Background and Design

The Temple University Graduate Student Survey (GSS) was launched for the first time in Spring, 2016. The survey is based on the undergraduate Temple University Student Questionnaire (TUSQ), with changes to make it more relevant for a graduate student population. Similar to the TUSQ, GSS is designed to measure students’ perceptions and experiences while at Temple. Unlike the TUSQ, which is administered every 3 years, we intend to administer the GSS every 2 years in order to ensure that we gather information from graduate students enrolled in 2 year programs. Prior to the development of GSS, representatives from the Survey Committee performed a review of graduate student surveys used by Temple’s peer institutions. The tools were reviewed and coded for common themes. GSS is designed to measure graduate students’ satisfaction across the following areas: Academic Program, Funding, Student Services, Student Experience, Reasons for Enrolling at Temple, Challenges, Advising and Mentoring, and Post-Graduation plans.

Four-point scales are used to measure importance and satisfaction ratings:

4 = “Very Important” / “Very Satisfied” / or “Strongly Agree”
3 = “Moderately Important” / “Somewhat Satisfied” / or “Somewhat Agree”
2 = “Slightly Important” / “Somewhat Dissatisfied” / or “Somewhat Disagree”
1 = “Not Important” / “Very Dissatisfied” / or “Strongly Disagree”

The survey also includes a scale from 1 to 5 to measure the extent to which various factors present challenges to students, response options of “Frequently,” “Occasionally” and “Never” for questions related to use of offices and departments, and open-ended questions pertaining to improvement of the graduate experience at Temple. One question also asks students to rank the top 3 challenges impacting their graduate study.

Administration

An initial email inviting graduate students to participate in the survey was sent on March 8th 2016. Reminder emails were sent on March 16th, 22nd, and 30th. Only graduate students enrolled on the main campus were invited to participate. Additionally, invitations were not extended to students enrolled in professional schools or the executive MBA program, as their experiences are thought to differ from the rest of the graduate population. The survey response rate was 29%: 3,723 graduate students were invited to complete the survey, of which 1,096 completed the survey (671 females, 425 males). Students were offered the incentive of being entered into a random drawing for one of ten 100 Diamond Dollar Awards.

Data Processing and Analyses

Survey data were weighted by gender, ethnicity, degree type (doctoral research, doctoral practice, masters, certificate, and non-degree), and school/college so that the final data set more closely resembles the characteristics of the entire graduate population.
Executive Summary

Overall Satisfaction

The Graduate Student Survey was completed by 1,446 doctoral and 2,145 master degree seeking students. Graduate students enrolled in certificate programs (n=22) and non-degree graduate students (n=110) took the survey as well. In general, students reported high satisfaction for most of the areas of graduate life at Temple. As a group, average satisfaction/agreement ratings were typically between 3 and 4 (3 = “Somewhat Satisfied” / “Somewhat Agree”: 4 = “Very Satisfied” / “Strongly Agree”). Graduate student satisfaction was very high for 6 summary items used to measure the extent to which students felt satisfied with their overall experience at Temple: 92% reported that they received good treatment at Temple, while 89% agreed that their experience at Temple has been positive. Eighty-four percent said they would enroll at Temple again, and 88% said they would enroll in their same program of study again. Eight-eight percent were satisfied with the overall quality of education received at Temple and almost 80% said they felt a sense of belonging here. In general, master degree students were slightly more satisfied with these areas than doctoral students, with the exception of doctoral students reporting that they were more likely to enroll in the same program of study again.

Student Services

Graduate students were particularly satisfied with a number of automated student services available to them: almost all students, 97%, reported feeling satisfied with the ease of checking their grades and 92% were satisfied with the ease of registering for courses. Eighty-eight percent were satisfied with the process of paying their bills and 81% expressed satisfaction with the ease of checking their financial aid information.

Advising

The majority (85%) of graduate students reported that they had either an advisor or a mentor, and of these students, almost 90% reported feeling satisfied with the relationship they had with their advisor. In general, students were also highly satisfied with the availability of their advisor, with only 13% expressing dissatisfaction in this area. Doctoral students were somewhat more satisfied with the overall quality of relationship they had with their advisor (90%) compared to master students (87%) as well as with the availability of their advisor (91% compared to 85% of master students). Doctoral students were also more likely to agree that their advisor took time to address their concerns (93%) and provided feedback on program requirements (88%) than master degree students (89% and 83%). Both doctoral and master degree students overwhelmingly agreed that their advisors were knowledgeable about policies and degree requirements (88% and 90%, respectively).

Challenges

Students were asked to rate the extent to which 12 different factors presented challenges to their graduate studies. Common to the graduate student experience, coursework and research were ranked as the two factors presenting the greatest challenge to students, with only 4% and 6% reporting that these factors presented little to no challenge to them, respectively. Balancing studies and personal life, time management, and financing one’s education also emerged as common challenges among students, while housing, parking, and transportation presented the least challenge.

