

Table 1
UNCA Sophomore Survey Results
2000, 2002, 2004, 2006, 2008

5+ points higher than comparison group

5+ points lower than comparison group

	UNCA						UNCA 2008- AVG	UNC System					2008 UNCA - 08 UNC
	2000	2002	2004	2006	Average	2008		2000	2002	2004	2006	Prelim 2008	
	Number of 2nd semester sophomores	259	274	253	339			301		10,618	11,606	13,580	
Percent responding to survey	89.2	96.0	93.7	90.0	92.2	98.0	5.8	72.5	70.6	53.0	46.0	N/A	

	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent		% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	
Faculty													
1. High expectations	95.2	96.6	93.6	94.7	95.0	96.6	1.6	90.9	91.1	92.3	92.6	93.9	2.7
2. Respect diverse talents	78.3	82.4	85.0	83.2	82.2	86.4	4.2	72.8	76.5	79.1	80.2	81.6	4.8
3. Encourage active learning	82.6	88.5	90.2	91.4	88.2	91.2	3.0	76.3	78.7	81.8	82.9	84.7	6.5
4. Student-faculty interaction	80.3	78.5	85.9	81.9	81.7	83.0	1.3	68.8	70.2	72.6	75.2	77.0	6.0
5. Frequent, prompt feedback	80.9	79.3	83.8	81.5	81.4	80.3	-1.1	72.1	74.5	75.3	77.1	77.4	2.9
6. Encourage sufficient time	87.4	90.0	91.0	90.1	89.6	88.1	-1.5	85.4	86.7	88.2	88.7	90.4	-2.3
7. Learn cooperatively	76.1	74.7	79.5	79.9	77.6	81.4	3.8	70.2	71.4	73.5	74.1	76.9	4.5
8. Care about success and welfare	85.7	84.6	83.7	87.1	85.3	87.8	2.5	68.0	72.2	74.7	76.7	78.6	9.2
9. General, overall	93.9	95.4	92.8	94.1	94.1	93.9	-0.2	83.2	85.5	86.8	87.9	88.7	5.2
Orientation													
A. Length of programs	64.3	67.3	69.2	68.7	67.4	73.1	5.7	73.2	73.6	78.0	76.7	76.6	-3.5
B. Quality of programs	59.0	69.1	68.9	63.2	65.1	68.7	3.7	70.4	72.3	77.1	75.9	76.4	-7.7
C. Helpfulness of staff	80.6	88.3	88.2	84.4	85.4	85.4	0.0	82.0	83.6	85.0	85.3	84.7	0.7
D. Accomodations	77.2	84.5	92.1	85.8	84.9	80.1	-4.8	71.6	75.1	76.6	75.5	76.7	3.4
E. Orientation - overall	71.0	73.4	75.8	76.2	74.1	74.8	0.7	75.5	76.8	80.4	80.3	79.4	-4.6
Academic Advising													
A. Access to advisor	77.6	77.6	81.2	84.9	80.3	77.1	-3.2	70.5	77.7	76.0	78.3	77.0	0.1
B. Time with advisor	70.6	72.9	73.0	79.5	74.0	77.7	3.7	64.9	71.8	70.9	75.0	73.7	4.0
C. Accurate degree information	63.4	69.4	74.7	59.7	66.8	68.3	1.5	68.1	72.1	70.9	72.9	72.5	-4.2
D. Knowledge of campus policies	73.5	73.2	81.4	73.1	75.3	75.1	-0.2	70.9	74.8	74.4	76.5	76.1	-1.0
E. Academic advising overall	76.9	74.8	82.6	78.6	78.2	74.0	-4.2	69.4	75.1	74.2	77.2	73.8	0.2
Academic Labs													
A. Writing labs	95.8	89.0	93.8	90.3	92.2	94.7	2.5	86.2	88.2	86.9	86.6	86.9	7.8
B. Reading labs	85.7	70.9	78.9	80.0	78.9	80.8	1.9	78.3	79.5	79.6	80.9	81.8	-1.0
C. Math labs	96.4	90.7	91.7	92.4	92.8	88.7	-4.1	78.5	81.1	79.6	79.9	80.0	8.7
D. Science labs	-	75.6	74.4	83.5	77.8	81.2	3.4	-	79.6	79.4	81.0	80.6	0.6
E. Study skills labs	75.0	70.6	74.6	72.6	73.2	75.9	2.7	78.4	77.5	78.3	80.3	80.1	-4.2
F. Acad labs - overall	94.1	87.0	93.3	92.0	91.6	91.1	-0.5	84.2	86.3	85.4	85.1	84.5	6.6

