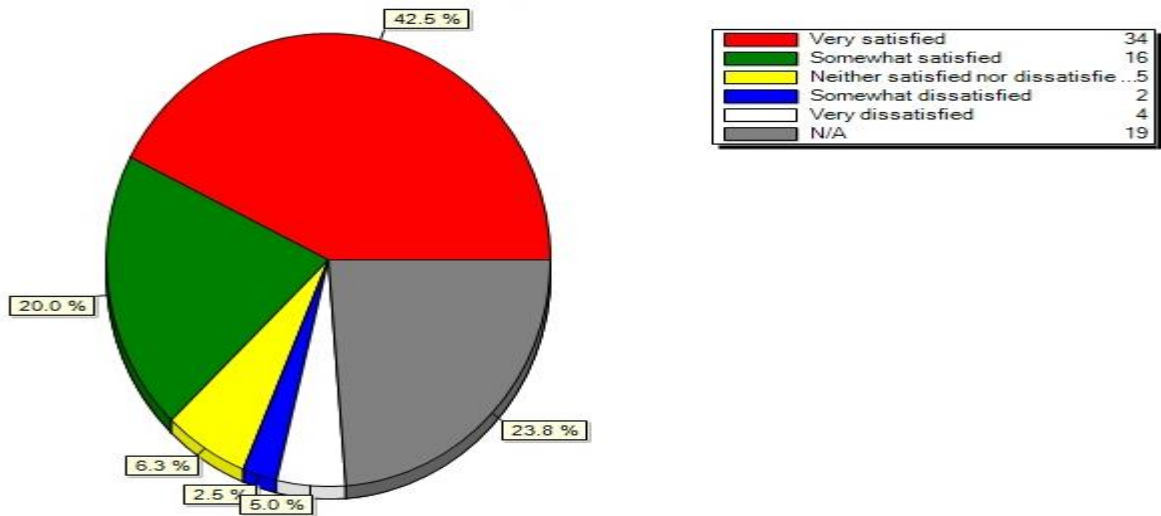
9) How satisfied are you with Library Services (OCLS)?



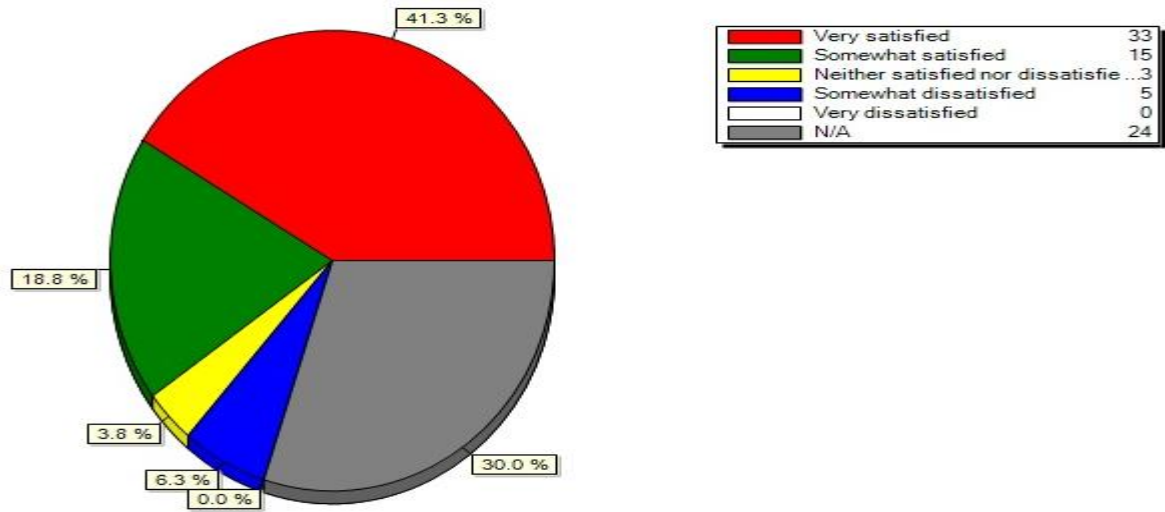
10) How satisfied are you with the online learning management system (Blackboard)?



