

**Appendix C.1**  
**Temple University Student Questionnaire**  
**Undergraduates Enrolled During Spring 2018**  
**Longitudinal Data**

Please indicate how satisfied you are with each area.

	<b>2018</b>	<b>2015</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>
1 Quality of class instruction	<b>3.12</b>	3.07	2.93	2.88	2.88
2 Quality of courses in your major field of study	<b>3.27</b>	3.22	3.20	3.16	3.16
3 Quality of Gen Ed courses*	<b>2.90</b>	2.72	2.65	2.69	2.74
4 Frequency with which courses in my major are offered	<b>2.96</b>	2.81	2.64	2.49	2.50
5 Availability of open course sections	<b>2.78</b>	2.61	2.47	2.46	2.51
6 Clarity of requirements for my major	<b>3.20</b>	3.05	Item added 2015		
7 Availability of instructors outside of class	<b>3.35</b>	3.23	3.20	3.22	3.18
8 Academic advisor's assistance in helping me understand degree requirements	<b>3.04</b>	2.95	2.73	2.75	2.74
9 Usefulness of SFF Data for Students in selecting courses	<b>2.70</b>	Item added 2018			
10 Use of Canvas	<b>3.53</b>	Item added 2018			
11 Availability of computer labs and work stations	<b>3.37</b>	3.11	2.94	2.95	2.97
12 Usefulness of DARS document (degree audit, road map, academic plan) for tracking progress towards graduation*	<b>3.28</b>	3.15	2.93	2.76	2.74
13 Ease of registering for courses	<b>3.11</b>	3.08	3.20	Item added 2012	
14 Ease of viewing my grades	<b>3.37</b>	3.33	3.36	Item added 2012	
15 Ease of understanding my bill and account balance*	<b>2.97</b>	2.89	Item added 2015		
16 Ease of submitting payment for my bill*	<b>3.25</b>	3.13	3.15	Item added 2012	
17 Ease of checking financial aid information	<b>3.02</b>	2.94	2.99	Item added 2012	
18 Usefulness of Next Steps channel on TU Portal to remind me of tasks and deadlines	<b>3.26</b>	3.15	Item added 2015		
19 Usefulness of online undergraduate bulletin for accessing program course and policy information	<b>3.27</b>	Item added 2018			
20 Availability of technology help staff*	<b>3.37</b>	3.25	3.13	3.12	3.06

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21 Availability of an academic advisor	2.99	3.03	2.68	2.67	2.60
22 Availability of a faculty advisor	3.16	3.14	2.89	2.82	2.77
23 Services of academic enrichment centers (Student Success Center)*	3.28	3.28	3.19	3.15	3.22
24 Availability of mental health/counseling services on campus*	2.71	3.15	3.02	2.98	3.01
25 Availability of health services on campus	3.00	3.20	2.95	2.96	2.97
26 Laboratory facilities and equipment	3.18	3.13	Item excluded 2012	3.00	3.02
27 Library facilities	3.23	3.20	Item added 2015		
28 Library resources and services	3.33	3.30	Item added 2015		
29 The ability to provide feedback on my course experiences (SFFs)*	3.32	3.25	2.98	Item added 2012	
30 Opportunities for study abroad	3.28	3.16	3.09	3.04	3.11
31 Opportunity for undergraduate research with a Temple faculty member	3.19	2.95	2.80	2.72	2.78
32 Opportunity for community service*	3.08	3.05	Item added 2015		
33 Availability of information and preparation for graduate/professional school opportunities	3.08	2.93	2.72	2.58	2.61
34 Availability of information and preparation for career opportunities	3.16	3.02	2.84	2.73	2.77
35 Availability of information and preparation for internships	3.07	2.93	Item added 2015		
36 Availability for social and recreational activities on campus	3.29	3.16	3.09	Item added 2012	
37 Overall quality of education received at Temple	3.32	3.26	3.14	3.10	3.13
<b>How much do you agree or disagree with the following statements?</b>	<b>2018</b>	<b>2015</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>
38 I am satisfied with my own academic performance	3.21	3.22	3.16	3.12	3.10
39 I am aware of the student learning outcomes (goals, competencies) of my major	3.41	3.36	3.24	3.20	Item added 2010

