GRADUATE STUDENTS' PERCEPTIONS OF THEIR EXPERIENCES AT VALDOSTA STATE UNIVERSITY

Summary Results From the Valdosta State University Graduate Exit Questionnaire 2004-2005

Strategic Research & Analysis
Valdosta State University
July 2006

Introduction

This report is a visual summary of the perceptions of the 479 VSU graduate students who completed their degrees during the 2004-2005 academic year and returned the Valdosta State University Graduate Exit Questionnaire. There were 682 graduates total, creating a 70% return rate. It is anticipated that these results will be used by colleges and departments as one indicator of the effectiveness of the University's programs and services.

Graduate Assistant Rebecca Reynolds and Student Assistant Lorimar Negron coded all of the questionnaires. The report was prepared by Graduate Assistant Dawn Wood, Research Analyst Angela Henderson, and Research Associate Linda Gooden. The report was proofread for accuracy by Lorimar Negron and Dawn Wood. Thanks to Dr. Ruth Salter, Director of Data Integration and Analysis, for overseeing the production of this document.

We invite you to explore the results shown on the following pages and welcome your comments.

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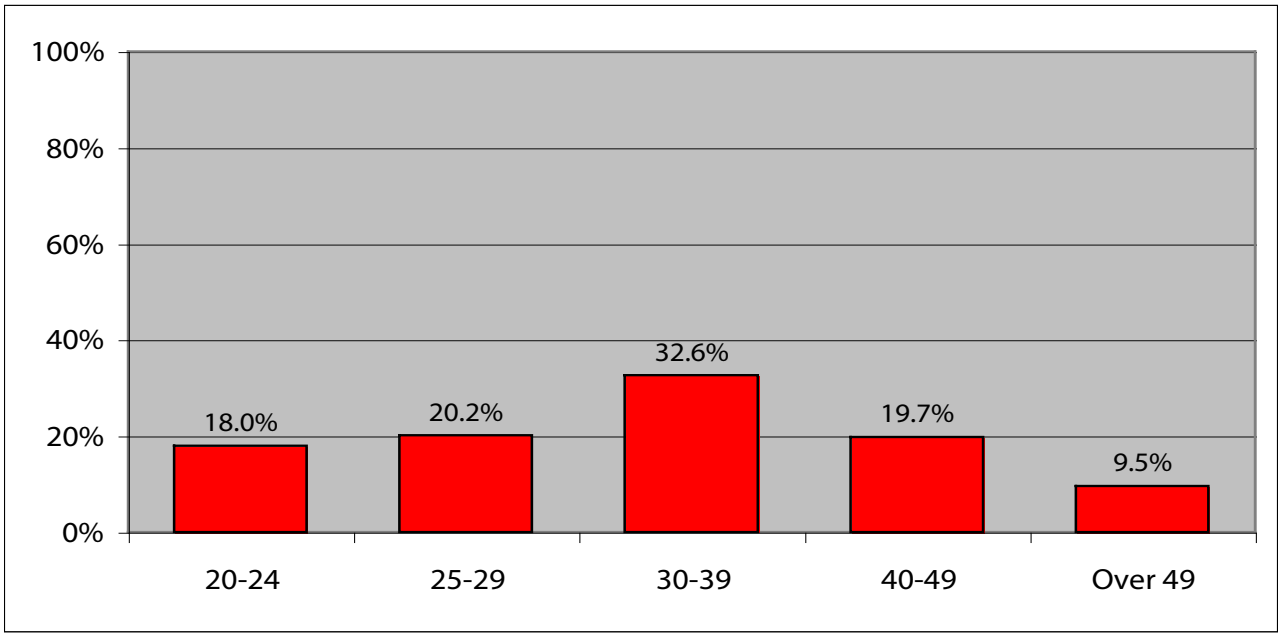
Description of the Responding Graduates

Number of Respondents: 479

(All percentages are based on valid responses. Not all respondents answered every question.)

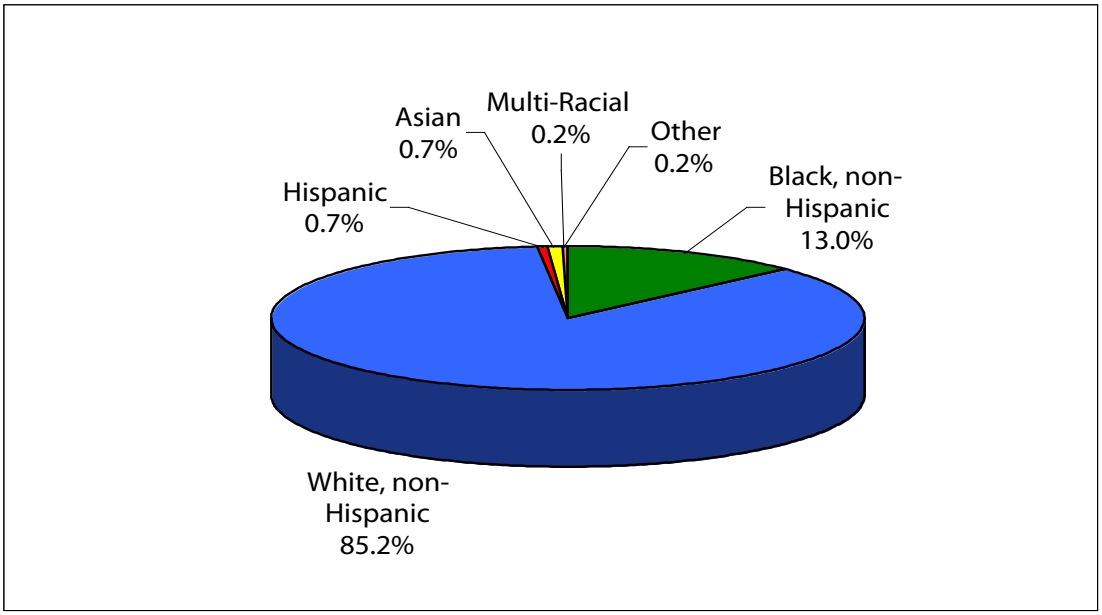
Background Characteristics

Age of Respondents



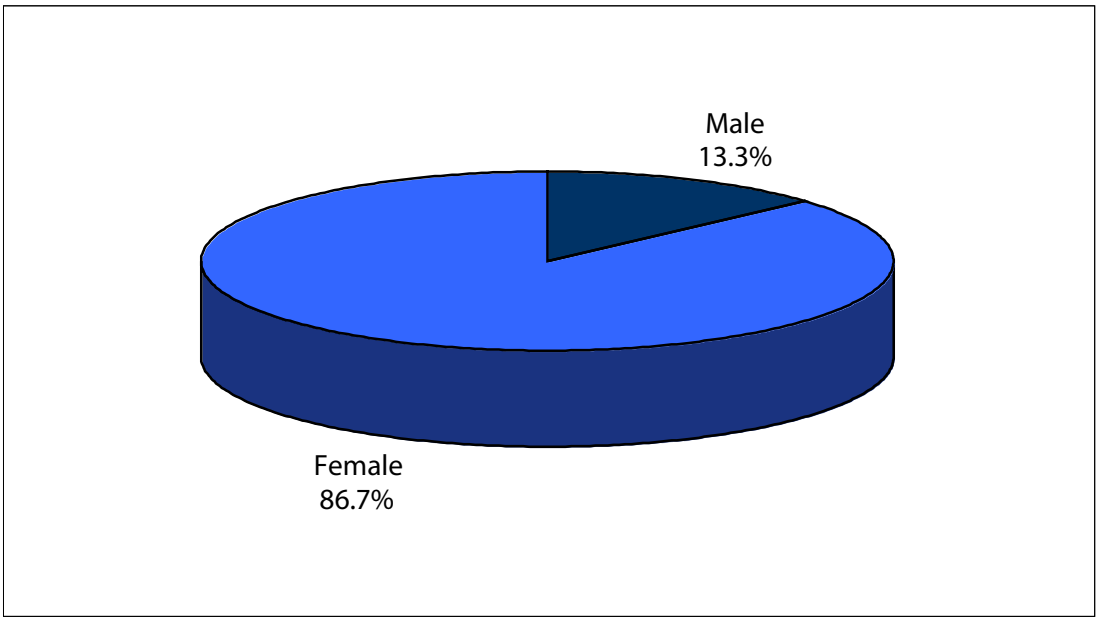
- 172 graduates were between the ages of 20-29.
- 279 graduates were age 30 or above.

Race/Ethnicity



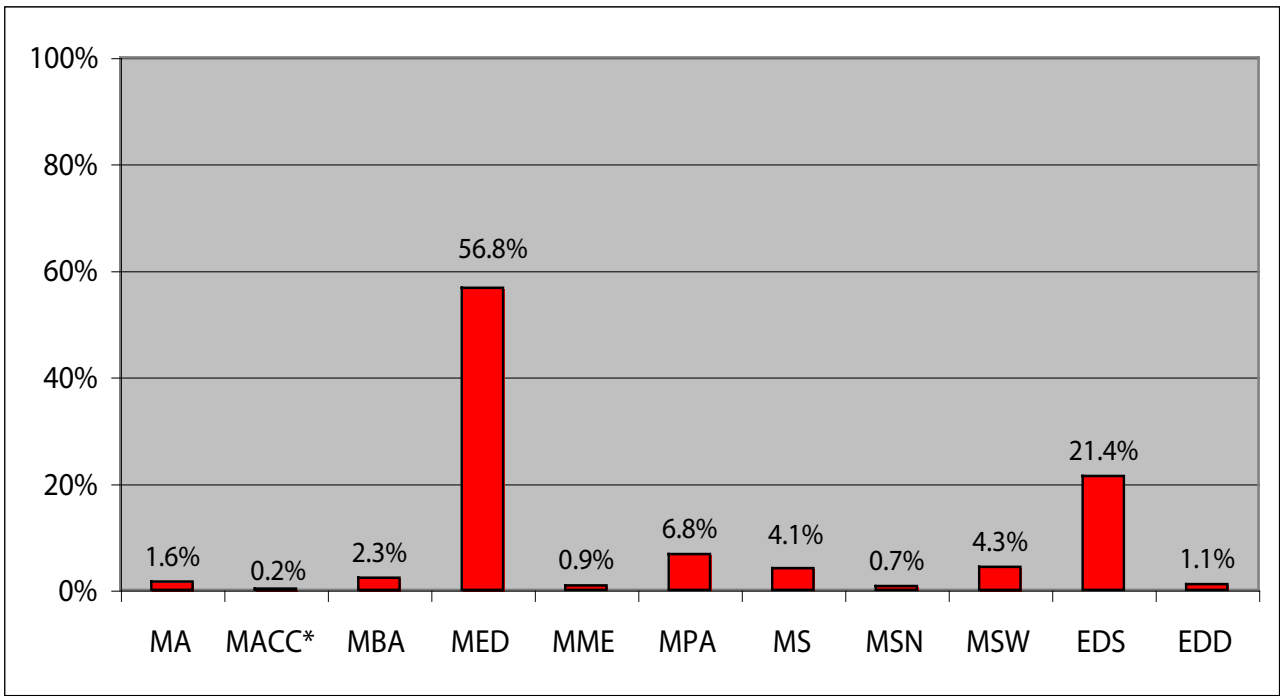
- 58 graduates were Black, non-Hispanic.
- 380 graduates were White, non-Hispanic.
- 8 graduates represented other races/ethnicities.

Gender



• 60 graduates were male and 392 were female.

