2013 SENIOR SURVEY

Each year The UMKC Office of Institutional Research and Planning conducts a survey of senior students preparing to graduate. Results of this survey provide valuable insights into the effectiveness of UMKC's curricular and co-curricular programs and support effective institutional decision making.

University of Missouri-Kansas City Office of Institutional Research and Planning

2013 SENIOR SURVEY

INTRODUCTION

Each year the Office of Institutional Research and Planning conducts a survey of senior students preparing to graduate regarding their experiences at the University of Missouri-Kansas City. The results of this survey provide valuable insights into the effectiveness of UMKC's curricular and co-curricular programs. The results also assist the University in preparing to meet the needs of future students.

METHODOLOGY

An e-mail invitation to complete the on-line survey was sent to 1,522 students who had applied for graduation during the fall 2012 and spring 2013 semesters. The survey was completed by 538 students, resulting in a 35.3% response rate; this is a 5.2% increase in response over the 2012 survey administration.

Demographic variables were analyzed to determine whether or not the respondent group accurately reflects the total senior student population at UMKC. After comparing the percentages of students by gender, ethnicity, academic unit, and admission type it was determined that the respondents were reflective of the eligible respondents (i.e., seniors who applied for graduation during Fall 2012 or Spring 2013). See Table 1 in Appendix A for respondent characteristics.

FINDINGS

A summary of the findings of the survey follows. Tables detailing results of the senior survey are located in Appendix A. Individual reports detailing the results of the survey for their particular students will also be provided to each academic unit.

Comments or questions regarding this report should be directed to:

<div align="center">

Larry Bunce
Director of Institutional Research
buncel@umkc.edu
816-235-1045

</div>

MAJOR FINDINGS

GENERAL EDUCATION ASSESSMENT

Nine in ten or more of the respondents agreed that UMKC had helped them increase connections between areas of study, expand their understanding of different people and ideas, improve their critical-thinking skills, and improve their written communication skills.

HIGH IMPACT EDUCATIONAL EXPERIENCES

Roughly nine in ten students indicated that engaging in student teaching, volunteering, and service learning had a positive impact on their University experience. Conversely, study abroad experiences and living in residence halls had a relatively lesser impact.

OVERALL EXPERIENCE AT UMKC

Roughly eight in ten respondents rated their overall experience at UMKC as either good or excellent and four in five indicated they would choose to attend UMKC again if they had it to do all over. These findings are noteworthy when one considers the fact that a little over half of the respondents indicated UMKC was not their first choice when they decided to attend college.

SATISFACTION WITH UMKC SERVICES AND PROGRAMS

Respondents reported they were most satisfied with the Miller Nichols Library, the availability of computer services, the Swinney Recreation Center, and the quality of instruction. About one-quarter of the respondents were dissatisfied with the Cashier's Office, academic advising, Financial Aid, career preparation, and placement and career services. Six in ten respondents were dissatisfied with parking services.

FUTURE PLANS

Six in ten students responded that they intended to obtain full-time employment, two in ten indicated they expected to attend graduate school part-time and the remainder reported additional activities.
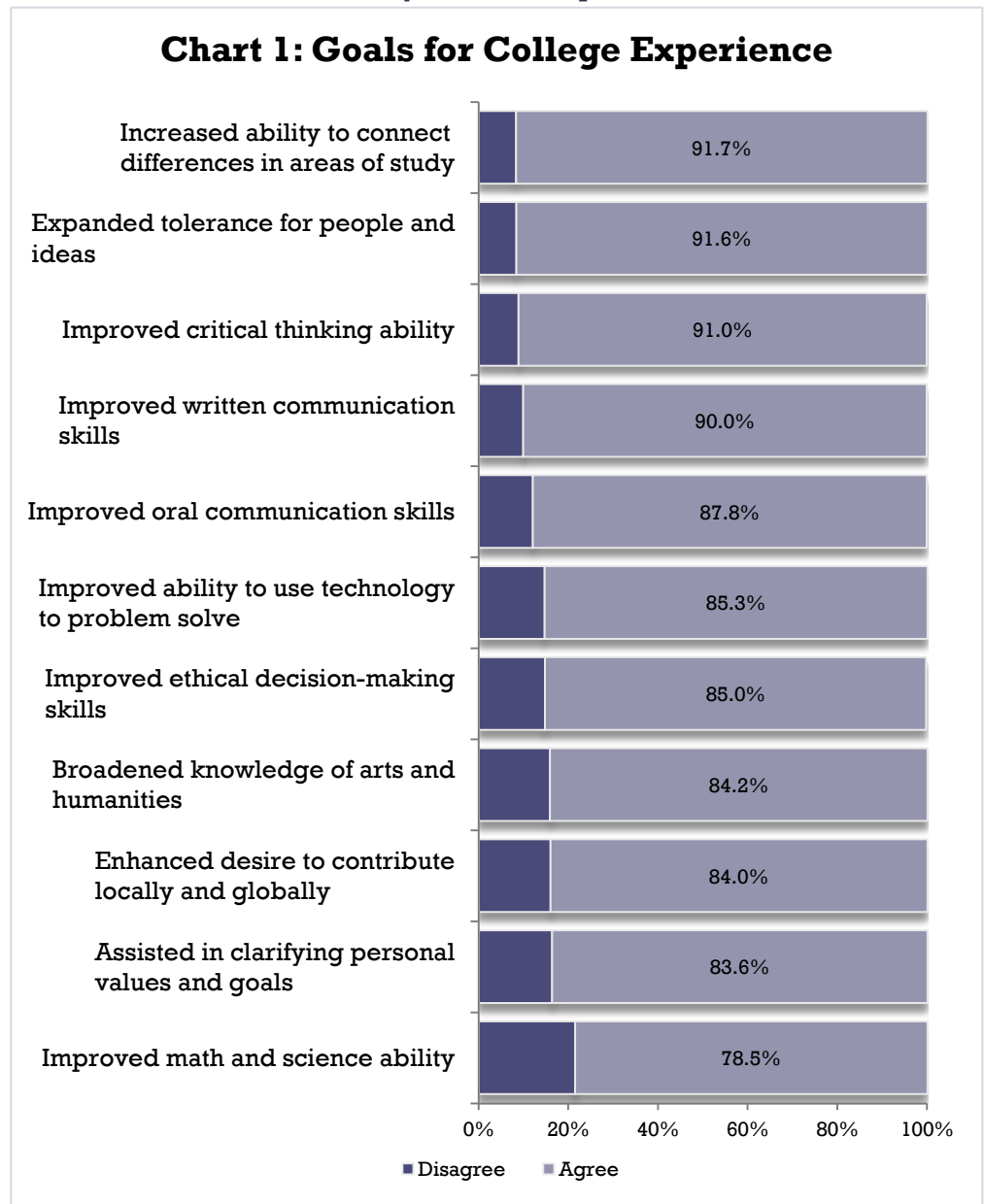
GENERAL EDUCATION ASSESSMENT

The General Education Program at UMKC is designed to provide students with an opportunity to enhance their capacity for intellectual inquiry and discovery, critical reasoning, and effective communications. In an effort to show evidence of student growth on university-wide learning objectives, students were asked to indicate how much they agreed that the university had helped them accomplish a variety of "typical" goals students have for their college experiences.

As Chart 1 demonstrates, many students agreed that UMKC had helped them achieve these goals. Specifically, it appears that respondents believed the University best developed student abilities for connecting ideas in different areas of study (91.7% agreement), increased tolerance for people and ideas (91.6%), improved critical thinking ability (91.0%), and improved written communication skills (90.0%).
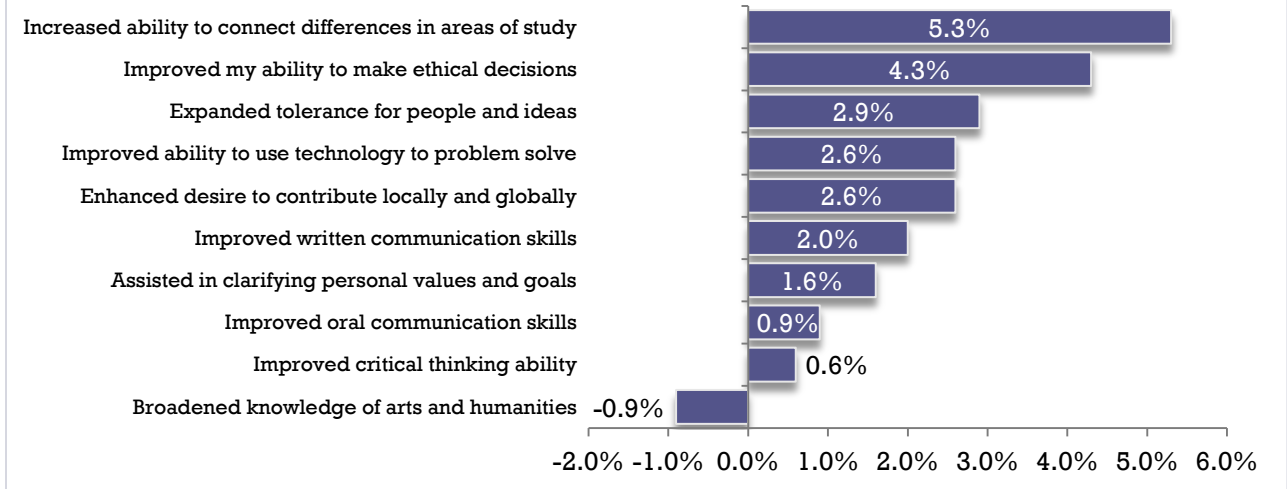
Shown in Chart 2, the most highly endorsed item for this year's administration, "increasing abilities to connect different areas of study," increased 5.3% compared to the 2012 administration. This is the highest percentage change for all items in this section. It is notable that, with the exception of the item "broadened my knowledge of arts and humanities," modest gains were made for all items between 2012 and 2013 indicating growth in student perceptions regarding general education at the University.

