

# Columbus State University

## Student Academic Support Services Survey 2003

The Student Academic Support Services Survey was administered to 418 seniors on Assessment Day in March 2003 at the time of CAAP testing. The respondents included 31.6% males and 68.4% females. The respondents college of the major included 25.8%, College of Arts and Letters; 21.3%, Abbott Turner College of Business; 15.1%, College of Education; and 37.8%, College of Science. The sample included 23.2%, African-American; 2.6%, Asian; 2.4%, Hispanic; 6.7%, other races; and 64.6%, white. Most (76.3%) of the students were 21-30 years of age, and 48.3% had taken one or more courses by distance learning, off-campus instruction, or online instruction. The respondents reported that they were employed as follows: 23.9%, full-time; 45.0%, part-time; and 31.1%, not employed. 34.4% indicated they were day students only and 4.3% indicated they were night students only.

The first part of the survey included statements to which the students responded as follows: SA, Strongly Agree; A, Agree; D, Disagree; SD, Strongly Disagree; and NA, Not Applicable. No response for an item is indicated by NR.

Item	SA	A	D	SD	NA	NR
The procedures used during the admissions process were satisfactory.	25.1%	60.3%	7.4%	5.0%	1.0%	1.2%
The letters sent during the admissions process were easy to read and understandable.	37.6%	55.0%	5.0%	0.7%	1.0%	0.7%
The letters and materials sent during the admissions process were received in a timely and efficient manner.	30.1%	56.0%	9.1%	3.1%	1.0%	0.7%
The instructions printed on the cover of the application and in the catalog are easy to read and understand.	31.3%	61.5%	4.8%	0.5%	1.4%	0.5%
The staff of the Admissions Office is helpful and pleasant	21.8%	53.3%	13.2%	6.9%	3.3%	1.4%
The staff members of the Admissions Office seem knowledgeable and competent in their positions.	18.9%	55.3%	15.1%	4.8%	4.3%	1.7%
My telephone calls to the Admissions office were answered in a timely and efficient manner.	17.7%	46.4%	12.4%	5.5%	17.0%	1.0%
My voice mail messages for the Admissions Office staff were answered in a timely and efficient manner.	11.7%	33.5%	7.9%	3.8%	42.3%	0.7%
The online application is user friendly and efficient.	17.2%	39.2%	4.1%	1.7%	36.8%	1.0%
The online application status check is user friendly and efficient.	19.4%	40.2%	4.8%	2.2%	33.0%	0.5%
The hours of the Admissions Office, the Financial Aid and Veteran Affairs Office, and the Registrar's Office are satisfactory.	24.9%	60.8%	6.2%	4.3%	3.3%	0.5%
The receptionists in the Financial Aid Office are courteous and polite.	20.8%	51.2%	12.9%	7.2%	7.4%	0.5%
The counselors in the Financial Aid Office are informative.	19.1%	46.7%	13.6%	8.4%	12.2%	0.0%
The counselors in the Financial Aid Office are considerate.	19.6%	45.7%	12.4%	9.6%	12.0%	0.7%
The counselors in the Financial Aid Office are helpful in answering my questions.	21.5%	44.3%	12.4%	9.1%	11.0%	1.7%