11) How satisfied are you with the support you received from IWU's support help desk when resolving issues?



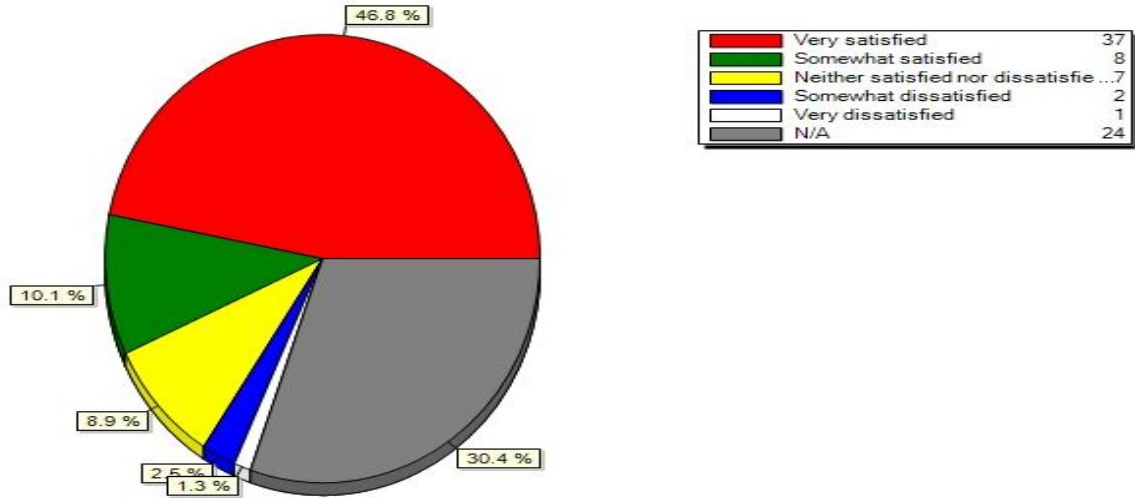
12) How satisfied are you with the classroom and facilities?



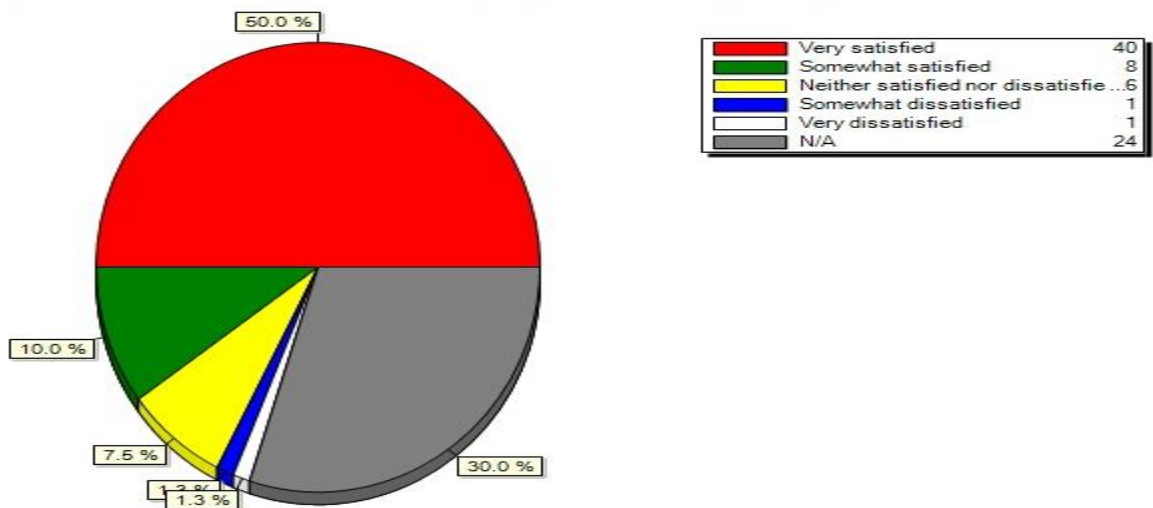
13) Every CNS student is supported by a Coordinator, Divisional Chair, Assistant Dean, and Administrative Assistant. Please respond to the statements below considering your involvement with them.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A
Your interactions with the Coordinator?	46.8% (37)	10.1% (8)	8.9% (7)	2.5% (2)	1.3% (1)	30.4% (24)
Your interactions with the Divisional Chair?	50.0% (40)	10.0% (8)	7.5% (6)	1.3% (1)	1.3% (1)	30.0% (24)
Your interactions with the Assistant Dean?	26.3% (21)	7.5% (6)	12.5% (10)	0.0% (0)	1.3% (1)	52.5% (42)
Your interactions with the CNS administrative assistant?	61.0% (47)	20.8% (16)	5.2% (4)	0.0% (0)	2.6% (2)	10.4% (8)
The requirements for academic honesty and ethical standards.	79.5% (62)	10.3% (8)	2.6% (2)	1.3% (1)	2.6% (2)	3.8% (3)

