

Student Services Survey

1. What is your gender? **37%** A. Male **63%** B. Female
2. What is your classification? **90%** A. Senior **10%** B. Graduate Student
3. In which racial/ethnic group are you classified? (International students should select #F)
- .8%** A. American Indian/ Alaskan Native **6%** B. Asian/ Pacific Islander
 10% C. Black/ African American **9%** D. Hispanic
 68% E. Euro-American/ Caucasian/ White **3%** F. Non Resident Alien (international)
 4% G. Other

4. What is your major? — — — (see attached sheet for major code)

O 0	O 0	O 0
O 1	O 1	O 1
O 2	O 2	O 2
O 3	O 3	O 3
O 4	O 4	O 4
O 5	O 5	O 5
O 6	O 6	O 6
O 7	O 7	O 7
O 8	O 8	O 8
O 9	O 9	O 9

5. What is your current GPA?
- 25%** A. 4.0 – 3.5 **36%** B. 3.49-3.0 **30%** C. 2.9-2.5 **8%** D. 2.49-2.0
6. What is your age?
- 2%** A. 18-20 **50%** B. 21-23 **36%** C. 24-30 **9%** D. 31-40 **3%** E. 41-50 **1%** F. 50+
7. Indicate the number of hours you are/were enrolled in your last semester at UNT.
- 21%** A. 1-3 **19%** B.4-6 **13%** C.7-9 **15%** D.10-12 **35%** E.12+
8. Please indicate your status when you first enrolled at the university
- 33%** A. Beginning freshmen **67%** B. Transferred
9. Do you work? **78%** A. Yes **22%** B. No

10. If yes, how many hours a week do you work?

4% A. 5-10 7% B. 11-15 36% C. 16-25 25% D. 26-35 13% E. 36-40 15% F. 40+

11. I live

3% A. In a residence hall
 43% B. In the city of Denton
 2% C. Within 5 miles of Denton
 4% D. Within 10 miles of Denton
 49% E. Beyond 10 miles of Denton

12. From the list below, please mark the most likely sources from which you find out information about campus services or events. (Mark all that apply)

38% A. Flyers/Posters on campus freestanding kiosks and bulletin boards	24% B. Announcements at student organization meetings or word of mouth
3% C. Signs/cards inside UNT buses	35% D. North Texas Daily
3% E. University TV station (NTTV) or UNT radio station (KNTU)	50% F. UNT website
7% G. Brochures/pamphlets	35% H. Faculty/staff

13. Please select the appropriate level satisfaction with each of these UNT services.

	Not Aware	Aware/ Did not Use	Used/ Satisfied	Used/ Not Satisfied
A. Dean of Students	31%	56%	11%	2%
B. Greek Life	24%	64%	9%	3%
C. Center for Students Rights and Responsibilities	40%	50%	8%	2%
D. Recreational Sports	12%	51%	36%	2%
E. Student Activities and Organizations	9%	51%	37%	2%
F. Volunteer Center	33%	55%	12%	1%
G. Commuter-Non Traditional Student Services	46%	41%	11%	2%
H. Career Center	12%	44%	25%	9%
I. International Studies and Programs	23%	64%	17%	.8%
J. Student Legal Services	36%	54%	7%	2%
K. Office of Disability and Accommodations	17%	77%	6%	1%
L. Learning Center	21%	61%	17%	1%
M. Student Health and Wellness Center	8%	37%	49%	6%
N. Women's Center	41%	52%	6%	1%
O. Counseling and Testing Services	21%	53%	23%	4%
P. Commuter and Non-Traditional Student Services	46%	43%	10%	1%
Q. Financial Aid and Scholarships	4%	29%	57%	9%

14. Have you been involved in student activities on campus? 47% A. Yes 53% B. No

15. Commuter, Off-campus and Non-traditional Student Services

Would you participate in any of the following programs and services if it were offered?