<b>Item</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>	<b>NR</b>
Letters and materials sent to me by mail from the CSU Financial Aid Office were received in a timely and efficient manner.	21.8%	49.3%	12.9%	7.2%	8.6%	0.2%
The Veterans Affairs staff members are knowledgeable in their position.	14.1%	26.8%	3.1%	1.7%	53.1%	1.2%
The Financial Aid Office provided prompt responses to my aid application.	18.9%	44.5%	12.2%	8.1%	15.8%	0.5%
Responses from the financial aid appeals process are provided in a timely manner.	13.9%	35.4%	7.9%	4.1%	38.3%	0.5%
The financial aid appeals process is fair and unbiased.	13.6%	33.0%	9.8%	4.8%	37.6%	1.2%
I was clearly informed of the financial aid penalties regarding withdrawals or dropping of classes.	17.7%	40.2%	14.1%	7.7%	19.6%	0.7%
The financial aid book vouchers process is timely for my needs.	14.4%	39.2%	13.4%	6.0%	26.8%	0.2%
My telephone calls to the Financial Aid Office staff were answered in a timely and efficient manner.	13.4%	40.2%	12.9%	7.9%	25.1%	0.5%
My voice mail messages for the Financial Aid Office staff were answered in a timely and efficient manner.	9.1%	28.9%	7.9%	4.8%	48.6%	0.7%
Online fee payment is easy for me to use.	25.1%	32.8%	2.4%	0.5%	38.8%	0.5%
On campus fee payment is convenient for me to use.	21.1%	43.3%	7.9%	3.6%	23.7%	0.5%
The academic advising offered by the Center for Academic Support and Student Retention is informative and helpful.	13.4%	33.3%	5.3%	3.6%	43.8%	0.7%
The Adult Re-Entry program is informative and helpful.	9.1%	22.7%	1.9%	1.9%	63.6%	0.7%
Enrollment in CSUS 1106 College Success is informative and helpful.	6.2%	27.0%	7.4%	11.2%	47.4%	0.7%
Services provided for students with disabilities are informative and helpful.	9.1%	24.9%	2.6%	1.9%	60.5%	1.0%
Tutorial services provided through the Center for Academic Support and Student Retention are helpful.	13.4%	32.3%	3.6%	2.9%	47.6%	0.2%
The staff of the Center for Academic Support and Student Retention are knowledgeable and competent in their positions.	12.7%	32.8%	4.3%	1.2%	48.6%	0.5%
The hours of the Center for Academic Support and Student Retention are appropriate for students at the university.	12.9%	37.3%	6.9%	2.6%	39.7%	0.5%
The Math Lab operated by the Center for Academic Support and Student Retention is helpful to students who need individual assistance with math classes.	16.0%	35.9%	4.1%	1.7%	42.1%	0.2%
The Writing Labs operated by the Center for Academic Support and Student Retention are helpful to students who need individual assistance with writing and composition classes.	17.0%	39.5%	4.1%	1.4%	37.8%	0.7%
The hours of the Computer Center are adequate for my needs.	29.4%	50.0%	8.6%	3.3%	7.9%	0.7%
The hardware provided in the labs on campus is adequate for my academic requirements.	29.7%	54.5%	6.9%	1.9%	6.0%	1.0%

<b>Item</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>	<b>NR</b>
The software provided is adequate for my academic requirements.	30.4%	51.9%	6.2%	3.3%	7.2%	1.0%
The staff of the Computer Center is knowledgeable about where to direct me to get the information I need.	23.2%	58.6%	7.4%	2.6%	7.4%	0.7%
The staff of the Computer Center is helpful and courteous.	26.6%	52.6%	9.6%	3.3%	6.7%	1.2%
The campus electronic mail system meets my academic communication needs.	25.4%	55.5%	6.9%	1.9%	8.6%	1.7%
The campus computer network and Internet access are adequate for me to successfully complete my academic requirements and my research activities.	31.6%	55.7%	5.3%	1.2%	4.8%	1.4%
Overall, the Computer Center provides good service to students.	32.8%	56.9%	4.3%	1.2%	4.1%	0.7%
The early registration process meets my needs as a student.	32.8%	55.3%	5.5%	3.3%	1.9%	1.2%
The late registration process meets my needs as a student.	18.7%	45.9%	5.0%	2.9%	26.8%	0.7%
The schedule change process meets my needs as a student.	21.8%	58.1%	5.3%	2.4%	11.5%	1.0%
The schedule of classes book is easy to understand.	27.5%	63.2%	5.0%	2.4%	1.4%	0.5%
The schedule of classes book provides the information necessary for me to register for classes.	28.0%	61.0%	6.5%	1.9%	1.7%	1.0%
I am satisfied with the way in which I obtain information about program requirements.	20.3%	53.6%	15.1%	7.9%	1.7%	1.4%
The procedure for withdrawing from a course is easy to understand, efficient, and does not need to be changed.	21.1%	56.0%	9.3%	3.6%	9.6%	0.5%
The staff in the Office of the Registrar is courteous and helpful	20.6%	61.5%	7.2%	4.8%	5.0%	1.0%
The staff in the Office of the Registrar is knowledgeable and able to provide the information needed by students.	21.1%	60.5%	6.0%	4.5%	6.5%	1.4%
The procedures for requesting academic transcripts and enrollment verifications are satisfactory for students.	22.7%	56.2%	8.6%	2.6%	8.6%	1.2%
I am knowledgeable about the services provided by the Office of the Registrar.	20.1%	59.6%	11.0%	3.1%	5.5%	0.7%
The Testing Center staff is accommodating with requests for alternate test dates and times when tests dates and times are inconvenient.	19.4%	45.0%	5.5%	1.9%	26.8%	1.4%
The Testing Center staff is professional and courteous.	21.8%	49.8%	6.0%	1.0%	19.9%	1.7%
I am aware of the services offered by the Testing Center.	17.0%	44.7%	18.4%	6.5%	12.9%	0.5%
The CSU Enrollment Services/Marketing web site is easy to understand.	20.3%	55.5%	3.8%	1.2%	17.7%	1.4%
The CSU Enrollment Services/Marketing web site provides the information necessary for me to register for classes.	21.3%	55.7%	5.5%	1.4%	14.8%	1.2%