Funding

Graduate students expressed the greatest concern with funding. Forty-five percent of students reported that they were dissatisfied with the amount of funding available to them. Students also reported that financing their education was among the top three challenges related to graduate school. There were large differences between doctoral and master degree students in terms of how each group was financing their education: over twice as many masters students reported that their education was self-funded, compared to doctoral students. Master degree students were also much more likely to report using student loans as a source of funding. While these students were more likely to be using their own money or student loans to finance their education, they were less likely to report dissatisfaction with funding: 43% of master degree students compared to 49% of doctoral students expressed dissatisfaction.
Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction</td>
<td>4</td>
</tr>
<tr>
<td>Academic Program</td>
<td>7</td>
</tr>
<tr>
<td>Funding</td>
<td>9</td>
</tr>
<tr>
<td>Student Services</td>
<td>12</td>
</tr>
<tr>
<td>Student Experience</td>
<td>18</td>
</tr>
<tr>
<td>Reasons for Enrolling at Temple</td>
<td>21</td>
</tr>
<tr>
<td>Challenges Impacting Graduate Study</td>
<td>23</td>
</tr>
<tr>
<td>Advising and Mentoring</td>
<td>25</td>
</tr>
<tr>
<td>Post-Graduation Plans</td>
<td>30</td>
</tr>
<tr>
<td>Open Ended Comments</td>
<td>32</td>
</tr>
<tr>
<td>2016 GSS and 2015 TUSQ Data Comparison</td>
<td>33</td>
</tr>
<tr>
<td>Appendix A. Survey Instrument</td>
<td>35</td>
</tr>
<tr>
<td>Appendix B. Surveys Sent, Surveys Returned and Surveys Returned Adjusted for Population Characteristics</td>
<td>49</td>
</tr>
<tr>
<td>Appendix C. Overall Results, Means and Frequencies</td>
<td>50</td>
</tr>
</tbody>
</table>
Overall graduate student satisfaction was measured by six “summary” items on the GSS. According to the summary items, graduate students were very satisfied with their TU experience: Ninety-two percent reported that they receive good treatment at Temple, and over 84% say they would enroll at Temple again. Eight-eight percent were satisfied with the overall quality of education received at Temple and agreed that their experience at Temple has been positive. Over 79% said they feel a sense of belonging here.

Five of these summary items were also included in the TUSQ and in general, graduate students’ overall satisfaction with Temple is closely aligned with that of undergraduates. In 2015, 89% of undergraduates agreed that they received good treatment at Temple, and 82% said they would enroll at Temple again. Eighty-seven percent of undergraduates were satisfied with the overall quality of education received at Temple, while 88% agreed that their experience at Temple has been positive. Over 80% said they feel a sense of belonging here.

The top 5 items that graduate students were most satisfied with were ease of viewing their grades, approachability of faculty, ease of registering for courses, relationship with their advisor, and library resources and services. Students expressed the least satisfaction for questions that asked about receiving encouragement and support for applying for grants and publishing in journals, availability of funding, and receiving support for making presentations at conferences.
How much do you agree with the following?

- I would enroll in the same program of study again
- I have received good treatment at Temple
- I am satisfied with quality of graduate education
- My experience at Temple has been positive
- I would enroll at Temple again
- I feel a sense of belonging here at Temple

**Items Ranked Most Satisfied/Agreed With - Doctoral Students**

- Ease of viewing my grades
- There is someone in my department that I can turn to with questions or concerns
- Ease of registering for courses
- My advisor takes time to address my questions and concerns
- I am encouraged to attend professional meetings relevant to my area of interest

**Items Ranked Least Satisfied/Agreed With - Doctoral Students**

- Parking and Transportation
- I am encouraged to apply for grants
- Student Financial Services
- My program engages me in skills necessary to learn how to teach
- I am satisfied with the level of funding for graduate students

**Items Ranked Most Satisfied/Agreed With - Masters Students**

- Ease of viewing my grades
- Faculty are approachable
- Ease of registering for courses
- I am satisfied with the research resources available
- My advisor knows about policies, programs, degree requirements

**Items Ranked Least Satisfied/Agreed With - Masters Students**

- I am satisfied with the level of funding for graduate students
- I am encouraged to publish in scholarly journals
- I receive the support I need to publish in scholarly journals
- I receive the support I need to apply for grants
- I am encouraged to apply for grants
Overall Satisfaction – International Students

How much do you agree with the following?

<table>
<thead>
<tr>
<th>Agree with the Following</th>
<th>Scale 1-4</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have received good treatment at Temple</td>
<td>3.4</td>
</tr>
<tr>
<td>My experience at Temple has been positive</td>
<td>3.3</td>
</tr>
<tr>
<td>I am satisfied with quality of graduate education</td>
<td>3.2</td>
</tr>
<tr>
<td>I would enroll in the same program of study again</td>
<td>3.1</td>
</tr>
<tr>
<td>I feel a sense of belonging here at Temple</td>
<td>3.0</td>
</tr>
<tr>
<td>I would enroll at Temple again</td>
<td>3.0</td>
</tr>
</tbody>
</table>

Items Ranked Most Satisfied/Agreed With

<table>
<thead>
<tr>
<th>Faculty Research and Expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of viewing my grades</td>
</tr>
<tr>
<td>I feel as though there is someone in my department that I can turn to with any question or concern</td>
</tr>
<tr>
<td>My advisor takes time to address my questions and concerns</td>
</tr>
<tr>
<td>How satisfied are you with the overall relationship with your advisor?</td>
</tr>
</tbody>
</table>

Items Ranked Least Satisfied/Agreed With

<table>
<thead>
<tr>
<th>Graduate Program Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>My program currently engages me in skills necessary to learn how to teach</td>
</tr>
<tr>
<td>I am satisfied with the level of funding for graduate students</td>
</tr>
<tr>
<td>I receive the support I need to publish in scholarly journals</td>
</tr>
<tr>
<td>I receive the support I need to apply for grants</td>
</tr>
<tr>
<td>I am encouraged to apply for grants</td>
</tr>
</tbody>
</table>
Students were asked six questions related to satisfaction with their academic program. While the majority of students (80%-91%) said they were satisfied with all six areas, twice as many students (20%) were dissatisfied with the availability of open courses compared to the availability of faculty (10%) and use of Blackboard (10%). Undergraduates who participated in the 2015 TUSQ expressed even greater dissatisfaction with the availability of open courses, with only 57% saying they were satisfied with this aspect of their academic experience, compared to 80% of graduate students in the 2016 GSS. Undergraduates were also more dissatisfied than graduates with the use of Blackboard (18% dissatisfied) and availability of instructors outside of class (14% dissatisfied).