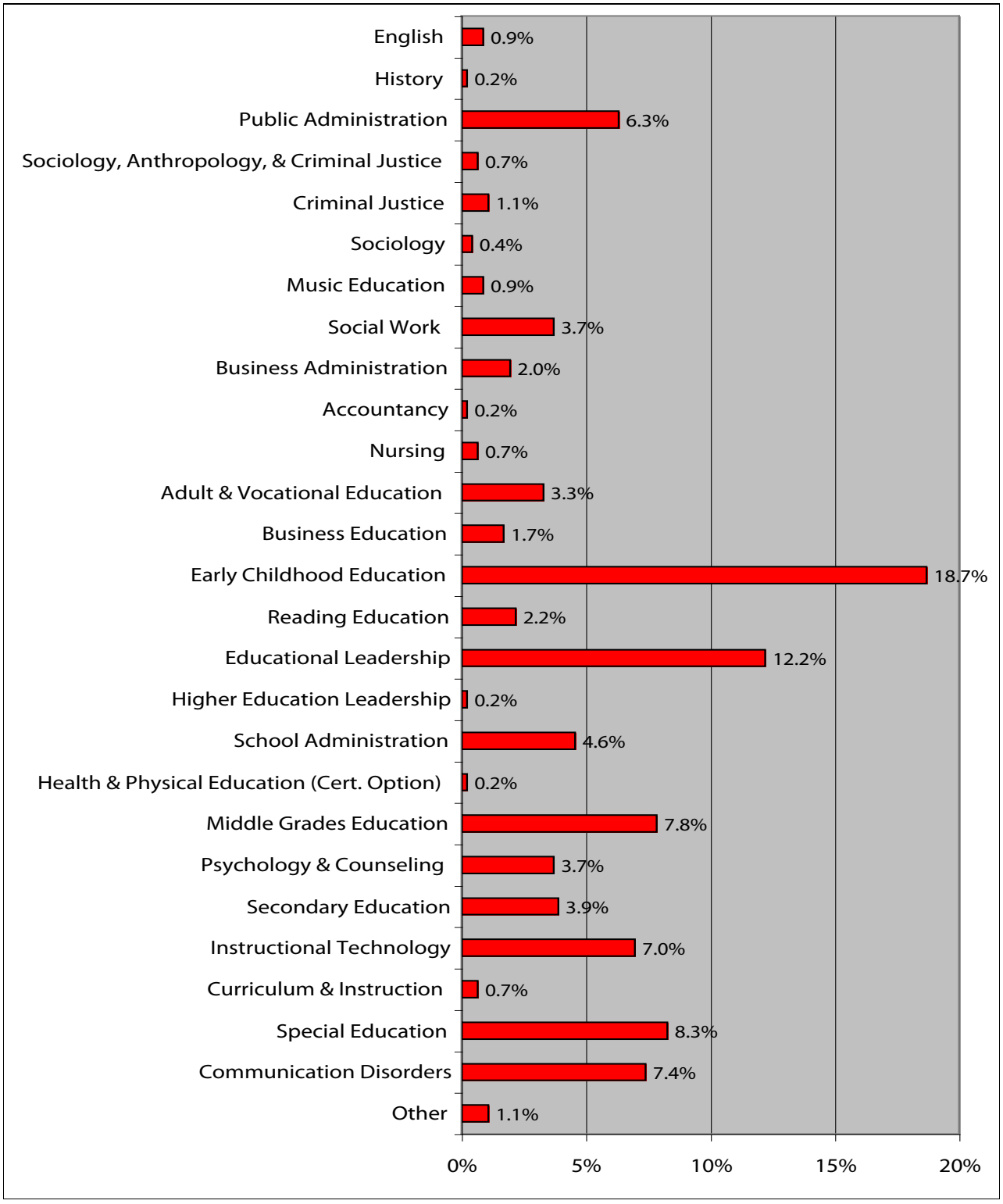
Anticipated Degree



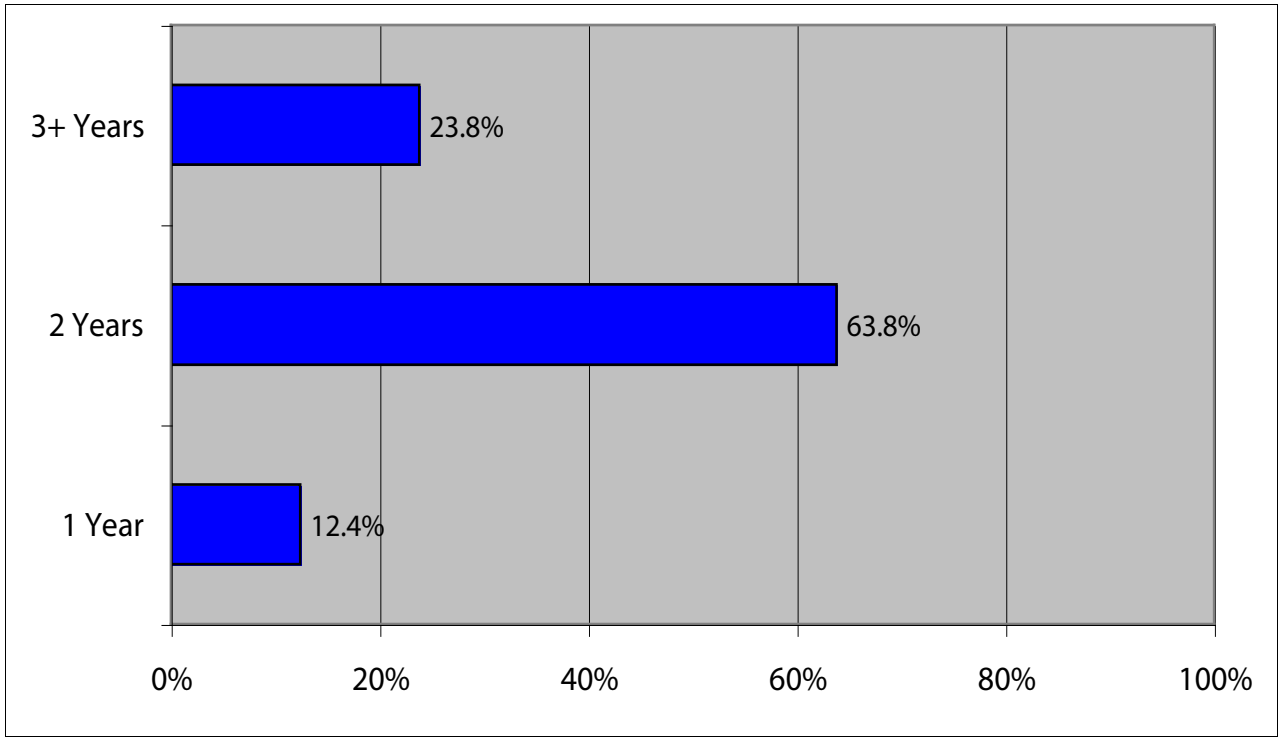
• The majority of graduate students, 252, anticipated receiving the Master of Education degree.
• Another 100 anticipated receiving the Education Specialist or Doctor of Education degrees.

* No longer available to incoming students.

Major Field of Graduate Study at VSU

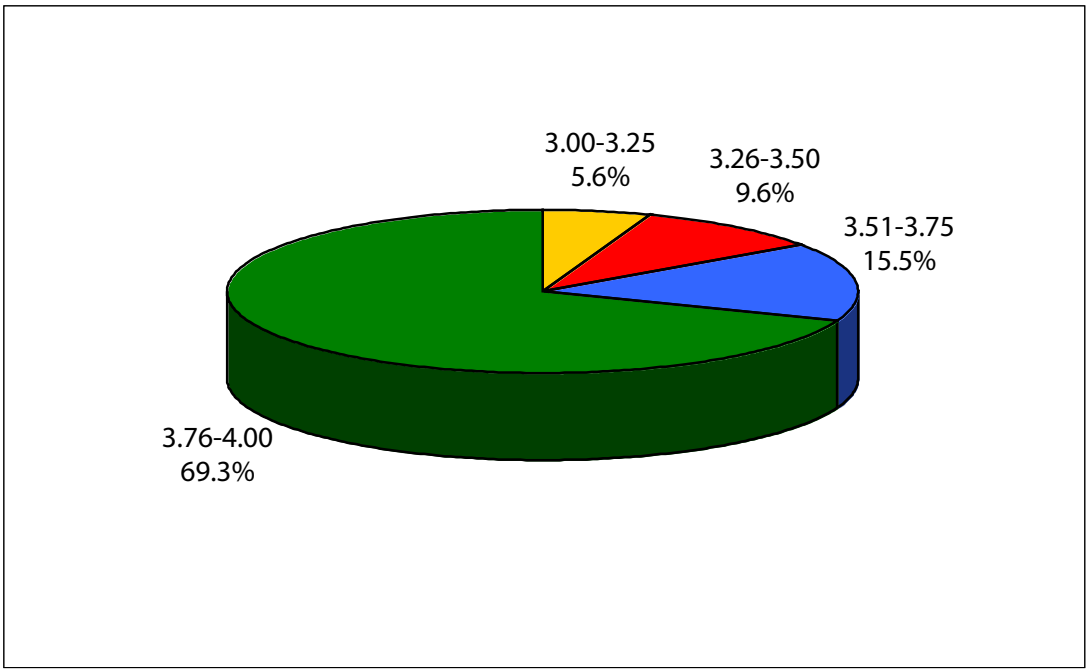


Length of Attendance at VSU



- 102 attended graduate school at VSU for 3 or more years.
- 273 attended graduate school at VSU for 2 years.
- 53 attended graduate school at VSU for only 1 year.

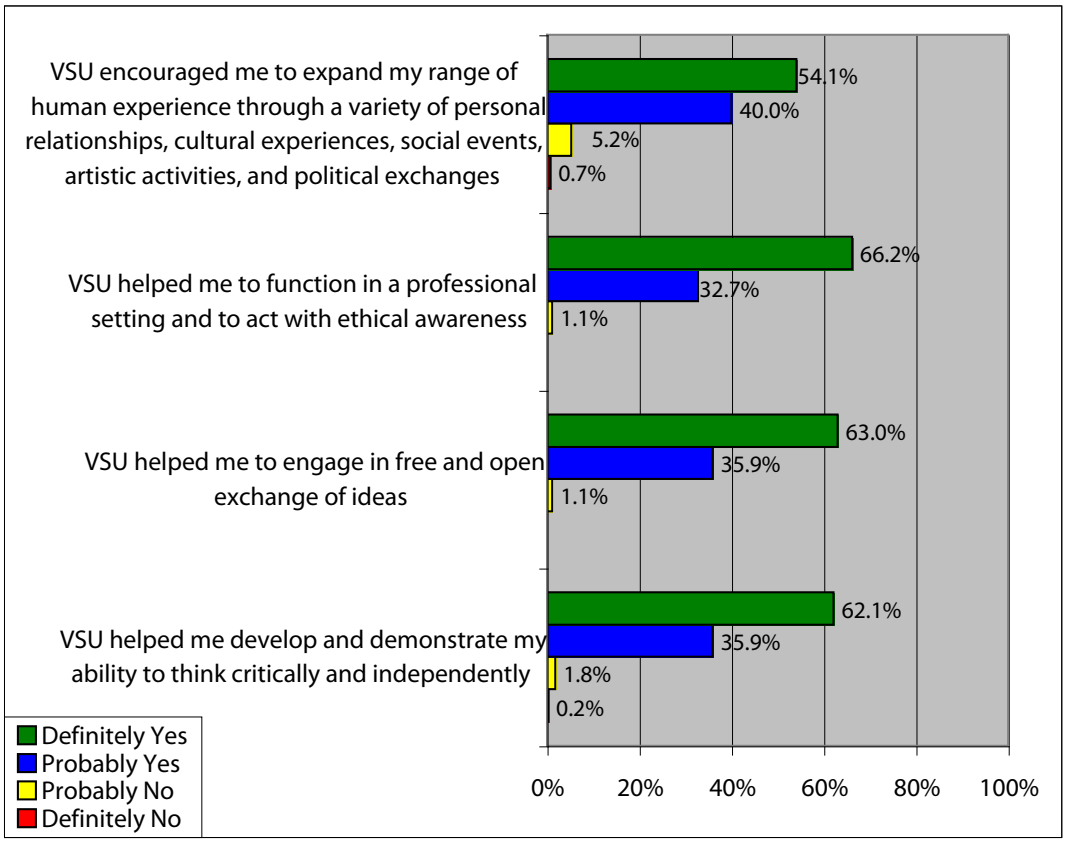
Overall Graduate GPA



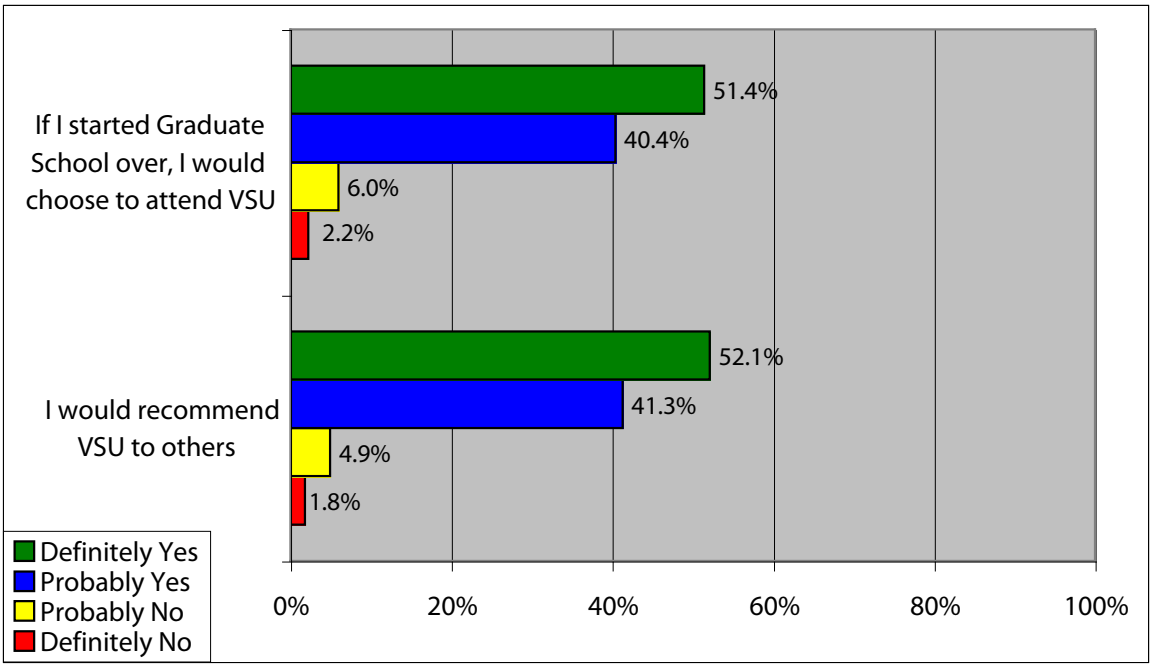
- 296 graduates earned a GPA of 3.76 - 4.00 in their graduate program.