This section of the survey included statements to which the students responded as follows: Excellent, Good, Fair, Poor; and Not Aware. No response for an item is indicated by NR.

<b>Item</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Not Aware</b>	<b>NR</b>
GALILEO	31.8%	47.1%	11.5%	1.9%	6.7%	1.0%
Periodical collection	18.4%	47.6%	16.5%	4.5%	11.7%	1.2%
Assistance at the Reference Desk	27.3%	47.1%	12.9%	4.1%	7.2%	1.4%
The library's book collection	22.5%	45.9%	16.5%	6.0%	7.7%	1.4%
The Schwob library web page	24.4%	51.4%	11.2%	2.4%	9.3%	1.2%
GIL (Library's online catalog)	26.3%	46.7%	11.0%	2.2%	12.4%	1.4%
Library services for distance learners	16.5%	35.6%	8.9%	2.6%	34.2%	2.2%
Interlibrary loan services	20.8%	38.5%	8.6%	0.7%	28.2%	3.1%
Group Study Rooms	34.4%	44.5%	7.9%	1.9%	9.8%	1.4%
Library instruction sessions by librarians in conjunction with various academic courses	16.5%	46.9%	8.9%	1.7%	25.1%	1.0%
Personal computers (in the open labs and classrooms in the computer center, the library, and other campus locations)	27.8%	51.7%	8.6%	1.4%	9.3%	1.2%
Personal computer software available via the CSU Network	26.3%	44.3%	8.1%	2.9%	15.6%	2.9%

In this section of the survey, students were asked to select one or more of the options provided which best describe the services they use and how they feel about those services.

Information about the services available to students at the Center for Academic support and Student Retention was provided to you by:

Your academic advisor	19.9%
Flyers or brochures	25.6%
Friends or other students	15.1%
Instructors	13.6%
Online sources	14.6%
No response	11.2%

I use the library:

Some during the semester	36.4%
Rarely if at all	25.4%
Once a week	11.5%
Twice a week	10.0%
Three or more times per week	15.1%
No response	01.7%

If you do not use the library, which of the following best indicates your reason for not using the library:

My assignments do not require me to use the library	23.4%
I use GALILEO and other online sources	37.8%
The library staff is not helpful to me	06.0%
The library does not have the materials I need	04.5%
I use the library at another college	05.5%
No response	22.7%

My course of study at CSU requires the use of personal computers in:

Computer classrooms	07.4%
Open computer labs	22.7%
Both computer classrooms and open computer labs	27.5%
Neither computer classrooms or open computer labs	01.4%
My home	31.1%
No response	06.7%

I use the semester schedule of classes book

Only during registration	40.7%
Occasionally throughout the semester	29.7%
Regularly throughout the semester	12.2%
By using the online schedule of classes	09.3%
No response	06.7%

## **Student Academic Support Services Survey Comments 2003**

**Please provide additional comments you feel are appropriate about academic support services offered to students at the University by the Admissions Office, the Financial Aid Office, the Student Fee Payment Center, the Center for Academic Support and Student Retention, the Library, Computer Information and Networking Services, the Testing Center, and the Office of the Registrar.**

### **Admissions Office**

Besides rude staff of the Admissions office, I have never had a problem with the staff at these locations.

There should be better organization in the Admissions office.

