



## Spring 2009 Student Services Fee Evaluation

### I. Overview

In a continuing effort to improve programs and services to keep up with student needs and demands, Student Affairs, in conjunction with the Associated Students of the University of Arizona and the Graduate and Professional Student Council, conducted a follow-up survey to assess student support for the Student Services Fee (SSF) and satisfaction with changes made following last year's evaluation. Students were asked to rate how satisfied they were with the instituted changes, and how important they considered a number of potential initiatives. The survey was made available to all students (undergraduate, graduate, professional, and continuing education) at the University of Arizona.

### II. Survey Details

The online survey (Appendix A) was available for one week in February 2009. The 41 question survey consisted primarily of close ended questions, some of which gave students the opportunity to provide comments if their preferred response choice was not available. Students were provided with more information about the potential initiative within each question. Incentives in the form of prize drawings were offered to encourage participation.

Out of the 32,767 students who received an email asking them to participate in the survey, 3,123 complete responses were obtained, for an overall response rate of 9.5%. Given the response rate and the size of the population, a 1.67% margin of error (with 95% confidence) was obtained. Respondents ranged in age from 18 years or younger, to 60 years or older ( $M=24.29$ ). Students in the sample reported relying heavily on scholarships (53.13%), personal contributions (43.57%), parents/family members (43.35%), and loans (33.66%) to finance their education, which mirrors last year's results. Additional characteristics of respondents are presented in the Demographics Table below.

This research relied on a convenience sample, as a link was advertised via e-mail to all enrolled students. This type of sample is based on availability and accessibility, and can often produce samples that are quite similar to the population of interest when conducted properly.

Demographics	Percent	Number of Respondents
<b>Sex/Gender</b>		
Female	56.57%	1741
Male	41.99%	1292
Transgender	0.23%	7
Prefer not to respond	1.20%	37
<b>Race/Ethnicity</b>		
African American/Black	2.28%	70
Asian/Pacific Islander	10.96%	336
Hispanic/Latino/a	14.31%	439
Multiracial	3.20%	98
Native American/American Indian	1.50%	46
White	59.47%	1824
Not Listed	1.83%	56
Prefer not to respond	6.46%	198
<b>Year</b>		
Freshman	15.50%	476
Sophomore	16.51%	507
Junior	17.65%	542
Senior	18.01%	553
Graduate Student	27.81%	854
Professional Student	3.68%	113
Continuing Education Student	0.85%	26
<b>Status</b>		
Full Time Student	90.98%	2784
Part Time Student	9.02%	276
<b>Living Status</b>		
Living at home with parents	8.50%	261
Residence hall	17.68%	543
Greek housing	1.43%	44
Off-campus housing	72.39%	2223

### III. Findings<sup>1</sup>

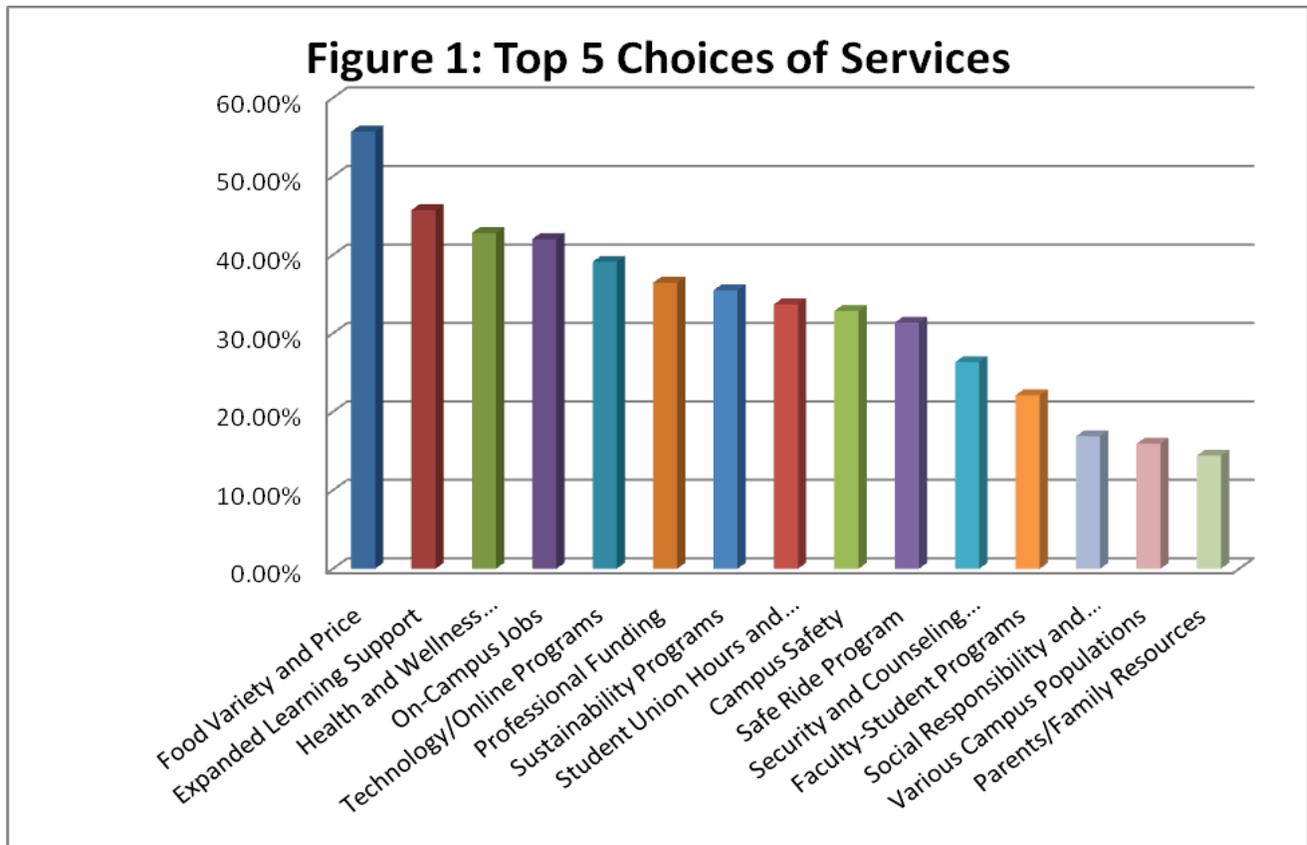
#### A. Summary of Results – Satisfaction with “What Was Done”

- Students were given information about changes that had been made since the Fall 2007 Student Fee Survey was administered and asked to rate how satisfied they were with those changes. Overall, students were satisfied with the changes that were made, with between 85% and 92% indicating that they were somewhat or very satisfied with what was done (40% to 59.6% indicated they were very satisfied).
  - Students were most satisfied with the changes made to the Safe Ride program (59.62% indicated they were very satisfied) and the improvements to the Student Union facilities and offerings (57.92% indicated they were very satisfied).
  - Students were least satisfied with increased access to student funds, with 41.39% indicating they were very satisfied. However, students were still generally satisfied with this change.

<sup>1</sup> Complete results are available in Appendix B

## B. Summary of Results – Potential Future Changes

- The five most commonly endorsed initiatives when students were asked to choose their top 5 choices are listed below. See Figure 1 for the relative endorsements of all potential initiatives.
  - Increased food variety and more competitive prices at on-campus dining locations (55.70%)
  - Expanded learning support, academic coaching, and tutoring programs (45.71%)
  - Funding for health and wellness programs and initiatives (42.79%)
  - Enhancement of technology programs and online interactions (39.11%)
  - Increased access to funds for students' academic travel, presentations, and professional development (36.45%)