### How much do you agree with the following?*

<table>
<thead>
<tr>
<th>Area</th>
<th>Dissatisfied</th>
<th>Somewhat Satisfied</th>
<th>Very Satisfied</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of faculty</td>
<td>10%</td>
<td>33%</td>
<td>57%</td>
<td>3.47</td>
</tr>
<tr>
<td>Use of Blackboard as a course organizational tool</td>
<td>10%</td>
<td>42%</td>
<td>49%</td>
<td>3.38</td>
</tr>
<tr>
<td>Quality of graduate education</td>
<td>12%</td>
<td>42%</td>
<td>46%</td>
<td>3.33</td>
</tr>
<tr>
<td>Quality of courses in your program</td>
<td>12%</td>
<td>46%</td>
<td>42%</td>
<td>3.28</td>
</tr>
<tr>
<td>Availability of open courses</td>
<td>20%</td>
<td>35%</td>
<td>45%</td>
<td>3.21</td>
</tr>
<tr>
<td>Laboratory facilities and equipment</td>
<td>15%</td>
<td>45%</td>
<td>39%</td>
<td>3.20</td>
</tr>
</tbody>
</table>

*Responses of “Very Dissatisfied/Strongly Disagree” and “Somewhat Dissatisfied/Somewhat Disagree” were collapsed to form the categories of “Dissatisfied” and “Disagree” because of low frequency of “Very Dissatisfied/Strongly Disagree” responses.

Students were also asked how much they agree with statements related to satisfaction with faculty, resources, and the schedule of courses offerings. Again, the majority of students (85%-95%) expressed satisfaction with each area that was asked about. Over 95% of graduate students said they agree that faculty were approachable, and 93% said they were satisfied with the library resources and services. Lowest rates of agreement were for the statement “Courses are offered at times that do not conflict with each other,” with 16% of students disagreeing with this statement.

### How satisfied are you with each area?*

<table>
<thead>
<tr>
<th>Area</th>
<th>Dissatisfied</th>
<th>Somewhat Satisfied</th>
<th>Very Satisfied</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty are approachable</td>
<td>5%</td>
<td>29%</td>
<td>66%</td>
<td>3.60</td>
</tr>
<tr>
<td>I am satisfied with library resources and services</td>
<td>7%</td>
<td>32%</td>
<td>61%</td>
<td>3.52</td>
</tr>
<tr>
<td>Faculty are fair and unbiased</td>
<td>10%</td>
<td>32%</td>
<td>58%</td>
<td>3.46</td>
</tr>
<tr>
<td>I am satisfied with computer/technology resources</td>
<td>9%</td>
<td>35%</td>
<td>56%</td>
<td>3.46</td>
</tr>
<tr>
<td>I am satisfied with research resources available</td>
<td>8%</td>
<td>39%</td>
<td>53%</td>
<td>3.42</td>
</tr>
<tr>
<td>Faculty expectations clearly articulated</td>
<td>10%</td>
<td>40%</td>
<td>50%</td>
<td>3.39</td>
</tr>
<tr>
<td>Temple provides an academically challenging environment</td>
<td>11%</td>
<td>38%</td>
<td>51%</td>
<td>3.39</td>
</tr>
<tr>
<td>Courses are offered at times that don’t conflict</td>
<td>16%</td>
<td>30%</td>
<td>55%</td>
<td>3.35</td>
</tr>
</tbody>
</table>
### Academic Program – Doctoral and Masters Students

**How satisfied are you with each area?**

- Availability of faculty
- Use of Blackboard as a course organizational tool
- Quality of graduate education
- Quality of courses in your program
- Availability of open courses
- Laboratory facilities and equipment

#### Mean

- Doctoral: 3.0, 3.2, 3.4, 3.6
- Masters: 3.0, 3.2, 3.4, 3.6

**How much do you agree with the following?**

- Faculty are approachable
- I am satisfied with library resources and services
- I am satisfied with computer/technology resources
- Faculty are fair and unbiased
- Courses are offered at times that don’t conflict
- Temple provides an academically challenging environment
- Faculty expectations clearly articulated
- I am satisfied with research resources available

#### Mean

- Doctoral: 3.0, 3.2, 3.4, 3.6
- Masters: 3.0, 3.2, 3.4, 3.6

### Academic Program – International Students

**How satisfied are you with each area?**

- Use of Blackboard as a course organizational tool
- Availability of faculty
- Quality of graduate education
- Laboratory facilities and equipment
- Quality of courses in your program
- Availability of open courses

#### Mean

- 2.7, 2.9, 3.1, 3.3, 3.5, 3.7

**How much do you agree with the following?**

- Faculty are approachable
- I am satisfied with library resources and services
- I am satisfied with computer/technology resources
- Faculty are fair and unbiased
- Courses are offered at times that don’t conflict
- Temple provides an academically challenging environment
- Faculty expectations clearly articulated
- I am satisfied with research resources available

#### Mean

- 2.6, 2.8, 3.0, 3.2, 3.4, 3.6
In general, students were less satisfied with funding than any other aspect of graduate school at Temple. Forty-five percent of students reported that they were dissatisfied with the amount of funding available to them. Students also reported that financing their education was among the top 3 challenges related to graduate school.

How are you funding your education? (all graduate students)*

- Self-Funded
- Student Loans
- Teaching Assistantship
- School/College Scholarships
- Research Assistantship
- Fellowships
- Grants

* Students could select more than one response

I am satisfied with the level of funding for graduate students

- Somewhat Disagree 23%
- Somewhat Agree 33%
- Strongly Disagree 22%
- Strongly Agree 22%
Funding – Doctoral and Masters Students

**How are you funding your education?**

* Students could select more than one response

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Percent of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Funded</td>
<td>Doctoral: 60%</td>
</tr>
<tr>
<td>Student Loans</td>
<td>Masters: 50%</td>
</tr>
<tr>
<td>Teaching Assistantship</td>
<td>Doctoral: 40%</td>
</tr>
<tr>
<td>School/College Scholarships</td>
<td>Masters: 30%</td>
</tr>
<tr>
<td>Research Assistantship</td>
<td>Doctoral: 20%</td>
</tr>
<tr>
<td>Fellowships</td>
<td>Masters: 10%</td>
</tr>
<tr>
<td>Grants</td>
<td>Doctoral: 0%</td>
</tr>
</tbody>
</table>