### **Financial Aid Office**

Overall my experience at CSU has been good. The only low point (and I mean very low) was with financial aid. The lack of knowledge from the staff caused me to lose a large scholarship when I changed my major during my sophomore year. This problem was put off from person to person in financial aid and various other departments until ultimately it went to Dr. Brown. At this point he admitted wrongdoing and I thought it would be classified but once again it was put off on someone else. He continued to stand behind the financial aid department, knowing what they did. The Hold was absolutely ridiculous. You know, you would really think that the president of a university would stand up for the right things, like HONESTY, but I guess that's not the case here. The financial aid department needs new employees that understand the financial aid process and can help students with their needs, instead they just give you answers to get you out of their office.

There have been many inconsistencies in the financial aid department. Some receptionists are very unknowledgeable. The counselors are great and informative. I think they need more full-time employees and no work study people.

I've had problems with Financial Aid this semester; unfortunately my financial aid had difficulty going through for some reason. Nobody was able to tell me how to speed up the process. I was very frustrated with the financial aid office and how they ignored my problems. They did not seem to care about my problems with finances. For example, I filled out an application for 2002-2003 back in Sept. of 2002, I just got my awards in Feb. 2003, way too long. I am still frustrated and confused over what exactly happened.

The people who work in Financial Aid are rude and if you call the office for help they pass you from one person to the next.

The Financial Aid Office is in serious need of revision. The receptionists are unhelpful, lazy, and rude, and the counselors do not act if they really care about students or the help they may need. They are also very unknowledgeable about issues and give answers in order to get students out of their way. The appeal process is also very unfair and biased. They should not even be a part of the process as they really will not change a decision made earlier due to pride and lack of courage. Dr. Brown should also become more involved in student appeals and problems and not send someone else to do his dirty work.

I do not think that the people in the financial aid office are very helpful. I have been trying to get aid information for the summer for three weeks and I have not received anything. The one lady said I should have received a paper in the mail but did not. I have talked to other students who have had similar bad experiences in this department.

Financial Aid is not very helpful in answering students' questions about loans and other types of financial aid.

The Financial Aid could be more helpful. Cashiers should be friendlier. Academic Support students helping others need to be more informed or knowledgeable. Testing Center more helpful.

Financial Aid Office has NO right to withhold any portion of anyone's federal loan for any reason!

My biggest problem at CSU was with Financial Aid. I don't think loans were explained very well at all. I had never been told that summer funds were different until last year when I needed to go and funds were not there. It ultimately worked out in the end, but I'll owe back on higher interest loans. □

The non-academic employees need to work on their customer service skills. Especially in the Financial Aid office. Remember, if it were not for students who require the service their positions would not exist!

Registrar and Financial Aid office need much better communication between themselves. Students are often bounced back and forth between the two in order to resolve a problem. Registrars' office need to be more informative of reg.'s (i.e., app. For grad., CAPP, etc.) particularly to transfers. Multiple such problems with these two offices have delayed my graduation twice.

I have gone to the Financial Aid office many times with questions. The answers to these questions seem to bring more problems or be so vague that I have to constantly come back. I have constantly received conflicting information on the same questions from the workers there.

Financial aid services and staff have improved over the past four years. Library is adequate for all my needs at CSU. The Computer Center is wonderful. I have used it during my four years at CSU. Registrar and Cashier's office are very helpful.

### **Student Fee Payment Center**

Parking tickets must be paid at one place and your hold is taken off at another. No communication between the two, not user friendly.

### **Center for Academic Support and Student Retention**

Help for statistics courses should be offered by the Math Lab and they should have better hours.

Academic Advising needs to be taken SERIOUSLY.

I rarely hear anything about events from the Academic Support and Student Retention.

The Center for Academic Support and Disabilities is very helpful and considerate. I am appreciative for there time and effort.

All of these facilities are very useful, however, most faculty lack understanding and the patience in dealing with students. If there is a problem involved, they do not want to deal with it, instead you are referred all over the place. The Center for Academic Support has been a great asset, and this is one department where the faculty is understanding and greatly helpful. If there is any problem it is dealt with quickly and efficiently.

### **Library**

The library is great! We just need to extend to more hours on SATURDAY!