Graduates' Ratings of the Atmosphere for Learning

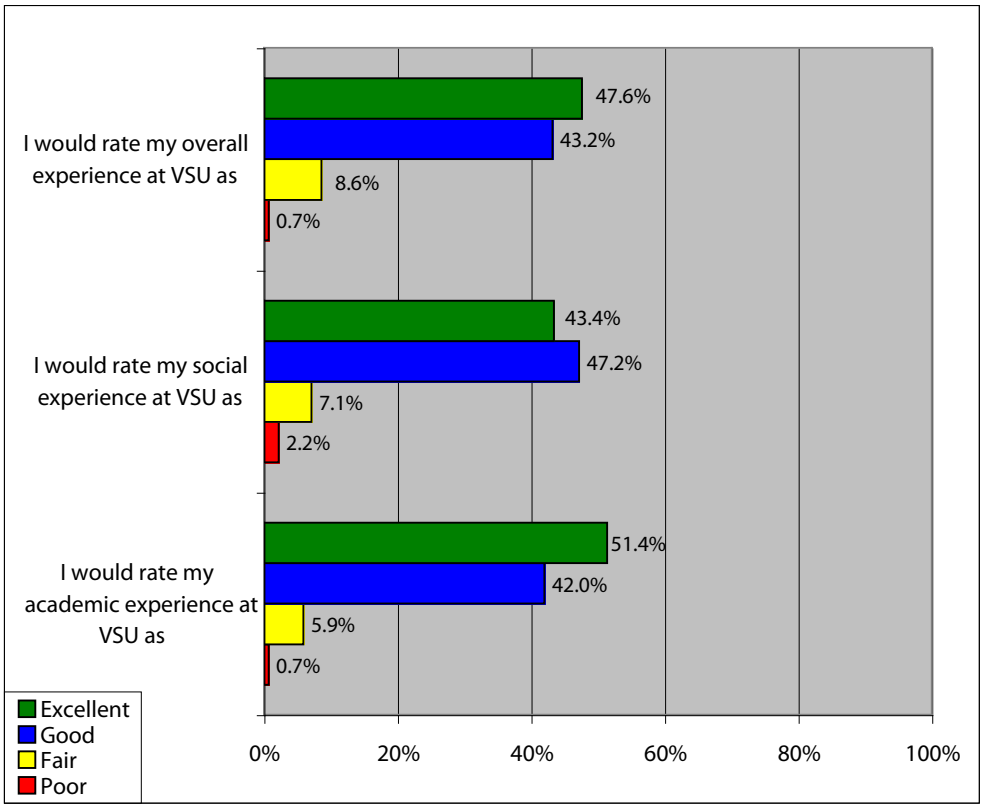
VSU Overall



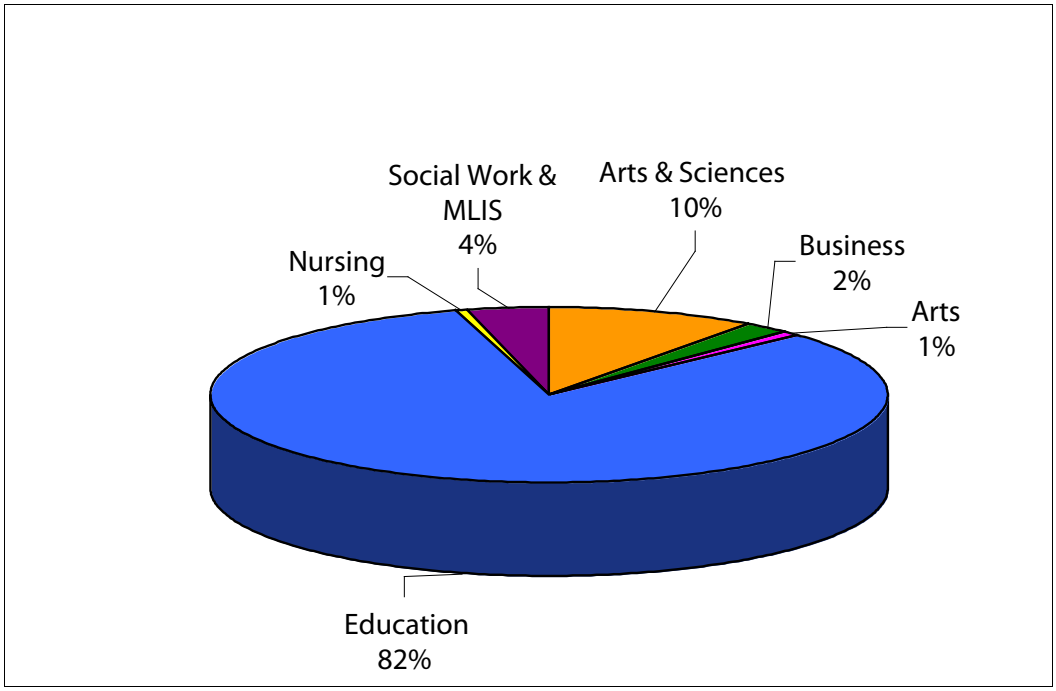
Would recommend or choose to attend VSU again