**I am satisfied with the level of funding for graduate students**

<table>
<thead>
<tr>
<th>Level of Satisfaction</th>
<th>Percent of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>Doctoral: 30%</td>
</tr>
<tr>
<td>Somewhat Agree</td>
<td>Masters: 70%</td>
</tr>
<tr>
<td>Somewhat Disagree</td>
<td>Doctoral: 25%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>Masters: 25%</td>
</tr>
</tbody>
</table>

* Students could select more than one response
Funding – International Students

How are you funding your education?*

- Teaching Assistantship
- Self-Funded
- Research Assistantship
- School/College Scholarships
- Fellowships
- Student Loans
- Grants

* Students could select more than one response

I am satisfied with the level of funding for graduate students

- Strongly Agree
- Somewhat Agree
- Somewhat Disagree
- Strongly Disagree
Students were asked a number of questions related to student services. In general, the overwhelming majority of students were satisfied with these services. Satisfaction across areas varied, however. For example, while only 3% reported being dissatisfied with the ease of viewing grades, 20% were dissatisfied with opportunities for volunteer service and 27% disagreed that they were satisfied with the career guidance they received.

Graduate student satisfaction for items related to student services was often greater than undergraduates for the same items in the 2015 TUSQ. For instance, 83% of undergraduates said they were satisfied with library facilities, compared to 93% of graduate students. Graduate students also expressed greater satisfaction than undergraduates with ease of registering for courses (92% and 76%, respectively), ease of checking financial aid information (81% and 71%), and opportunities for volunteer service (80% and 76%).

*Responses of “Very Dissatisfied/Strongly Disagree” and “Somewhat Dissatisfied/Somewhat Disagree” were collapsed to form the categories of “Dissatisfied” and “Disagree” because of low frequency of “Very Dissatisfied/Strongly Disagree” responses.*
Students were also asked how often they used a variety of student services and how satisfied they were with these services. There was a wide range of responses for how often student services were used. The library, bookstore, and graduate school office were the most widely used, with between 60% and 90% of students saying they used these services either occasionally or frequently. Fewer than 10% of students reported using Disability Resources and Services or the Office of Institutional Diversity, Equity, Advocacy, and Leadership. Roughly half of students reported that they used parking and transportation services, computer services, and student financial services. Students were least satisfied with Student Financial Services and Parking and Transportation. Interestingly, while roughly 20% of students said they were dissatisfied with Parking and Transportation services, students ranked parking second to last when asked to rank the extent to which it presented a challenge for them (see graph on p. 9). The majority of students were somewhat or very satisfied with the 3 most frequently used services (Library, Bookstore and Graduate School Office).
**Student Services – Doctoral and Masters Students**

**How satisfied are you with the following?**

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Doctoral</th>
<th>Masters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of viewing my grades</td>
<td>3.0</td>
<td>3.4</td>
</tr>
<tr>
<td>Ease of registering for courses</td>
<td>3.0</td>
<td>3.2</td>
</tr>
<tr>
<td>Library facilities</td>
<td>3.0</td>
<td>3.0</td>
</tr>
<tr>
<td>Ease of paying for my bill</td>
<td>3.2</td>
<td>3.4</td>
</tr>
<tr>
<td>Ease of checking financial aid information</td>
<td>2.8</td>
<td>3.2</td>
</tr>
<tr>
<td>Opportunity for volunteer service</td>
<td>2.6</td>
<td>2.8</td>
</tr>
</tbody>
</table>

**How much do you agree or disagree with the following?**

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Doctoral</th>
<th>Masters</th>
</tr>
</thead>
<tbody>
<tr>
<td>I receive information about activities, events, and organizations</td>
<td>3.4</td>
<td>3.6</td>
</tr>
<tr>
<td>Student Health Services provides suitable health care</td>
<td>3.2</td>
<td>3.4</td>
</tr>
<tr>
<td>Temple has prepared me for my professional career</td>
<td>3.0</td>
<td>3.2</td>
</tr>
<tr>
<td>I am satisfied with career guidance I received</td>
<td>2.8</td>
<td>3.0</td>
</tr>
</tbody>
</table>
**How satisfied are you with the following?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of viewing my grades</td>
<td>3.8</td>
</tr>
<tr>
<td>Ease of registering for courses</td>
<td>3.6</td>
</tr>
<tr>
<td>Ease of paying for my bill</td>
<td>3.4</td>
</tr>
<tr>
<td>Library facilities</td>
<td>3.2</td>
</tr>
<tr>
<td>Ease of checking financial aid information</td>
<td>3.0</td>
</tr>
<tr>
<td>Opportunity for volunteer service</td>
<td>2.8</td>
</tr>
</tbody>
</table>

**How much do you agree or disagree with the following?**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>I receive information about activities, events, and organizations</td>
<td>3.0</td>
</tr>
<tr>
<td>Student Health Services provides suitable health care</td>
<td>3.1</td>
</tr>
<tr>
<td>Temple has prepared me for my professional career</td>
<td>3.2</td>
</tr>
<tr>
<td>I am satisfied with career guidance I received</td>
<td>3.3</td>
</tr>
</tbody>
</table>
Student Services – International Students

How often do you use the following?

1. Library
2. International Student and Scholar Services
3. The Graduate School Office/Staff
4. Student Health Center
5. Computer Services Help Desk
6. Temple University Bookstore
7. Bursar
8. Writing Center
9. Parking and Transportation
10. Campus Safety/University Police
11. University Career Center
12. Tuttleman Counseling Services
13. Student Financial Services
15. Disability Resources and Services

Scale = 1 - 4
1 = Never, 2 = Occasionally, 3 = Frequently

How satisfied are you with the following?