Something should be done about the student service in the office of the Registrar and the Circulation Desk at the library. The people who work in those places seem as though they dislike students. I always feel unwelcome and as if I am bothering someone when I have to interact with these people. They are rude and act as if helping students is the last thing they care to do.

Better hours for computer labs and library!!

The library staff, especially those at the front desk, should be more courteous. Their lack of friendliness and often sour attitudes can deter CSU students from using the library. Please hire people who actually either like to assist students or have the current staff enroll in servant leadership classes!

The library materials need to be updated and the staff needs to be more knowledgeable. (Throughout the campus).

Excellent library, staff should be more pleasant, most of them is.

The library is not very helpful. I have had many problems.

The Library staff at the College is excellent. Very helpful & professional, That means a lot to students. The CAAP Test time is too short. Intelligence does not always = Speed Thinking.

The Library also provides considerable help. Those at the Information Desk are quite helpful. The Computer Center always provides sufficient answers to my questions.

I wish the library was open more.

### **Computer Information and Networking Services**

I think the computer labs should be open later. Maybe, we (CSU) should have a 24-hour computer lab available to the students, among other things.

Better hours for computer labs and library!!

The Computer Center is nice and kept up to date with hardware and software.

We need more paper in the computer lab. 300 sheets are not enough!

There are certain software programs available only in certain computer rooms that should be available everywhere (ex. SPSS).

I feel that CSU should offer the students more than 300 sheets of paper during the semester. If a student have a full-load of classes and need to print information for group projects, term papers, this is not enough. We should have at least 450 sheets.

I think that more paper should be allotted to students.

More paper allotted to Nursing students would be helpful!

We should be given more paper to print research information. 300 sheets not enough per semester.. Yes! I am aware of the additional request procedure. But you should have 4-500 for research and critical skills per semester.

## Office of the Registrar

I have only one constructive criticism: it seems that when things occur outside of the norm that it becomes a big hassle—for example, because I am a student who started under the quarter system, I had to appeal to have certain classes counted – my appeal got lost in limbo for two and a half months before I was finally told I didn't need to appeal in the place.

The CAPP report is horrible. It was more of a headache than a help. It only works for four years CSU students under the semester only.

CAPP report easier to read and better put together. Some students have problems graduating because of one or two classes.

Something should be done about the student service in the office of the Registrar and the Circulation Desk at the library. The people who work in those places seem as though they dislike students. I always feel unwelcome and as if I am bothering someone when I have to interact with these people. They are rude and act as if helping students is the last thing they care to do.

I feel seniors should be allowed to register first, then juniors, sophomores, then freshmen. It is frustrating when you need a class and it's already filled by lower-classmen.

Add information about classes that are only given during a certain time, or that requires large amounts of writing/reading/outside study. It would help tremendously in studying classes (not all advisors know these things about all classes)

I believe that seniors need to be allowed to register prior to underclassmen. The registration should then be open to juniors and so on.

Overall, my experience at CSU was good. The Registrar Office was really good at helping me with my transcripts. I don't like the fact after you transfer your grades they're used against you. My GPA was lowered in comparison to what I've earned since being a student here at CSU. In the future consider if the student hasn't done well at previous college then disregard his or her grades.

Registrar's Office should never give students personal information out to anyone. Especially credit card companies and the like. I had to put a block on my information at Registrar's Office to stop solicitations!

Registrar and Financial Aid office need much better communication between themselves. Students are often bounced back and forth between the two in order to resolve a problem. Registrars' office need to be more informative of reg.'s (i.e., app. For grad., CAPP, etc.) particularly to transfers. Multiple such problems with these two offices have delayed my graduation twice.

Trying to get transfer credit to count toward a degree at CSU is a nightmare - so much paperwork for students and faculty. Could this not be done during the admissions process?

I believe the order of registration should be senior, junior, sophomore, freshman; simply because freshman have an open slate and the higher you are, the fewer classes you need.

Classes should either be offered at different times during the day or more often.

Attitude in Registrar's office needs IMPROVEMENT.

I have had numerous difficulties with the registrar's office in fact, I am still waiting for them to fix a problem I've had from the past year and I am a senior. I've contacted them numerous times. Perhaps it would be more appropriate to hire people other than college students who really couldn't care less about your problem. They'll put you off any way they can.

Whoever decided that seniors should register last should seriously reconsider. How much sense does it really make?