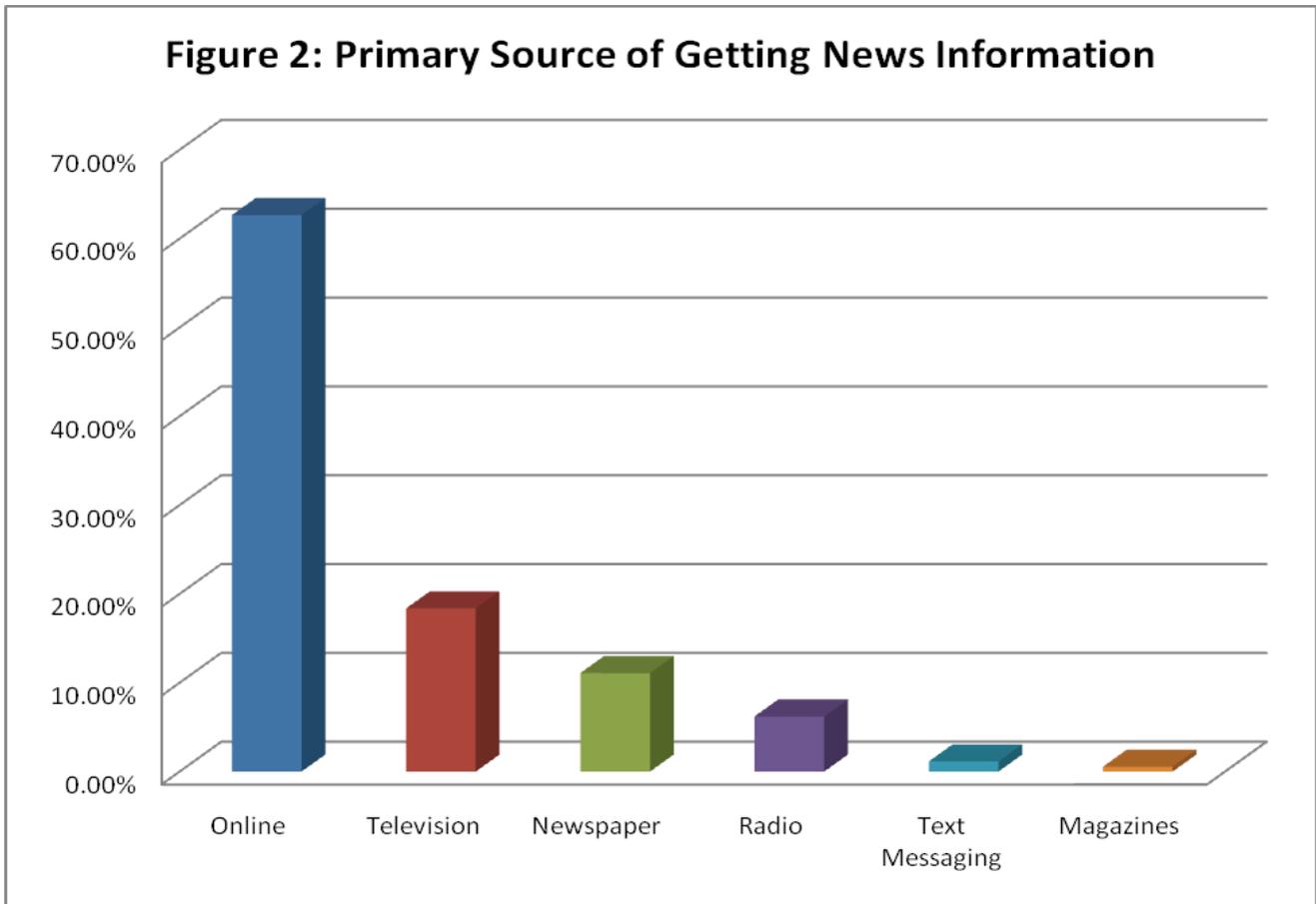
- Interestingly, three programs that were improved upon following the Fall 2007 assessment were no longer among the students' top 5 initiative choices<sup>2</sup>. They are listed next with their percent endorsements from the Fall 2007 *and* Spring 2009 assessments (Fall 07, Spring 09).
  - Extended hours, expanded boundaries, and improved response time for Safe Ride [\$1.42 per semester] (48.91%, 31.36%)
  - Increased investment in security enhancements, counseling, and crisis support on campus (e.g. additional counseling services, additional Blue Light emergency phones) [\$3.00 per semester] (45.64%, 26.33%)
  - Extended service hours, upgrades, and improvements to the Student Unions' facilities [\$8.30 per semester] (39.65%, 33.70%)

<sup>2</sup>

Note: Prices for each of the initiatives were not listed for the Spring 2009 assessment.

- Students' ratings of the importance of each of the initiatives coincided with their "Top 5" ratings. Each of the following percentages represents the percent of students who indicated that the initiative was very important or moderately important to them<sup>3</sup>:
  - Increased food variety and more competitive prices at on-campus dining locations (76.51%)
  - Expanded learning support, academic coaching, and tutoring programs (76.64%)
  - Funding for health and wellness programs and initiatives (72.09%)
  - Enhancement of technology programs and online interactions (68.16%)
  - Increased access to funds for students' academic travel, presentations, and professional development (63.52%)
- Students also rated a number of other initiatives as very or moderately important, despite not putting these initiatives into their Top 5 as frequently<sup>4</sup>.
  - Expanded learning support, academic coaching, and tutoring programs (76.64%)
  - Increased sustainability initiatives and programs (76.02%)
  - Extended and improved programs related to campus safety (73.83%)
  - Increased on-campus job opportunities for students within various areas related to Student Affairs (72.57%)
  - Funding for health and wellness programs and initiatives (72.09%)
  - Extended hours, expanded boundaries, and improved response time for Safe Ride (67.76%)
  - Increased access to funds for students' academic travel, presentations, and professional development (63.52%)
  - Increased investment in security enhancements, counseling, and crisis support on campus. (61.32%)
- The three following initiatives were rated as particularly *unimportant* to students, with over half of respondents indicating that this initiative was slightly important or not important:
  - Expanded social responsibility and social justice programs and activities (53.94%)
  - Increased Faculty-Student programs and opportunities (52.03%)
  - Dedicated childcare initiatives and programs that improve student parent/family resources and programming support (50.81%)
- Students who indicated that funding for enhanced programming for various campus populations was very important or moderately important were asked to rate how important they considered a number of campus populations to be.
  - There was a large amount of support for enhanced funding for students with disabilities. (90.69% indicated very important or moderately important)
  - The following campus populations received support of over 70% of respondents:
    - Veterans (77.42%)
    - Cultural Centers (African American, Native American, Chicano/Hispano, Asian Pacific) (75.38%)
    - Commuter Students (74.96%)
    - Transfer Students (73.68%)
    - Women's Initiatives (73.28%)
- Finally, students were asked to indicate what their primary source of news information was. Students overwhelmingly reported getting news information online (62.65%) with the next most popular medium television (18.37%) followed by the newspaper (11.09%). See Figure 2 for complete results.

<sup>3</sup> All percentages were calculated after removing those respondents who indicated "No Opinion" on that particular question  
<sup>4</sup> Items listed received 60% endorsement or more.



### C. Between Group Differences<sup>5</sup>

Despite overall agreement with regard to the Top 5 most important initiatives, students varied in their opinion regarding the importance of certain initiatives based on demographic variables. Notable differences are highlighted below.

#### 1. Gender<sup>6</sup>

- Females tended to rate initiatives as more important than males, regardless of the content of the initiatives.
- The only exception to this pattern was ratings of the importance of designated funding for enhanced programming for Fraternities and Sororities ( $F=4.599$ ,  $p<.05$ ).