1. Computer Services Help Desk
2. Writing Center
3. Student Health Center
4. The Graduate School Office/Staff
5. Library
6. Campus Safety/University Police
7. International Student and Scholar Services
8. Office of Institutional Diversity, Equity, Advocacy, and Leadership
9. Disability Resources and Services
10. Bursar
11. Tuttleman Counseling Services
12. Temple University Bookstore
13. Parking and Transportation
14. Student Financial Services
15. University Career Center

Scale = 1 - 4
Mean
Students reported high levels of satisfaction for factors related to their overall experience as graduate students at Temple. Overall satisfaction with the quality of interaction with faculty and staff was overwhelmingly high, with only 1% of graduate students strongly disagreeing that they were satisfied with this aspect of their graduate student experience at Temple. As a comparison, over 16% of undergraduates who participated in the 2015 TUSQ said they were dissatisfied with the quality of interaction with faculty. Graduate students were more divided on the issue of whether the diversity of Temple’s faculty enhanced their educational experience, with 21% disagreeing with this statement (compared to 23% of undergraduates in 2015).

Students were most satisfied with fitness and recreation opportunities, with only 2% reporting that they are very dissatisfied with this area of campus life. Similarly, only 2% of students said they were very dissatisfied with security and safety on campus, relationships with other graduate students, and quality of interaction among students. Students were least pleased with the diversity of the graduate student body, with 17% reporting dissatisfied with this area. Similarly, in 2015, 17% of undergraduates disagreed with the statement that the diversity of Temple’s student body enhanced their educational experience. Graduate students were also similar to undergraduates in their satisfaction with the quality of interaction among students, with 14% of graduate students and 17% of undergraduates reporting dissatisfaction with this.

### How much do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>% Strongly Disagree</th>
<th>% Somewhat Disagree</th>
<th>% Somewhat Agree</th>
<th>% Strongly Agree</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with the quality of interaction with faculty</td>
<td>1%</td>
<td>6%</td>
<td>38%</td>
<td>55%</td>
<td>3.47</td>
</tr>
<tr>
<td>I have received good treatment at Temple</td>
<td>2%</td>
<td>6%</td>
<td>38%</td>
<td>54%</td>
<td>3.43</td>
</tr>
<tr>
<td>My experience at Temple has been positive</td>
<td>2%</td>
<td>10%</td>
<td>40%</td>
<td>49%</td>
<td>3.35</td>
</tr>
<tr>
<td>Campus offices and student services have hours that meet my needs</td>
<td>3%</td>
<td>7%</td>
<td>46%</td>
<td>45%</td>
<td>3.32</td>
</tr>
<tr>
<td>I am satisfied with the quality of interaction with administrative staff</td>
<td>4%</td>
<td>10%</td>
<td>43%</td>
<td>43%</td>
<td>3.25</td>
</tr>
<tr>
<td>The diversity of Temple's faculty enhanced my educational experience</td>
<td>6%</td>
<td>15%</td>
<td>38%</td>
<td>42%</td>
<td>3.15</td>
</tr>
<tr>
<td>I feel a sense of belonging here at Temple</td>
<td>6%</td>
<td>15%</td>
<td>39%</td>
<td>41%</td>
<td>3.14</td>
</tr>
</tbody>
</table>

### What is your overall satisfaction level with the following areas at Temple University?

<table>
<thead>
<tr>
<th>Area</th>
<th>% Very Dissatisfied</th>
<th>% Somewhat Dissatisfied</th>
<th>% Somewhat Satisfied</th>
<th>% Very Satisfied</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationships with other graduate students</td>
<td>2%</td>
<td>12%</td>
<td>35%</td>
<td>51%</td>
<td>3.36</td>
</tr>
<tr>
<td>Fitness and recreation</td>
<td>3%</td>
<td>8%</td>
<td>46%</td>
<td>43%</td>
<td>3.31</td>
</tr>
<tr>
<td>Security and safety on campus</td>
<td>2%</td>
<td>9%</td>
<td>45%</td>
<td>44%</td>
<td>3.30</td>
</tr>
<tr>
<td>Quality of interaction among students</td>
<td>2%</td>
<td>12%</td>
<td>41%</td>
<td>46%</td>
<td>3.30</td>
</tr>
<tr>
<td>Diversity among graduate student body</td>
<td>4%</td>
<td>13%</td>
<td>39%</td>
<td>45%</td>
<td>3.25</td>
</tr>
</tbody>
</table>
How much do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Doctoral</th>
<th>Masters</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with the quality of interaction with faculty</td>
<td>2.9</td>
<td>3.1</td>
</tr>
<tr>
<td>I have received good treatment at Temple</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>Campus offices and student services have hours that meet my needs</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>My experience at Temple has been positive</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>I am satisfied with the quality of interaction with administrative staff</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>I feel a sense of belonging here at Temple</td>
<td>2.9</td>
<td>3.1</td>
</tr>
<tr>
<td>The diversity of Temple's faculty enhanced my educational experience</td>
<td>3.3</td>
<td>3.5</td>
</tr>
</tbody>
</table>

Mean: Doctoral 2.9, Masters 3.1

What is your overall satisfaction level with the following areas at Temple University?

<table>
<thead>
<tr>
<th>Area</th>
<th>Doctoral</th>
<th>Masters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationships with other graduate students</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>Fitness and recreation</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>Quality of interaction among students</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>Security and safety on campus</td>
<td>3.3</td>
<td>3.5</td>
</tr>
<tr>
<td>Diversity among graduate student body</td>
<td>2.9</td>
<td>3.1</td>
</tr>
</tbody>
</table>

Mean: Doctoral 2.9, Masters 3.1
What is your overall satisfaction level with the following areas at Temple University?

- I am satisfied with the quality of interaction with faculty: Mean 3.5
- I have received good treatment at Temple: Mean 3.3
- Campus offices and student services have hours that meet my needs: Mean 3.1
- My experience at Temple has been positive: Mean 2.9
- I am satisfied with the quality of interaction with administrative staff: Mean 2.9
- The diversity of Temple's faculty enhanced my educational experience: Mean 3.3
- I feel a sense of belonging here at Temple: Mean 3.3

How much do you agree or disagree with the following statements?