	Yes	No
A. Commuter/Non-traditional Center	37%	63%
B. Non-Traditional student organization	30%	70%
	Yes	No
C. Commuter student organization	30%	70%
D. Family friendly programs	31%	69%
E. Virtual Commuter Union	30%	70%

16 Center for Student Rights and Responsibilities

	Yes	No
A. Are you aware that the University of North Texas has a Code of Student Conduct?	89%	11%
B. Do you know how to obtain a copy of the Code of Student Conduct?	41%	59%
C. Have you ever referred or read the Code of Student Conduct?	30%	70%
D. If yes , was it easy to understand?	66%	34%
E. Are you aware that off-campus behavior can result in disciplinary action from the University?	56%	44%
F. Are you aware that students can file complaints against other students at the Center for Student Rights and Responsibilities (CSSR)?	33%	67%

17. Did you know that the Dean of Students office and its service offices are located in the Union, second floor? 28% A. Yes 72% B. No

18. Office of Disability and Accommodations (ODA)

Please answer the following questions, even if you have never received services through ODA.

	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
A. UNT buildings and classrooms are accessible for individuals with disabilities.	4%	7%	28%	50%	12%
B. There are ample resources available for students with disabilities.	3%	6%	45%	35%	10%
C. The campus has an overall favorable climate and attitude toward persons with disabilities.	3%	4%	32%	48%	14%

****Only answer D through I if you received services through ODA.**

	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
D. The provision of service providers is satisfactory (i.e. Sign Language interpreters and Note Takers etc.)	3%	1%	71%	21%	5%
E. The Testing Center and its services are satisfactory.	2%	2%	70%	22%	5%
F. The ODA office is efficient and courteous in delivering services.	3%	1%	79%	12%	5%
G. ODA provides quality advisement with regard to student rights and responsibilities under the Americans with Disabilities Act (ADA), expectations in the classroom, and overall campus procedures for requesting accommodations.	2%	.5%	76%	15%	5%
H. I have been reasonably accommodated in the classroom based on my accommodation request(s).	2%	1%	76%	15%	6%
I. The accommodation recommended by ODA has helped me to be more effective academically.	1%	1%	87%	8%	6%

Please answer the following questions, even if you do not participate in Greek Life.

19. Greek Life

A. Are you a member of a fraternity/sorority? 11% A. Yes 89% B. No

B. **If yes**, specify your Council Affiliation

- 34% A. IFC (Interfraternity Council)
- 30% B. NPC (National Panhellenic Association)
- 22% C. NPHC (National Pan-Hellenic Council)
- 8% D. LGC (Latino Greek Council)

C. **If you are a member**, specify the length of your membership.

- 9% A. < Year – 1 year
- 27% B. 1-2 years
- 12% C. 2-3 years
- 17% D. 3-4 years
- 14% E. 4+
- 21% F. Alumni

Please rate the following.

	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
D. The Greek System is purposeful.	13%	12%	50%	16%	8%
E. Greek Life promotes loyalty to UNT.	9%	13%	50%	18%	9%
	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
F. Greek Life addresses intellectual, recreational, spiritual, moral, and career development.	14%	16%	52%	10%	8%

For Questions 20 to 23, please ANSWER ONLY IF YOU HAVE PARTICIPATED OR VISITED that center or department.

20. Student Activities and Organizations (Go to # 21 if N/A)

A. Have you at any time been a member of a registered student organization at the University of North Texas? **52%** A. Yes **48%** B. No

B. **If yes**, how many organizations have you been associated with per year while enrolled at the University? **48%** A. one **34%** B. two **10%** C. three **8%** D. more than 3

C. What kind of programming by Student Activities and Organizations would be of most interest to you? Mark all that apply.

21% A. Organizational Leadership **22%** B. Educational
24% C. Social **16%** D. Athletic/Spirit
17% E. Cultural

21. Women's Center (Go to # 22 if N/A)

A. Please mark the topics that applied – have you attended any programs related to:

4% A. Dating and Domestic Violence
4% B. Breast Cancer Awareness Month
3% C. Women's History Month
5% D. Sexual Assault Awareness Month
2% E. Rape Aggression Defense (RAD), self defense class for women

Please rank the following statement(s)

	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
B. The services offered by the Women's Center are helpful.	1%	1%	74%	16%	8%
C. The Women's Center offers leadership opportunities related to your area of interest.	1%	1%	84%	10%	4%

22. Volunteer Center (Go to # 23 if N/A)

	Yes	No
A. Was the information regarding the Volunteer Center easily organized and accessible?	64%	34%
B. Does the Volunteer Center offer a wide variety of options?	68%	32%