#### 2. Race/Ethnicity

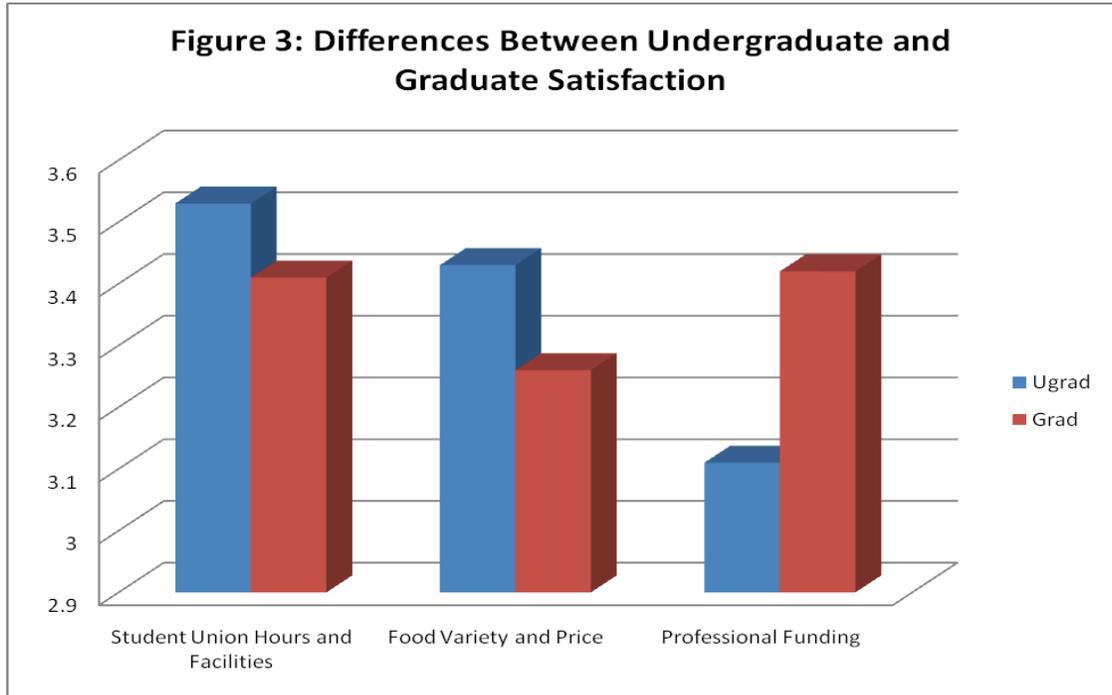
- Where racial differences occur, students identifying themselves as White were never those who assigned the most importance to the initiative. They also were not the most satisfied with any initiative.
- Although other racial differences occurred, the most common pattern was that African Americans and/or Native Americans tended to be the most satisfied with changes and rated initiatives as the most important. Those who indicated their ethnicity was not listed, White, and/or multiracial were consistently those who were the least satisfied and who rated the initiatives as least important.

<sup>5</sup> Due to the number of analyses conducted, all analyses of between group differences used a strict alpha level of .05.

<sup>6</sup> Transgender students were excluded from the analysis because of a small sample size ( $n=7$ ).

### 3. Division<sup>7</sup>

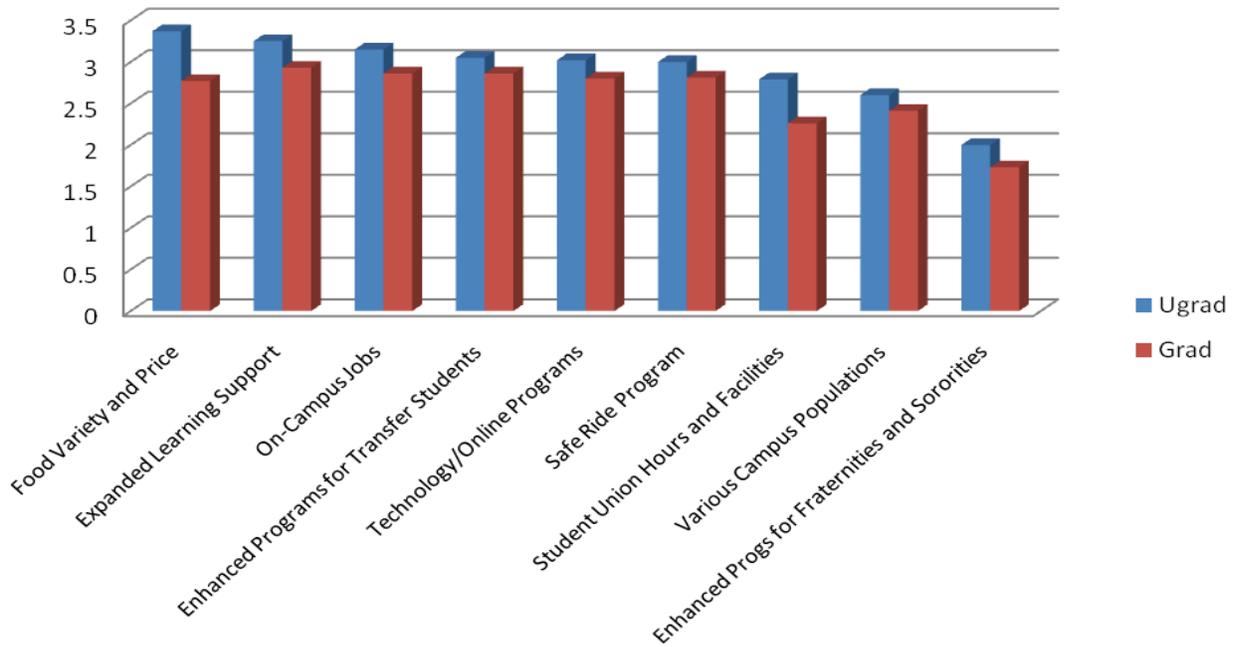
- Undergraduate students reported being more satisfied with both the variety and price change of food on campus and the changes made to the hours and facilities in the Student Union. Additionally, they rated a number of potential initiatives as significantly more important than graduate students. Graduate students, on the other hand, were more satisfied with the improvements to student access to travel and other professional funds (see Figure 3).



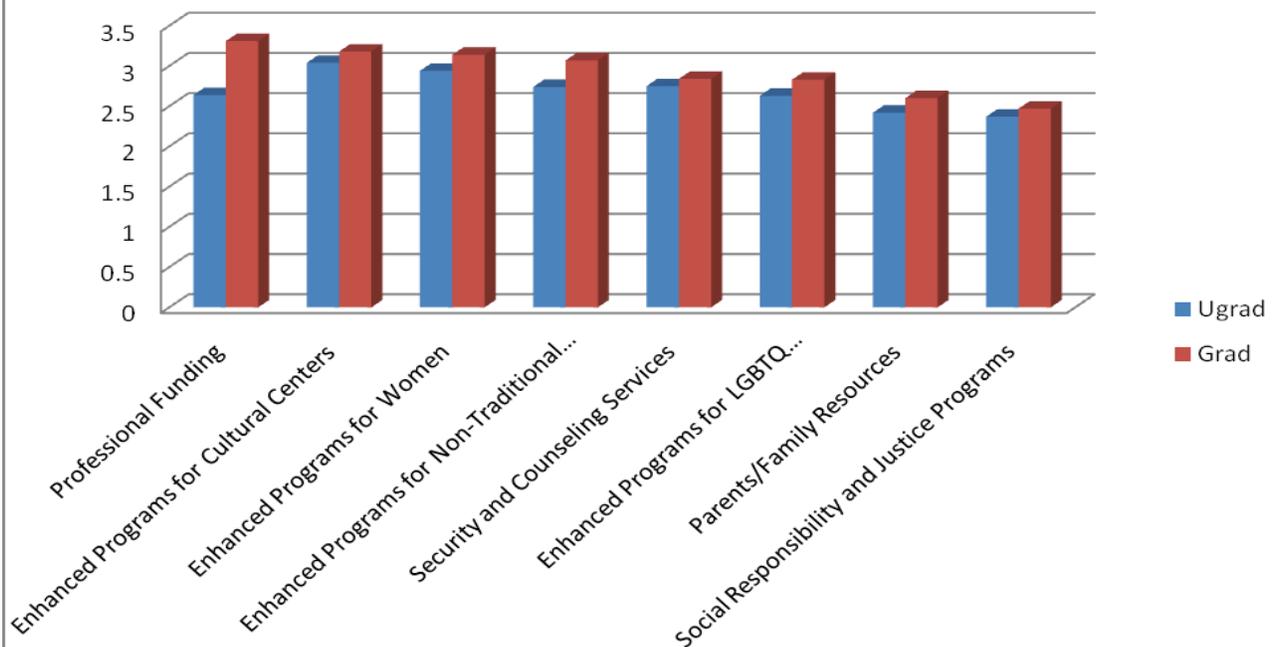
- Undergraduate and graduate students also differed in how important they thought potential future initiatives were. In general, these differences seemed to be related to age (e.g., graduate students felt that improvements in the parent/family resources on campus were more important) or day-to-day practical concerns (e.g., undergraduate students felt that expanded the availability of on campus jobs was more important). See figures 4 and 5 for those items undergraduates rated as more important and graduate students rated as more important, respectively.
- Finally, graduate and undergraduate students differed significantly in their “Top 5” ratings of initiatives. See Figures 6 and 7 for undergraduate and graduate ratings of their Top 5 most important initiatives, respectively.

<sup>7</sup> Continuing education students were excluded from this analysis.