- Fitness and recreation: Mean 3.1
- Relationships with other graduate students: Mean 3.3
- Quality of interaction among students: Mean 3.5
- Diversity among graduate student body: Mean 2.9
- Security and safety on campus: Mean 3.1

Scale = 1 - 4
Reputation played a large role in students’ decision to enroll in graduate studies at Temple: 87% said that they enrolled at Temple partly because of the reputation of their academic program, while 78% reported that the reputation of Temple in general was a reason for their choice to enroll. Faculty research and expertise was another commonly endorsed reason for enrolling at Temple, with 89% of students citing this reason. The three least popular reasons for enrolling in graduate studies at Temple were the Philadelphia/urban location of Temple, assistantships or fellowships, and proximity of Temple to the student’s home.

How important were each of the following reasons for choosing to enroll in graduate studies at Temple?

- **Reputation of my Academic Program**: 4% Not Important, 8% Slightly Important, 27% Moderately Important, 60% Very Important
- **Faculty Research and Expertise**: 5% Not Important, 6% Slightly Important, 26% Moderately Important, 63% Very Important
- **Reputation of Temple**: 7% Not Important, 16% Slightly Important, 35% Moderately Important, 43% Very Important
- **Affordable Tuition**: 11% Not Important, 9% Slightly Important, 23% Moderately Important, 58% Very Important
- **Availability of Opportunities at Large Research University**: 13% Not Important, 13% Slightly Important, 30% Moderately Important, 45% Very Important
- **Philadelphia/Urban location**: 19% Not Important, 11% Slightly Important, 26% Moderately Important, 44% Very Important
- **Assistantship/Fellowship**: 21% Not Important, 10% Slightly Important, 16% Moderately Important, 53% Very Important
- **Close to Home**: 31% Not Important, 9% Slightly Important, 20% Moderately Important, 40% Very Important

Mean scores:
- **Reputation of my Academic Program**: 3.44
- **Faculty Research and Expertise**: 3.47
- **Reputation of Temple**: 3.14
- **Affordable Tuition**: 3.27
- **Availability of Opportunities at Large Research University**: 3.05
- **Philadelphia/Urban location**: 2.94
- **Assistantship/Fellowship**: 3.01
- **Close to Home**: 2.71
Reasons for Enrolling – Doctoral and Masters Students

How important were each of the following reasons for choosing to enroll in graduate studies at Temple?

- Faculty Research and Expertise
- Assistantship/Fellowship
- Reputation of my Academic Program
- Availability of Opportunities at Large Research University
- Affordable Tuition
- Reputation of Temple
- Philadelphia/Urban location
- Close to Home

Mean: 2.0 2.4 2.8 3.2 3.6 4.0

Scale = 1 - 4

Reasons for Enrolling – International Students

How important were each of the following reasons for choosing to enroll in graduate studies at Temple?

- Faculty Research and Expertise
- Assistantship/Fellowship
- Reputation of my Academic Program
- Availability of Opportunities at Large Research University
- Affordable Tuition
- Reputation of Temple
- Philadelphia/Urban location
- Close to Home

Mean: 2.0 2.4 2.8 3.2 3.6 4.0
Students were asked to rate the extent to which 12 different factors presented challenges to their graduate studies. A scale from 1 to 5 was used, where 1 represented little to no challenge and 5 represented significant challenge. Coursework, research, and balancing studies and personal life emerged as common challenges among students, while housing, parking, and transportation presented the least challenge.

To what extent do you find these factors present challenges to your graduate studies?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Little to no challenge</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Significant challenge</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Load/ Course-Work</td>
<td>4%</td>
<td>11%</td>
<td>35%</td>
<td>32%</td>
<td>17%</td>
<td>3.48</td>
</tr>
<tr>
<td>Research</td>
<td>6%</td>
<td>18%</td>
<td>31%</td>
<td>28%</td>
<td>17%</td>
<td>3.30</td>
</tr>
<tr>
<td>Balancing Studies and Family/Pers.</td>
<td>7%</td>
<td>19%</td>
<td>28%</td>
<td>26%</td>
<td>20%</td>
<td>3.33</td>
</tr>
<tr>
<td>Time Management</td>
<td>7%</td>
<td>18%</td>
<td>30%</td>
<td>26%</td>
<td>18%</td>
<td>3.30</td>
</tr>
<tr>
<td>Financing your Education</td>
<td>12%</td>
<td>16%</td>
<td>21%</td>
<td>20%</td>
<td>32%</td>
<td>3.44</td>
</tr>
<tr>
<td>Balancing School and Work</td>
<td>13%</td>
<td>14%</td>
<td>26%</td>
<td>24%</td>
<td>23%</td>
<td>3.31</td>
</tr>
<tr>
<td>Social Life</td>
<td>16%</td>
<td>31%</td>
<td>26%</td>
<td>16%</td>
<td>11%</td>
<td>2.77</td>
</tr>
<tr>
<td>Mental Health</td>
<td>18%</td>
<td>25%</td>
<td>27%</td>
<td>16%</td>
<td>14%</td>
<td>2.86</td>
</tr>
<tr>
<td>Physical Health and Fitness</td>
<td>21%</td>
<td>27%</td>
<td>30%</td>
<td>13%</td>
<td>9%</td>
<td>2.64</td>
</tr>
<tr>
<td>Transportation</td>
<td>30%</td>
<td>34%</td>
<td>22%</td>
<td>10%</td>
<td>7%</td>
<td>2.27</td>
</tr>
<tr>
<td>Parking</td>
<td>39%</td>
<td>21%</td>
<td>20%</td>
<td>10%</td>
<td>11%</td>
<td>2.35</td>
</tr>
<tr>
<td>Housing</td>
<td>48%</td>
<td>20%</td>
<td>19%</td>
<td>7%</td>
<td>6%</td>
<td>2.03</td>
</tr>
</tbody>
</table>
Challenges – Doctoral and Masters Students

To what extent do you find these factors present challenges to your graduate studies?