Based on the 2013 survey administration, it appears that the top three areas for University growth with the General Education program included math and science ability (78.5% agreement), personal goal development

Chart 1: Goals for College Experience

	Disagree	Agree
Increased ability to connect differences in areas of study		91.7%
Expanded tolerance for people and ideas		91.6%
Improved critical thinking ability		91.0%
Improved written communication skills		90.0%
Improved oral communication skills		87.8%
Improved ability to use technology to problem solve		85.3%
Improved ethical decision-making skills		85.0%
Broadened knowledge of arts and humanities		84.2%
Enhanced desire to contribute locally and globally		84.0%
Assisted in clarifying personal values and goals		83.6%
Improved math and science ability		78.5%

Note. "Disagree" = Total of strongly, moderately, and slightly disagree as one item rather than three separate items. "Agree" = Total of strongly, moderately, and slightly agree as one item rather than three separate items Data was originally collected on a 6-point scale ranging from "strongly disagree" to "strongly agree."
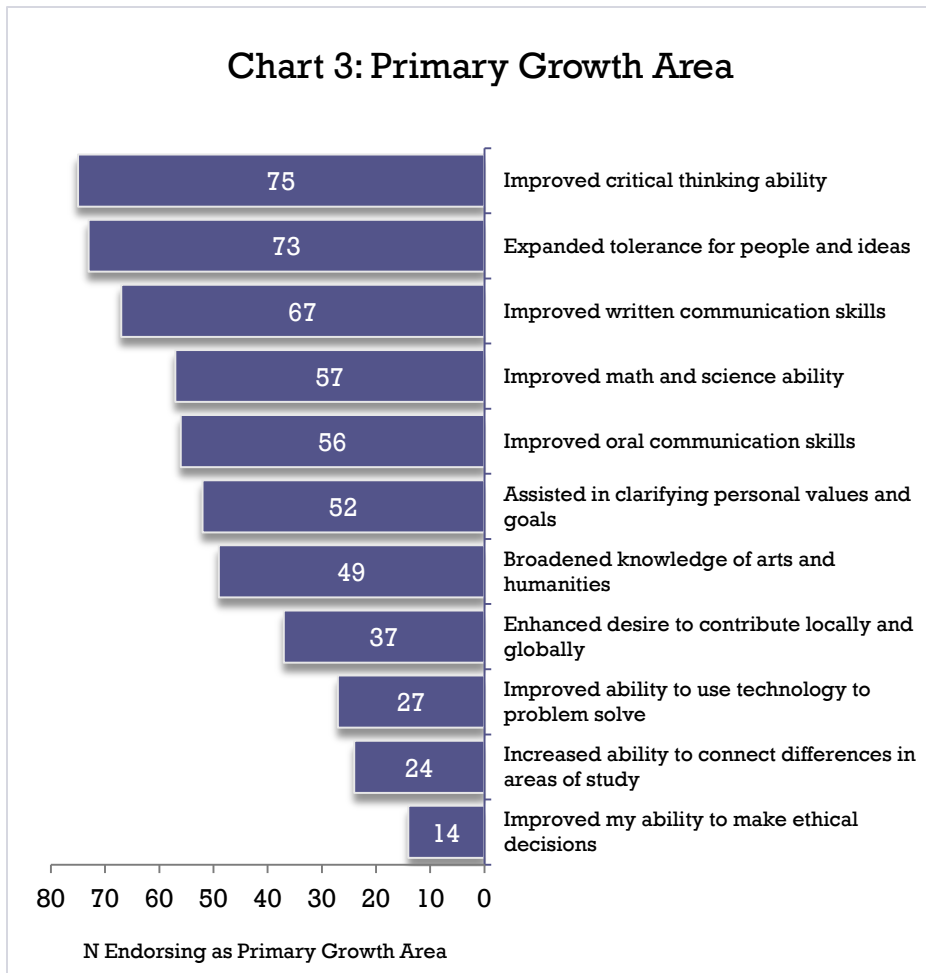
Chart 2: Change Between 2012 and 2013

Increased ability to connect differences in areas of study	5.3%
Improved my ability to make ethical decisions	4.3%
Expanded tolerance for people and ideas	2.9%
Improved ability to use technology to problem solve	2.6%
Enhanced desire to contribute locally and globally	2.6%
Improved written communication skills	2.0%
Assisted in clarifying personal values and goals	1.6%
Improved oral communication skills	0.9%
Improved critical thinking ability	0.6%
Broadened knowledge of arts and humanities	-0.9%

-2.0% -1.0% 0.0% 1.0% 2.0% 3.0% 4.0% 5.0% 6.0%

(83.6%), and community contribution (84.2%), as these were the three goals in which the greatest number of respondents disagreed that UMKC helped them develop.

Respondents were asked to choose the area in which they believe they grew most during their time at UMKC (see Chart 3). Consistent with the 2012 survey administration, the greatest number of students indicated that they grew most in their ability to think critically, followed by expanding their tolerance of people and ideas that are different from them. Similarly, both the 2012 and 2013 administrations of the Senior Survey had the item "improved my ability to make ethical decisions" as the lowest-ranked primary growth area. However, it is noteworthy that this item was ranked as the second most improved item from last year to this year, which may reflect improvements in the implementation of this standard during the past year.

Chart 3: Primary Growth Area

Improved critical thinking ability	75
Expanded tolerance for people and ideas	73
Improved written communication skills	67
Improved math and science ability	57
Improved oral communication skills	56
Assisted in clarifying personal values and goals	52
Broadened knowledge of arts and humanities	49
Enhanced desire to contribute locally and globally	37
Improved ability to use technology to problem solve	27
Increased ability to connect differences in areas of study	24
Improved my ability to make ethical decisions	14

80 70 60 50 40 30 20 10 0

N Endorsing as Primary Growth Area

See Table 2 in Appendix A for detailed results.