VSU Experiences

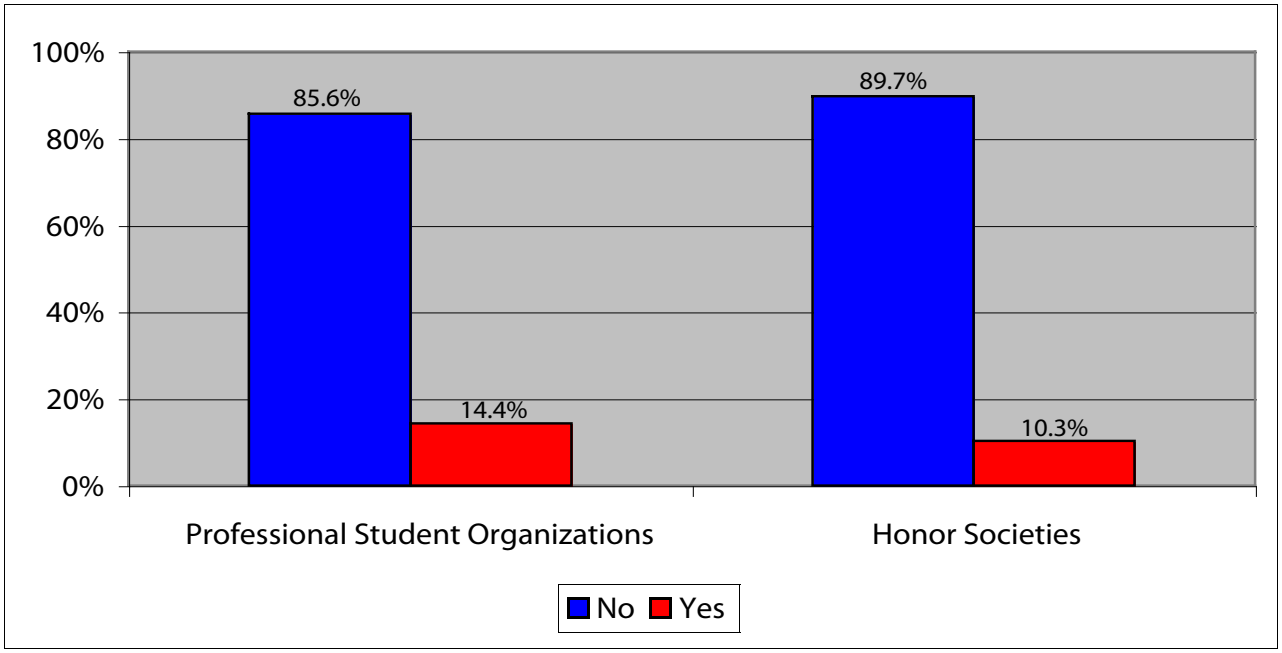


Percentage of Respondents by College

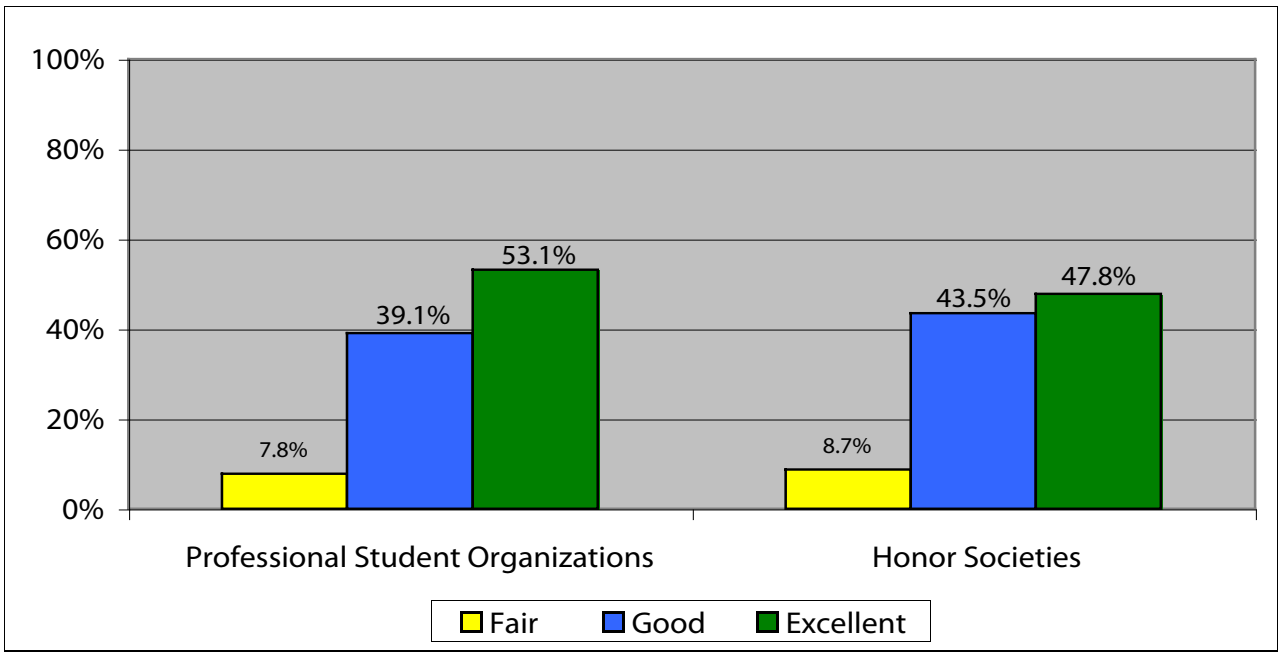


Student Services and Facilities: Use and Quality Ratings

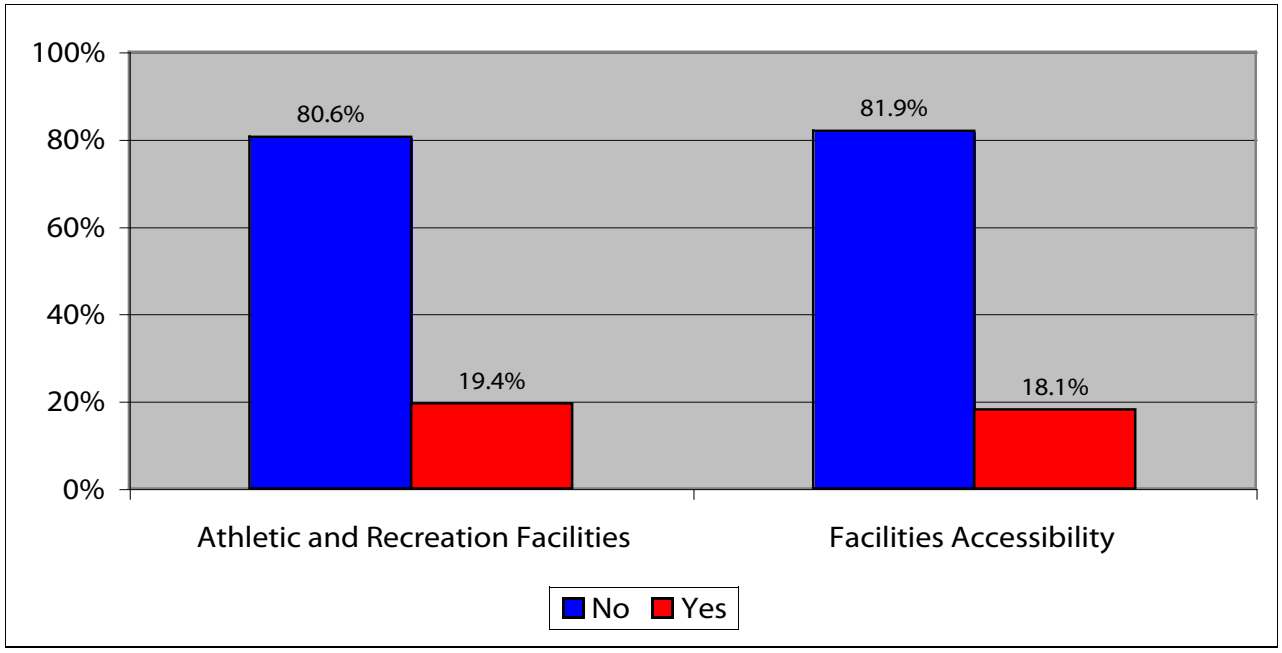
Use of Student Organizations



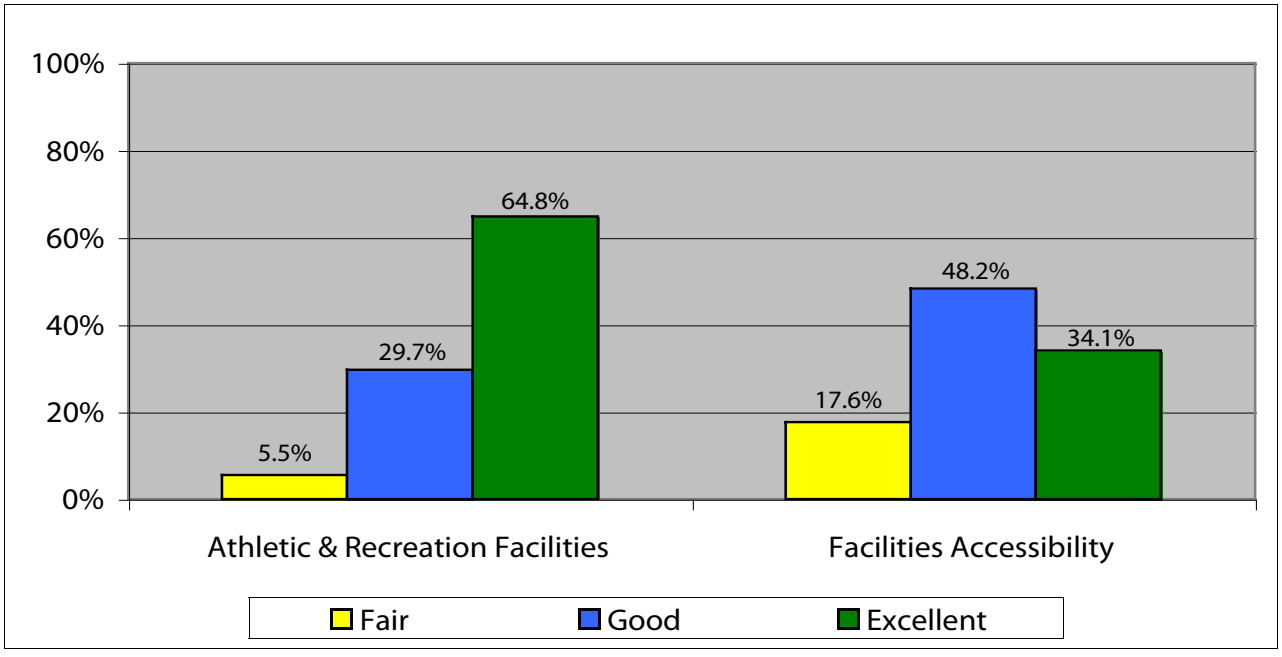
Quality of Student Organizations



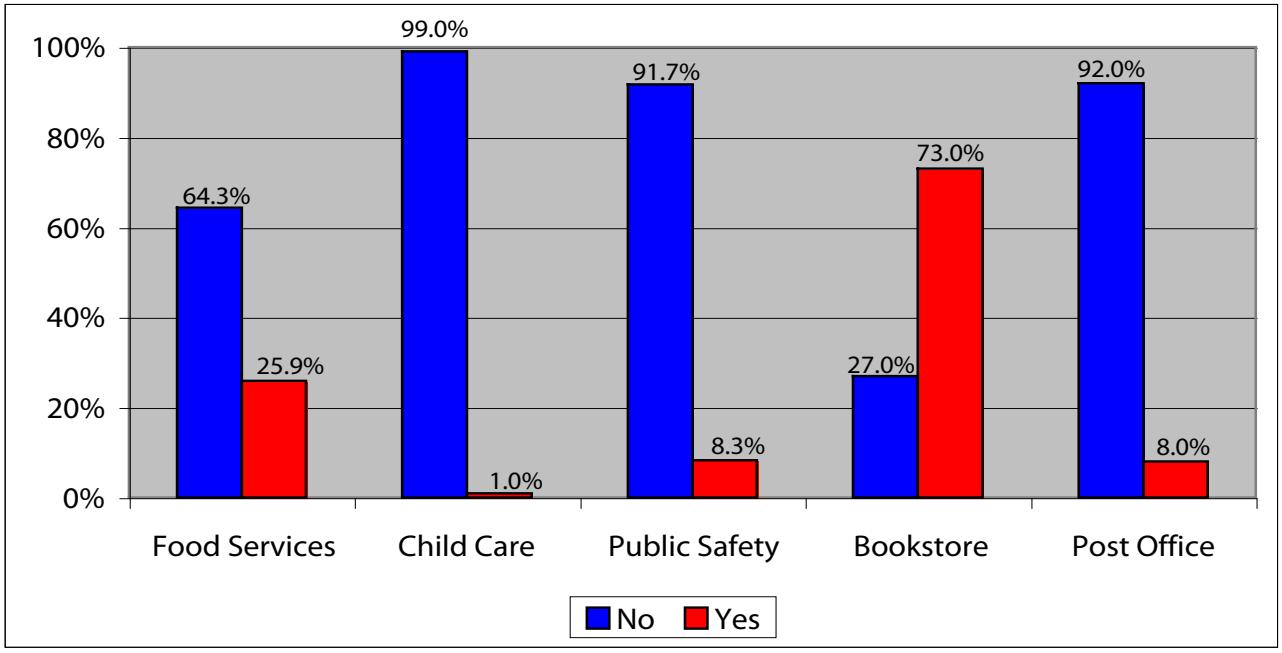