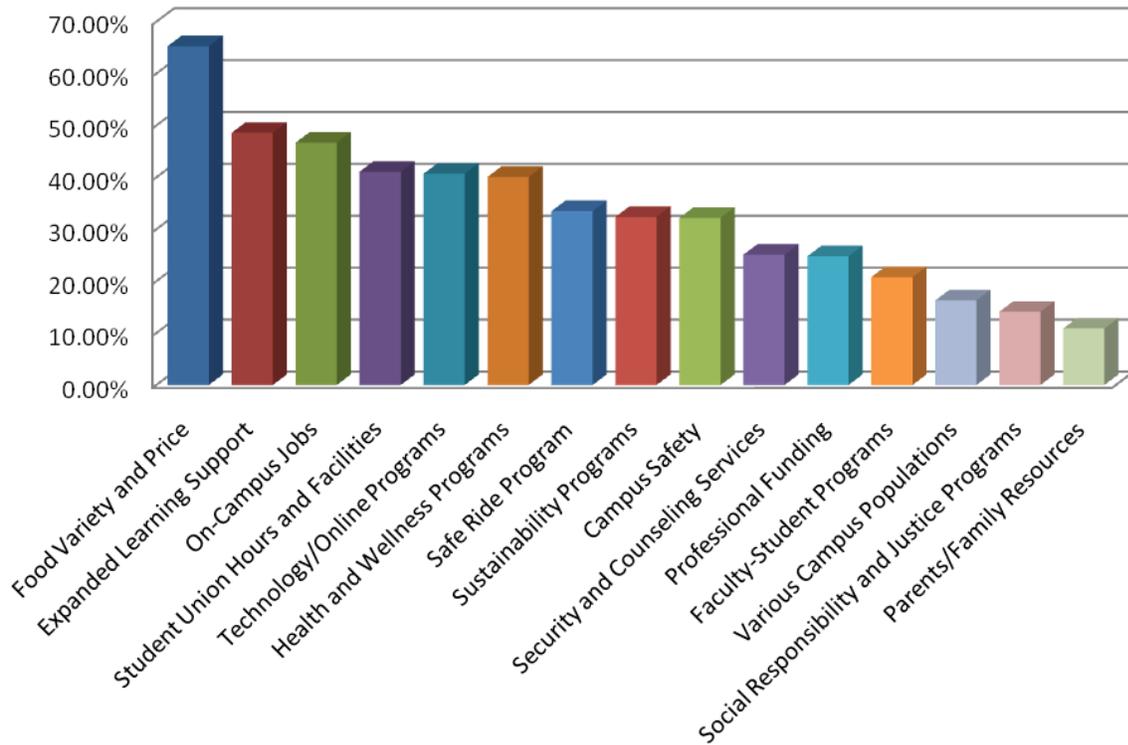
**Figure 4: Differences Between Undergraduates and Graduates - Undergraduates More Positive**



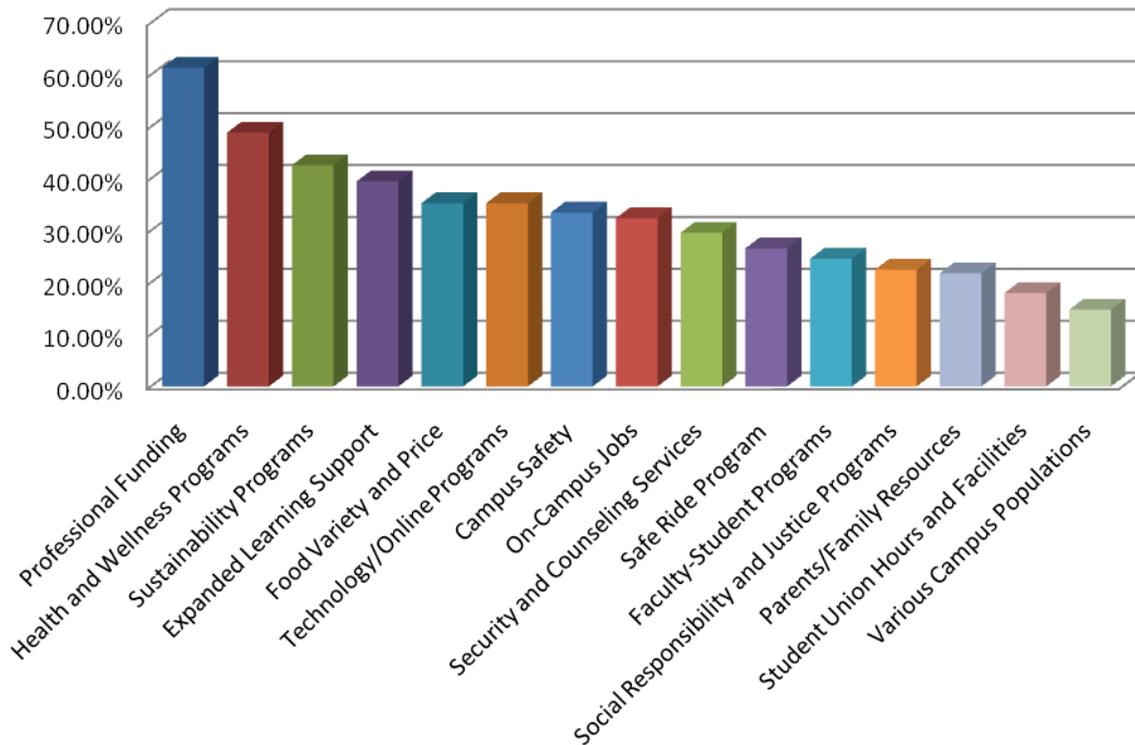
**Figure 5: Differences Between Undergraduates and Graduates - Graduates More Positive**



**Figure 6: Undergraduate Top 5 Choices of Services**



**Figure 7: Graduate Top 5 Choices of Services**



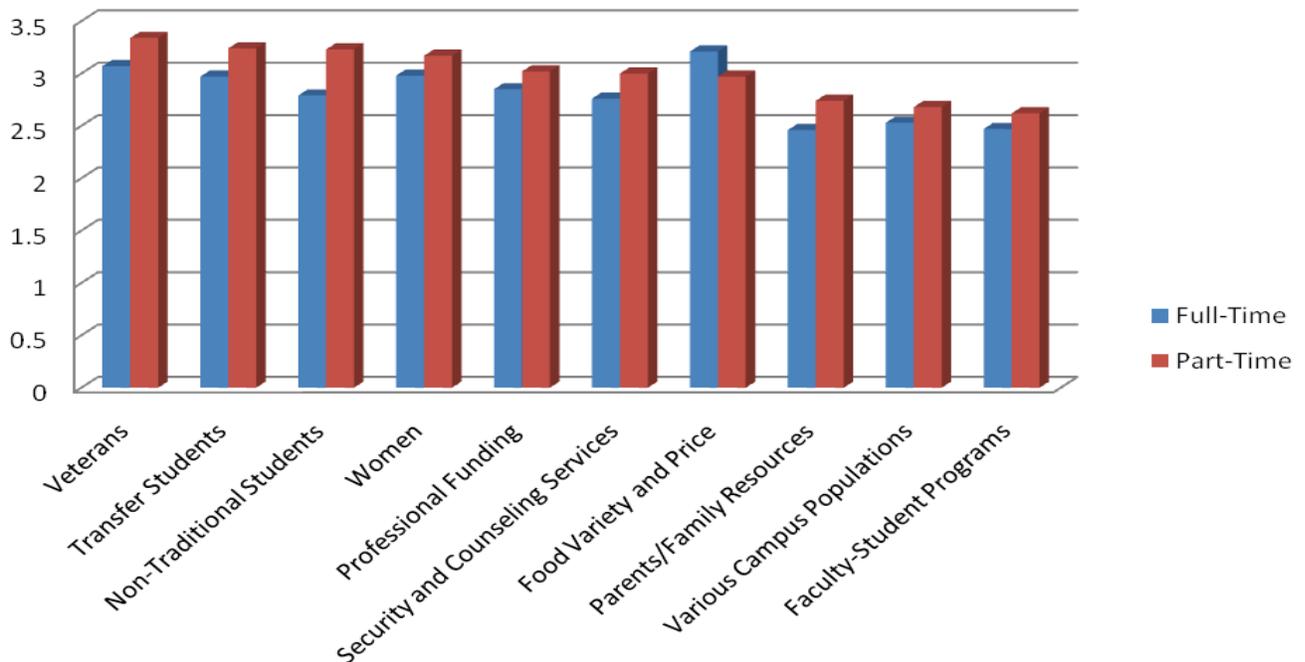
#### 4. Living Status

- In Fall 2007, initiatives tended to be more important to those students living on campus (defined as those in Greek housing or living in the residence halls), than to those living off campus (either with family or in off-campus housing). This pattern was not replicated in the Spring 2009 assessment. In six instances this pattern was reversed, with those living at home with their parents indicating greater satisfaction and rating initiatives as most important, followed by students living in other off-campus arrangements, then those living in residence halls with those living in Greek housing rating the initiatives less positively. Those six instances were: importance of student access to funding, importance of childcare and family/parent resources and importance of enhanced programs for commuter students, non-traditional students, transfer students, and veterans.
- Students living at home with their parents were consistently the most satisfied and rated initiatives as the most important on 8 out of 19 significant initiatives. This group also was never the least satisfied group.
- Students living in off-campus housing and those living in Greek housing were the least enthusiastic. Students living in Greek Housing were the least satisfied with three out of the four changes with significant differences, with those in off-campus housing the least satisfied with the fourth. Additionally, students living in Greek Housing were the least enthusiastic group for 8 of the 19 initiatives, and students living in off-campus housing were the least enthusiastic in 9 of the 19 initiatives.