HIGH IMPACT EXPERIENCES

In an effort to track data in relation to the UMKC Strategic Plan, in addition to maintaining support for accountability measures implemented across all UM System institutions, a measure of high impact educational experiences is included in the Senior Survey. Table 3 in Appendix A details responses regarding high impact experiences.
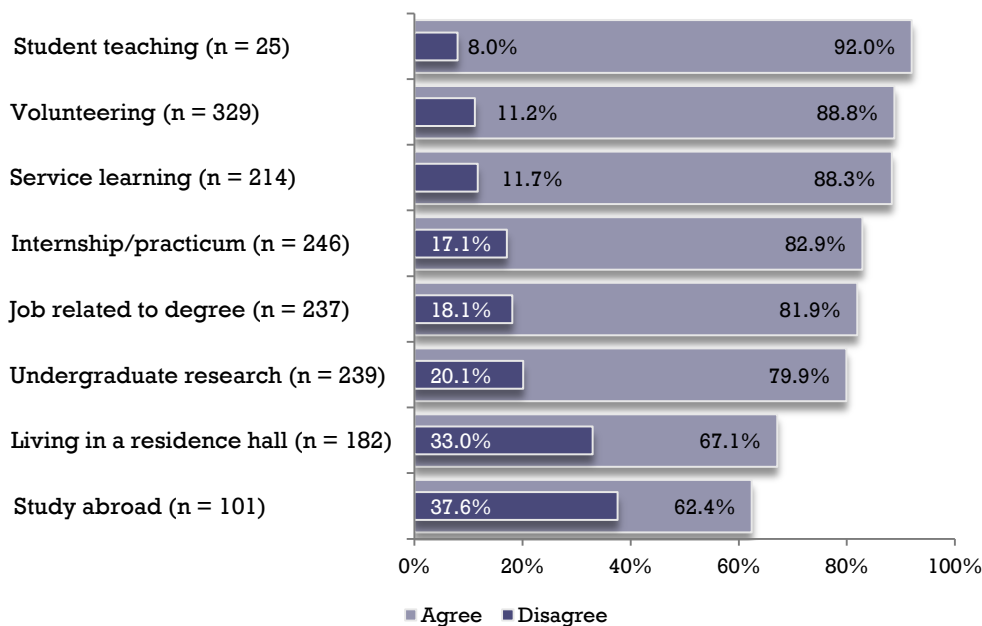
As shown in Chart 4, many students indicated that high impact experiences had a positive impact on their time at UMKC. For example, roughly 9 of 10 students who engaged in student teaching (n = 25), volunteering (n = 329), and service leaning (n = 214) found value as related to their education. Eight of 10 students believed that internships/practica (n = 246), having a job related to one's degree (n = 237), and engaging in research (n = 239) were meaningful. However, decreases for 2013 are shown in Chart 5 for student teaching, volunteering, job relat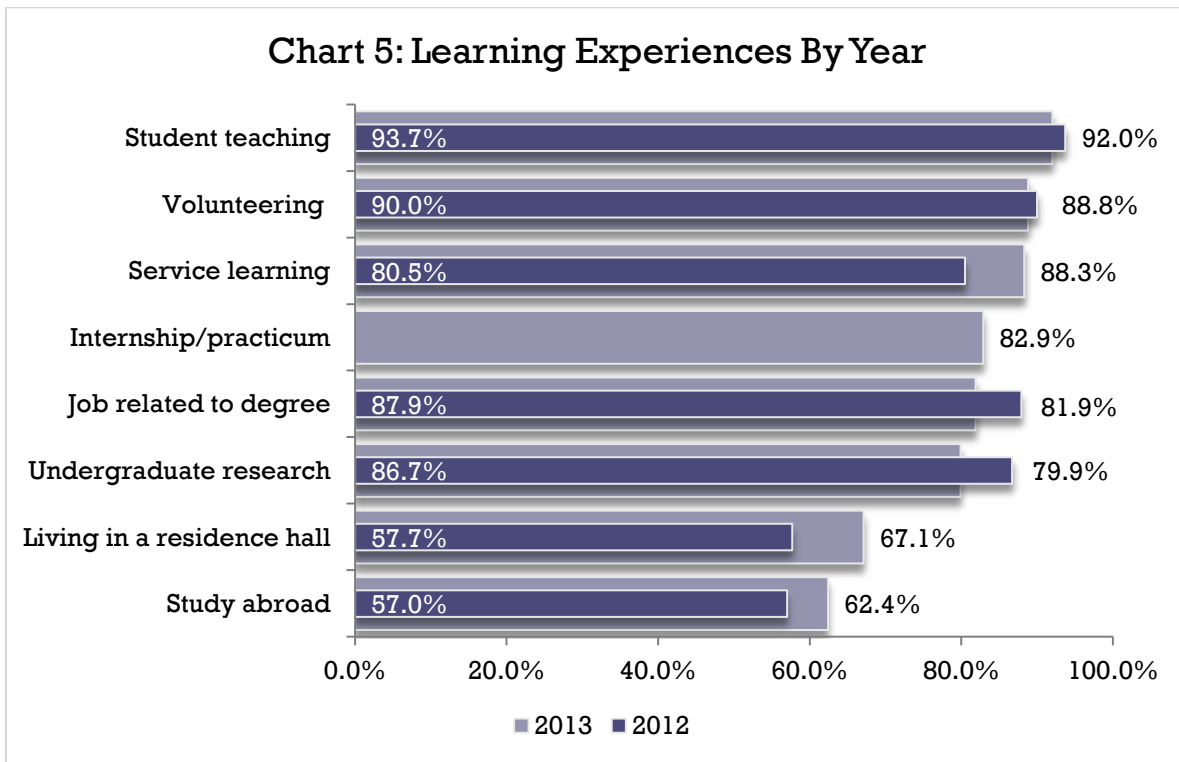ed to degree, and undergraduate research when compared to responses from the 2012 administration of the survey. While these decreases were modest, it is important to monitor whether this trend continues in future administrations and interventions should be considered as appropriate to ensure that high impact learning experiences have their intended effects.

Chart 4: High Impact Learning Experiences

Experience	Disagree	Agree
Student teaching (n = 25)	8.0%	92.0%
Volunteering (n = 329)	11.2%	88.8%
Service learning (n = 214)	11.7%	88.3%
Internship/practicum (n = 246)	17.1%	82.9%
Job related to degree (n = 237)	18.1%	81.9%
Undergraduate research (n = 239)	20.1%	79.9%
Living in a residence hall (n = 182)	33.0%	67.1%
Study abroad (n = 101)	37.6%	62.4%

■ Agree ■ Disagree

Note. "Disagree" = Total of strongly, moderately, and slightly disagree as one item rather than three separate items. "Agree" = Total of strongly, moderately, and slightly agree as one item rather than three separate items Data was originally collected on a 6-point scale ranging from "strongly disagree" to "strongly agree." Data was only reported on student teaching for students enrolled in the School of Education.
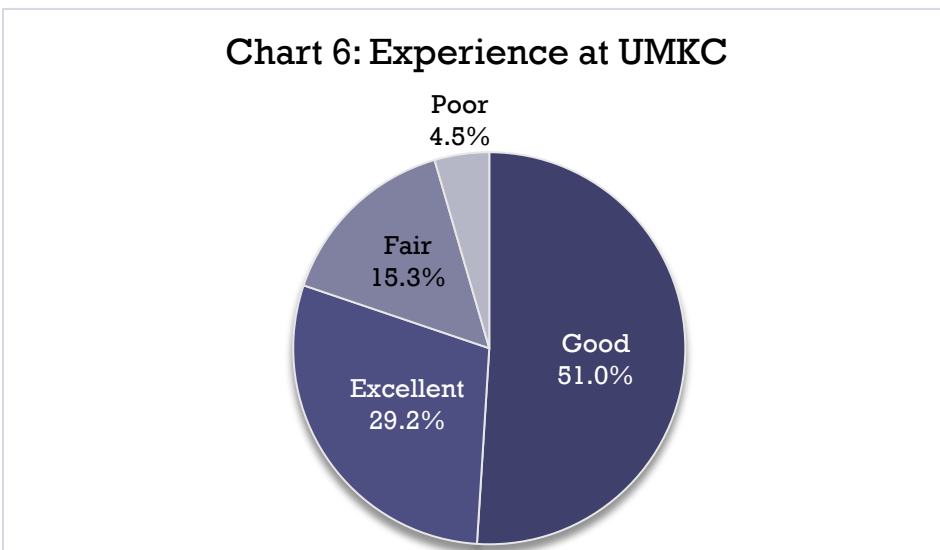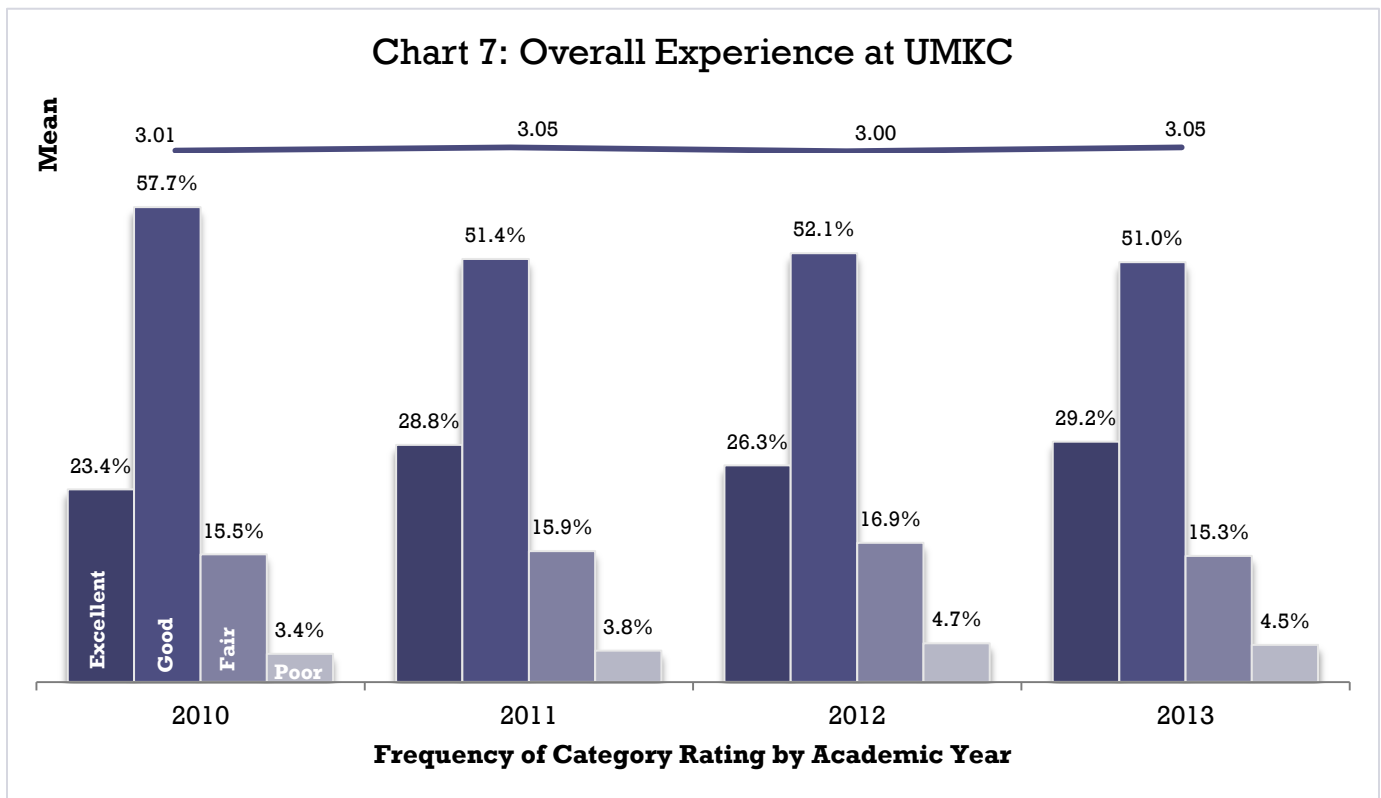
It is also important to note that roughly one-third of students who lived in a residence hall or completed a study abroad experience believed that the experience failed to enhance their experience at UMKC. Depicted in Chart 5, both of these items had improvements between this year's administration of the Senior Survey and the year prior; the item "living in a residence hall" increased in level of agreement by 9.4% and "study abroad" increased by 5.4%. It may be that students do not feel that residence hall living and study abroad directly relate to their college experiences; therefore, it may be useful to modify these questions to ask about specific aspects of these two experiences that administrators believe should relate directly back to the college experience (e.g., asking how the community within the residence hall affected one's learning experience, or how learning to value global perspectives while studying abroad affected one's learning experience, etc.).