Use of Student Facilities



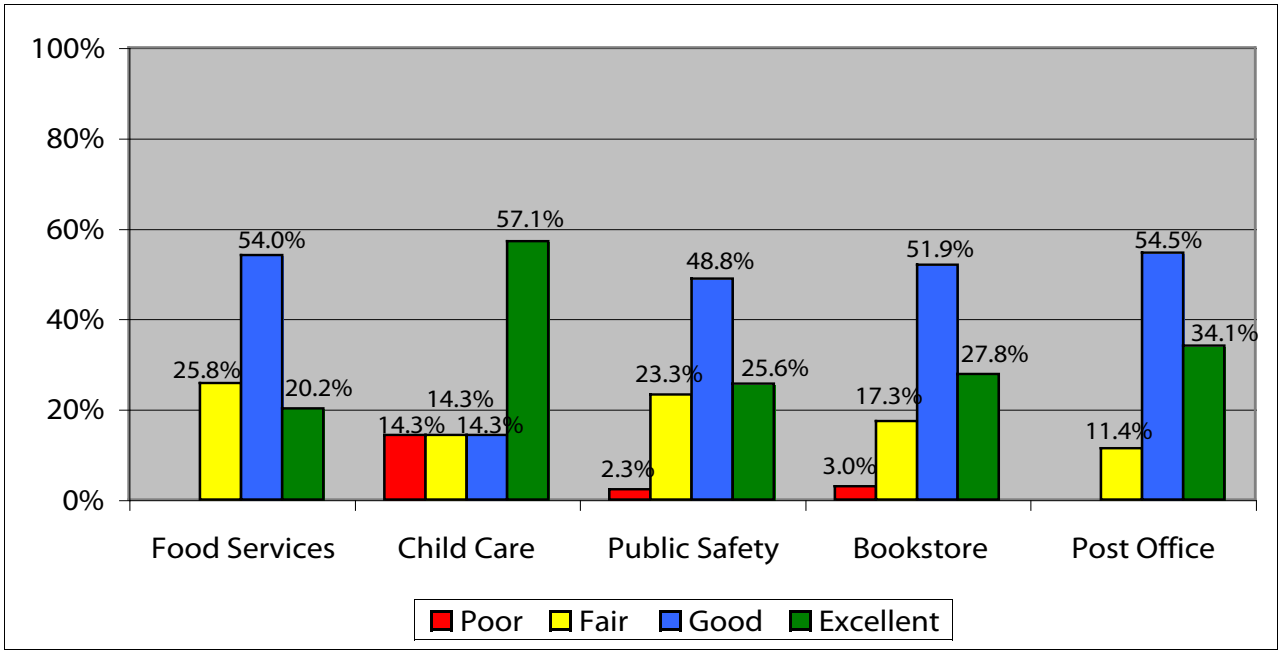
Quality of Student Facilities



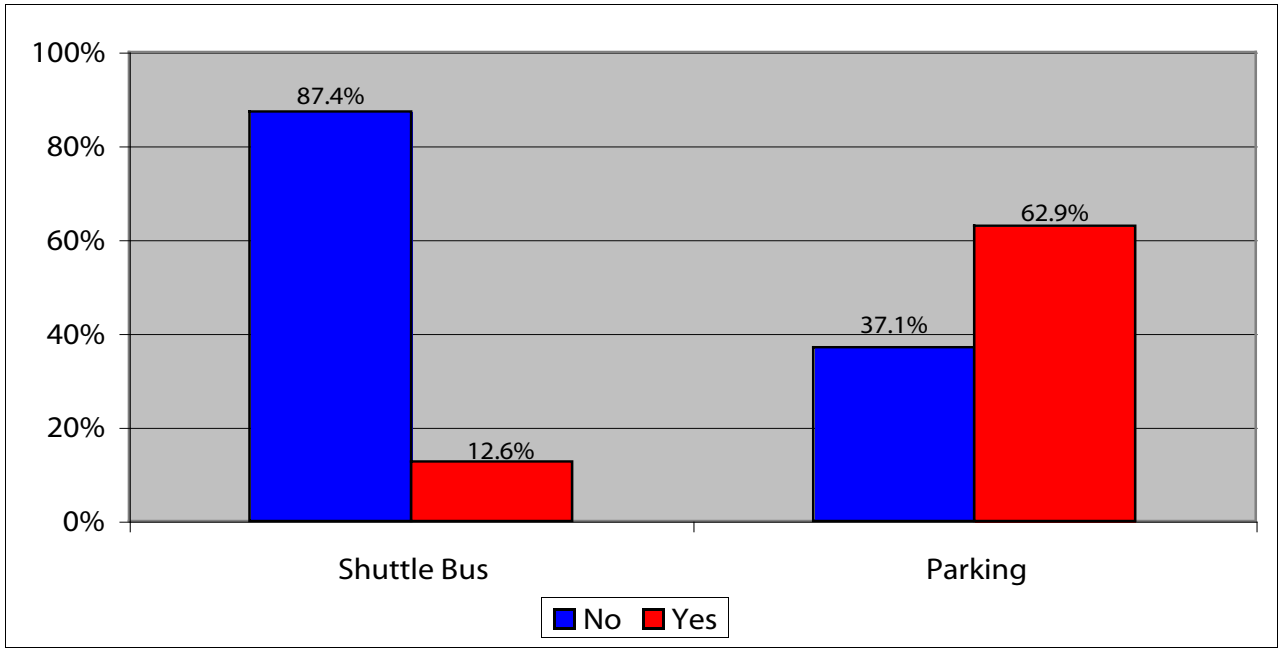
Use of On-Campus Services



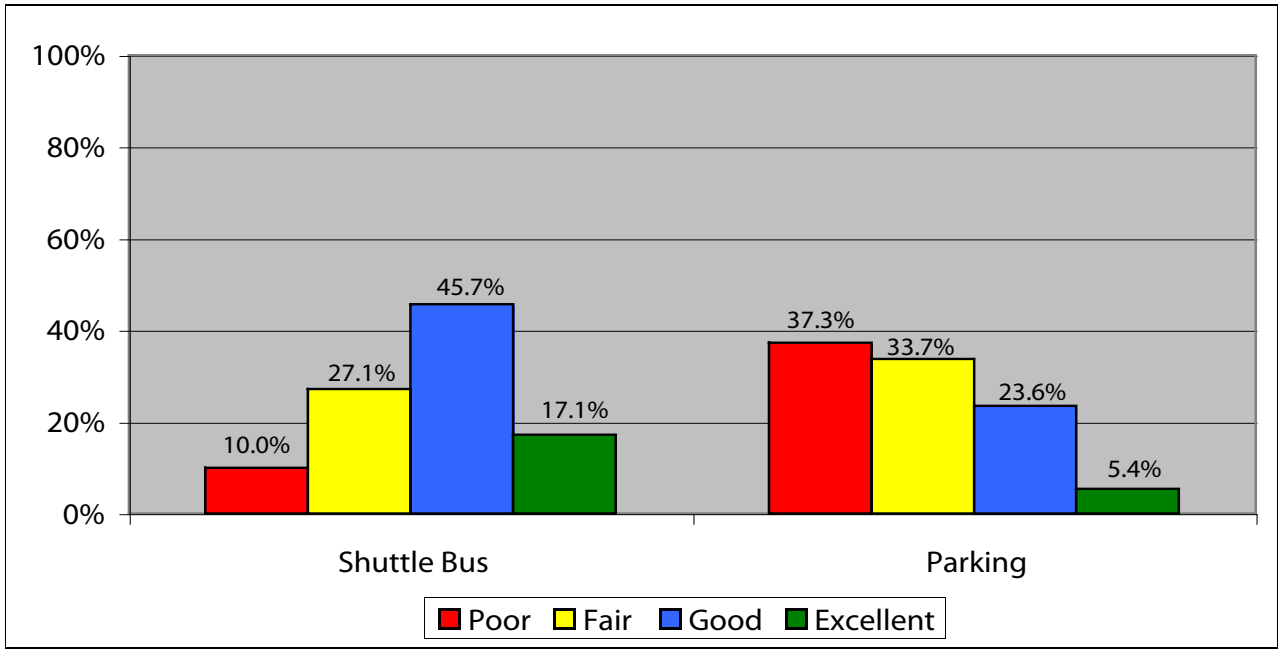
Quality of On-Campus Services



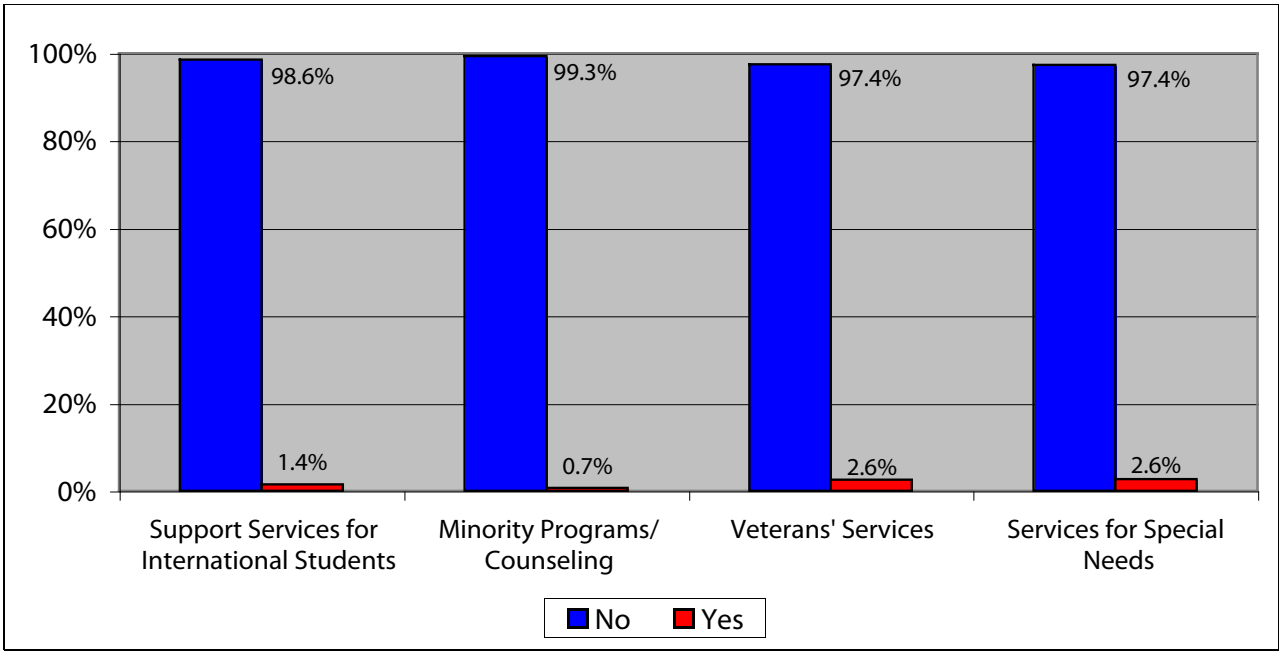
Use of Transportation Services



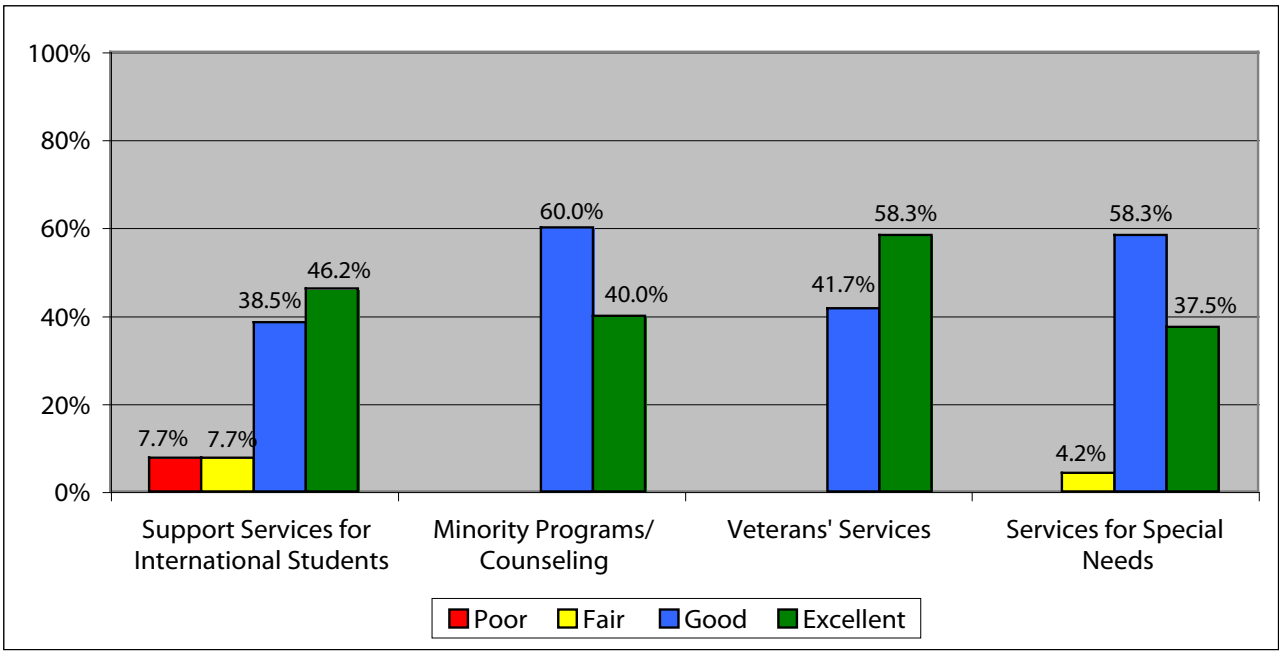