C. Please indicate your purpose for volunteering.

50% A. Personal
 24% C. Student organization requirement or project
 13% E. Other _____

3% B. Scholarship requirement
 10% D. Job/career related

Please rank the following statement(s)

	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
D. You find the services offered by this office helpful (i.e. volunteer database, listserv, postings, etc).	3%	2%	54%	36%	6%

23. Recreational Sports (Go to # 24 if N/A)

A. Did you or do you participate in Intramurals? 32% A. Yes 68% B. No

B. If no, why not?

22% A. Not enough time
 2% B. I don't like the program
 2% C. Didn't know I was eligible to participate
 4% D. Can't ever find the information on the programs
 7% E. None of the above

C. Have you ever used the Student Rec center? 75% A. Yes 25% B. No

D. If no, why not?

1% A. Hours not convenient
 1% B. Don't like to exercise
 1% C. Didn't know about the Rec Center
 5% D. I want to use it, but wasn't able to yet
 6% E. None of the above

E. Did you know the Student Rec center had a soccer gym? 41% A. Yes 58% B. No

24. Student Health and Wellness Center

Are you aware or have you ever used the following services offered by the SHWC?

	Not Aware	Aware/ Did not Use	Used/ Satisfied	Used/ Not Satisfied
A. Physician/Provider services	20%	34%	42%	5%
B. Substance Abuse Counseling	37%	60%	2%	.2%
C. Immunization services	25%	60%	15%	0%
D. Online Assessment	57%	37%	7%	.2%
E. Allergy Clinic	56%	40%	3%	.4%

F. Massage Therapy	51%	44%	5%	.4%
G. Pharmacy	27%	38%	32%	2%
H. Sexual Health Education	39%	54%	7%	0%
I. Laboratory Services	43%	40%	17%	.1%
J. Wellness Resources (Health Ed)	41%	52%	8%	0%
K. Online Prescription refills	62%	33%	5%	.2%

Please rank the following statement(s) only if you have used the SHWC.

	Poor	Below Average	Average	Good	Excellent
L. The overall quality of service at the SHWC.	3%	6%	41%	41%	9%
M. The SHWC facility for aesthetic appearance.	7%	17%	52%	21%	4%
N. The SHWC facility for patient privacy.	2%	5%	43%	41%	9%
O. The SHWC facility for easy access.	3%	6%	39%	43%	10%
P. The overall reputation for the SHWC.	4%	7%	44%	36%	9%

25. Learning Center

Please mark the appropriate answer for the following services provided by The Learning Center.

	Unaware & Uninterested	Unaware but Interested	Aware but Uninterested	Aware & Interested	Aware & Participated in
A. Connecting for Success	45%	33%	17%	4%	1%
B. Online Tutoring through Smarthinking.com	43%	37%	14%	6%	1%
C. Reading and Study Skills Classes	44%	26%	21%	7%	2%
D. Speed Reading Classes	35%	35%	19%	11%	1%
E. Study aids for entrance/placement exams	35%	36%	17%	10%	2%
F. Supplemental Instruction	46%	26%	16%	8%	4%
G. Supplemental Tutoring	40%	25%	21%	8%	6%
H. Volunteer Tutors	39%	21%	27%	11%	3%

Of the services you have used, how effective were those services in improving your grade(s)? ****Only answer for those that you used. If you did not use any, go on to # 26.**

	Not Effective	Somewhat Effective	Effective	Very Effective	Extremely Effective
I. Connecting for Success	13%	17%	33%	29%	8%
J. Online Tutoring through Smarthinking.com	17%	8%	33%	25%	17%

K. Reading and Study Skills Classes	10%	10%	40%	30%	10%
L. Speed Reading Classes	13%	17%	46%	13%	13%
M. Study aids for entrance/placement exams	14%	14%	41%	14%	17%
N. Supplemental Instruction	7%	10%	36%	17%	31%
O. Supplemental Tutoring	6%	15%	32%	17%	30%
P. Volunteer Tutors	14%	14%	39%	16%	18%

26. International Studies and Programs

Please rate the following statements:

	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree
A. I have had an international/non-native English speaker as a teacher (TA/RA) and was satisfied with the teacher's ability to communicate and instruct in English.	14%	21%	33%	27%	6%
B. Academic programs and classes at UNT help students develop appropriate international perspectives that will help prepare graduates to work in the "global workplace."	3%	13%	38%	42%	5%
C. UNT offers affordable, practical, and interesting study abroad and international exchange opportunities for its students.	2%	9%	54%	28%	8%
D. Services provided for international students at UNT adequately meet the needs of students.	1%	5%	73%	18%	2%
E. The university offers opportunities to interact with students of diverse backgrounds, cultures, and histories.	.6%	5%	35%	49%	11%

27. Career Center

Which of the following services are you interested in participating in or have already participated in.