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	UNCA						UNCA 2008- AVG	UNC System					2008 UNCA - 08 UNC
	2000	2002	2004	2006	Average	2008		2000	2002	2004	2006	Prelim 2008	
Library	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent		% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	
A. Hours of operation	89.0	91.9	91.1	87.0	89.8	84.4	-5.3	91.3	92.0	90.9	89.5	93.4	-9.0
B. Library - access	95.0	94.9	93.1	93.0	94.0	94.7	0.7	90.3	92.5	92.3	92.3	94.5	0.2
C. Library - training	83.0	83.6	87.7	68.0	80.6	81.7	1.1	64.7	68.8	73.6	73.9	77.7	4.0
D. Library services overall	94.7	95.8	96.0	92.5	94.8	92.7	-2.1	90.8	93.4	93.0	93.8	94.7	-2.0
Technology Services													
A. Access to Internet	96.0	97.3	97.0	94.2	96.1	88.5	-7.6	92.6	94.9	91.9	93.3	91.5	-3.0
B. Hours of operation	86.2	91.7	88.6	86.7	88.3	81.0	-7.3	85.5	89.5	87.2	89.4	89.5	-8.5
C. Up to date facilities	80.5	90.7	93.6	87.6	88.1	84.7	-3.4	87.6	91.2	90.6	91.5	91.2	-6.5
D. Access to trained staff	78.0	79.4	76.2	71.8	76.4	66.1	-10.3	70.6	77.6	77.2	79.4	81.3	-15.2
E. Technology training classes	71.1	65.0	69.4	67.1	68.2	69.9	1.8	69.6	76.7	78.3	79.7	79.3	-9.4
F. Technology services overall	92.7	94.4	94.2	90.7	93.0	83.3	-9.7	89.1	92.2	90.8	91.3	91.0	-7.7
Career-related services													
A. Opportunities for career assistance	85.2	79.7	85.3	87.0	84.3	89.8	5.5	81.8	82.3	82.6	86.0	86.4	3.4
B. Information on internships, etc.	65.2	71.5	85.5	88.4	77.7	85.5	7.8	75.7	76.2	77.0	80.8	81.1	4.4
C. Resources available to explore options	71.4	78.9	83.9	87.8	80.5	87.9	7.4	79.7	79.4	79.8	82.2	82.9	5.0
D. Information through Internet, etc.	85.0	85.2	88.2	91.1	87.4	87.2	-0.2	85.3	85.7	85.6	85.5	85.9	1.3
E. Career services - overall	83.7	83.5	89.4	88.9	86.4	88.7	2.3	82.0	83.2	83.3	84.6	85.4	3.3
Bookstore													
	79.5	77.0	77.8	78.7	78.3	71.3	-7.0	71.0	74.4	76.6	77.1	78.0	-6.7
	%yes	%yes	%yes	%yes	%yes	%yes		%yes	%yes	%yes	%yes	%yes	
College taken sufficient steps to ensure your safety?													
	76.0	77.0	79.8	80.6	78.4	82.3	4.0	77.5	74.0	69.3	71.5	73.0	9.3
	% none	% none	% none	% none	% none	% none		% none	% none	% none	% none	% none	
How many classes too large?	52.6	57.4	53.4	60.2	55.9	64.8	8.9	36.5	37.4	37.9	37.1	34.7	30.1
How many classes where can't understand spoken English of instructor?	61.7	64.3	66.8	71.3	66.0	71.0	5.0	35.6	37.2	38.2	33.1	34.2	36.8