#### 5. Status

- Where there were differences, part-time students tended to rate initiatives as more important than full-time students. No differences existed in satisfaction with changes that had been made since the Fall 2007 assessment. See Figure 5 for a graphical representation of the differences between full-time and part-time students.

**Figure 8: Differences Between Full-Time and Part-Time Students**



## 6. Age

- No reliable pattern emerged with regard to the correlations between age and importance ratings across all of the initiatives.
  - For each of the following, older students were more positive: satisfaction with changes to the Safe Ride Program, satisfaction with security and counseling enhancements, satisfaction with improved access to student professional funding, importance of enhancements to security and counseling services, importance of improved access to student professional funding, importance of campus safety initiatives, importance of social responsibility and social justice programs, importance of childcare and parent/family resources, and the importance of enhanced programs for non-traditional students, students with disabilities, veterans, and women.
  - For each of the following, younger students were more positive: satisfaction with changes in the variety and price of food on campus, importance of increased variety and decreased cost of food on campus, importance of improvements to the Student Union, importance of increased availability of on-campus jobs, and importance of enhanced programs for Fraternities and Sororities.

## IV. Summary and Implications

The findings summarized in this report indicate that there is some agreement with regard to preferred Student Affairs initiatives as well as satisfaction with the changes that have already been made. As a group, students appear to be interested in increased food variety and more competitive prices on campus, expanded learning and academic support/programs, funding for health and wellness programs, enhancement of technological programs and online interactions, and increased access to professional funds for students. While group differences do exist with regard to the importance of each of the initiatives, the overall support for previously made changes and general agreement on important future changes provides administrators and decision-makers with a guide to making future changes at the University of Arizona.

## Appendix A: Survey Instrument

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In the effort to improve programs and services for all UA students, [Student Affairs](#), in conjunction with the Associated Students of the University of Arizona ([ASUA](#)), and the Graduate and Professional Student Council ([GPSC](#)) needs your input to ensure the funding from the Student Services Fee (SSF) is allocated toward key areas and programs identified by UA students.

The fee has already paid for many programs and improvements all across campus, such as \$3 lunches at the Union, extended hours for Safe Ride, and more campus jobs for students.

By prioritizing which programs and areas should be given the greatest consideration, your input will help guide the student committee responsible for allocating the fee this year. Click [here](#) for more information about the SSF.

Once you complete the survey, you will be entered to win one of five iPod nanos. The drawing will take place February 13, 2009.

Required answers: 0 Allowed answers: 0

The first series of questions relate to the top 6 Student Service Fee priorities, as indicated by students last year. Please read each area and indicate how satisfied you are with what was done.

Required answers: 0 Allowed answers: 0

### Q1 Increased food variety and more competitive prices at on-campus dining locations.

#### WHAT WAS DONE:

- \$3 Wednesday lunches at campus eateries (serving an average of over 2,500 students per day)

How satisfied are you with **WHAT WAS DONE**?

Very satisfied[Code = 4]

Somewhat satisfied[Code = 3]

Somewhat dissatisfied[Code = 2]

Very dissatisfied [Code = 1]

No opinion[Code = 0]

Required answers: 1 Allowed answers: 1

### Q2 Extended hours, expanded boundaries, and improved response time for Safe Ride.

#### WHAT WAS DONE:

- Safe Ride hours extended until midnight
- Additional vehicles
- Doubled capacity
- Reduced wait times

How satisfied are you with **WHAT WAS DONE**?

Very satisfied[Code = 4]

Somewhat satisfied[Code = 3]

Somewhat dissatisfied[Code = 2]

Very dissatisfied [Code = 1]

No opinion[Code = 0]

Required answers: 1 Allowed answers: 1

**Q3 Increased investment in security enhancements, counseling and crisis support on campus.**

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How satisfied are you with **WHAT WAS DONE?**

Very satisfied[Code = 4]

Somewhat satisfied[Code = 3]

Somewhat dissatisfied[Code = 2]

Very dissatisfied [Code = 1]

No opinion[Code = 0]

Required answers: 1

Allowed answers: 1

Next Page: Sequential

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For the next series of questions, please indicate **how important each funding proposal is to you.** (Note that the

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion [Code = 5]

Required answers: 1 Allowed answers: 1

**Q11 Increased access to funds for students' academic travel, presentations, and professional development.**

(Allocation for graduate student travel, conferences, and professional development opportunities; support for students representing UA at national tournaments - College Bowl, Billiards, etc., and at on-campus conferences - Leadershape, National Collegiate Leadership Conference, social justice retreat, etc., through fee waivers and scholarships.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q12 Increased on-campus job opportunities for students within various areas related to Student Affairs.**

(For Student Affairs undergraduate and graduate job opportunities.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q13 Extended and improved programs related to campus safety.**

(Provide security at campus events; additional Blue light phones; enhanced judicial support and outreach, self-defense classes, implementation of an anonymous Safety hotline.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q14 Expanded social responsibility and social justice programs and activities.**

(Support of: EQUISS - 3 day Social Justice retreat, Heritage Months, Hunger Banquet, Social Justice Programs, Social Justice Film Series, and general multicultural issues and initiatives.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q15 Increased sustainability initiatives and programs.**

(Enhanced recycling, green efforts, use of natural food products, composting initiatives, and implementation of water-saving measures such as waterless urinals, free access to sustainability workshops and events such as Earth Day, Sustainability Fair & Film Series.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q16 Expanded learning support, academic coaching, and tutoring programs.**

(Provide increased access to tutoring, advising and mentoring opportunities for students and student groups.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q17 Dedicated childcare initiatives and programs that improve student parent/family resources and programming support.**

(Provide funding in support of child-friendly events, activities and learning opportunities, Family Weekend, KidzKorner, lactation stations, and non-traditional student awareness programs.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion [Code = 5]

Required answers: 1 Allowed answers: 1

**Q18 Enhancement of available technology programs and media access, improved online interactions.**

(Improved computer labs, student-friendly web tools such as OrgSync, MealPlans, Involvement Web Portal; podcasts of UA services, events and programs; enhanced media access; CatCard swipe access to special events; support of interpreting programs, assistive technology, and ADA accessible gaming.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q19 Increased Faculty-Student programs and opportunities.**

(Provide funding that increases student/faculty interactions such as, Speaker Series, Wildcat Welcome, Lunch with Faculty program, and Club Advising.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q20 Funding for health and wellness programs and initiatives.**

Safe Spring Break, alcohol free late night programs, Rec Center wellness initiatives, Olympian health program, alcohol intervention and awareness initiatives, HIV testing and sex ed programs.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

**Q21 Funding for enhanced programming for various campus populations.**

(Veterans, Transfer Students, Fraternities & Sororities, Commuter Students, Students with Disabilities, Women's Initiatives, Cultural Centers, LGBTQ, and Non-Traditional Students.)

Very Important[Code = 1]

Moderately Important[Code = 2]

Slightly Important[Code = 3]

Not Important[Code = 4]

No Opinion[Code = 5]

Required answers: 1 Allowed answers: 1

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You indicated that funding for enhanced programming for various populations was very or moderately important to you.