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How much do you agree or disagree with the following statements?	2018	2015	2012	2010	2008
40 My Gen Ed courses help me gain valuable skills and knowledge	2.61	2.69	2.51	2.58	2.70
41 I will complete my bachelor's degree in 4 yrs. (5 years, if that is the program standard).	3.35	3.20	3.03	3.01	Item added 2010
42 I uphold the principles of honesty and integrity in and outside the classroom per Temple's code of conduct	3.79	3.73	Item added 2015		
43 Temple provides an academically challenging environment	3.40	3.33	3.23	3.17	3.19
44 I study a sufficient amount to do well in my courses	3.35	3.40	3.27	3.22	3.18
45 I have worked with an academic advisor on a plan for succeeding in my courses	3.23	3.20	2.90	2.94	2.84
46 I understand Temple's general academic policies (academic standing, withdrawal from class, incomplete grades, course repeat policy, etc.)	3.60	3.44	3.43	3.40	3.36
47 Cost of textbooks and course materials are reasonable	1.87	Item added 2018			
48 I have the information I need to order/access textbooks from sources other than the Temple Bookstore, by the time I need them for class	2.90	3.09	3.10	Item added 2012	
49 I receive sufficient financial aid	2.48	2.62	2.49	2.62	2.56
50 I am satisfied with the opportunities for employment on campus	2.60	2.66	2.44	2.43	2.60
51 Temple's Philadelphia location provides me with connections to professional resources/opportunities (internships, co-ops, etc.)	3.37	3.34	3.22	3.23	3.25
52 Temple is providing me with the skills I will need to compete successfully in the job market	3.22	3.19	3.12	3.06	3.11
53 I receive accurate, timely information about campus activities, events, and organizations	3.20	3.15	3.12	3.02	2.94
54 More of my professors are using no-cost or low cost (rental) alternatives to textbooks	2.72	Item added 2018			
55 Temple is committed to students graduating on time	3.14	Item added 2018			
56 Temple is committed to making college more affordable	2.56	Item added 2018			
57 I am satisfied with the wifi connectivity across campus	2.77	Item added 2018			
58 I am satisfied with the integration of technology as part of my coursework	3.20	Item added 2018			

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How much do you agree or disagree with the following statements?	2018	2015	2012	2010	2008
59 I am satisfied with the effectiveness of online courses	3.14	Item added 2018			
60 I am satisfied with the quality of interaction with other students.	3.23	3.20	3.05	3.09	3.10
61 The diversity of Temple's student body has enhanced my educational experience	3.36	3.27	Item added 2015		
62 I am satisfied with the quality of interaction with faculty	3.28	3.21	3.04	3.04	3.02
63 The diversity of Temple's faculty has enhanced my educational experience	3.20	3.12	Item added 2015		
64 My experience at Temple has been positive	3.39	3.37	3.28	3.28	3.30
65 I am satisfied with the quality of interaction with administrative staff/ personnel	3.21	3.08	2.88	2.79	2.80
66 I feel like I belong at Temple*	3.33	3.22	3.07	3.02	3.03
67 I understand Temple's code of student conduct	3.59	3.47	3.34	3.33	3.34
68 I feel comfortable with the safety and security on campus	3.36	3.09	2.94	3.30	3.19
69 I am satisfied with Temple's commitment to environmental issues (recycling, energy management)	3.15	3.25	3.18	3.19	3.10
70 I want to live and work in Philadelphia after graduation	2.95	2.92	Item added 2015		
71 If I could do it over again, I would enroll at Temple	3.26	3.32	3.18	3.18	3.21
<hr/>					
If more classes were available in the following formats, would you register for them?	2018	2015	2012	2010	2008
72 Online format (no face-to-face meetings)*					
Yes	58.4%	58.4%	55.2%	64.4%	69.3%
No	41.6%	41.6%	44.8%	35.6%	30.7%
73 Hybrid format (combination of online and face-to-face meetings)*					
Yes	66.1%	60.2%	64.2%	Item added 2012	
No	33.9%	39.8%	35.8%		
74 Evening schedule*					
Yes	50.7%	47.7%	Item added 2015		
No	49.3%	52.3%			