Chart 5: Learning Experiences By Year

Category	2013	2012
Student teaching	92.0%	93.7%
Volunteering	88.8%	90.0%
Service learning	88.3%	80.5%
Internship/practicum	82.9%	
Job related to degree	81.9%	87.9%
Undergraduate research	79.9%	86.7%
Living in a residence hall	67.1%	57.7%
Study abroad	62.4%	57.0%

■ 2013 ■ 2012

Note. Internship/practicum does not have a value for 2012 because the item was changed between 2012 and 2013.

STUDENT SATISFACTION AT UMKC

Consistent with responses from the 2012 administration of the Senior Survey, fully eight in ten respondents rated their overall experience at UMKC as either good or excellent (see Chart 6). This is noteworthy considering that over half of the respondents (52.9%; 2.3% less than last year) indicated that UMKC was not their first choice when they decided to attend college.

As shown in Chart 7, individuals have rated their overall experience at UMKC in a similar way for the past four years. However, a majority of this year's respondents (80.1%; a 3.1% increase from last year) who indicated that UMKC was not their first choice ultimately rated their overall experience as positive. This information suggests that UMKC continues to have a positive impact on many students, including some who may have entered the University with diminished expectations for their college experience.
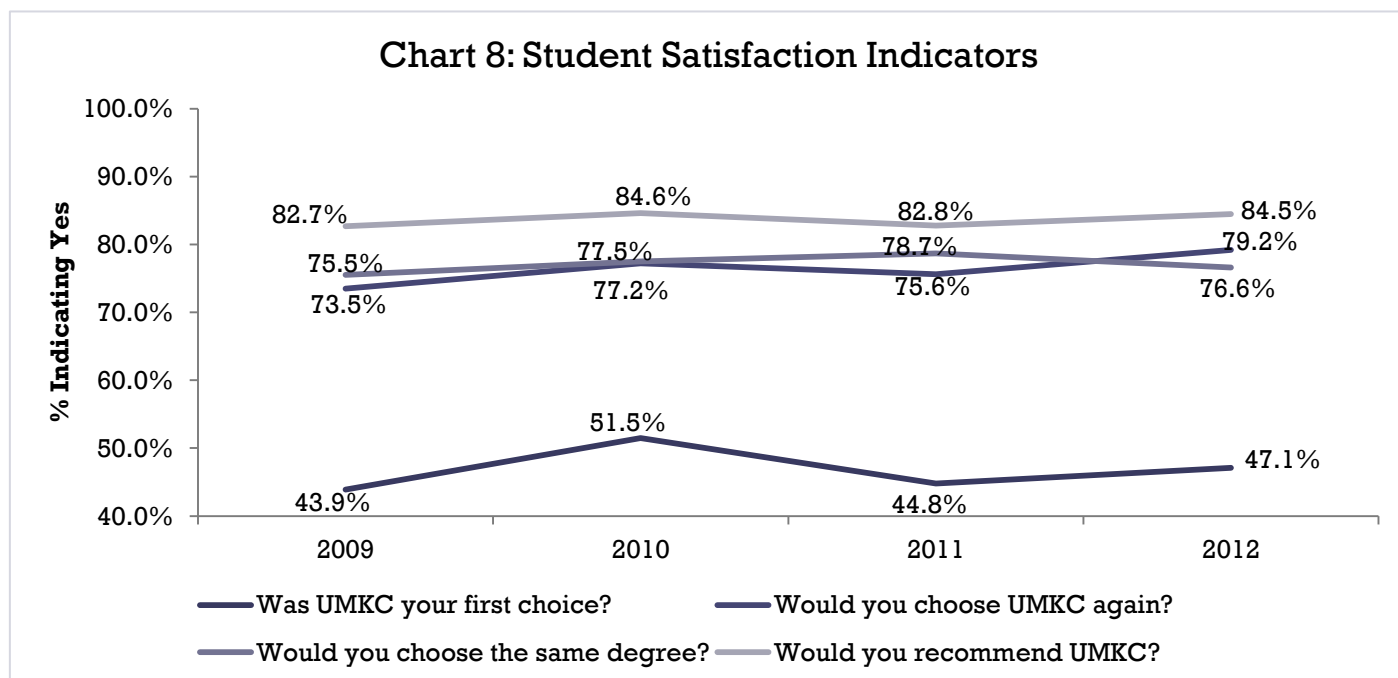
Chart 6: Experience at UMKC

Poor 4.5%
Fair 15.3%
Excellent 29.2%
Good 51.0%

Chart 7: Overall Experience at UMKC

Mean

Year	Mean	Excellent	Good	Fair	Poor
2010	3.01	23.4%	57.7%	15.5%	3.4%
2011	3.05	28.8%	51.4%	15.9%	3.8%
2012	3.00	26.3%	52.1%	16.9%	4.7%
2013	3.05	29.2%	51.0%	15.3%	4.5%

Frequency of Category Rating by Academic Year

As an additional indicator of student satisfaction, nearly four-fifths (79.2%; a 3.6% increase from the year prior) of the respondents indicated they would choose to attend UMKC if they had it to do over again. A similar number (76.6%; a 2.1% decrease from last year) indicated that they would choose the same degree program they were graduating from as well. These findings have been consistent over the last four administrations of the Senior Survey (see Chart 8).

Similar to responses from the 2012 Senior Survey, a group of seniors (62 respondents) indicated they would choose the same degree program again, but would not choose to attend UMKC (15.0% of all who indicated they would choose the same degree program). This suggests that student satisfaction at UMKC is informed by student interactions at the program level, as well as at the University level.

An indirect measure of student satisfaction on the Senior Survey asked students whether or not they would recommend UMKC to a friend; four in five respondents (84.5%, a 1.7% increase from previous year) stated that they would make this recommendation.

Many respondents agreed that UMKC provided a welcoming and supportive environment for them as students (84.5%; a 5.5% increase from 2012) and that UMKC is student-centered (78.1%; a 5.4% increase from last year). See Table 3 in Appendix A for response details on these items measuring overall student satisfaction.

Considering the variety of indicators of student satisfaction with the University as a whole, it appears that students were generally satisfied, and that modest, yet consistent, growth occurred between 2012 and 2013. See Table 4 for a full break-down of responses.

Chart 8: Student Satisfaction Indicators

Legend:
- Was UMKC your first choice?
- Would you choose UMKC again?
- Would you choose the same degree?
- Would you recommend UMKC?

Data points shown:
- 82.7% (2009), 84.6% (2010), 82.8% (2011), 84.5% (2012)
- 75.5% (2009), 77.5% (2010), 78.7% (2011), 79.2% (2012)
- 73.5% (2009), 77.2% (2010), 75.6% (2011), 76.6% (2012)
- 43.9% (2009), 51.5% (2010), 44.8% (2011), 47.1% (2012)