**How important is it to you to provide enhanced programming for the following campus populations?**

Very important[Code = 4]
Moderately important[Code = 3]
Slightly important[Code = 2]
Not important[Code = 1]
No opinion[Code = 0]
<i>Required answers: 1      Allowed answers: 1</i>

**Q26 Non-Traditional Students (age 25 and over)**

Very important[Code = 4]
Moderately important[Code = 3]
Slightly important[Code = 2]
Not important[Code = 1]
No opinion[Code = 0]
<i>Required answers: 1      Allowed answers: 1</i>

**Q27 Students with Disabilities**

Very important[Code = 4]
Moderately important[Code = 3]
Slightly important[Code = 2]
Not important[Code = 1]
No opinion[Code = 0]
<i>Required answers: 1      Allowed answers: 1</i>

**Q28 Transfer Students**

Very important[Code = 4]
Moderately important[Code = 3]
Slightly important[Code = 2]
Not important[Code = 1]
No opinion[Code = 0]
<i>Required answers: 1      Allowed answers: 1</i>

**Q29 Veterans**

Very important[Code = 4]
Moderately important[Code = 3]
Slightly important[Code = 2]
Not important[Code = 1]
No opinion[Code = 0]
<i>Required answers: 1      Allowed answers: 1</i>

**Q30 Women's Initiatives**

Very important[Code = 4]
Moderately important[Code = 3]
Slightly important[Code = 2]
Not important[Code = 1]
No opinion[Code = 0]
<i>Required answers: 1      Allowed answers: 1</i>

Display if Q21='Very Important' OR Q21='Moderately Important'

**Q31 Please select your top five choices for funding by the Student Services Fee.**

Increased food variety and more competitive prices at on-campus dining locations.[Code = 1]		
Extended hours, expanded service boundaries, and improved response time for Safe Ride.[Code = 2]		
Increased investment in security enhancements, counseling and crisis support on campus.[Code = 3]		
Extended service hours, upgrades and improvements to the Student Unions' facilities.[Code = 4]		
Increased access to funds for students' academic travel, presentations, and professional development. [Code = 5]		
Increased on-campus job opportunities for students within various areas related to Student Affairs.[Code = 6]		
Extended and improved programs related to campus safety. [Code = 7]		
Expanded social responsibility and social justice programs and activities.[Code = 8]		
Increased sustainability initiatives and programs.[Code = 9]		
Expanded learning support, academic coaching, and tutoring programs.[Code = 10]		
Dedicated childcare initiatives and programs that improve student parent/family resources and programming support.[Code = 11]		
Enhancement of technology programs and online interactions.[Code = 12]		
Increased Faculty-Student programs and opportunities.[Code = 13]		
Funding for health and wellness programs and initiatives.[Code = 14]		
Funding for various campus populations.[Code = 15]		
	Required answers: 1	Allowed answers: 5

Q32 Are there any other areas, services, or programs (not addressed in the list above) that you think should receive Student Services fee funding?		
[Code = 1] [TextBox]		
	Required answers: 0	Allowed answers: 1

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Page - Demographics (Optional "â€" used only for statistical purposes)

**Q33 Age:**

41[Code = 24]

42[Code = 25]

43[Code = 26]

44[Code = 27]

45[Code = 28]

46[Code = 29]

47[Code = 30]

48[Code = 31]

49[Code = 32]

50[Code = 33]

51[Code = 34]

52[Code = 35]

53[Code = 36]

54[Code = 37]

55[Code = 38]

56[Code = 39]

57[Code = 40]

58[Code = 41]

59[Code = 42]

60+[Code = 43]

Prefer not to respond[Code = 44]

Required answers: 0 Allowed answers: 1

**Q34 Sex/Gender:**

Female[Code = 1]

Male[Code = 2]

Transgender[Code = 3]

Prefer not to respond[Code = 4]

Required answers: 0 Allowed answers: 1

**Q35 Race/Ethnicity:**

African American/Black[Code = 1]

Asian/Pacific Islander[Code = 2]

Hispanic/Latino[Code = 3]

Multiracial [Code = 4]

Native American/American Indian[Code = 5]

White [Code = 6]

Not listed (please specify)[Code = 7] [TextBox]

Prefer not to respond[Code = 8]

Required answers: 0 Allowed answers: 1

**Q36 Class status:**

Freshman [Code = 1]

Sophomore [Code = 2]

Junior [Code = 3]

Senior [Code = 4]

Graduate student [Code = 5]

Professional student[Code = 6]

Continuing education student [Code = 7]

Required answers: 0 Allowed answers: 1

**Q37 Are you a:**

Full-time student[Code = 1]

Part-time student[Code = 2]

Required answers: 0 Allowed answers: 1

**Q38 Living status:**

Living at home with parents[Code = 1]

Residence hall[Code = 2]

Greek housing [Code = 3]

Off-campus housing [Code = 4]

Required answers: 0 Allowed answers: 1

**Q39 Please indicate the methods of payment for your college education. (Check all that apply)**

Personal contributions (savings and/or monies from employment)[Code = 1]

Parents (or other family members) support/contributions[Code = 2]

Work-study[Code = 3]

Loans[Code = 4]

Scholarships[Code = 5]

Graduate Assistantship[Code = 6]

On-Campus Employment[Code = 7]

Off-Campus Employment[Code = 8]

Other (please specify)[Code = 9] [TextBox]

Required answers: 0 Allowed answers: 9

**Q40 What is your primary source of getting news information?**

Newspaper[Code = 1]

Television[Code = 2]

Online[Code = 3]

Radio[Code = 4]

Magazines[Code = 5]

Text messaging[Code = 6]

Required answers: 0 Allowed answers: 1

Q41 Please provide your **University e-mail address** to enter the drawing for one (1) of five (5) iPod nanos. Entering the drawing is optional.

*iPods have been provided courtesy of Student Affairs units.*

**SSF iPod Drawing Rules**

1. Only registered University of Arizona students who complete the SSF survey and enter a valid UA e-mail address are eligible for the iPod drawing.
2. Five iPod Nanos (4 Gb) will be given away on February 13 at 11 a.m. through a random drawing of UA e-mail addresses submitted at the conclusion of the SSF survey.
3. Only one iPod nano awarded per person/e-mail.
4. Drawing will be conducted independently by Student Affairs.
5. Winner(s) will be notified by e-mail and will have three working days to claim iPod.
6. Winner(s) must show proof of being a registered UA student and present their CatCard to claim iPod.
7. E-mail addresses will only be used for the iPod drawing and will not be sold, made public or revealed to anyone in accordance with official University of Arizona e-mail policies and procedures. For more information on UA e-mail policies go to: <http://records.web.arizona.edu/efinal.htm>

Enter University e-mail:[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Next Page: Sequential



## Appendix B: Survey Results

### Q1. Increased food variety and more competitive prices at on-campus dining locations.

#### WHAT WAS DONE:

- \$3 Wednesday lunches at campus eateries (serving an average of over 2,500 students per day)

#### How satisfied are you with WHAT WAS DONE?

Count	Percent	
1334	40.35%	Very satisfied
1008	30.49%	Somewhat satisfied
160	4.84%	Somewhat dissatisfied
98	2.96%	Very dissatisfied
706	21.36%	No opinion
3306		Respondents

### Q2. Extended hours, expanded boundaries, and improved response time for Safe Ride.

#### WHAT WAS DONE:

- Safe Ride hours extended until midnight
- Additional vehicles
- Doubled capacity
- Reduced wait times

#### How satisfied are you with WHAT WAS DONE?

Count	Percent	
1399	42.32%	Very satisfied
789	23.87%	Somewhat satisfied
109	3.30%	Somewhat dissatisfied
68	2.06%	Very dissatisfied
941	28.46%	No opinion
3306		Respondents

### Q3. Increased investment in security enhancements, counseling and crisis support on campus.

#### WHAT WAS DONE:

- One full-time counselor and a support staff member were hired at Campus Health
- Funds allocated toward crisis & safety programs

#### How satisfied are you with WHAT WAS DONE?

Count	Percent	
920	27.83%	Very satisfied
1164	35.21%	Somewhat satisfied
152	4.60%	Somewhat dissatisfied
69	2.09%	Very dissatisfied
1001	30.28%	No opinion
3306		Respondents