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75 Weekend schedule*	Yes	25.1%	26.2%	Item added 2015		
	No	74.9%	73.8%			
76 Scheduled in a short part of term (7 weeks or less)	Yes	75.1%	Item added 2018			
	No	24.9%				
77 Summer	Yes	60.2%	70.1%	Item added 2015		
	No	39.8%	29.9%			
78 Located at Harrisburg Campus	Yes	6.8%	Item added 2018			
	No	93.2%				
79 Located at Ambler Campus	Yes	15.1%	Item added 2018			
	No	84.9%				
80 Located at Center City Campus	Yes	45.4%	Item added 2018			
	No	54.6%				

<b>How do you prefer to receive communication from Temple? (Rank 1,2,3,4, 5 across, with 1 indicating your first preference.)</b>		<b>2018</b>	<b>2015</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>
<b>81 Billing</b>		<b>Avg</b>				
Email		1.37	1.23	Item added 2015		
Text Message		3.13	2.59			
Social Media		4.54	3.72			
TUportal		2.55				
Letter/Traditional Mail		3.40	2.45			

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**How do you prefer to receive communication from Temple? (Rank 1,2,3,4, 5 across, with 1 indicating your first preference.)**

Note: TUportal response option added in 2018 resulting in a scale change of 1-4 to 1-5.

	2018	2015	2012	2010	2008
<b>82 Financial Aid</b>					
Email	1.37	1.25	Item added 2015		
Text Message	3.18	2.65			
Social Media	4.57	3.73			
TUportal	2.56				
Letter/Traditional Mail	3.32	2.36			
<b>83 Academic (correspondence with faculty)</b>					
Email	1.26	1.17	Item added 2015		
Text Message	2.73	2.31			
Social Media	4.23	3.50			
TUportal	2.78				
Letter/Traditional Mail	4.00	3.01			
<b>84 Co-curricular (clubs and organizations)</b>					
Email	1.54	1.46	Item added 2015		
Text Message	2.60	2.32			
Social Media	3.12	2.74			
TUportal	3.34				
Letter/Traditional Mail	4.40	3.47			
<b>85 Emergency (TU Alerts)</b>					
Email	2.09	1.98	Item added 2015		
Text Message	1.44	1.32			
Social Media	3.28	2.97			
TUportal	3.59				
Letter/Traditional Mail	4.59	3.69			

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	2018	2015	2012	2010	2008
<b>86 General University business (newsletters, surveys, reminders)</b>					
Email	1.47	1.30	Item added 2015		
Text Message	3.44	2.97			
Social Media	3.48	2.92			
TUportal	2.83				
Letter/Traditional Mail	3.79	2.81			

During this school year, about how many hours per week did you spend doing the following: (1=None, 2= <3, 3= 3 to 10, 4=11 to 20, 5=More than 20)

	2018	2015	2012	2010	2008
87 Studying (outside of class)	3.35	Scale changed 2015	3.41	3.41	3.29
88 Working for money on campus	1.66		1.52	1.55	1.57
89 Working for money off campus	2.46		2.56	2.57	2.83
90 Socializing/spending time with friends*	3.10		3.26	3.26	3.27
91 Recreation/Exercise	2.56		Item added in 2015		
92 Participating in University clubs/organizations	2.07		2.00	1.95	1.86
93 Watching TV/movies	2.65		2.63	2.68	2.73
94 Using Temple's computer labs (TECH center, library, other labs)	2.51		2.67	2.68	2.65
95 Doing community service as part of a class*	1.27		Item added in 2015		
96 Doing community service outside of class*	1.54		Item added in 2015		
97 Participating in a professional internship, co-op and/or field placement	1.71		Item added in 2015		
98 Spending time with family	2.20		Item added in 2018		
99 Using social media (Facebook, Twitter, Instagram, Snapchat, Tumblr, etc.)*	2.95		2.84	2.80	2.47
100 Gaming	1.79		Item added in 2018		