SATISFACTION WITH SERVICES AND PROGRAMS

Students were asked to rate how satisfied they were with a number of academic and non-academic services and programs offered at UMKC (see Chart 9). From an academic perspective, quality of instruction (88.2%; a 4.3% decrease from last year) and the content of courses (87.3; a 1.3% increase from 2012) appeared to rank most highly. Similar to last year, satisfaction with academic advising services (73.0%) and career preparation (72.5%) were ranked relatively lower than the aforementioned items; however, both items increased slightly in 2013 (academic advising by 3.7% and career preparation by 4.2%). The most notable finding for the academic items in this domain was the 11.6% decrease in satisfaction related to the availability of courses between the two administrations. This is one of the largest changes from year to year on the Senior Survey, and administrators may want to explore reasons for this change. Future iterations of this report should also examine if this decline continues.
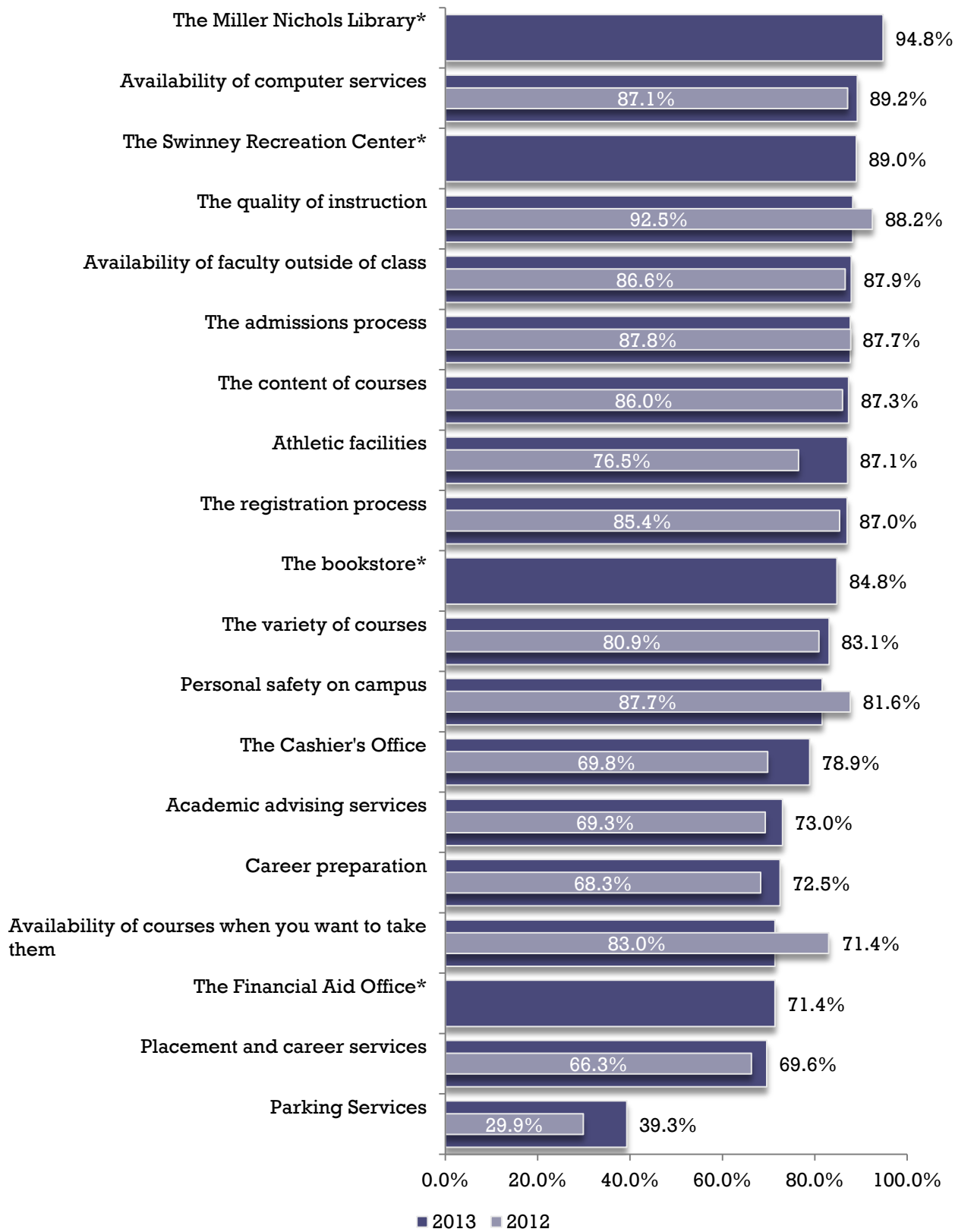
From an administrative perspective, respondents indicated they were most satisfied with the Miller Nichols Library (94.8%; percent change cannot be reported for this item because it was modified from "the library" during previous administration), the availability of computer services on campus (89.2%; a 2.1% increase from last year), the Swinney Recreation Center (89.0%; percent change cannot be reported for this item because it was newly added this year), the admissions process (87.8%; a 0.1% decrease from last year), athletic facilities (87.1%; a 10.6% increase in satisfaction compared to 2012), and the registration process (87.0%; a 1.6% increase over last year). Approximately 86% of respondents reported satisfaction with the UMKC bookstore, which was a new item on this year's administration of the Senior Survey.

Conversely, fewer respondents reported satisfaction with placement and career services (69.6%; a 3.3% increase over last year), career preparation (72.5%; a 4.2% increase over last year), academic advising services (73.0%; a 3.7% increase), and the Cashier's Office (78.9%; a 9.1% increase compared to last year's administration). Although these represent areas for continued growth for the University, it is notable that gains were made in all four areas. It is important to note that for career preparation and the Cashier's Office this trend of growth is consistent over the past four years.

While perceptions of personal safety on campus remain a relative strength, the percentage of individuals who perceived the campus to be safe decreased by 6.1% (from 87.7% in 2012 to 81.6%) this year. Although this change is relatively small, the decrease occurred during a period of several publicized incidents of violence on or near campus, as was stated in multiple verbatim responses.

Six out of ten respondents reported they were dissatisfied with parking services; however, this is an improvement over last year's administration (39.3% reported satisfaction this year compared to 29.9% last year). It is also worth highlighting that the level of satisfaction respondents have had with parking services was the greatest this year compared to the three previous administrations of the Senior Survey. It may be that this change resulted in part from the development of the Cherry Street Parking Garage. However, it remains that parking is the area of greatest student dissatisfaction of all items on the Senior Survey and may reflect student frustrations related to costs for parking and parking convenience. See Table 5 in Appendix A for details on satisfaction with student services and programs. Tables 6 through 12 (in Appendix A) explicate student satisfaction with a variety of services, broken down by academic unit.
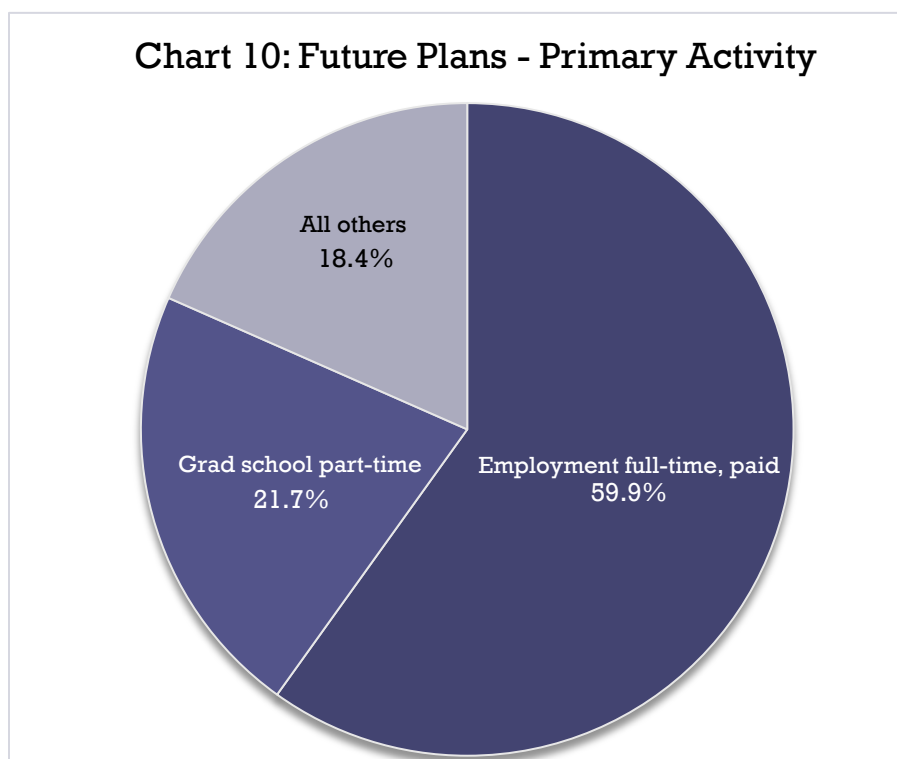
Chart 9: Satisfaction with UMKC Services and Programs

Service/Program	2012	2013
The Miller Nichols Library*		94.8%
Availability of computer services	87.1%	89.2%
The Swinney Recreation Center*		89.0%
The quality of instruction	92.5%	88.2%
Availability of faculty outside of class	86.6%	87.9%
The admissions process	87.8%	87.7%
The content of courses	86.0%	87.3%
Athletic facilities	76.5%	87.1%
The registration process	85.4%	87.0%
The bookstore*		84.8%
The variety of courses	80.9%	83.1%
Personal safety on campus	87.7%	81.6%
The Cashier's Office	69.8%	78.9%
Academic advising services	69.3%	73.0%
Career preparation	68.3%	72.5%
Availability of courses when you want to take them	83.0%	71.4%
The Financial Aid Office*		71.4%
Placement and career services	66.3%	69.6%
Parking Services	29.9%	39.3%

■ 2013 ■ 2012

Note. Labels with an asterisk do not have data for 2012 or were items that were modified between administrations. Data labels within bar graph are for 2012 and labels outside of graph are for 2013.

FUTURE PLANS

Students were asked to indicate future plans upon graduation, including primary activity. As shown in Chart 10, a majority of the respondents indicated they would be working full-time (59.9%; a 5.5% increase over last year). Nearly 22% of respondents indicated that they would be attending graduate school on a part-time basis after graduation, a 5.6% decrease from 2012. See Table 13 in Appendix A.

