

## Table of Contents

<b>Sample Characteristics (N= 341 out of 1 170)</b> .....	- 4 -
Gender.....	- 4 -
School .....	- 4 -
Level of Study.....	- 4 -
Semester of Entry.....	- 4 -
<b>Detailed Questions: How satisfied are you with the following?</b> .....	- 10 -
<b>I. Academic</b> .....	<b>- 10 -</b>
1. Number of courses in your area of concentration.....	- 10 -
2. Availability of text books.....	- 10 -
3. Student’s general academic standards .....	- 10 -
4. Your own standards .....	- 11 -
5. Quality of advising.....	- 11 -
<b>II. Activities</b> .....	<b>- 11 -</b>
6. On-campus extracurricular activities .....	- 11 -
7. Sports equipment .....	- 12 -
8. AUI facilities and equipment.....	- 12 -
<b>III. Personal</b> .....	<b>- 12 -</b>
9. Developing effective English speaking and writing skills.....	- 12 -
10. Developing team spirit.....	- 13 -
11. Developing independent and critical thinking .....	- 13 -
12. Developing leadership skills.....	- 13 -
13. Developing conflict resolution strategies.....	- 14 -
14. Reinforcing one's ethics .....	- 14 -
15. Instilling cultural interaction and tolerance .....	- 14 -
16. Learning how to cope with stress and pressure .....	- 15 -
<b>IV. Community Life</b> .....	<b>- 15 -</b>
17. Effectiveness of SGA.....	- 15 -
18. Presence of international students on campus .....	- 15 -
19. Equal treatment of all students regardless of their religion, gender, social background.....	- 16 -
20. Idea of community service as a graduation requirement .....	- 16 -
<b>V. Campus Services and Facilities</b> .....	<b>- 16 -</b>
21. Safety on campus .....	- 16 -
22. The availability of and comfort in the indoor and/or lounge areas.....	- 17 -
23. Open areas for sitting and socializing.....	- 17 -
24. Equipment for the disabled .....	- 17 -
25. Comfort in classrooms (seating, temperature, acoustics, etc.).....	- 18 -
26. Access to public pay phones .....	- 18 -
27. Parking lot.....	- 18 -
28. Transportation .....	- 19 -
<b>VI. Library</b> .....	<b>- 19 -</b>
29. Availability of resources in the library .....	- 19 -
30. Ease of the searching process for references in the library.....	- 19 -
31. Opening hours of the library .....	- 20 -
<b>VII. Administration</b> .....	<b>- 20 -</b>

32.	Communication with the administration.....	- 20 -
33.	Process of registration.....	- 20 -
<b>VIII.</b>	<b>Information and technology.....</b>	<b>- 21 -</b>
34.	E-mail as a channel for the information about the campus events .....	- 21 -
35.	Internet connection.....	- 21 -
36.	Volume of the network drive (storage capacity).....	- 21 -
<b>IX.</b>	<b>Housing .....</b>	<b>- 22 -</b>
37.	Number and quality of PCs in the computer labs .....	- 22 -
38.	Dorm rooms .....	- 22 -
39.	Dorm comfort.....	- 22 -
40.	Dorm quietness .....	- 23 -
<b>X.</b>	<b>Health Center .....</b>	<b>- 23 -</b>
41.	Dorm cleanliness.....	- 23 -
42.	Doctor's availability.....	- 23 -
43.	Treatment provided in the health center .....	- 24 -
44.	Insurance service.....	- 24 -
<b>XI.</b>	<b>Restaurant .....</b>	<b>- 24 -</b>
45.	Variety of foods in the restaurant.....	- 24 -
46.	Food quality in the restaurant .....	- 25 -
47.	Food quality in the cafeteria .....	- 25 -
48.	The opening hours of the restaurant.....	- 25 -
49.	The opening hours of the cafeteria.....	- 26 -
50.	Hygiene.....	- 26 -
<b>XII.</b>	<b>Communication .....</b>	<b>- 26 -</b>
51.	Communication about university-sponsored activities.....	- 26 -
52.	Diversity of the sources of information on the on-campus activities .....	- 27 -
53.	Communication of university rules and regulations .....	- 27 -
54.	University website .....	- 27 -
<b>XIII.</b>	<b>Book/ Campus Store .....</b>	<b>- 28 -</b>
55.	Variety of products in the campus store .....	- 28 -
56.	Prices of these products .....	- 28 -
57.	Availability of books in the campus store.....	- 28 -
<b>XIV.</b>	<b>What do you think of the quality of service offered by the following departments? .....</b>	<b>- 29 -</b>
58.	Quality of services offered by the enrollment services.....	- 29 -
59.	Quality of services offered by the business office .....	- 29 -
60.	Quality of services offered by housing services .....	- 29 -
61.	Choice of TV stations offered.....	- 30 -
62.	Quality of services offered by the ITSS (student computer support) .....	- 30 -
63.	Quality of services offered by (restaurant/cafe) .....	- 30 -
64.	Quality of services offered by the library .....	- 31 -
65.	Quality of services offered by the health center .....	- 31 -
66.	Quality of services offered by the copy center .....	- 31 -
67.	Quality of services offered by the office of international programs.....	- 32 -
68.	Quality of services offered by career and placement services.....	- 32 -
69.	Internships.....	- 32 -
70.	Quality of services offered by psychological counseling services .....	- 33 -

<b>XV. General Questions</b> .....	<b>- 33 -</b>
71. Amount of academic work at AUI is .....	- 33 -
72. Would you recommend AUI to others .....	- 33 -
73. What attracted you to AUI? .....	- 34 -