Challenges – International Students

To what extent do you find these factors present challenges to your graduate studies?

1 = Little to no challenge, 5 = Significant challenge
In the Graduate Student Survey, advising and mentoring were defined for students as follows: “Advising refers to providing students with information related to their degree program. This may include, but is not limited to, course schedules, timing of courses, and thesis/dissertation direction. Advising can be provided by a faculty member or full-time employee.

Mentoring goes beyond advising. Faculty mentors focus on student achievements, academic success, and preparation for life beyond graduate school. This faculty member works to advance a student’s career. The relationship changes over time, as both faculty and student grow, learn, and share experiences.”

The majority (85%) of graduate students reported that they had either an advisor or a mentor.

The percentage of students who reported that they had a mentor (who was not also their advisor) was 3.7%, while 15.2% said they had both a mentor and an advisor, and 17% said that their mentor and advisor were the same person. The percentage of students who reported that they had neither an advisor nor a mentor was 14.9%.

The overwhelming majority (89%) of graduate students were satisfied with the relationship they had with their advisor. In general, students were also satisfied with the availability of their advisor, with only 13% expressing dissatisfaction in this area.

How satisfied are you with the following?*

<table>
<thead>
<tr>
<th>Overall relationship with your advisor</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>Somewhat Dissatisfied</td>
</tr>
<tr>
<td>3%</td>
<td>8%</td>
</tr>
<tr>
<td>3.47</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Availability of your advisor</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>Somewhat Dissatisfied</td>
</tr>
<tr>
<td>4%</td>
<td>9%</td>
</tr>
<tr>
<td>3.43</td>
<td></td>
</tr>
</tbody>
</table>

Please indicate how much you agree or disagree with the following statements*

<table>
<thead>
<tr>
<th>Takes time to address my questions and concerns</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>Somewhat Disagree</td>
</tr>
<tr>
<td>2%</td>
<td>7%</td>
</tr>
<tr>
<td>3.55</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knows about about policies, programs, degree requirements</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>Somewhat Disagree</td>
</tr>
<tr>
<td>3%</td>
<td>8%</td>
</tr>
<tr>
<td>3.50</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is available when I need him or her</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>Somewhat Disagree</td>
</tr>
<tr>
<td>4%</td>
<td>7%</td>
</tr>
<tr>
<td>3.46</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provides feedback on academic coursework and program</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>Somewhat Disagree</td>
</tr>
<tr>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>3.41</td>
<td></td>
</tr>
</tbody>
</table>

*These questions were only displayed for students who reported that they had an advisor, a mentor, or reported that they were the same person.
Advising and Mentoring – Doctoral and Masters Students

Please indicate how much you agree or disagree with the following statements?*

- Takes time to address my questions and concerns
- Is available when I need him or her
- Provides feedback on academic coursework and program
- Knows about about policies, programs, degree requirements

How satisfied are you with the following?*

- Availability of your advisor
- Overall relationship with your advisor

Scale = 1 - 4

Mean

Doctoral  Masters

I had/have an advisor
I had/have a mentor
I have both
They are the same person
I have neither

Advising and Mentoring – International Students

Please indicate how much you agree or disagree with the following statements?*

- Takes time to address my questions and concerns
- Is available when I need him or her
- Provides feedback on academic coursework and program
- Knows about about policies, programs, degree requirements

How satisfied are you with the following?*

- Availability of your advisor
- Overall relationship with...

Mean

Doctoral  Masters

*These questions were only displayed for students who reported that they had an advisor, a mentor, or reported that they were the same person.
Students who reported that they had a mentor who was not also their advisor (N=37) were shown 15 statements concerning availability of support for their professional development. The majority of students agreed with 12 out of the 15 statements, with over 92% of students reporting that they are encouraged to attend professional meetings and that their mentor is knowledgeable about Temple policies, programs and degree requirements. A large majority (89%) also said they feel there is someone they can turn to with questions or concerns. Highest rates of disagreement were for statements related to applying for grants and publishing in journals. Most students did not agree that they were encouraged to/or had the support to apply for grants, and while 62% of students said they were encouraged to publish in scholarly journals, only 49% agreed that they received the support they needed in order to do so.

Please indicate how much you agree or disagree with the following statements*

- There is someone I can turn to with questions or concerns
- I am encouraged to attend professional meetings
- My mentor knows about policies, programs, degree requirements
- Professional development is a focus of my graduate experience
- My program aids graduate student research and professionalism
- Faculty serve as role models in my pursuit of a graduate education
- My program provides strong faculty mentorship to its students
- I am encouraged to expand my skills and discuss new ideas
- I am encouraged to make presentations at professional conferences
- I am encouraged to publish in scholarly journals
- My program engages me in skills necessary to learn how to teach
- I receive support to make presentations at professional conferences
- I receive the support I need to publish in scholarly journals
- I receive the support I need to apply for grants
- I am encouraged to apply for grants

Mean

*These questions are only displayed for the students who reported they had a mentor who was not also their advisor.
Please indicate how much you agree or disagree with the following statements*

- There is someone I can turn to with questions or concerns
- I am encouraged to attend professional meetings
- My mentor knows about policies, programs, degree requirements
- My program aids graduate student research and professionalism
- I am encouraged to publish in scholarly journals
- I am encouraged to make presentations at professional conferences
- Professional development is a focus of my graduate experience
- Faculty serve as role models in my pursuit of a graduate education
- My program provides strong faculty mentorship to its students
- I receive support to make presentations at professional conferences
- I am encouraged to expand my skills and discuss new ideas
- I receive the support I need to publish in scholarly journals
- I receive the support I need to apply for grants
- I am encouraged to apply for grants
- My program engages me in skills necessary to learn how to teach

Mean

Scale = 1 - 4

*These questions are only displayed for the students who reported they had a mentor who was not also their advisor.
Please indicate how much you agree or disagree with the following statements*

*These questions are only displayed for the students who reported they had a mentor who was not also their advisor.
The majority of graduate students plan to pursue a position related to their field of study, and a large percentage (68%) plan to find employment in Philadelphia after graduation. More students plan to pursue work in academia (60%) compared to industry (49%) and government (34%).