Chart 10: Future Plans - Primary Activity

All others
18.4%

Grad school part-time
21.7%

Employment full-time, paid
59.9%

VERBATIM RESPONSES

Multiple open-response items on the senior survey allow for students to provide written feedback on what they perceive as strengths and areas of growth for the University; the following section includes themes that emerged from the questions, "What is the main thing you have learned or gained by attending UMKC?" and "If you have any comments or concerns that were not addressed in the previous survey items, please share them in the space below."

Many of the responses given, as related to learning outcomes, related to general education objectives. Primarily, a large number of individuals commented on learning a lot about diversity. Similarly, multiple respondents expressed appreciation about the University's urban emphasis. Aligned with the objective on clarifying personal values and goals, a theme emerged related to developing a stronger understanding of self as a student at UMKC. Many students commented that they learned specific skills, such as critical thinking, written expression, and oral communication. Although many expressed they felt they learned transferable skills toward a career, a small amount expressed they did not believe their degree related to their career choice. Furthermore, several respondents expressed that applied experiences such as

internships were meaningful and others expressed that they felt they were given the opportunity to make professional connections.

Feedback related to University services was mixed. Multiple respondents indicated that many support services were available (including the new Atterbury Student Success Center), but some expressed that they did not find many offices to be effective. Academic advising was the most cited academic function that was identified as problematic; this theme is consistent with the previous administration of the Senior Survey. Similar to last year, both the Financial Aid Office and the Cashier's Office were perceived by some as lacking professional service and providing unclear information. Also a theme from the year prior, parking services was perceived to be unhelpful and parking passes were viewed as expensive. More broadly, a theme emerged suggesting that the "administration" lacks interest in providing quality services and instead emphasizes profits, a theme that also was expressed in the 2012 survey. Despite these criticisms, several respondents expressed that they saw the University transitioning from being a "commuter college" and others indicated that they witnessed positive changes at the University over their tenure.

It is important to consider multiple sources of information when assessing student satisfaction and effective practices. These verbatim results, in conjunction with the scaled item analyses, help shape an agenda for further exploration and intervention.

CONCLUSIONS

The Senior Survey serves as an outlet for graduating students to express thoughts and opinions regarding their educational experience at UMKC. Additionally, the survey gauges student satisfaction with the University as a whole, in addition to specific programs and services located on campus. Taken together, this information can be used to inform policy decisions meant to enhance student success on campus.

On the General Education Assessment, students expressed that the University best helped them connect different areas of study, expand their ability to understand different people and ideas, and improved their critical thinking ability. Conversely, areas for continued growth pertain to use of math and sciences methods, clarifying personal goals, and enhancing the desire of students to contribute to the community.

This year's assessment of high impact experiences suggested that many opportunities were perceived by students as successfully contributing to the UMKC learning experience. The three most impactful experiences reported by respondents were student teaching, volunteering, and service learning. Living in a residence hall and study abroad were both rated lowest of all learning experiences; this is the same result from the 2012 administration. However, both of the aforementioned items did make improvements compared to the year prior. Conversely, student teaching, volunteering, job related to degree, and undergraduate research opportunities all decreased in level of endorsement over last year.

Over the past four years of the Senior Survey, four out of five students have consistently rated their overall experience as good or excellent. Although this number has stayed consistent, specific elements of satisfaction have generally grown over time, begging the question as to why this general indicator of satisfaction has remained unchanged. While this level of satisfaction is good, administrators may want to consider ways to increase the overall satisfaction students have with the University.

Considering specific areas of student satisfaction, the Miller Nichols Library, availability of computer services, and the Swinney Recreation Center were rated most highly. On this measure, all items were the

same, or better, than the percentage of satisfaction indicated on the 2012 administration the Senior Survey with the exception of three items. This year, the quality of instruction, personal safety on campus, and availability of courses when students wish to take them decreased in level of satisfaction. Administrators may find it important to communicate measures taken on campus to maintain safety, as well as the UMKC Emergency Response Plan. Regarding availability of courses, this is a notable decrease in satisfaction, as it is one of the largest changes in this year's set of data. Further exploration of this change may be warranted, especially if this downward trend continues.

Last year's Senior Survey report highlighted the need to consider satisfaction related to campus parking, given this item consistently solicits low ratings. An increase of 9.4% occurred between 2012 and 2013, suggesting that the opening of the Cherry Street Parking Garage may have had a positive impact on perception of parking. However, parking still remains the most lowly endorsed satisfaction item.

Across all domains of the survey measuring satisfaction, it appears that students are generally as satisfied, if not slightly more satisfied, than the previous cohort of students who responded to the 2012 Senior Survey. These modest gains appear to be fairly consistent over the past four administrations of this survey and demonstrate the positive efforts by University faculty and staff. This said, the results of the Senior Survey can be used to continue to tailor services to students in a way that best promote student persistence and achievement.

APPENDICES

- **Appendix A**

  - **Tabled Findings for UMKC 2013 Senior Survey**

- **Appendix B**

Table 1: Student Characteristics

	N	%	All Eligible Respondents
School			
College of Arts & Sciences	264	49.0%	49.6%
School of Biological Sciences	33	6.1%	5.9%
Henry W. Bloch School of Management	56	10.4%	12.4%
School of Computing & Engineering	65	12.1%	7.9%
School of Dentistry	15	2.8%	2.4%
School of Education	26	4.8%	4.9%
Conservatory of Music & Dance	19	3.5%	3.9%
School of Nursing and Health Sciences	54	10.0%	12.3%
School of Pharmacy	7	1.3%	0.8%
One or both parents graduated from college			
No, neither graduated	214	39.7%	
Yes, both parents graduated	165	30.6%	
Yes, mother graduated	81	15.0%	
Yes, father graduated	75	13.9%	
Gender			
Female	341	63.3%	59.3%
Male	198	36.7%	40.7%
Ethnicity			
White	376	69.8%	64.9%
Black	44	8.2%	11.4%
Not specified	42	7.8%	8.3%
Hispanic	22	4.1%	4.3%
Asian	27	5.0%	5.5%
Non resident	13	2.4%	2.9%
Two or more ethnicities	7	1.3%	1.3%
American Indian	2	0.4%	0.5%
Native Hawaiian or Other Pacific Islander	1	0.2%	0.3%
Asian (underrepresented)	5	0.9%	0.7%
Admit Type			
Transfer	347	64.5%	66.2%
First Time College	161	29.9%	27.3%
Other	30	5.6%	6.5%

Table 2: Goals for College Experience (General Education Assessment)						
My experience at UMKC…	N	Disagree 1 - 3	Slightly Agree 4	Moderately Agree 5	Strongly Agree 6	Mean (SD)
Broadened my knowledge of arts and humanities	536	15.9%	26.9%	34.0%	23.3%	4.50 (1.31)
Improved my ability to communicate orally	536	12.1%	20.3%	39.0%	28.5%	4.74 (1.21)
Improved my ability to communicate in writing	533	9.9%	20.8%	36.6%	32.6%	4.83 (1.19)
Improved my ability to make ethical decisions	534	14.8%	27.9%	32.2%	24.9%	4.58 (1.22)
Expanded my understanding of people and ideas that are different from me	534	8.4%	21.2%	35.4%	35.0%	4.90 (1.13)
Assisted me in clarifying the values and goals of my life	536	16.4%	25.4%	30.2%	28.0%	4.56 (1.34)
Improved my critical thinking ability	537	8.9%	16.9%	38.7%	35.4%	4.94 (1.13)
Improved my ability to use technology in order to obtain information and solve problems	536	14.7%	21.1%	35.1%	29.1%	4.67 (1.28)
Increased my ability to see how ideas from different areas of study are related to one another	533	8.3%	25.7%	38.8%	27.2%	4.78 (1.10)
Enhanced my desire to contribute to the local and global community	532	16.0%	26.1%	32.3%	25.6%	4.56 (1.27)
Improved my ability to use mathematical and scientific methods*	535	21.5%	22.8%	30.5%	25.2%	4.39 (1.47)

Note. "Disagree" = Total of strongly, moderately, and slightly disagree as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly disagree" to "strongly agree." Mean and SD (standard deviation) are representative of original data on a 6-point scale. "Total" represents the percentage of respondents who had an average total score that was reflective of the corresponding column.
*This item was added for this year's administration

Table 3: High Impact Experiences

Experiences that enhanced my time at UMKC…	N	Disagree 1 - 3	Slightly Agree 4	Moderately Agree 5	Strongly Agree 6	Mean (SD)
Undergraduate research	239	20.1%	20.1%	23.4%	36.4%	4.54 (1.56)
Study abroad	101	37.6%	11.9%	12.9%	37.6%	4.02 (1.98)
Service learning	214	11.7%	22.0%	26.6%	39.7%	4.79 (1.39)
Internship/practicum	246	17.1%	10.2%	15.4%	57.3%	4.91 (1.62)
Volunteering	329	11.2%	12.2%	25.8%	50.8%	5.03 (1.35)
Student teaching*	25	8.0%	4.0%	4.0%	84.0%	5.48 (1.42)
Living in a residence hall	182	33.0%	20.9%	16.5%	29.7%	4.00 (1.83)
Job related to degree	237	18.1%	11.0%	19.0%	51.9%	4.85 (1.59)