Quality of Transportation Services



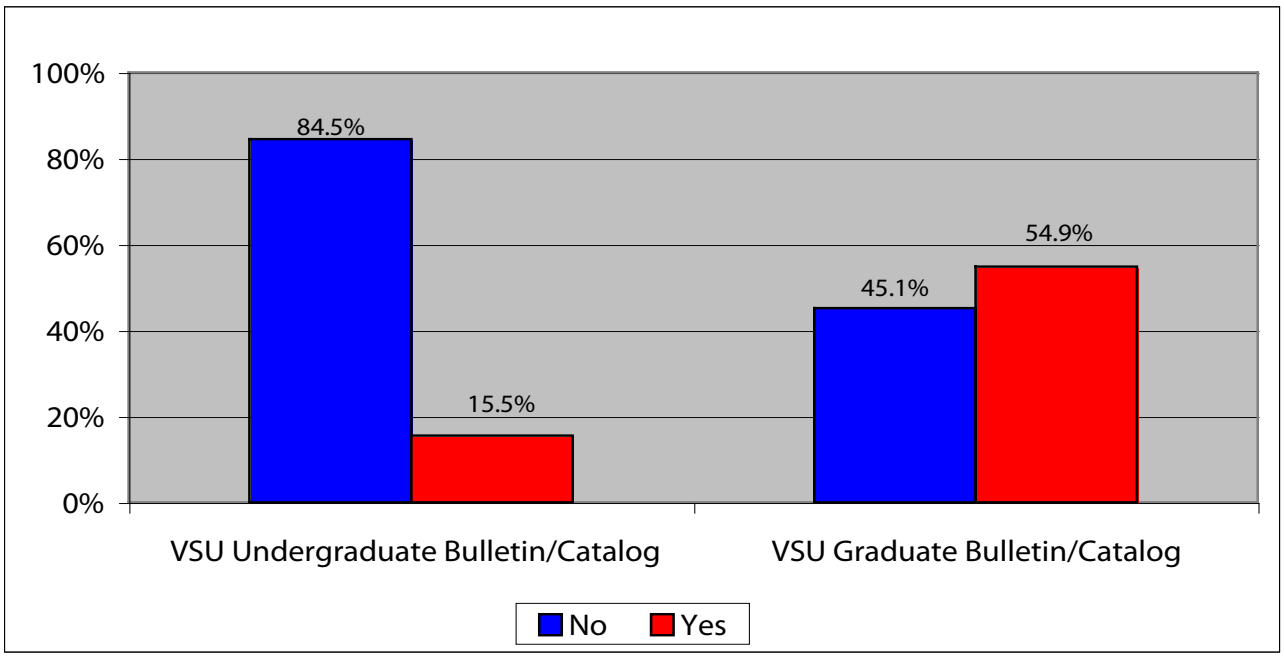
Use of Specialized Student Services



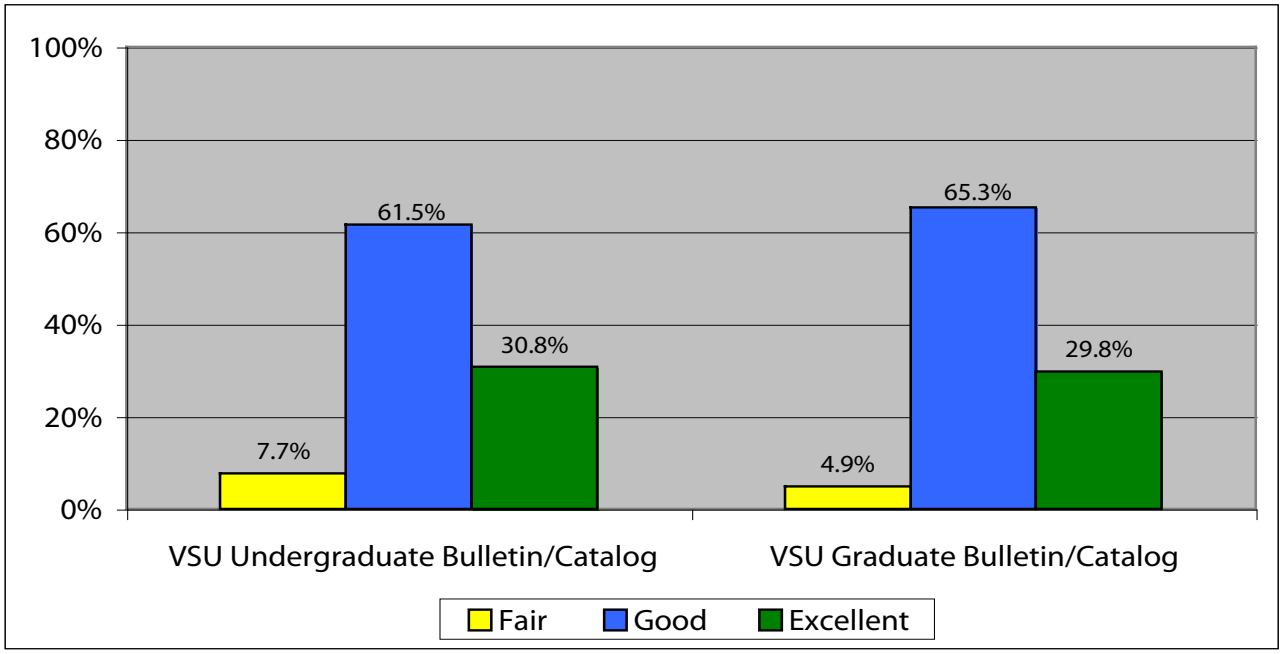
Quality of Specialized Student Services



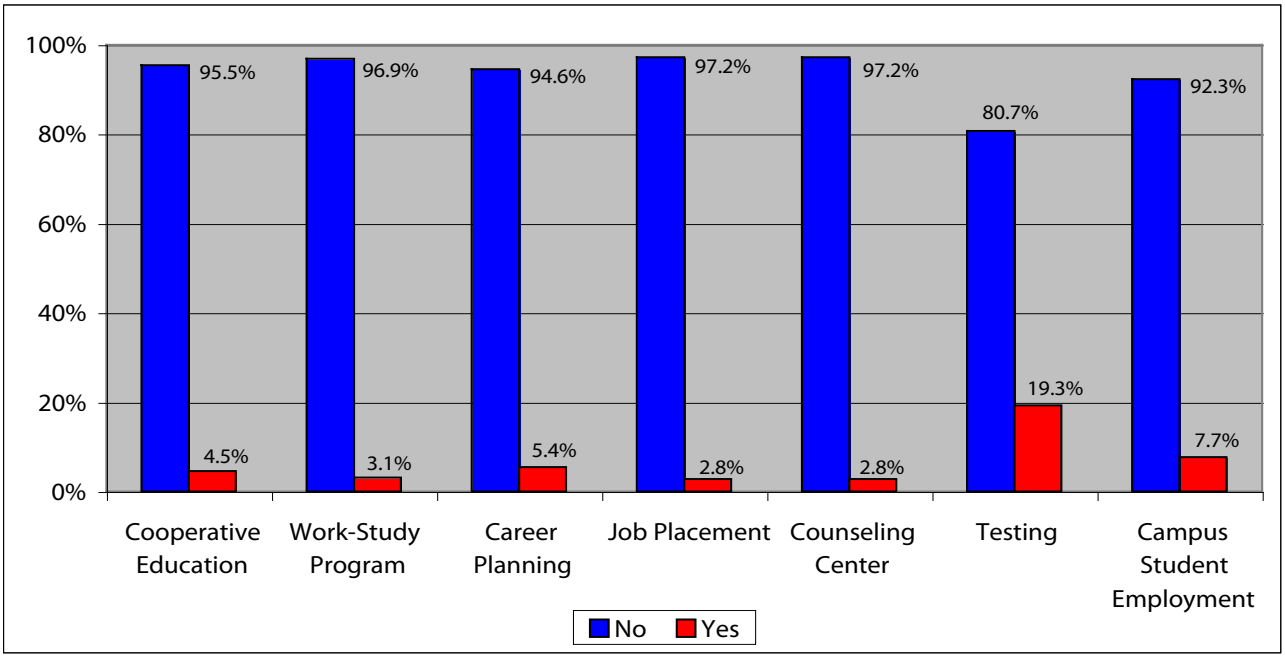
Use of University Information Services



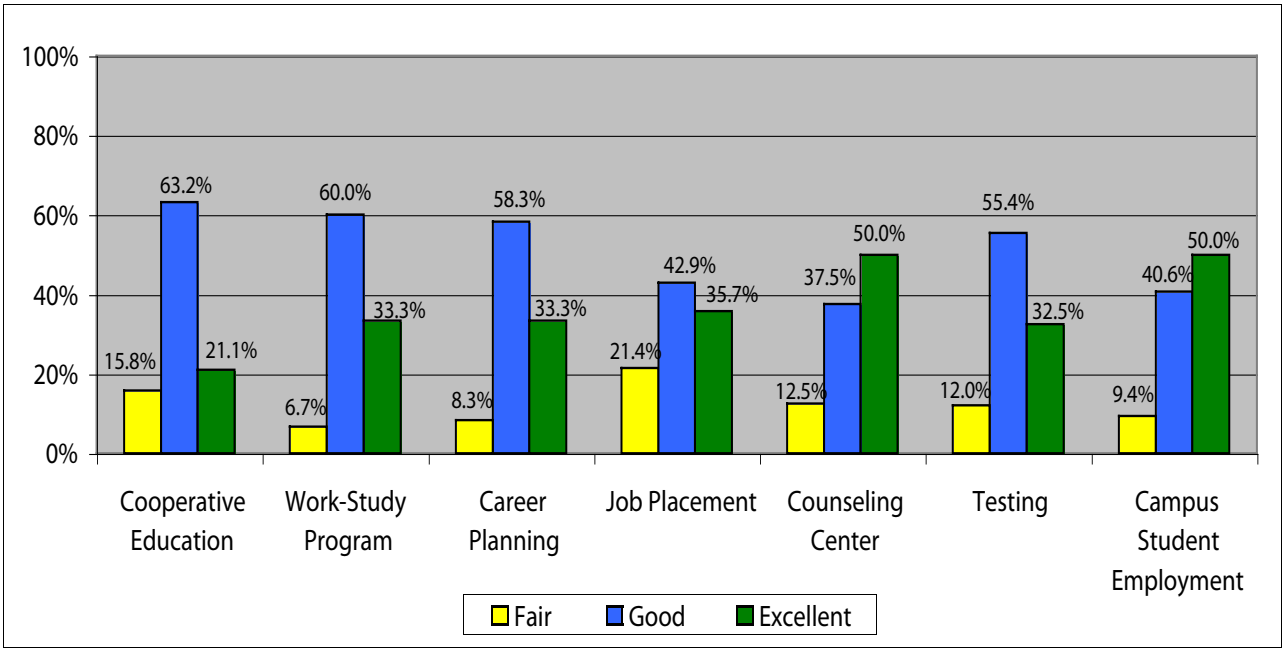
Quality of University Information Services