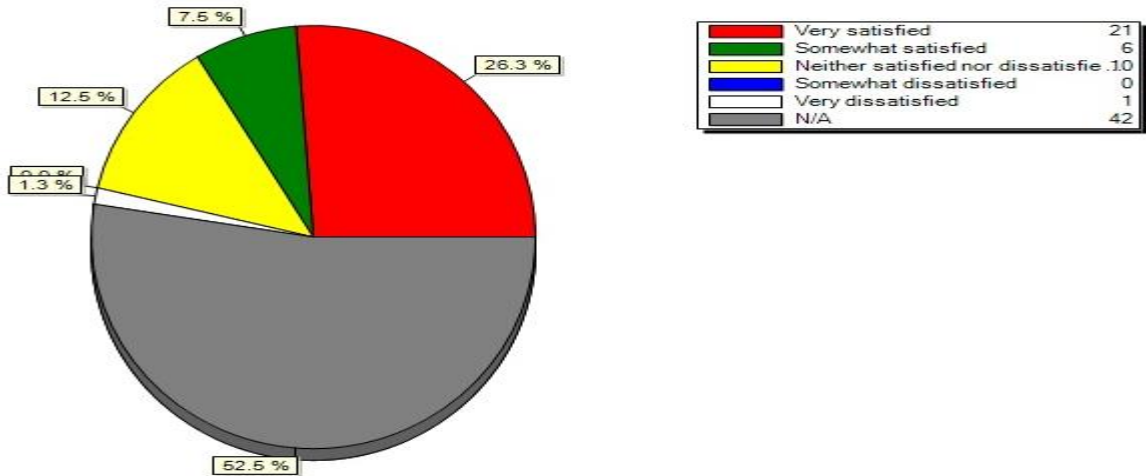
13.1) Your interactions with the Coordinator? (Every CNS student is supported by a Coordinator, Divisional Chair, Assistant Dean, and Administrative Assistant. Please respond to the statements below considering your involvement with them.)