When credits are transferred in from another college your advisor needs to be sure everything is correct before they tell you it is.

Freshman need to register last.

### **Testing Center**

Testing Center Staff is exceptionally helpful. Center for academic support staff and instructors are outstanding. They are helpful, supportive and encouraging.

The Testing Center is unable to process CB&T visas' so that was a hassle for me to come up with the funds. They said their system wasn't setup for them to take them.

### **General**

Good = Admissions Office, Center for Academic Support & Student Retention, Testing Center

Needs improvement = Cashiers Office, Library

Average = Financial Aid, Computer Center, Registrar

CSU is a good college. It needs more facilities so it can get better.

Admissions - ok; Financial Aid - good-have improved a lot; Cashiers - the older fat woman is a Bitch! Student Retention - Is the grad. Rate 22%; Library - love it, we should be able to eat food though; Computer Center - gotta love it; Testing Center - Ok; Office of the Registrar-need a job any openings?

Good school, somewhat enjoyed my stay here, maybe I will donate in the future.

This survey is too long & detailed. It's a PAIN!

I feel the CAAP Exam is a poor assessment. Time was a big factor. I also felt it didn't really show what I should have learned just by coming to CSU.

Though it doesn't directly affect the offices listed above, I feel there should be more on-campus activities for international students.

All the offices above have been very useful and helpful during my CSU tenure. I have always been treated politely by all with whom I've come in contact.

The college is great, but the administrative side is a nightmare. The right hand doesn't know what the left hand is doing from office to office.

Columbus State University System is organized very well. Each department is based on getting the needs of students met.

Please add question section for nursing dept. Nursing dept. seems to be very independent (which is good in some ways) but doing things the way they want to do regardless of the school policies in certain areas, in not good. They have taken the authority too much on themselves. Thanks.

Not enough time. The test was easy.

We need more night classes especially if CSU will pride themselves on being a non-traditional school. Also, childcare needs to be offered.

I am tired of writing.

The CAAP test is not a true overview of the students' knowledge. It should be a combined skills' test for a more accurate study of student knowledge.

Don't force students in dorms to buy meal plans!

I don't like how my whole college assessment (how well I did in college) is based on one subject. I was given my worse subject and that will not accurately reflect what I've learned in school.

I feel this is an inappropriate way to administer this survey. It is not right to keep people after a 40-minute test to answer a 120-minute survey. It should be sent to graduates homes to be sent back at their convenience.

There should be more thought given to providing evening students an equal opportunity to resources.

I think everyone does a great job. The people make a difference, so as long as they are courteous to others, all goes well.

The Career Center is great! Kim MaCafe was such a big help and had a pleasant attitude!

Good University. I'm glad I was here. You should really be more accepting of homeschoolers though. We are usually way ahead of everyone else. You're just losing us to the rest of the world (and CVCC). It would be much wiser and cost effectively in the long run.

It's very useful!

This school is extremely unorganized!

I feel that the info asked about specific offices and services provided (i.e., admission's letters) should be asked during that time not 3-4 years later.

I have no comments. Everything is great so far.

Policy changes - or changes from the usual way of doing things-schedules, services, etc-should be communicated to students. My recommendation is to use the campus email for sending these notifications. It would be efficient and inexpensive.

Continue to do evaluations and implement cost effective solutions.

Thanks for the memories!

Increase parking space availability!

The survey is too long.

This survey is a waste of my time!

Today was and is a WASTE OF MY TIME!

The Human Resource personnel is very polite.

This survey is too long, questions can be packaged down.

I think having only one subject tested on for the CAAP is not fair. How are you supposed to see my overall college performance if a structured test on one section only make a few questions for each? I got tested today on my worst area and now graders will think I'm dumb. THANKS!

The blonde lady who gave CAAP Test was very rude!!

This survey was too long!

Extended opening hours.

These services help a lot.

There should be a fee waiver for students who are away from CSU, (in another city 45 miles or more) during their internship. Fee waiver on activity fees, health fees, computer fees, etc.

WE NEED A FOOTBALL TEAM!!

IMPORTANT: This survey would be appropriate if given in another setting (i.e. during class time). I imagine your results will not be very accurate as most students completing this survey want to leave and may not be entirely honest with their answers.