**Q4. Extended service hours, upgrades and improvements to the Student Unions' facilities.**

**WHAT WAS DONE:**

- Installed 45 new public computers
- Increased exterior and interior seating
- Underground hours extended to 4am
- New shade awnings at PSU and Student Union
- Cellar and Games room expanded multipurpose student programming space
- Canyon Cafe; open until 1am
- Center for Student Involvement & Leadership (CSIL) hours extended to 9pm, M-Th

**How satisfied are you with WHAT WAS DONE?**

Count	Percent	
1691	51.15%	Very satisfied
1030	31.16%	Somewhat satisfied
147	4.45%	Somewhat dissatisfied
61	1.85%	Very dissatisfied
377	11.40%	No opinion
3306		Respondents

**Q5. Increased access to funds for students' academic travel, presentations, and professional development.**

**WHAT WAS DONE:**

- Funds allocated to GPSC for graduate student travel, conferences, and professional development opportunities

**How satisfied are you with WHAT WAS DONE?**

Count	Percent	
902	27.28%	Very satisfied
976	29.52%	Somewhat satisfied
225	6.81%	Somewhat dissatisfied
98	2.96%	Very dissatisfied
1105	33.42%	No opinion
3306		Respondents

**Q6. Increased on-campus job opportunities for students within various areas related to Student Affairs (Campus Recreation, Unions, Center for Student Involvement and Leadership, etc.).**

**WHAT WAS DONE:**

- Dedicated funds allocated toward new Student Affairs student jobs, graduate assistantships, and student tutors
- Helped meet increased minimum wage for student positions
- Career Services support

**How satisfied are you with WHAT WAS DONE?**

Count	Percent	
1212	36.66%	Very satisfied
1206	36.48%	Somewhat satisfied
160	4.84%	Somewhat dissatisfied
76	2.30%	Very dissatisfied
652	19.72%	No opinion
3306		Respondents

**Q7. Increased food variety and more competitive prices at on-campus dining locations.**

(Expand \$3 Wednesday lunch to 2 days per week, keep price increases to a minimum, and offer more healthy options and variety at on-campus restaurants.)

Count	Percent	
1608	50.77%	Very Important
740	23.37%	Moderately Important
385	12.16%	Slightly Important
329	10.39%	Not Important
105	3.32%	No Opinion
3167		Respondents

**Q8. Extended hours, expanded boundaries, and improved response time for Safe Ride.**

**(Continue to maintain current support of Safe Ride, assist funding of Safe Walk program.)**

Count	Percent	
1214	38.33%	Very Important
763	24.09%	Moderately Important
499	15.76%	Slightly Important
435	13.74%	Not Important
256	8.08%	No Opinion
3167		Respondents

**Q9. Increased investment in security enhancements, counseling and crisis support on campus.**

**(Provide funding for two additional counseling staff members, support of Hazing hotline, additional UA legal services for all students.)**

Count	Percent	
907	28.64%	Very Important
895	28.26%	Moderately Important
719	22.70%	Slightly Important
417	13.17%	Not Important
229	7.23%	No Opinion
3167		Respondents

**Q10. Extended service hours, upgrades and improvements to the Student Unions' facilities.**

**(Program enhancements to Cellar area, additional seating, open Cactus Grill on weekends, improved sound, projection and lighting systems for student performance areas and meeting rooms in Student Union.)**

Count	Percent	
781	24.66%	Very Important
933	29.46%	Moderately Important
750	23.68%	Slightly Important
573	18.09%	Not Important
130	4.10%	No Opinion
3167		Respondents

**Q11. Increased access to funds for students' academic travel, presentations, and professional development.**

**(Allocation for graduate student travel, conferences, and professional development opportunities; support for students representing UA at national tournaments - College Bowl, Billiards, etc., and at on-campus conferences - Leadershape, National Collegiate Leadership Conference, social justice retreat, etc., through fee waivers and scholarships.)**

Count	Percent	
1052	33.22%	Very Important
820	25.89%	Moderately Important
677	21.38%	Slightly Important
391	12.35%	Not Important
227	7.17%	No Opinion

**Q11. Increased access to funds for students' academic travel, presentations, and professional development.**

(Allocation for graduate student travel, conferences, and professional development opportunities; support for students representing UA at national tournaments - College Bowl, Billiards, etc., and at on-campus conferences - Leadershape, National Collegiate Leadership Conference, social justice retreat, etc., through fee waivers and scholarships.)

Count	Percent
3167	Respondents

**Q12. Increased on-campus job opportunities for students within various areas related to Student Affairs.**

(For Student Affairs undergraduate and graduate job opportunities.)

Count	Percent	
1229	38.81%	Very Important
938	29.62%	Moderately Important
563	17.78%	Slightly Important
252	7.96%	Not Important
185	5.84%	No Opinion
3167	Respondents	

**Q13. Extended and improved programs related to campus safety.**

(Provide security at campus events; additional Blue light phones; enhanced judicial support and outreach, self-defense classes, implementation of an anonymous Safety hotline.)

Count	Percent	
1323	41.77%	Very Important
954	30.12%	Moderately Important
583	18.41%	Slightly Important
219	6.92%	Not Important
88	2.78%	No Opinion
3167	Respondents	

**Q14. Expanded social responsibility and social justice programs and activities.**

(Support of: EQUISS - 3 day Social Justice retreat, Heritage Months, Hunger Banquet, Social Justice Programs, Social Justice Film Series, and general multicultural issues and initiatives.)

Count	Percent	
591	18.66%	Very Important
760	24.00%	Moderately Important
826	26.08%	Slightly Important
747	23.59%	Not Important
243	7.67%	No Opinion
3167	Respondents	

**Q15. Increased sustainability initiatives and programs.**

(Enhanced recycling, green efforts, use of natural food products, composting initiatives, and implementation of water-saving measures such as waterless urinals, free access to sustainability workshops and events such as Earth Day, Sustainability Fair & Film Series.)

Count	Percent	
1485	46.89%	Very Important
879	27.75%	Moderately Important
521	16.45%	Slightly Important
219	6.92%	Not Important
63	1.99%	No Opinion
3167	Respondents	

**Q16. Expanded learning support, academic coaching, and tutoring programs.**

(Provide increased access to tutoring, advising and mentoring opportunities for students and student groups.)

Count	Percent	
1350	42.63%	Very Important
1010	31.89%	Moderately Important
529	16.70%	Slightly Important
184	5.81%	Not Important
94	2.97%	No Opinion
3167		Respondents

**Q17. Dedicated childcare initiatives and programs that improve student parent/family resources and programming support.**

(Provide funding in support of child-friendly events, activities and learning opportunities, Family Weekend, KidzKorner, lactation stations, and non-traditional student awareness programs.)

Count	Percent	
598	18.88%	Very Important
804	25.39%	Moderately Important
826	26.08%	Slightly Important
622	19.64%	Not Important
317	10.01%	No Opinion
3167		Respondents

**Q18. Enhancement of available technology programs and media access, improved online interactions.**

(Improved computer labs, student-friendly web tools such as OrgSync, MealPlans, Involvement Web Portal; podcasts of UA services, events and programs; enhanced media access; CatCard swipe access to special events; support of interpreting programs, assistive technology, and ADA accessible gaming.)

Count	Percent	
1113	35.14%	Very Important
985	31.10%	Moderately Important
692	21.85%	Slightly Important
282	8.90%	Not Important
95	3.00%	No Opinion
3167		Respondents

**Q19. Increased Faculty-Student programs and opportunities.**

(Provide funding that increases student/faculty interactions such as, Speaker Series, Wildcat Welcome, Lunch with Faculty program, and Club Advising.)

Count	Percent	
589	18.60%	Very Important
847	26.74%	Moderately Important
950	30.00%	Slightly Important
591	18.66%	Not Important
190	6.00%	No Opinion
3167		Respondents

**Q20. Funding for health and wellness programs and initiatives.**

(Provide students with free health screenings; programs and initiatives for better healthy eating options; programs and resources to teach students how to be healthier and live a better lifestyle; enhanced wellness programs and events such as: Safe Spring Break, alcohol free late night programs, Rec Center wellness initiatives, Olympian health program, alcohol intervention and awareness initiatives, HIV testing and sex ed programs.)

Count    Percent

**Q20. Funding for health and wellness programs and initiatives.**

(Provide students with free health screenings; programs and initiatives for better healthy eating options; programs and resources to teach students how to be healthier and live a better lifestyle; enhanced wellness programs and events such as: Safe Spring Break, alcohol free late night programs, Rec Center wellness initiatives, Olympian health program, alcohol intervention and awareness initiatives, HIV testing and sex ed programs.)