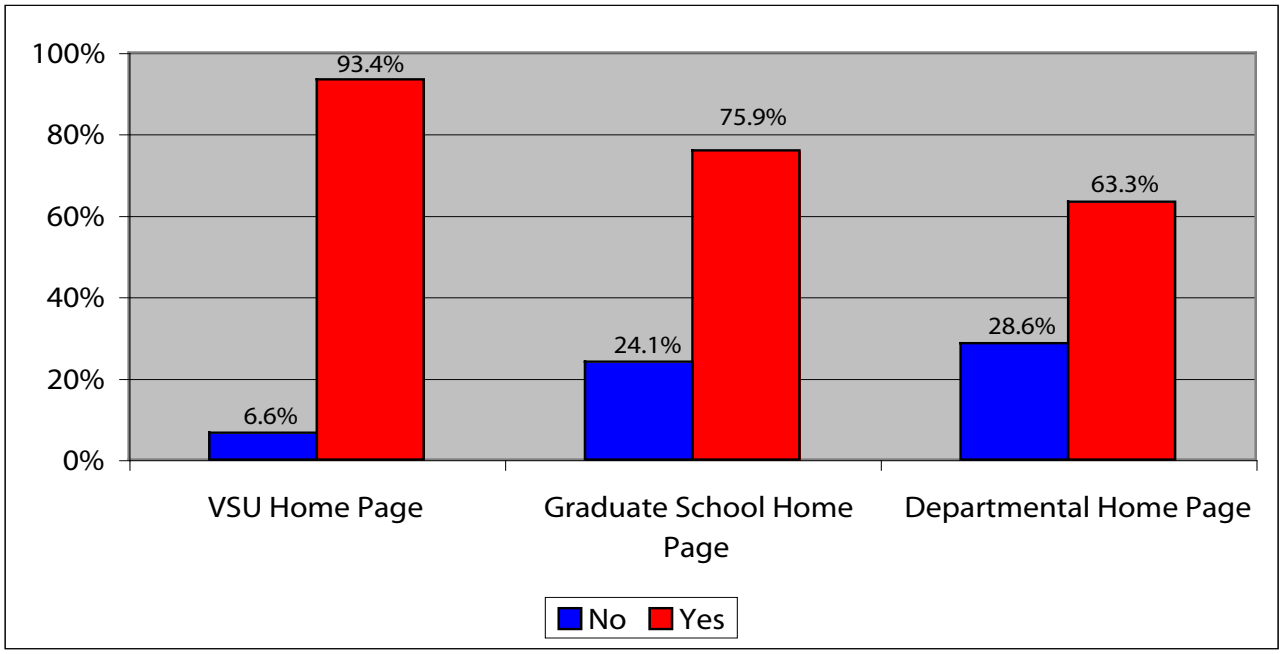
Use of Career Preparation Services



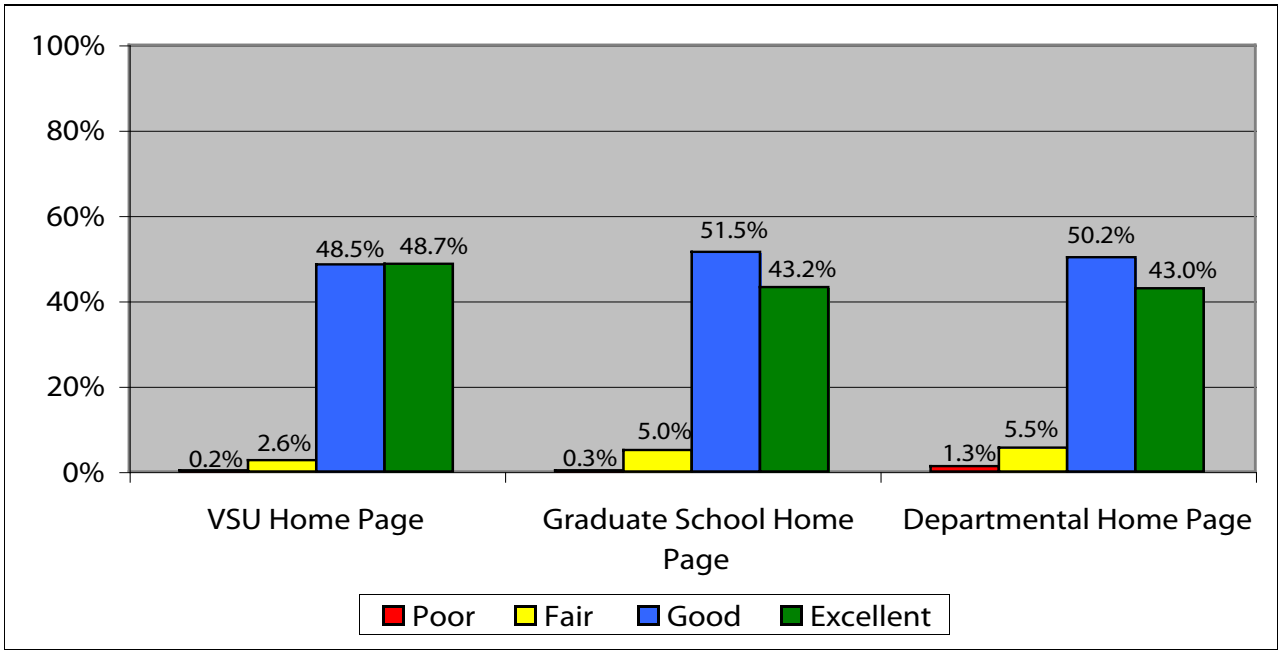
Quality of Career Preparation Services



Use of Online Information Services



Quality of Online Information Services



Graduates' Ratings of Academic Program Experiences

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	463	3.26	0.87	48%	36%	10%	6%
2. Helpfulness of academic advisor	446	3.37	0.80	53%	33%	10%	3%
3. Helpfulness of departmental office staff	418	3.40	0.68	50%	42%	7%	1%
4. Availability of committee chair	182	3.27	0.81	47%	36%	14%	3%
5. Helpfulness of committee chair	171	3.29	0.79	47%	37%	14%	2%
6. Helpfulness of thesis committee	142	3.40	0.74	53%	37%	7%	3%
7. Overall quality of faculty	452	3.43	0.60	48%	48%	4%	1%
8. Attitude of faculty toward students	456	3.44	0.63	50%	45%	3%	1%
9. Opportunities for interaction with faculty	452	3.38	0.66	47%	44%	8%	1%
VSU Instructional Support							
10. Courses as preparation for liberal education	294	3.33	0.58	39%	55%	6%	0%
11. Courses as preparation for initial employment	282	3.30	0.61	38%	54%	8%	0%
12. Courses as preparation for career advancement	388	3.37	0.62	44%	49%	7%	0%
13. Ease of getting into required courses	451	3.40	0.70	50%	41%	7%	2%
14. Ease of getting into elective courses	387	3.38	0.70	48%	43%	6%	2%
15. Organization of the curriculum for your major	447	3.25	0.75	41%	45%	12%	3%
16. Quality of instruction	463	3.40	0.59	45%	50%	4%	0%
17. Fairness of grading	456	3.41	0.62	47%	47%	5%	1%
18. Practicum or internship experiences	276	3.38	0.63	46%	48%	6%	1%
19. Study abroad experiences	73	3.27	0.71	41%	47%	11%	1%
20. Appearance of printed information about program	400	3.26	0.70	39%	51%	9%	2%
21. Usefulness of printed information about program	402	3.22	0.72	37%	50%	11%	2%
22. Availability of research support	345	3.23	0.74	39%	47%	12%	2%
23. Usefulness of research support	343	3.22	0.72	38%	48%	13%	2%
VSU Facilities							
24. Library collection/resources	355	3.30	0.66	40%	51%	9%	1%
25. Library facilities	339	3.37	0.60	43%	51%	6%	0%
26. Computer lab facilities	268	3.37	0.64	44%	50%	5%	2%
27. Computer lab availability	265	3.28	0.73	42%	46%	10%	2%
28. Classroom facilities	310	3.28	0.61	36%	56%	8%	0%
29. Laboratory facilities (not computer)	98	3.22	0.64	34%	55%	11%	0%

Graduates' Ratings of Academic Program by College - Arts and Sciences

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	45	3.64	0.53	67%	31%	2%	0%
2. Helpfulness of academic advisor	44	3.66	0.57	71%	25%	5%	0%
3. Helpfulness of departmental office staff	43	3.58	0.59	63%	33%	5%	0%
4. Availability of committee chair	20	3.45	0.89	65%	20%	10%	5%
5. Helpfulness of committee chair	17	3.41	0.94	65%	18%	12%	6%
6. Helpfulness of thesis committee	13	3.31	1.11	62%	23%	0%	15%
7. Overall quality of faculty	44	3.57	0.50	57%	43%	0%	0%
8. Attitude of faculty toward students	43	3.60	0.50	61%	40%	0%	0%
9. Opportunities for interaction with faculty	43	3.53	0.63	61%	33%	7%	0%
VSU Instructional Support							
10. Courses as preparation for liberal education	34	3.53	0.56	56%	41%	3%	0%
11. Courses as preparation for initial employment	33	3.36	0.65	46%	46%	9%	0%
12. Courses as preparation for career advancement	40	3.48	0.60	53%	43%	5%	0%
13. Ease of getting into required courses	43	3.60	0.58	65%	30%	5%	0%
14. Ease of getting into elective courses	40	3.55	0.71	65%	28%	5%	3%
15. Organization of the curriculum for your major	44	3.45	0.66	55%	36%	9%	0%
16. Quality of instruction	46	3.52	0.55	54%	44%	2%	0%
17. Fairness of grading	45	3.51	0.59	56%	40%	4%	0%
18. Practicum or internship experiences	24	3.42	0.65	50%	42%	8%	0%
19. Study abroad experiences	10	3.50	0.53	50%	50%	0%	0%
20. Appearance of printed information about program	41	3.34	0.69	46%	42%	12%	0%
21. Usefulness of printed information about program	41	3.39	0.67	49%	42%	10%	0%
22. Availability of research support	35	3.29	0.67	40%	49%	11%	0%
23. Usefulness of research support	35	3.26	0.70	40%	46%	14%	0%
VSU Facilities							
24. Library collection/resources	40	3.23	0.62	33%	58%	10%	0%
25. Library facilities	39	3.36	0.54	39%	59%	3%	0%
26. Computer lab facilities	28	3.18	0.61	29%	61%	11%	0%
27. Computer lab availability	29	3.21	0.62	31%	59%	10%	0%
28. Classroom facilities	32	3.03	0.74	28%	47%	25%	0%
29. Laboratory facilities (not computer)	17	3.24	0.66	35%	53%	12%	0%

Graduates' Ratings of Academic Program by College - Business Administration

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	10	3.50	0.53	50%	50%	0%	0%
2. Helpfulness of academic advisor	10	3.50	0.53	50%	50%	0%	0%
3. Helpfulness of departmental office staff	7	3.14	0.69	29%	57%	14%	0%
4. Availability of committee chair	2	3.50	0.71	50%	50%	0%	0%
5. Helpfulness of committee chair	2	3.50	0.71	50%	50%	0%	0%
6. Helpfulness of thesis committee	2	3.50	0.71	50%	50%	0%	0%
7. Overall quality of faculty	10	3.30	0.48	30%	70%	0%	0%
8. Attitude of faculty toward students	10	3.30	0.48	30%	70%	0%	0%
9. Opportunities for interaction with faculty	10	3.40	0.52	40%	60%	0%	0%
VSU Instructional Support							
10. Courses as preparation for liberal education	8	3.00	0.93	38%	25%	38%	0%
11. Courses as preparation for initial employment	9	2.78	0.67	11%	56%	33%	0%
12. Courses as preparation for career advancement	9	2.67	0.87	22%	22%	56%	0%
13. Ease of getting into required courses	10	3.30	0.48	30%	70%	0%	0%
14. Ease of getting into elective courses	8	3.25	0.71	38%	50%	13%	0%
15. Organization of the curriculum for your major	9	3.00	0.50	11%	78%	11%	0%
16. Quality of instruction	10	3.10	0.74	30%	50%	20%	0%
17. Fairness of grading	10	3.30	0.48	30%	70%	0%	0%
18. Practicum or internship experiences	4	3.50	0.58	50%	50%	0%	0%
19. Study abroad experiences	4	3.75	0.50	75%	25%	0%	0%
20. Appearance of printed information about program	10	3.30	0.48	30%	70%	0%	0%
21. Usefulness of printed information about program	10	3.30	0.48	30%	70%	0%	0%
22. Availability of research support	5	3.20	0.45	20%	80%	0%	0%
23. Usefulness of research support	5	3.20	0.45	20%	80%	0%	0%
VSU Facilities							
24. Library collection/resources	7	2.86	0.69	14%	57%	29%	0%
25. Library facilities	7	3.00	0.58	14%	71%	14%	0%
26. Computer lab facilities	7	3.43	0.54	43%	57%	0%	0%
27. Computer lab availability	7	3.29	0.49	29%	71%	0%	0%
28. Classroom facilities	8	3.13	0.64	25%	63%	13%	0%
29. Laboratory facilities (not computer)	3	3.33	0.58	33%	67%	0%	0%

Graduates' Ratings of Academic Program by College - Arts

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	4	3.75	0.50	75%	25%	0%	0%
2. Helpfulness of academic advisor	4	3.50	1.00	75%	25%	0%	0%
3. Helpfulness of departmental office staff	4	3.50	1.00	75%	0%	25%	0%
4. Availability of committee chair	3	3.33	1.16	67%	0%	33%	0%
5. Helpfulness of committee chair	3	3.33	1.16	67%	0%	33%	0%
6. Helpfulness of thesis committee	3	3.33	1.16	67%	0%	33%	0%
7. Overall quality of faculty	3	3.67	0.58	67%	33%	0%	0%
8. Attitude of faculty toward students	4	3.50	0.58	50%	50%	0%	0%
9. Opportunities for interaction with faculty	4	3.25	0.96	50%	25%	25%	0%
VSU Instructional Support							
10. Courses as preparation for liberal education	3	3.33	1.16	67%	0%	33%	0%
11. Courses as preparation for initial employment	3	3.67	0.58	67%	33%	0%	0%
12. Courses as preparation for career advancement	3	3.33	1.16	67%	0%	33%	0%
13. Ease of getting into required courses	4	2.75	1.26	25%	50%	0%	25%
14. Ease of getting into elective courses	4	3.00	1.41	50%	25%	0%	25%
15. Organization of the curriculum for your major	4	3.00	1.41	50%	25%	0%	25%
16. Quality of instruction	4	3.50	0.58	50%	50%	0%	0%
17. Fairness of grading	4	3.25	0.96	50%	25%	25%	0%
18. Practicum or internship experiences	2	3.50	0.71	50%	50%	0%	0%
19. Study abroad experiences	1	1.00	--	0%	0%	0%	100%
20. Appearance of printed information about program	4	3.25	0.96	50%	25%	25%	0%
21. Usefulness of printed information about program	4	3.25	0.96	50%	25%	25%	0%
22. Availability of research support	3	2.67	1.53	33%	33%	0%	33%
23. Usefulness of research support	3	3.00	1.00	33%	33%	33%	0%
VSU Facilities							
24. Library collection/resources	4	3.25	0.96	50%	25%	25%	0%
25. Library facilities	4	3.25	0.50	25%	75%	0%	0%
26. Computer lab facilities	4	2.75	1.26	25%	50%	0%	25%
27. Computer lab availability	4	2.50	1.29	25%	25%	25%	25%
28. Classroom facilities	4	3.50	0.58	50%	50%	0%	0%
29. Laboratory facilities (not computer)	1	4.00	--	100%	0%	0%	0%

Graduates' Ratings of Academic Program by College - Nursing

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	3	3.67	0.58	67%	33%	0%	0%
2. Helpfulness of academic advisor	3	3.67	0.58	67%	33%	0%	0%
3. Helpfulness of departmental office staff	3	3.33	0.58	33%	67%	0%	0%
4. Availability of committee chair	3	3.67	0.58	67%	33%	0%	0%
5. Helpfulness of committee chair	3	3.67	0.58	67%	33%	0%	0%
6. Helpfulness of thesis committee	2	3.50	0.71	50%	50%	0%	0%
7. Overall quality of faculty	2	3.00	0.00	0%	100%	0%	0%
8. Attitude of faculty toward students	3	3.33	0.58	33%	67%	0%	0%
9. Opportunities for interaction with faculty	3	3.33	0.58	33%	67%	0%	0%
VSU Instructional Support							
10. Courses as preparation for liberal education	2	3.00	0.00	0%	100%	0%	0%
11. Courses as preparation for initial employment	2	3.00	0.00	0%	100%	0%	0%
12. Courses as preparation for career advancement	2	3.00	0.00	0%	100%	0%	0%
13. Ease of getting into required courses	3	3.33	0.58	33%	67%	0%	0%
14. Ease of getting into elective courses	2	3.00	0.00	0%	100%	0%	0%
15. Organization of the curriculum for your major	3	2.67	0.58	0%	67%	33%	0%
16. Quality of instruction	2	3.00	0.00	0%	100%	0%	0%
17. Fairness of grading	2	3.00	0.00	0%	100%	0%	0%
18. Practicum or internship experiences	1	3.00	--	0%	100%	0%	0%
19. Study abroad experiences	0	--	--	--	--	--	--
20. Appearance of printed information about program	3	3.00	0.00	0%	100%	0%	0%
21. Usefulness of printed information about program	3	3.00	0.00	0%	100%	0%	0%
22. Availability of research support	3	3.00	1.00	33%	33%	33%	0%
23. Usefulness of research support	3	3.00	1.00	33%	33%	33%	0%
VSU Facilities							
24. Library collection/resources	3	3.67	0.58	67%	33%	0%	0%
25. Library facilities	3	3.67	0.58	67%	33%	0%	0%
26. Computer lab facilities	3	3.33	0.58	33%	67%	0%	0%
27. Computer lab availability	3	3.33	0.58	33%	67%	0%	0%
28. Classroom facilities	3	3.33	0.58	33%	67%	0%	0%
29. Laboratory facilities (not computer)	1	3.00	--	0%	100%	0%	0%