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While at Temple, how often have you (1= Not at all, 2= Occassionally, 3= Frequently)

	2018	2015	2012	2010	2008
101 Worked on a group project for class	2.36	2.34	2.30	2.32	2.24
102 Worked with a professor on a research project	1.31	1.28	1.30	1.35	1.32
103 Met with an instructor during office hours (or corresponded by e-mail)	1.98	2.20	2.20	2.25	2.03
104 Made a presentation in class	2.30	2.35	2.20	2.24	2.22
105 Written a paper that was up to 5 pages in length	2.50	Items added 2018			
106 Written a paper that was between 6 to 10 pages in length	2.10				
107 Written a paper that was 11 pages or more in length	1.52				
108 Overall Net Promoter Score	26	Item added 2018			
109 Would you be willing to be contacted to participate in a focus group?					
Yes (1)	48.6%	49.7%	49.7%	48.4%	46.2%
No (2)	51.4%	50.3%	50.3%	51.6%	53.8%

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**Appendix C.3**  
**TUSQ Previous Question Wording**  
**2015 Administration and Prior\*\***

	<b>2018 Text</b>	<b>Prior Text</b>
3	Quality of Gen Ed courses	2015: Quality of General Education courses 2012: General Education or Core Curriculum courses
12	Usefulness of DARS document (degree audit, road map, academic plan) for tracking progress towards graduation	2015: Usefulness of DARS document for tracking progress towards graduation 2012: DARS document for tracking progress towards graduation
15	Ease of understanding my bill and account balance	2015: Ease of understanding my bill and account
16	Ease of submitting payment for my bill	2015: Ease of viewing my balance and submitting payment for my bill 2012: Use of Self Service Banner for viewing and paying my bill
20	Availability of technology help staff	2015: Availability of computer help staff
23	Services of academic enrichment centers (Student Success Center)	2015: Services of academic enrichment centers (Writing Center, Math and Science Resource Center, Russell Conwell Learning Center, etc.) 2012: Academic enrichment centers (Writing Ctr., Math Sci. Resource Ctr., RCC, etc.)
24	Availability of mental health/counseling services on campus	2015: Availability of personal counseling services on campus 2012: Accessibility of personal counseling services on campus
29	The ability to provide feedback on my course experiences (SFFs)	2015: Opportunity to provide feedback on my course experiences (course and teaching evaluations)
32	Opportunity for community service	2015: Opportunity for volunteer service 2012: Opportunity for study or volunteer service abroad (TU Rome, LASS, etc.) 2008: Opportunity for study abroad or volunteer service abroad (TU Rome, LASS, Service Immersion trip)
66	I feel like I belong at Temple	2015: I feel a sense of belonging here at Temple
72	Online format (no face-to-face meetings)	2015: Online
73	Hybrid format (combination of online and face-to-face meetings)	2015: Hybrid
74	Evening schedule	2015: Evening
75	Weekend schedule	2015: Weekend
90	Socializing/spending time with friends	2015: Socializing
95	Doing community service as part of a class	2015: Doing volunteer work/community service as part of a class
96	Doing community service outside of class	2015: Doing volunteer work/community service outside of class
99	Using social media (Facebook, Twitter, Instagram, Snapchat, Tumblr, etc.)*	2012: Participating in online social networks (Facebook, Twitter, etc.) 2010: Participating in online social networks (Facebook, Myspace, etc.)

\*\* All prior wording presented is from the 2015 administration of the TUSQ unless otherwise noted