	Not Aware	Aware/ Did not Use	Used/ Satisfied	Used/ Not Satisfied
A. Career Decision Advising	37%	45%	15%	2%
B. Resume and/or Interview Seminar	32%	46%	22%	2%
C. Online Job Listing (eRecruiting)	27%	32%	32%	9%
D. Individual Advising on Resumes, Job Search etc.	34%	46%	17%	3%
E. Full Time Career Days	33%	49%	16%	2%
F. Mock Interviews	41%	49%	9%	1%
G. On-campus interviewing with employers for full time career positions	35%	51%	13%	2%
H. Career Library Resources	45%	40%	14%	2%

Were you aware the Career Center brings employers to campus for the following services?

	Not Aware	Aware/ Did not Use	Used/ Satisfied	Used/ Not Satisfied
I. On-Campus Interviews	34%	54%	12%	1%
J. Information Sessions	43%	44%	12%	.4%
K. Mock Interviews	46%	46%	7%	.2%
L. Career Days for full-time positions with degree	37%	50%	12%	2%

M. Have you registered with eRecruiting (on-line job listing system)?

24% A. Used/Satisfied 13% B. Used/Not Satisfied 63% C. Not Used

N. Are you aware our services are available to UNT alumni? 36% A. Yes 64% B. No

O. How would you prefer to use our services?

46% A. On-line 3% B. Coming into the office 50% C. Both

P. Would you be interested in participating in our online career assessment program (eChoices)? 62% A. Yes 38% B. No

28. Counseling and Testing

Assess only the Counseling and Testing Services you have participated in.

Computer Base Test	Excellent Service	Good	Average Service	Less than Average	Poor Service
A. CLEP	28%	31%	26%	10%	5%
B. TOEFL	8%	50%	42%	0%	0%
C. GRE	23%	48%	29%	0%	0%
D. GMAT	19%	48%	33%	0%	0%
E. NAPLEX	7%	35%	57%	0%	0%
F. PRAXIS	6%	47%	47%	0%	0%

Paper/Pencil Base Tests	Excellent Service	Good	Average Service	Less than Average	Poor Service
G. SAT	9%	41%	44%	3%	3%
H. Institutional SAT	6%	41%	47%	6%	0%
I. ACT	10%	33%	50%	5%	2%
J. MCAT	7%	33%	60%	0%	0%
K. GRE subject	6%	35%	53%	6%	0%
L. THEA (w/ TASP)	6%	43%	46%	6%	0%
M. GED	7%	33%	60%	0%	0%

	Yes	No	Undecided
N. Were the facility and procedures conducive to performing well on the exam?	77%	23%	0%
O. Have you taken any Career or Psychological tests at Counseling and Testing Services?	18%	82%	0%
P. If yes , were the procedures about taking the test helpful?	72%	28%	0%
Q. Is the testing services being centrally located (the Union) on campus important to you?	63%	37%	0%

Free Responses

29. What employers would you like to see the **Career Center** bring to campus and/or have job listings for?

30. If you have been previously diagnosed as having a disability, or believe you have a disability and are not registered with **ODA**, what reasons do you cite for not being registered for services? _____

31. What aspects of campus, in terms of both services, resources and/or buildings do you believe are inaccessible, if any? _____

32. If **you are not involved** in any student organizations, what reasons do you list for not being involved? _____

33. Please comment on any additional services you would like to see any of the departments to provide.

Volunteer Center
Center for Student Rights and Responsibilities
Student Activities and Organizations
Student Health and Wellness Center
International Studies and Programs
New Student and Mentoring Program
Student Financial Aid and Scholarships

Women's Center
Recreational Sports
Dean of Students
The Learning Center
ODA
The Career Center
Counseling and Testing
