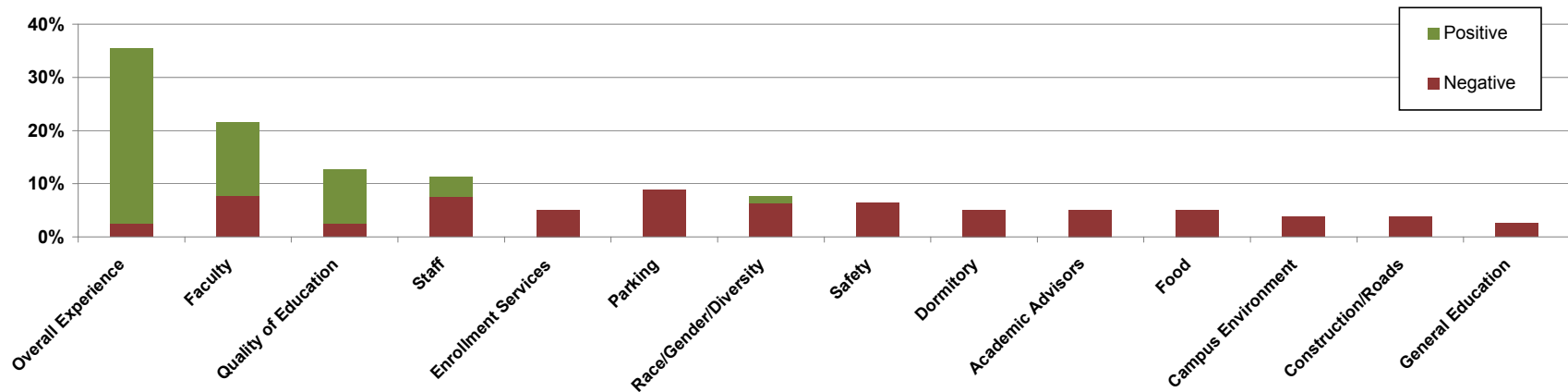


Analysis of Student Survey Comments from National Survey of Student Engagement 2008

The National Survey of Student Engagement (NSSE) is a national student survey that assesses the extent to which first year and senior students engage in educational practices associated with high levels of learning as determined by decades of research. NSSE asks students to report on their behaviors in college, their perception of the institution's actions and priorities, and their overall reactions to college. ESU administered NSSE for the first time during the Spring 2008 semester. The survey response rate for first-year students was 34% (376 of 1,118) and the response rate for seniors was 30% (294 of 967). Students who completed the survey were invited to add comments. Seventy-nine of the survey respondents chose to write in comments, 34 first-year and 45 senior students. A summary analysis of the provided comments is found below. Seniors reported more positive experiences than first-year students in the categories of Experience at ESU (Overall) and Faculty; however, they reported more negative experiences regarding Parking and Academic Advisors than the first-year students. There are no apparent differences in the responses between first-year and senior students for the other categories.

Number of Student Survey Comments by Category.

	Experience at ESU (Overall)	Faculty	Quality of Education / ESU Prepared Students for Career / Practical Experience	Staff	Enrollment Services	Parking	Race Emphasis / Gender Inequality / Diversity (In Survey and at ESU)	Safety	Dormitory Issues	Academic Advisors	Food	Campus Environment (Appearance)	Construction/ Roads	Amount of General Education Requirements
Positive	26	11	8	3	0	0	1	0	0	0	0	0	0	0
Negative	2	6	2	6	4	7	5	5	4	4	4	3	3	2
Total	28	17	10	9	4	7	6	5	4	4	4	3	3	2



Note 1: Sample sizes are very small - not appropriate to draw conclusions from the responses.

Note 2: Results are biased due to responses by people who chose to comment. Sample is not representative of the population of interest.

Note 3: 'Staff' category includes all staff (administrative, cleaning, etc.). 'Enrollment Services' category is a subset of the 'Staff' category.

Note 4: Results are subjective in the interpretation of the comments.

Sample of Student Comments by Analysis Category NSSE Spring 2008

Positive Comments

Experience at ESU (Overall)

- 1) I love ESU!
- 2) I'm very happy with this institution and couldn't ask for a better place to be.

Faculty

- (1) Certain professors have a great outlook on their student's career path and are always willing to help. They really should be acknowledged for that.
- (2) The faculty in the psychology department have been phenomenal and I'll miss them very much when I leave.

Quality of Education / ESU Prepared Students for Career / Practical Experience

I am very satisfied with the education I have received at ESU. I recommend this institution to anyone who wants a quality education. The faculty and staff were very helpful to me along the way and I feel that I am better prepared to become an outstanding educator thanks in part to the services offered at this institution.

Staff

A quality school with much to be gained. Staff is pleasant and easy to work with...

Race Emphasis / Gender Inequality / Diversity (In Survey and at ESU)

I think the University makes a great attempt at pushing students to get to know people of diverse backgrounds...

Negative Comments

Experience at ESU (Overall)

I believe that the university I attend does not take the necessary safety measures for students - and this is extremely important to my decision to transfer to another university in the fall...

Faculty

I think it is ridiculous to have professors preach to their students about how to be effective educators...when they, themselves, are horrible teachers. I am sorry, but ESU needs to find a better way of evaluating their teachers. I know it is personal opinion, but ESU has a lot of professors that should NOT be teaching.

Quality of Education / ESU Prepared Students for Career / Practical Experience

... I felt as a student I wasn't receiving the best education from them because the professors were so wrapped up in other things - especially when it came to advising and guidance for my future. Also, I felt as though I really had to nag to get the help I needed.

Staff

A lot of the staff members at this University are extremely unfriendly, (not the faculty, but the staff), possibly to the point of tears...

Enrollment Services

... Enrollment services is the only place where the administrators are NOT friendly, and I've had issues with them a few times in trying to get help from them.

Parking

The university needs to come up with a better plan for parking. Seniors at the ridge should not have to park at the opposite end of campus. WE are paying \$650.00 a month to live here - we should not be punished for it. Not everybody can take the shuttle...

Race Emphasis / Gender Inequality / Diversity (In Survey and at ESU)

Why do so many of these questions have to do with race, when race should not matter anymore and not be an issue in society today. By asking questions like "read a book by a minority author", why does it matter if he/she is a minority? It should only matter if the book best suits the class and is appropriate. Another question asked about having discussions with a person of another race/culture, I can have a conversation with whoever I want. If my friend is of another race, so what? It's things like this that make race still an issue today.

Safety

I have enjoyed my time at ESU but there would be a few areas that I believe need attention. First would be the safety on campus. After the recent events at several institutions throughout the nation, I do not feel very safe at ESU, especially when walking back to my apartment at the University Apartments in the dark...

Dormitory Issues

This school heats the dorm rooms too much; so much heat in the dorm rooms causes allergies and other sicknesses. Thanks.

Academic Advisors

... Lastly, I feel as a student that academic advising is lacking greatly...

Food

The cafeteria food is terrible.

Campus Environment (Appearance)

I wish the campus looked more appealing. It's very gloomy and dark.

Construction/Roads

I broke my car's axle driving last month... why can't ESU fix the streets? They are horrendous!!!!!!

Amount of General Education Requirements

I recognize the theory behind a general education and the requirements that we must meet in that area, however, in my four years here the general education classes have only added unneeded stress to my already packed and stressful schedule as an athletic training major. In addition to that, there have been few of those classes that I have actually learned anything that has impacted my life. Is it really necessary for us to take that many general education credits?