Graduates' Ratings of Academic Program by College - Education

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	368	3.18	0.91	45%	36%	12%	7%
2. Helpfulness of academic advisor	353	3.30	0.83	50%	34%	11%	4%
3. Helpfulness of departmental office staff	329	3.37	0.69	47%	44%	7%	2%
4. Availability of committee chair	138	3.25	0.79	44%	38%	15%	2%
5. Helpfulness of committee chair	131	3.27	0.76	44%	41%	14%	2%
6. Helpfulness of thesis committee	111	3.44	0.67	53%	39%	7%	1%
7. Overall quality of faculty	360	3.41	0.60	47%	48%	4%	1%
8. Attitude of faculty toward students	363	3.42	0.64	49%	46%	4%	1%
9. Opportunities for interaction with faculty	359	3.35	0.67	46%	45%	9%	1%
VSU Instructional Support							
10. Courses as preparation for liberal education	221	3.30	0.55	34%	61%	5%	0%
11. Courses as preparation for initial employment	207	3.29	0.59	36%	57%	7%	0%
12. Courses as preparation for career advancement	304	3.36	0.60	42%	52%	6%	0%
13. Ease of getting into required courses	359	3.38	0.69	49%	43%	8%	1%
14. Ease of getting into elective courses	303	3.36	0.69	46%	47%	6%	2%
15. Organization of the curriculum for your major	356	3.22	0.76	40%	46%	12%	3%
16. Quality of instruction	369	3.40	0.58	45%	51%	4%	0%
17. Fairness of grading	362	3.41	0.61	47%	48%	5%	1%
18. Practicum or internship experiences	221	3.38	0.63	45%	48%	5%	1%
19. Study abroad experiences	50	3.26	0.66	38%	50%	12%	0%
20. Appearance of printed information about program	313	3.23	0.70	36%	53%	9%	2%
21. Usefulness of printed information about program	316	3.18	0.73	35%	51%	12%	3%
22. Availability of research support	275	3.23	0.73	39%	47%	12%	2%
23. Usefulness of research support	272	3.21	0.71	37%	49%	13%	2%
VSU Facilities							
24. Library collection/resources	272	3.31	0.65	40%	51%	7%	1%
25. Library facilities	258	3.36	0.60	43%	51%	7%	0%
26. Computer lab facilities	201	3.37	0.64	44%	50%	5%	2%
27. Computer lab availability	198	3.30	0.71	43%	46%	10%	2%
28. Classroom facilities	236	3.29	0.59	36%	59%	6%	0%
29. Laboratory facilities (not computer)	68	3.21	0.64	32%	56%	12%	0%

Graduates' Ratings of Academic Program by College - Social Work and MLIS

	n	Mean	Std. Deviation	Quality of Experience			
				Excellent	Good	Fair	Poor
VSU Personnel Support							
1. Availability of academic advisor	18	3.61	0.50	61%	39%	0%	0%
2. Helpfulness of academic advisor	18	3.72	0.46	72%	28%	0%	0%
3. Helpfulness of departmental office staff	18	3.67	0.49	67%	33%	0%	0%
4. Availability of committee chair	8	3.25	0.89	50%	25%	25%	0%
5. Helpfulness of committee chair	8	3.25	0.89	50%	25%	25%	0%
6. Helpfulness of thesis committee	3	3.00	1.00	33%	33%	33%	0%
7. Overall quality of faculty	18	3.61	0.50	61%	39%	0%	0%
8. Attitude of faculty toward students	18	3.61	0.61	67%	28%	6%	0%
9. Opportunities for interaction with faculty	18	3.50	0.51	50%	50%	0%	0%
VSU Instructional Support							
10. Courses as preparation for liberal education	17	3.53	0.51	53%	47%	0%	0%
11. Courses as preparation for initial employment	17	3.59	0.51	59%	41%	0%	0%
12. Courses as preparation for career advancement	17	3.59	0.51	59%	41%	0%	0%
13. Ease of getting into required courses	18	3.72	0.46	72%	28%	0%	0%
14. Ease of getting into elective courses	17	3.71	0.47	71%	29%	0%	0%
15. Organization of the curriculum for your major	17	3.59	0.51	59%	41%	0%	0%
16. Quality of instruction	18	3.44	0.51	44%	56%	0%	0%
17. Fairness of grading	18	3.61	0.50	61%	39%	0%	0%
18. Practicum or internship experiences	16	3.56	0.51	56%	44%	0%	0%
19. Study abroad experiences	3	3.33	0.58	33%	67%	0%	0%
20. Appearance of printed information about program	17	3.65	0.49	65%	35%	0%	0%
21. Usefulness of printed information about program	17	3.59	0.51	59%	41%	0%	0%
22. Availability of research support	14	3.43	0.65	50%	43%	7%	0%
23. Usefulness of research support	14	3.43	0.65	50%	43%	7%	0%
VSU Facilities							
24. Library collection/resources	16	3.44	0.63	50%	44%	6%	0%
25. Library facilities	15	3.53	0.64	60%	33%	7%	0%
26. Computer lab facilities	13	3.77	0.44	77%	23%	0%	0%
27. Computer lab availability	12	3.67	0.49	67%	33%	0%	0%
28. Classroom facilities	16	3.50	0.52	50%	50%	0%	0%
29. Laboratory facilities (not computer)	2	3.00	0.00	0%	100%	0%	0%

Graduates' Ratings of the University's Procedures

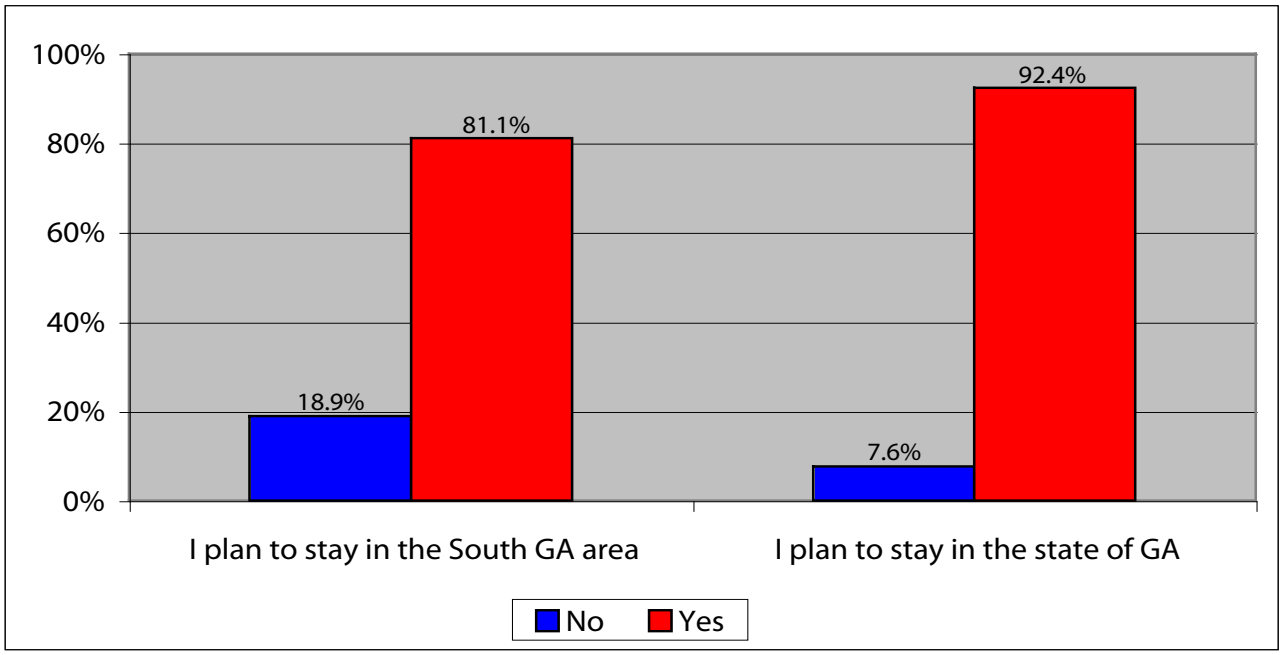
	n	Mean	Std. Deviation	Quality of Service			
				Excellent	Good	Fair	Poor
1. Applying for Graduate admissions	440	3.45	0.62	50%	45%	4%	1%
Yes - Procedures Clear	422	3.48	0.58	52%	45%	3%	1%
No - Procedures Not Clear	6	2.00	0.89	0%	33%	33%	33%
2. Applying for Graduate assistantships	112	3.29	0.74	44%	43%	12%	2%
Yes - Procedures Clear	91	3.38	0.70	50%	41%	9%	1%
No - Procedures Not Clear	6	2.00	0.63	0%	17%	67%	17%
3. Registering for courses	457	3.48	0.63	55%	39%	6%	0%
Yes - Procedures Clear	423	3.54	0.58	58%	38%	4%	0%
No - Procedures Not Clear	13	2.46	0.66	0%	54%	39%	8%
4. Dropping/adding courses	391	3.50	0.64	57%	38%	5%	1%
Yes - Procedures Clear	367	3.56	0.58	60%	37%	4%	0%
No - Procedures Not Clear	7	2.14	1.22	14%	29%	14%	43%
5. Paying fees	454	3.44	0.66	53%	40%	7%	1%
Yes - Procedures Clear	418	3.51	0.60	56%	40%	5%	0%
No - Procedures Not Clear	14	2.21	0.89	7%	29%	43%	21%
6. Applying for student grants	136	3.19	0.84	41%	42%	12%	5%
Yes - Procedures Clear	114	3.39	0.66	48%	44%	7%	1%
No - Procedures Not Clear	14	1.93	0.92	7%	14%	43%	36%
7. Applying for student loans	198	3.28	0.73	43%	44%	12%	2%
Yes - Procedures Clear	177	3.36	0.67	46%	44%	9%	1%
No - Procedures Not Clear	11	2.55	0.93	18%	27%	46%	9%
8. Applying for scholarships	127	3.15	0.86	41%	38%	17%	5%
Yes - Procedures Clear	103	3.35	0.75	50%	38%	11%	2%
No - Procedures Not Clear	15	2.07	0.70	0%	27%	53%	20%
9. Graduate School orientation program	218	3.25	0.68	37%	52%	9%	1%
10. Helpfulness of Graduate School office staff	354	3.38	0.65	46%	46%	7%	1%

Note: Percentages may not total to 100% due to rounding.

Graduates' Future Plans

	Total N	Full-time		Part-time	
		N	%	N	%
1. Working	437	425	97%	12	3%
2. Seeking employment	145	136	94%	9	6%
3. Pursuing further graduate work	144	33	23%	111	77%
	Total N	Yes		No	
		N	%	N	%
4. Continue employment in current career	371	339	91%	32	9%
5. Beginning/continuing military service	232	9	4%	223	96%
6. Caring for home/family	268	202	75%	66	25%

Graduates' Plans to Stay in Georgia



- 357 graduates plan to stay in the South Georgia area.
- 404 graduates plan to stay in the state of Georgia.

Summary Highlights

VSU Graduate Exit 2004-2005

Overall satisfaction with VSU was indicated by:

- 52% of respondents would definitely recommend VSU to others.
- 51% of respondents would definitely choose VSU if they started graduate school over.
- 93% of respondents rate their academic experience at VSU as excellent or good.
- 91% of respondents rate their overall experience at VSU as excellent or good.
- 91% of respondents rate their social experience at VSU as excellent or good.

Of the VSU services/facilities that were used by at least 15% of graduate students, those with the highest percentage of "excellent" quality of service ratings were:

- Athletic and Recreation Facilities (65%)
- VSU Homepage (49%)
- Graduate School Homepage (43%)
- Departmental Homepage (43%)

The four academic personnel support experiences with the highest percentage of "excellent" responses were:

- Helpfulness of academic advisor (53%)
- Helpfulness of thesis committee (53%)
- Helpfulness of departmental office staff (50%)
- Attitude of faculty toward students (50%)

The three academic instructional support experiences with the highest percentage of "excellent" responses were:

- Ease of getting into required courses (50%)
- Ease of getting into elective courses (48%)
- Fairness of grading (47%)

The three academic facilities with the highest percentage of "excellent" responses were:

- Computer lab facilities (44%)
- Library facilities (43%)
- Computer lab availability (42%)