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	UNCA						UNCA 2008- AVG
	2000	2002	2004	2006	Average	2008	
Based on your experience so far, how would you evaluate the following services?	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	
1. Registration-Service	66.8	78.9	81.8	46.0	68.4	68.9	0.5
Staff	71.7	76.8	78.4	57.1	71.0	71.1	0.1
2a. Fin Aid/Application, Award - Service	-	74.5	71.1	66.0	70.5	59.2	-11.3
Staff	-	77.6	69.2	71.8	72.9	56.8	-16.1
2b. Fin Aid/Disbursement - Service	-	70.7	73.7	72.1	72.2	59.5	-12.7
Staff	-	71.2	75.0	76.4	74.2	58.1	-16.1
3. Food Service-Service	47.7	37.8	55.8	41.7	45.8	51.9	6.2
Staff	71.4	62.0	74.3	63.9	67.9	70.4	2.5
4. Health Service-Service	79.5	83.0	84.4	84.2	82.8	82.4	-0.4
Staff	82.4	88.8	79.5	86.0	84.2	86.6	2.4
5. Counseling-Service	85.7	81.2	83.9	88.2	84.8	83.8	-1.0
Staff	86.7	83.8	80.0	91.1	85.4	84.8	-0.6
6. Business/Cashier-Service	75.1	80.6	86.3	77.8	80.0	83.0	3.1
Staff	77.3	78.0	83.6	73.1	78.0	82.6	4.6
7. Residence Life-Service	70.0	75.4	79.4	76.1	75.2	72.2	-3.0
Staff	67.2	76.9	74.1	72.9	72.8	78.0	5.2
8. Recreation opportunities	83.5	82.5	90.3	89.9	86.6	85.7	-0.9
9. Community Service opportunities	69.2	72.1	81.9	75.0	74.6	84.0	9.4
10. Leadership opportunities	67.3	63.7	82.0	74.5	71.9	78.3	6.4

	UNC System					2008 UNCA - 08 UNC
	2000	2002	2004	2006	Prelim 2008	
	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	
	72.5	71.6	75.3	70.6	73.5	-4.6
	71.7	72.1	75.4	73.7	71.9	-0.8
	-	69.7	71.7	70.5	67.3	-8.1
	-	66.4	69.6	69.1	64.1	-7.3
	-	70.0	70.8	68.4	66.5	-7.0
	-	67.0	70.4	68.0	65.2	-7.1
	54.7	59.7	60.5	56.3	58.5	-6.6
	61.4	68.4	68.9	64.2	63.9	6.5
	70.9	75.8	74.4	74.8	76.5	5.9
	70.7	74.7	73.7	74.9	73.3	13.3
	75.6	80.2	79.6	81.3	78.8	5.0
	73.9	78.3	77.4	78.7	74.7	10.1
	76.1	79.3	81.9	80.5	80.2	2.8
	74.2	74.8	77.2	75.7	77.6	5.0
	66.6	71.2	71.4	73.1	73.1	-0.9
	68.3	69.9	70.5	73.1	73.3	4.7
	85.2	87.3	88.2	87.9	84.7	1.0
	73.9	75.6	78.1	77.9	79.1	4.9
	75.9	76.9	79.6	78.9	79.8	-1.5

	% strong/ very strong	% strong/ very strong	% strong/ very strong	% strong/ very strong	% strong/ very strong	% strong/ very strong	
Conclusions							
Characterize Intellectual Environment	*	95.1	97.0	92.1	94.7	90.8	-3.9

	% strong/ very strong	% strong/ very strong*	% strong/ very strong	% strong/ very strong	% strong/ very strong	
	*	90.2	88.2	87.5	90.1	0.7

	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	
Evaluate overall quality of instruction	94.8	93.2	94.9	94.7	94.4	95.9	1.5
Evaluate overall education	93.0	93.1	96.2	93.4	93.9	90.8	-3.1

	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	% good/ excellent	
	85.7	87.6	87.2	86.8	90.2	5.7
	89.0	90.2	90.1	91.3	91.7	-0.9

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	UNCA						UNCA 2008- AVG
	2000	2002	2004	2006	Average	2008	
	%	%	%	%	%	%	
Plan to complete degree here?							
yes	80.0	80.2	80.8	83.6	81.2	83.7	2.6
yes and not sure combined	92.2	92.8	92.7	93.1	92.7	96.9	4.2
Would you pick this college again?							
yes	69.9	69.1	76.1	65.0	70.0	70.6	0.6
yes and not sure combined	89.6	93.9	94.1	90.1	91.9	94.9	3.0

	UNC System					2008 UNCA - 08 UNC
	2000	2002	2004	2006	Prelim 2008	
	%	%	%	%	%	
Plan to complete degree here?						
yes	87.1	87.8	87.1	88.3	89.5	-5.8
yes and not sure combined	94.0	96.7	96.8	97.3	97.6	-0.7
Would you pick this college again?						
yes	70.0	71.5	68.7	70.5	71.8	-1.2
yes and not sure combined	86.2	91.8	91.5	92.2	92.6	2.3

* Beginning in Spring 2002, response choices decreased from 5 to 4