How much do you agree with the following statements?

- I plan to work in a field related to my discipline
  - Strongly Disagree: 10%
  - Somewhat Disagree: 9%
  - Somewhat Agree: 24%
  - Strongly Agree: 57%
  - Mean: 3.28

- I want to live and work in Philadelphia
  - Strongly Disagree: 13%
  - Somewhat Disagree: 19%
  - Somewhat Agree: 35%
  - Strongly Agree: 33%
  - Mean: 2.87

- I plan to pursue a career in academia
  - Strongly Disagree: 20%
  - Somewhat Disagree: 20%
  - Somewhat Agree: 26%
  - Strongly Agree: 34%
  - Mean: 2.76

- I work in a position in a field related to my discipline
  - Strongly Disagree: 31%
  - Somewhat Disagree: 11%
  - Somewhat Agree: 23%
  - Strongly Agree: 35%
  - Mean: 2.62

- I plan to pursue a position in industry
  - Strongly Disagree: 31%
  - Somewhat Disagree: 20%
  - Somewhat Agree: 26%
  - Strongly Agree: 23%
  - Mean: 2.40

- I plan to pursue a post-doctoral position
  - Strongly Disagree: 32%
  - Somewhat Disagree: 23%
  - Somewhat Agree: 25%
  - Strongly Agree: 20%
  - Mean: 2.34

- I work in an academic position in my discipline
  - Strongly Disagree: 46%
  - Somewhat Disagree: 17%
  - Somewhat Agree: 18%
  - Strongly Agree: 20%
  - Mean: 2.11

- I plan to pursue a government-related position
  - Strongly Disagree: 37%
  - Somewhat Disagree: 29%
  - Somewhat Agree: 24%
  - Strongly Agree: 10%
  - Mean: 2.08

- I work in a research position in my discipline
  - Strongly Disagree: 55%
  - Somewhat Disagree: 16%
  - Somewhat Agree: 15%
  - Strongly Agree: 14%
  - Mean: 1.89
Post-Graduation Plans – Doctoral and Masters Students

How much do you agree with the following statements?

Scale = 1 - 4

I plan to pursue a career in academia
I plan to pursue a position in a field related to my discipline
I plan to pursue a post-doctoral position
I want to live and work in Philadelphia after graduation
I am currently working in a position in a field related to my discipline
I am currently working in an academic position in my discipline
I am currently working in a research position in my discipline
I plan to pursue a position in industry
I plan to pursue a government or government-related position

Post-Graduation Plans – International Students

How much do you agree with the following statements?

I plan to pursue a career in academia
I plan to pursue a position in a field related to my discipline
I plan to pursue a post-doctoral position
I want to live and work in Philadelphia after graduation
I am currently working in a position in a field related to my discipline
I am currently working in an academic position in my discipline
I am currently working in a research position in my discipline
I plan to pursue a government or government-related position

Mean
The final two questions on the survey were open-ended and allowed graduate students to comment further on any of their responses to items on the survey, and to provide suggestions for improving the graduate experience at Temple. Out of 1,096 GSS respondents, over 36% (n = 404) provided a comment to at least one of the open-ended questions. This is similar to response rates for the two open-ended questions on the 2015 TUSQ: 38% of undergraduates provided a comment. Each response was reviewed and assigned up to three topic categories. The category that was mentioned most often was “financial aid.” Comments in this category contained sentiments such as:

- “Assistantship openings should be better advertised and readily available”
- “Graduate student stipend should be increased. Housing prices and cost of living in Philadelphia has been steadily increasing over the last 5 years”
- “Fewer funding restrictions/rules (i.e. rules about not being allowed to work elsewhere while funded on fellowship/teaching assistantship) would ease the burden of trying to get by on limited funding”

The second most frequent category was “advising and mentoring.” Examples of comments in this category are:

- “Each graduate school may want to consider hiring a professional advisor who knows about the program, can liaison between the student and the faculty, and is just simply accessible”
- “If I had a mentor from the beginning, it would be easier to start the first semester”
- “Increased availability of current advisors or additional advisors to help manage the growing number of students in need”

The third topic mentioned most by students was “positive Temple experience.” Examples of comments in this category are:

- “Most aspects are beyond my expectation (in a positive sense)”
- “Overall, I loved my experience at Temple”
- “For the majority of my experience in the MSW program I had professors that were terrific; they were knowledgeable, communicated clearly, and inspirational”

### Top Issues Mentioned in Open-Ended Comments by Demographic*

<table>
<thead>
<tr>
<th>Category</th>
<th>Overall</th>
<th>Financial Aid (16%)</th>
<th>Advising (10%)</th>
<th>Positive Temple Experience (8%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td></td>
<td>Financial Aid (15%)</td>
<td>Advising (13%)</td>
<td>Positive Temple Experience (8%)</td>
</tr>
<tr>
<td>Male</td>
<td></td>
<td>Financial Aid (16%)</td>
<td>Faculty (10%)</td>
<td>Positive Temple Experience (9%)</td>
</tr>
<tr>
<td>Doctoral</td>
<td></td>
<td>Financial Aid (21%)</td>
<td>Advising (10%)</td>
<td>Positive Temple Experience (8%)</td>
</tr>
<tr>
<td>Masters</td>
<td></td>
<td>Advising (11%)</td>
<td>Financial Aid (10%)</td>
<td>Positive Temple Experience (9%)</td>
</tr>
<tr>
<td>Non-Degree</td>
<td></td>
<td>Course Availability (21%)</td>
<td>Financial Aid (14%)</td>
<td>Faculty (14%)</td>
</tr>
</tbody>
</table>

*Only 2 Certificate students provided comments. Their data are included in overall analyses, but were not used for demographic breakdown