Sophomore Survey

North Carolina Central University

Dear Sophomore,

NCCU is participating in a system of biennial student surveys to help us evaluate institutional performance. Students surveyed include new students, students in the middle of their undergraduate programs, and graduating seniors. All 16 campuses of the University of North Carolina are participating.

Please help us with this effort by taking a few minutes to complete this survey. It contains questions being asked of sophomores on all of the campuses. It may also contain some additional questions that will be asked only of students on your campus. Your answers to all questions are important. Look for them to be summarized later in your campus newspaper, your campus home page on the World Wide Web, or a similar medium. Be assured, however, that your answers will never be released to the public in a form that would permit anyone to know they are yours.

If you should wish to elaborate on an answer, please comment in Section F or on a separate sheet of paper and return it with the survey form.

It is also important that you provide your Banner ID number. It permits us to link your responses to other information in your student record, such as your age and the number of hours you have taken at this institution or at other colleges. By using your Banner ID to obtain this information, we are able to better understand your answers and at the same time keep the survey short.

Thank you for taking the time to complete the survey!

Sincerely,

Chancellor Charlie Nelms

President Erskine B. Bowles

MARKING INSTRUCTIONS

Please:

- **Use a No. 2 pencil only.**
- **Do not use ink, ballpoint, or felt tip pens.**
- **Make solid marks that fill the response completely.**
- **Erase cleanly any marks you wish to change.**
- **Make no stray marks on this form.**

CORRECT: ●

INCORRECT:

Please:

Write your *Banner ID number*

and

fill in the *corresponding bubbles*.

Banner ID Number

Section A. Faculty Contributions

Please evaluate how well faculty members at this campus do each of the following. Please mark **only one** response for each.

	Excellent	Good	Fair	Poor
1. Set high expectations for you to learn	4	3	2	1
2. Respect the diverse talents and ways of learning of you and your classmates	4	3	2	1
3. Encourage you to be an actively involved learner	4	3	2	1
4. Encourage student-faculty interaction, in and out of the classroom	4	3	2	1
5. Give you frequent and prompt feedback	4	3	2	1
6. Encourage you to devote sufficient time and energy to your coursework	4	3	2	1
7. Develop opportunities for you to learn cooperatively with fellow students	4	3	2	1
8. Care about your academic success and welfare	4	3	2	1
9. In general, how would you evaluate your instructors on these eight measures?	4	3	2	1

Section B. Help Outside the Classroom

Based on your experience so far, how would you evaluate the following services? If you have not had enough experience with a service to evaluate it, please mark the response "**Don't know/did not use**" and skip to the next service. Please mark **only one** response for each lettered item. (***This section is continued on the back.***)

	Don't know/did not use	Excellent	Good	Fair	Poor
1. Orientation for new students					
a. Length of session	5	4	3	2	1
b. Quality of programs	5	4	3	2	1
c. Helpfulness of staff	5	4	3	2	1
d. Accommodations	5	4	3	2	1
e. Overall effectiveness of orientation	5	4	3	2	1
2. Academic advising					
a. Access to advisor	5	4	3	2	1
b. Sufficient time with advisor	5	4	3	2	1
c. Accurate information about degree requirements and course sequencing	5	4	3	2	1
d. Knowledge of campus policies and procedures	5	4	3	2	1
e. Academic advising services overall	5	4	3	2	1

Section B continued (Help Outside the Classroom)

	Don't know	Excellent	Good	Fair	Poor
3. Academic assistance or tutoring if you needed extra help in the following areas:					
a. Writing	5	4	3	2	1
b. Reading	5	4	3	2	1
c. Mathematics	5	4	3	2	1
d. Science	5	4	3	2	1
e. Study skills	5	4	3	2	1
f. Academic help services overall	5	4	3	2	1
4. Library					
a. Hours of operation	5	4	3	2	1
b. Access to databases and collections	5	4	3	2	1
c. Training to use library	5	4	3	2	1
d. Library services overall	5	4	3	2	1
5. Technology					
a. Access to the Internet	5	4	3	2	1
b. Hours of operation for computer center, labs, and help desks	5	4	3	2	1
c. Access to up-to-date facilities	5	4	3	2	1
d. Access to trained staff for help	5	4	3	2	1
e. Technology training classes	5	4	3	2	1
f. Technology services overall	5	4	3	2	1
6. Career-related services					
a. Opportunity for career assistance	5	4	3	2	1
b. Information on internships, co-op, other career-related experiences	5	4	3	2	1
c. Resources available to explore career options	5	4	3	2	1
d. Information available through computers/ Internet and other technology	5	4	3	2	1
e. Career-related services overall	5	4	3	2	1
7. Timely availability of textbooks, computer supplies, and other course materials provided by the campus bookstore	5	4	3	2	1

Section C. Campus Safety, Class Size, and the Spoken English of Instructors

	Yes	Not sure	No
1. Do you feel that this campus has taken sufficient steps to ensure your physical safety?	2	1	0

(**If no, please explain in Section F.**)

	None	One	Two	Three	Four or more
2. How many of your classes, if any, do you feel have been too large for you to learn effectively?	0	1	2	3	4
3. In how many classes have you had difficulty understanding the spoken English of an instructor?	0	1	2	3	4

Section D. Other Offices That Serve You

Based on your experience so far, how would you evaluate the following **services**? If you have not had enough experience with a service to evaluate it, please mark the response "**Don't know/did not use**" and skip to the next service. For those services that required interaction with staff secretaries, tutors, counselors, office workers, or other people, please rate how **responsive** those **staff** people were to your needs.

	Don't know/did not use	Evaluation of Service Area: Excellent	Good	Fair	Poor	Evaluation of Staff Responsiveness: Excellent	Good	Fair	Poor
1. Registration process	5	4	3	2	1	4	3	2	1
2. Financial aid services									
a. Application/award process	5	4	3	2	1	4	3	2	1
b. Disbursement process	5	4	3	2	1	4	3	2	1
3. Campus food services	5	4	3	2	1	4	3	2	1
4. Campus health services	5	4	3	2	1	4	3	2	1
5. Campus counseling (personal, interpersonal, or psychological)	5	4	3	2	1	4	3	2	1
6. Business services/cashier/student accounts	5	4	3	2	1	4	3	2	1
7. Campus residence life programs for students living in University-owned housing	5	4	3	2	1	4	3	2	1
8. Opportunities to participate in campus recreational & other extra-curricular activities	5	4	3	2	1				
9. Opportunities to participate in community service projects	5	4	3	2	1				
10. Opportunities to develop leadership skills	5	4	3	2	1				

Section E. Your Conclusions

	Very strong	Strong	Weak	Very weak
1. All things considered, how would you characterize the **intellectual environment** on this campus?	4	3	2	1

	Excellent	Good	Fair	Poor
2. All things considered, how would you evaluate the **overall quality of instruction**?	4	3	2	1
3. All things considered, how would you evaluate the **overall education** that you are receiving at this institution?	4	3	2	1

	Yes	Not sure	No
4. Do you plan to complete your **degree program** at this institution?	2	1	0
5. If you could start over again, would you still choose to **attend this institution**?	2	1	0

Section F. Comments, Explanations?