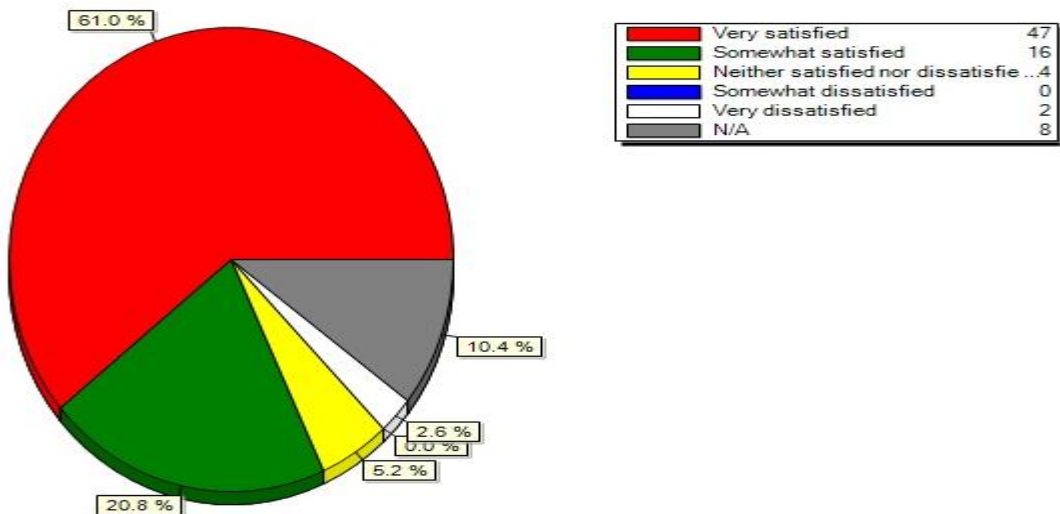
13.2) Your interactions with the Divisional Chair? (Every CNS student is supported by a Coordinator, Divisional Chair, Assistant Dean, and Administrative Assistant. Please respond to the statements below considering your involvement with them.)



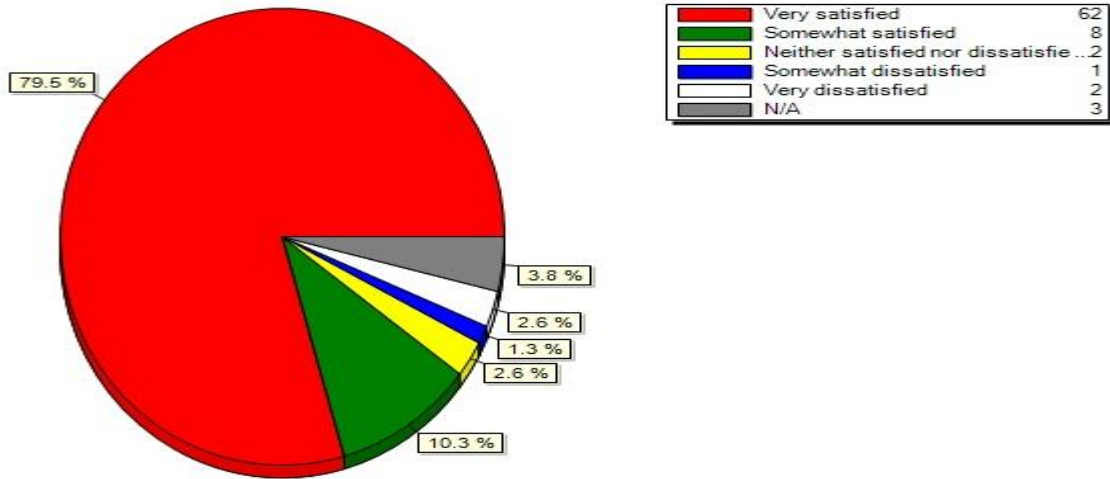
13.3) Your interactions with the Assistant Dean? (Every CNS student is supported by a Coordinator, Divisional Chair, Assistant Dean, and Administrative Assistant. Please respond to the statements below considering your involvement with them.)



13.4) Your interactions with the CNS administrative assistant? (Every CNS student is supported by a Coordinator, Divisional Chair, Assistant Dean, and Administrative Assistant. Please respond to the statements below considering your involvement with them.)



13.5) The requirements for academic honesty and ethical standards. (Every CNS student is supported by a Coordinator, Divisional Chair, Assistant Dean, and Administrative Assistant. Please respond to the statements below considering your involvement with them.)



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