Note. "Disagree" = Total of strongly, moderately, and slightly disagree as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly disagree" to "strongly agree." Mean and SD (standard deviation) are representative of original data on a 6-point scale.
*Responses restricted to students in the School of Education

Table 4: Evaluation of UMKC		
	N	%
UMKC was first choice to attend		
Yes	253	47.1%
No	284	52.9%
Would choose to select same degree program again		
Yes	412	76.6%
No	126	23.4%
Would choose to attend UMKC again		
Yes	427	79.2%
No	112	20.8%
Would recommend UMKC to friends and family		
Yes	451	84.5%
No	83	15.5%
Evaluation of overall experience at UMKC		
Excellent	157	29.2%
Good	274	51.0%
Fair	82	15.3%
Poor	24	4.5%
UMKC provided a supportive environment		
Strongly Disagree	26	4.8%
Moderately Disagree	25	4.7%
Slightly Disagree	32	6.0%
Slightly Agree	116	21.6%
Moderately Agree	173	32.2%
Strongly Agree	165	30.7%
Mean (SD)	4.64 (1.35)	
UMKC is student-centered		
Strongly Disagree	38	7.1%
Moderately Disagree	35	6.5%
Slightly Disagree	45	8.4%
Slightly Agree	99	18.5%
Moderately Agree	174	32.5%
Strongly Agree	145	27.1%
Mean (SD)	4.44 (1.48)	

Table 5: Satisfaction with UMKC Services and Programs						
"During my time at UMKC, I was satisfied with…"	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
The admissions process	527	12.3%	18.0%	35.9%	33.8%	4.81 (1.24)
Academic advising services	529	27.0%	17.8%	28.7%	26.5%	4.26 (1.62)
The registration process	524	13.0%	20.6%	38.9%	27.5%	4.72 (1.20)
The Financial Aid Office[A]	472	28.6%	19.7%	29.9%	21.8%	4.14 (1.61)
The Cashier's Office	465	21.1%	21.9%	33.8%	23.2%	4.38 (1.46)
Parking Services	495	60.6%	13.7%	13.7%	11.9%	2.98 (1.78)
Athletic facilities	327	12.8%	22.3%	37.6%	27.2%	4.67 (1.26)
The Swinney Recreation Center[B]	373	11.0%	18.5%	36.7%	33.8%	4.85 (1.20)
The bookstore[B]	511	15.3%	18.2%	37.2%	29.4%	4.69 (1.28)
The variety of courses	520	16.9%	18.1%	37.3%	27.7%	4.67 (1.22)
The content of courses	527	12.7%	16.9%	43.1%	27.3%	4.76 (1.18)
The quality of instruction	525	11.8%	16.0%	39.6%	32.6%	4.84 (1.20)
The Miller Nichols Library[C]	459	5.2%	15.3%	35.9%	43.6%	5.14 (1.02)
Personal safety on campus	494	18.4%	17.2%	35.0%	29.4%	4.62 (1.34)
Placement and career services	352	30.4%	24.4%	26.4%	18.8%	4.03 (1.56)
Career preparation	443	27.5%	20.8%	28.4%	23.3%	4.17 (1.61)
Availability of faculty outside of class	498	12.0%	17.3%	33.9%	36.7%	4.86 (1.23)
Availability of courses when you want to take them	527	28.7%	21.4%	28.7%	21.3%	4.20 (1.47)
Availability of computer services	501	10.8%	16.2%	35.7%	37.3%	4.92 (1.18)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.
[A]Modified from "financial aid" in previous iterations of survey
[B]Newly added items
[C]Modified from "the library" in previous iterations of survey

Table 6: Satisfaction with Admissions by Academic Unit						
"During my time at UMKC, I was satisfied with the admissions process."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	260	13.8%	18.8%	35.4%	31.9%	4.74 (1.28)
Conservatory of Music and Dance	19	10.5%	26.3%	36.8%	26.3%	4.79 (0.98)
School of Biological Sciences	33	12.1%	27.3%	24.2%	36.4%	4.82 (1.13)
Henry W. Bloch School of Management	55	7.3%	18.2%	40.0%	34.5%	4.91 (1.22)
School of Computing and Engineering	60	18.3%	15.0%	35.0%	31.7%	4.62 (1.45)
School of Dentistry	15	26.7%	6.7%	26.7%	40.0%	4.67 (1.50)
School of Education	24	8.3%	12.5%	45.8%	33.3%	5.00 (1.02)
School of Nursing and Health Sciences	54	3.7%	11.1%	42.6%	42.6%	5.22 (0.86)
School of Pharmacy	7	0.0%	42.9%	14.3%	42.9%	5.00 (1.00)
University Total	527	12.3%	18.0%	35.9%	33.8%	4.81 (1.24)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 7: Satisfaction with Academic Advising by Academic Unit

"During my time at UMKC, I was satisfied with academic advising services."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	263	30.0%	20.9%	27.4%	21.7%	4.08 (1.63)
Conservatory of Music and Dance	18	22.2%	22.2%	27.8%	27.8%	4.39 (1.54)
School of Biological Sciences	33	24.2%	27.3%	21.2%	27.3%	4.21 (1.65)
Henry W. Bloch School of Management	55	32.7%	10.9%	29.1%	27.3%	4.15 (1.78)
School of Computing and Engineering	62	21.0%	9.7%	30.6%	38.7%	4.74 (1.43)
School of Dentistry	14	28.6%	0.0%	28.6%	42.9%	4.50 (1.91)
School of Education	25	40.0%	28.0%	20.0%	12.0%	3.56 (1.67)
School of Nursing and Health Sciences	53	13.2%	11.3%	41.5%	34.0%	4.87 (1.24)
School of Pharmacy	6	0.0%	16.7%	33.3%	50.0%	5.33 (0.82)
University Total	529	27.0%	17.8%	28.7%	26.5%	4.26 (1.62)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 8: Satisfaction with Variety of Courses by Academic Unit

"During my time at UMKC, I was satisfied with the variety of courses."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	262	17.9%	16.0%	38.2%	27.9%	4.66 (1.26)
Conservatory of Music and Dance	19	15.8%	26.3%	47.4%	10.5%	4.53 (0.91)
School of Biological Sciences	33	27.3%	30.3%	24.2%	18.2%	4.15 (1.40)
Henry W. Bloch School of Management	53	9.4%	28.3%	41.5%	20.8%	4.68 (1.05)
School of Computing and Engineering	62	29.0%	12.9%	33.9%	24.2%	4.37 (1.43)
School of Dentistry	12	16.7%	0.0%	33.3%	50.0%	5.17 (1.12)
School of Education	23	8.7%	30.4%	34.8%	26.1%	4.78 (0.95)
School of Nursing and Health Sciences	49	4.1%	12.2%	38.8%	44.9%	5.24 (0.83)
School of Pharmacy	7	0.0%	18.1%	37.3%	27.7%	5.29 (0.76)
University Total	520	16.9%	18.1%	37.3%	27.7%	4.67 (1.22)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 9: Satisfaction with Content of Courses by Academic Unit