Count	Percent	
1185	37.42%	Very Important
1033	32.62%	Moderately Important
625	19.73%	Slightly Important
228	7.20%	Not Important
96	3.03%	No Opinion
3167		Respondents

**Q21. Funding for enhanced programming for various campus populations.**

(Veterans, Transfer Students, Fraternities & Sororities, Commuter Students, Students with Disabilities, Women's Initiatives, Cultural Centers, LGBTQ, and Non-Traditional Students.)

Count	Percent	
677	21.38%	Very Important
867	27.38%	Moderately Important
818	25.83%	Slightly Important
602	19.01%	Not Important
203	6.41%	No Opinion
3167		Respondents

**Q22. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

How important is it to you to provide enhanced programming for the following campus populations? - Commuter Students

Count	Percent	
549	36.17%	Very important
537	35.38%	Moderately important
270	17.79%	Slightly important
93	6.13%	Not important
69	4.55%	No opinion
1518		Respondents

**Q23. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

How important is it to you to provide enhanced programming for the following campus populations? - Cultural Centers (African American, Native American, Chicano/Hispano, Asian Pacific)

Count	Percent	
570	37.55%	Very important
522	34.39%	Moderately important
254	16.73%	Slightly important
102	6.72%	Not important
70	4.61%	No opinion
1518		Respondents

**Q24. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

How important is it to you to provide enhanced programming for the following campus populations? - Fraternities & Sororities

Count	Percent	
167	11.00%	Very important
238	15.68%	Moderately important
356	23.45%	Slightly important
671	44.20%	Not important
86	5.67%	No opinion
1518		Respondents

**Q25. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning)**

Count	Percent	
353	23.25%	Very important
483	31.82%	Moderately important
318	20.95%	Slightly important
235	15.48%	Not important
129	8.50%	No opinion
1518		Respondents

**Q26. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - Non-Traditional Students (age 25 and over)**

Count	Percent	
419	27.60%	Very important
522	34.39%	Moderately important
377	24.84%	Slightly important
136	8.96%	Not important
64	4.22%	No opinion
1518		Respondents

**Q27. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - Students with Disabilities**

Count	Percent	
881	58.04%	Very important
461	30.37%	Moderately important
113	7.44%	Slightly important
24	1.58%	Not important
39	2.57%	No opinion
1518		Respondents

**Q28. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - Transfer Students**

Count	Percent	
468	30.83%	Very important
611	40.25%	Moderately important
292	19.24%	Slightly important
91	5.99%	Not important

**Q28. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - Transfer Students**

Count	Percent	
56	3.69%	No opinion
1518	Respondents	

**Q29. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - Veterans**

Count	Percent	
540	35.57%	Very important
580	38.21%	Moderately important
253	16.67%	Slightly important
73	4.81%	Not important
72	4.74%	No opinion
1518	Respondents	

**Q30. You indicated that funding for enhanced programming for various populations was very or moderately important to you.**

**How important is it to you to provide enhanced programming for the following campus populations? - Women's Initiatives**

Count	Percent	
503	33.14%	Very important
567	37.35%	Moderately important
279	18.38%	Slightly important
110	7.25%	Not important
59	3.89%	No opinion
1518	Respondents	

**Q31. Please select your top five choices for funding by the Student Services Fee.**

Count	Respondent %	Response %	
1745	55.68%	11.34%	Increased food variety and more competitive prices at on-campus dining locations.
983	31.37%	6.39%	Extended hours, expanded service boundaries, and improved response time for Safe Ride.
826	26.36%	5.37%	Increased investment in security enhancements, counseling and crisis support on campus.
1055	33.66%	6.86%	Extended service hours, upgrades and improvements to the Student Unions' facilities.
1142	36.44%	7.42%	Increased access to funds for students' academic travel, presentations, and professional development.
1320	42.12%	8.58%	Increased on-campus job opportunities for students within various areas related to Student Affairs.
1028	32.80%	6.68%	Extended and improved programs related to campus safety.
529	16.88%	3.44%	Expanded social responsibility and social justice programs and activities.
1110	35.42%	7.22%	Increased sustainability initiatives and programs.
1432	45.69%	9.31%	Expanded learning support, academic coaching, and tutoring programs.
450	14.36%	2.93%	Dedicated childcare initiatives and programs that improve student parent/family resources and programming support.
1226	39.12%	7.97%	Enhancement of technology programs and online interactions.

**Q31. Please select your top five choices for funding by the Student Services Fee.**

Count	Respondent %	Response %	
696	22.21%	4.52%	<b>Increased Faculty-Student programs and opportunities.</b>
1343	42.85%	8.73%	<b>Funding for health and wellness programs and initiatives.</b>
499	15.92%	3.24%	<b>Funding for various campus populations.</b>
3134	Respondents		
15384	Responses		

**Q32. Are there any other areas, services, or programs (not addressed in the list above) that you think should receive Student Services fee funding?**

Count	Percent
777	100.00%
777	Respondents

**Q33. Age:**

Count	Percent	
283	9.41%	18 or younger
471	15.66%	19
420	13.96%	20
308	10.24%	21
248	8.24%	22
164	5.45%	23
142	4.72%	24
146	4.85%	25
109	3.62%	26
86	2.86%	27
74	2.46%	28
85	2.83%	29
51	1.70%	30
52	1.73%	31
27	0.90%	32
27	0.90%	33
35	1.16%	34
26	0.86%	35
19	0.63%	36
14	0.47%	37
20	0.66%	38
15	0.50%	39
15	0.50%	40
9	0.30%	41
9	0.30%	42
7	0.23%	43
16	0.53%	44
11	0.37%	45
12	0.40%	46
14	0.47%	47
4	0.13%	48
10	0.33%	49
7	0.23%	50
7	0.23%	51
6	0.20%	52
5	0.17%	53
3	0.10%	54
8	0.27%	55
8	0.27%	56
3	0.10%	57

**Q33. Age:**

Count	Percent	
3	0.10%	58
3	0.10%	59
11	0.37%	60 +
15	0.50%	Prefer not to respond
3008		Respondents

**Q34. Sex/Gender:**

Count	Percent	
1741	56.58%	Female
1292	41.99%	Male
7	0.23%	Transgender
37	1.20%	Prefer not to respond
3077		Respondents

**Q35. Race/Ethnicity:**

Count	Percent	
70	2.28%	African American/Black
336	10.96%	Asian/Pacific Islander
439	14.31%	Hispanic/Latino
98	3.20%	Multiracial
46	1.50%	Native American/American Indian
1824	59.47%	White
56	1.83%	Not listed (please specify)
198	6.46%	Prefer not to respond
3067		Respondents

**Q36. Class status:**

Count	Percent	
476	15.50%	Freshman
507	16.51%	Sophomore
542	17.65%	Junior
553	18.01%	Senior
854	27.81%	Graduate student
113	3.68%	Professional student
26	0.85%	Continuing education student
3071		Respondents

**Q37. Are you a:**

Count	Percent	
2784	90.98%	Full-time student
276	9.02%	Part-time student
3060		Respondents

**Q38. Living status:**

Count	Percent	
261	8.50%	Living at home with parents
543	17.68%	Residence hall
44	1.43%	Greek housing
2223	72.39%	Off-campus housing
3071		Respondents

**Q39. Please indicate the methods of payment for your college education. (Check all that apply)**

Count	Respondent %	Response %	
1336	43.57%	19.41%	Personal contributions (savings and/or monies from employment)
1329	43.35%	19.31%	Parents (or other family members) support/contributions
131	4.27%	1.90%	Work-study
1032	33.66%	15.00%	Loans
1629	53.13%	23.67%	Scholarships
467	15.23%	6.79%	Graduate Assistantship
371	12.10%	5.39%	On-Campus Employment
375	12.23%	5.45%	Off-Campus Employment
212	6.91%	3.08%	Other (please specify)
3066	Respondents		
6882	Responses		

**Q40. What is your primary source of getting news information?**

Count	Percent	
341	11.09%	Newspaper
565	18.37%	Television
1927	62.65%	Online
191	6.21%	Radio
17	0.55%	Magazines
35	1.14%	Text messaging
3076	Respondents	