"During my time at UMKC, I was satisfied with the content of courses."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	261	12.6%	15.7%	42.9%	28.7%	4.80 (1.16)
Conservatory of Music and Dance	19	21.1%	10.5%	42.1%	26.3%	4.63 (1.34)
School of Biological Sciences	33	12.1%	21.2%	42.1%	26.3%	4.67 (1.27)
Henry W. Bloch School of Management	54	9.3%	27.8%	48.1%	14.8%	4.63 (1.00)
School of Computing and Engineering	61	18.0%	14.8%	44.3%	23.0%	4.52 (1.42)
School of Dentistry	14	14.3%	0.0%	50.0%	35.7%	5.00 (1.18)
School of Education	25	24.0%	20.0%	32.0%	24.0%	4.40 (1.44)
School of Nursing and Health Sciences	53	3.8%	17.0%	41.5%	37.7%	5.11 (0.89)
School of Pharmacy	7	0.0%	14.3%	42.9%	42.9%	5.29 (0.76)
University Total	527	12.7%	16.9%	43.1%	27.3%	4.76 (1.18)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 10: Satisfaction with Quality of Instruction by Academic Unit						
"During my time at UMKC, I was satisfied with the quality of instruction."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	261	9.6%	14.2%	41.8%	34.5%	4.93 (1.14)
Conservatory of Music and Dance	19	26.3%	10.5%	31.6%	31.6%	4.37 (1.74)
School of Biological Sciences	32	15.6%	31.2%	31.2%	21.9%	4.41 (1.39)
Henry W. Bloch School of Management	54	9.3%	25.9%	42.6%	22.2%	4.74 (1.01)
School of Computing and Engineering	61	18.0%	14.8%	41.0%	26.2%	4.61 (1.35)
School of Dentistry	14	7.1%	7.1%	21.4%	64.3%	5.36 (1.15)
School of Education	25	28.0%	8.0%	28.0%	36.0%	4.64 (1.38)
School of Nursing and Health Sciences	52	5.8%	15.4%	42.3%	36.5%	5.06 (0.98)
School of Pharmacy	7	0.0%	14.3%	42.9%	42.9%	5.29 (0.76)
University Total	525	11.8%	16.0%	39.6%	32.6%	4.84 (1.20)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 11: Satisfaction with Placement and Career Services by Academic Unit						
"During my time at UMKC, I was satisfied with placement and career services."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	159	34.0%	23.9%	23.9%	18.2%	3.92 (1.61)
Conservatory of Music and Dance	11	63.6%	18.2%	9.1%	9.1%	3.00 (1.61)
School of Biological Sciences	24	29.2%	29.2%	29.2%	12.5%	4.08 (1.32)
Henry W. Bloch School of Management	42	35.7%	26.2%	21.4%	16.7%	3.93 (1.50)
School of Computing and Engineering	52	21.1%	25.0%	36.5%	17.3%	4.23 (1.52)
School of Dentistry	9	33.3%	0.0%	33.3%	33.3%	4.22 (2.05)
School of Education	21	38.1%	23.8%	23.8%	14.3%	3.67 (1.74)
School of Nursing and Health Sciences	28	3.6%	28.6%	35.7%	32.1%	4.96 (0.88)
School of Pharmacy	6	16.7%	33.3%	16.7%	33.3%	4.50 (1.52)
University Total	352	30.4%	24.4%	26.4%	18.8%	4.03 (1.56)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 12: Satisfaction with Availability of Faculty by Academic Unit						
"During my time at UMKC, I was satisfied with the availability of faculty outside of class."	N	Dissatisfied 1 - 3	Slightly Satisfied 4	Moderately Satisfied 5	Strongly Satisfied 6	Mean (SD)
College of Arts and Sciences	246	13.4%	15.0%	36.2%	35.4%	4.83 (1.26)
Conservatory of Music and Dance	18	16.7%	16.7%	22.2%	44.4%	4.83 (1.43)
School of Biological Sciences	31	19.4%	22.6%	22.6%	35.5%	4.68 (1.30)
Henry W. Bloch School of Management	54	11.1%	24.1%	31.5%	33.3%	4.81 (1.15)
School of Computing and Engineering	60	5.0%	15.0%	43.3%	36.7%	5.02 (1.16)
School of Dentistry	14	0.0%	7.1%	50.0%	42.9%	5.36 (0.63)
School of Education	21	19.0%	9.5%	23.8%	47.6%	4.71 (1.74)
School of Nursing and Health Sciences	47	10.6%	25.5%	25.5%	38.3%	4.89 (1.09)
School of Pharmacy	7	0.0%	17.3%	33.9%	36.7%	5.14 (0.90)
University Total	498	12.0%	17.3%	33.9%	36.7%	4.86 (1.23)

Note. "Dissatisfied" = Total of strongly, moderately, and slightly dissatisfied as one item rather than three separate items. Data was originally collected on a 6-point scale ranging from "strongly dissatisfied" to "strongly satisfied." Mean and SD (standard deviation) are representative of original data on a 6-point scale.

Table 13: Future Plans		
	N	%
Primary Activity Upon Graduation		
Employment, full-time paid	323	59.9%
Graduate or professional school, full-time	117	21.7%
Completely undecided	28	5.2%
Graduate or professional school, part-time	22	4.1%
Other	11	2.0%
Employment, part-time paid	9	1.7%
Traveling	8	1.5%
Starting or raising a family	6	1.1%
Volunteer activity (e.g., Peace Corps)	6	1.1%
Additional undergraduate coursework	3	0.6%
Military Service	3	0.6%

UMKC Senior Survey

We would like to hear about your experiences at UMKC. Please take a few minutes to complete this survey as fully and honestly as possible. All responses will be kept strictly confidential and reported as group data only. Thank you for your help.

1. Was UMKC your first choice when you decided to attend college?
    Yes
    No

2. Below are several goals that "typical" students have for their college experiences. Please indicate how much you agree that your experiences at UMKC helped you to accomplish these goals.

    1 = Strongly Disagree
    2 = Moderately Disagree
    3 = Slightly Disagree
    4 = Slightly Agree
    5 = Moderately Agree
    6 = Strongly Agree

"My experiences at UMKC..."
    Broadened my knowledge of arts and humanities
    Improved my ability to communicate orally
    Improved my ability to communicate in writing
    Improved my ability to make ethical decisions
    Expanded my understanding of people and ideas that are different from me
    Assisted me in clarifying the values and goals of my life
    Improved my critical thinking ability
    Improved my ability to use technology in order to obtain information and solve problems
    Increased my ability to see how ideas from different areas of study are related to one another
    Enhanced my desire to contribute to the local and global community
    Improved my ability to use mathematical and scientific methods

3. In which of these areas do you think you have developed the most during your time at UMKC? (Drop down item—select one)
    Broadened my knowledge of arts and humanities
    Improved my ability to communicate orally
    Improved my ability to communicate in writing
    Improved my ability to make ethical decisions
    Expanded my understanding of people and ideas that are different from me
    Assisted me in clarifying the values and goals of my life
    Improved my critical thinking ability
    Improved my ability to use technology in order to obtain information and solve problems
    Increased my ability to see how ideas from different areas of study are related to one another
    Enhanced my desire to contribute to the local and global community
    Improved my ability to use mathematical and scientific methods

3a. Please describe how you developed in this area.
(Open field)

4. Below are several learning opportunities students may have during their college experiences. Please indicate how much you agree that these experiences at UMKC enhanced your college experience. For activities in which you did not participate, selected "N/A."

1 = Strongly Disagree
2 = Moderately Disagree
3 = Slightly Disagree
4 = Slightly Agree
5 = Moderately Agree
6 = Strongly Agree
0 = N/A

Participating in undergraduate research
Participating in study abroad
Participating in service learning associated with a class
Participating in an internship/practicum
Participating in community volunteering on my own or with a student organization
Completing student teaching requirement for degree
Living in a residence hall
Working part-time in a professional position related to my degree

5. Please indicate how much you agree with the following statements about your college experience.

1 = Strongly Disagree
2 = Moderately Disagree
3 = Slightly Disagree
4 = Slightly Agree
5 = Moderately Agree
6 = Strongly Agree

I feel that UMKC provided a welcoming/supportive environment for me as a student.
I feel that UMKC is student-centered.

6. If you could go back, knowing what you know now, would you still select the same degree program?
Yes
No

7. If you could go back, knowing what you know now, would you still choose to attend UMKC?
Yes
No

8. Would you recommend UMKC to a friend or family member?

Yes
 No

9. How would you evaluate your overall experience at UMKC?
   1 = Poor
   2 = Fair
   3 = Good
   4 = Excellent

10. What is the main thing you have learned or gained by attending UMKC? Why?
   (Open field)

11. Please indicate how satisfied you are with each of the following aspects of UMKC. Please respond in terms of the university as a whole, not in terms of your experience in your major department.

"During my time at UMKC, I was satisfied with..."
   1 = Strongly Dissatisfied
   2 = Moderately Dissatisfied
   3 = Slightly Dissatisfied
   4 = Slightly Satisfied
   5 = Moderately Satisfied
   6 = Strongly Satisfied
   0 = N/A

   The admissions process
   Academic advising services
   The registration process
   The Financial Aid Office
   The Cashier's Office
   Parking Services
   Athletic facilities
   The Swinney Recreation Center
   The bookstore
   The variety of courses
   The content of courses
   The quality of instruction
   The Miller Nichols Library
   Personal safety on campus
   Placement and career services
   Career preparation
   Availability of faculty outside of class
   Availability of courses when you want to take them
   Availability of computer services

12. The previous question asked you to describe your opinion of various services and programs provided university-wide at UMKC. Some departments also provide these same services. Please mark the response that best describes your level of satisfaction with your experience within your department.

"During my time within my department, I was satisfied with..."
>   1 = Strongly Dissatisfied
>   2 = Moderately Dissatisfied
>   3 = Slightly Dissatisfied
>   4 = Slightly Satisfied
>   5 = Moderately Satisfied
>   6 = Strongly Satisfied
>   0 = N/A

>   The admissions process
>   Academic advising services
>   The variety of courses
>   The content of courses
>   Quality of instruction
>   Placement and career services
>   Availability of faculty outside of class
>   Availability of courses when you want to take them.

13. What would you say were the primary strengths of the major program you will be completing?
>   (Open field)

14. What would you say were the primary weaknesses (if any) of the major program you will be completing?
>   (Open field)

15. Did one or both of your parents graduate from college?
>   Yes, mom graduated
>   Yes, dad graduated
>   Yes, both graduated
>   No, neither graduated

16. What is MOST LIKELY to be your PRIMARY activity upon graduation?
>   Employment, full time
>   Employment, part time
>   Graduate or professional school, full-time
>   Graduate or professional school, part-time
>   Additional undergraduate coursework
>   Military service
>   Volunteer activity (e.g., Peace Corp)
>   Starting or raising a family
>   Traveling
>   Completely undecided

Seeking employment

Not seeking employment- not in the job market

Other : (Please specify)

17. Employment Information

Name of Company or Organization:

Job Location: _____ City (Country if working abroad):_____State: _____ Zip Code _____

Title_____

If employed full time, what is your expected total annual salary? _____

17. A How closely related is your employment to your program of study at UMKC?

Highly Related

Somewhat Related

Not Related at all

18. If you have any comments or concerns that were not addressed in the previous survey items, please share them in the space below.

(Open field)