## STUDENT SATISFACTION SURVEY NOVEMBER 2006

### Sample Characteristics (N= 341 out of 1 170)

#### Gender

	Frequency	Percent
	2	0.59%
<b>Female</b>	180	52.79%
<b>Male</b>	159	46.63%
<b>Total</b>	<b>341</b>	<b>100%</b>

#### School

	Frequency	Percent
	1	0.29%
<b>SBA</b>	173	50.73%
<b>SHSS</b>	84	24.63%
<b>SSE</b>	83	24.34%
<b>Total</b>	<b>341</b>	<b>100%</b>

#### Level of Study

	Frequency	Percent
	7	2.05%
<b>Graduate</b>	42	12.32%
<b>Undergraduate</b>	292	85.63%
<b>Total</b>	<b>341</b>	<b>100%</b>

#### Semester of Entry

	Frequency	Percent
	4	1.17%
<b>011 or Earlier</b>	9	2.64%
<b>012</b>	2	0.59%
<b>021</b>	7	2.05%
<b>022</b>	12	3.52%
<b>031</b>	24	7.04%
<b>032</b>	11	3.23%
<b>041</b>	21	6.16%
<b>042</b>	22	6.45%
<b>051</b>	30	8.80%
<b>052</b>	20	5.87%
<b>061</b>	93	27.27%
<b>062</b>	35	10.26%
<b>071</b>	51	14.96%
<b>Total</b>	<b>341</b>	<b>100%</b>

**Student satisfaction** (N= 341 out of 1 170)

ITEM		Mean				Gap (difference between Importance and satisfaction)			
		by school							
ACADEMICS		SBA	SHSS	SSE	Total	SBA	SHSS	SSE	Total
Number of courses in your area of concentration	Importance	4.50	4.28	4.43	4.43	1.64	1.64	1.60	1.63
	Satisfaction	2.86	2.64	2.83	2.80				
Availability of text books	Importance	4.25	4.29	4.59	4.35	0.40	0.71	1.24	0.69
	Satisfaction	3.85	3.58	3.35	3.65				
General student's academic standards	Importance	4.32	4.25	4.30	4.30	1.20	1.47	1.46	1.33
	Satisfaction	3.12	2.78	2.84	2.97				
Your own standards	Importance	4.43	4.49	4.47	4.45	0.90	1.13	1.31	1.06
	Satisfaction	3.53	3.36	3.16	3.40				
Quality of advising	Importance	4.38	4.51	4.43	4.43	1.84	1.78	2.02	1.88
	Satisfaction	2.54	2.73	2.41	2.55				
<b>EXTRA-CURRICULAR ACTIVITIES</b>									
On campus extracurricular activities	Importance	4.20	4.08	4.16	4.16	1.14	1.11	1.10	1.12
	Satisfaction	3.06	2.98	3.06	3.04				
Sports equipment	Importance	4.17	4.05	4.29	4.17	0.64	0.68	1.15	0.78
	Satisfaction	3.54	3.37	3.14	3.39				
AUI equipment	Importance	3.77	3.78	4.06	3.84	0.80	0.90	1.35	0.96
	Satisfaction	2.98	2.88	2.71	2.89				

Report of Student Satisfaction Survey -November 2006-

<b>GENERAL INSTITUTIONAL EFFECTIVENESS</b>		<b>SBA</b>	<b>SHSS</b>	<b>SSE</b>	<b>Total</b>	<b>SBA</b>	<b>SHSS</b>	<b>SSE</b>	<b>Total</b>
Developing effective English speaking and writing skills	Importance	4.67	4.37	4.61	4.58	1.20	1.07	1.40	1.22
	Satisfaction	3.47	3.30	3.20	3.36				
Developing team spirit	Importance	4.58	4.05	4.26	4.37	1.17	0.63	1.22	1.10
	Satisfaction	3.42	3.20	3.04	3.27				
Developing independent and critical thinking	Importance	4.62	4.54	4.66	4.61	1.03	1.52	1.31	1.22
	Satisfaction	3.59	3.01	3.35	3.39				
Developing leadership skills	Importance	4.60	4.33	4.60	4.53	1.51	1.59	1.75	1.59
	Satisfaction	3.09	2.73	2.84	2.94				
Developing conflict resolution strategies	Importance	4.61	4.33	4.59	4.54	1.53	1.35	1.56	1.49
	Satisfaction	3.09	2.98	3.02	3.04				
Reinforcing one's ethics	Importance	4.46	4.33	4.60	4.46	1.45	1.68	1.87	1.61
	Satisfaction	3.01	2.64	2.72	2.85				
Instilling cultural interaction and tolerance	Importance	4.50	4.36	4.45	4.45	1.31	1.33	1.28	1.31
	Satisfaction	3.19	3.04	3.17	3.15				
Learning how to deal with stress and pressure	Importance	4.59	4.49	4.74	4.60	1.64	1.70	2.03	1.76
	Satisfaction	2.95	2.78	2.70	2.84				
Effectiveness of SGA	Importance	4.22	4.02	4.54	4.25	1.96	1.43	2.09	1.86
	Satisfaction	2.26	2.60	2.45	2.39				
Presence of international students on campus	Importance	3.90	3.70	4.09	3.90	0.75	0.75	1.16	0.85
	Satisfaction	3.14	2.95	2.93	3.04				
Equal treatment to all students regardless of their religion, gender, social background	Importance	4.72	4.63	4.70	4.69	1.96	1.54	1.75	1.81
	Satisfaction	2.77	3.08	2.95	2.89				
The idea of community service as a graduation requirement	Importance	3.69	3.28	3.78	3.61	0.67	0.37	1.03	0.68
	Satisfaction	3.02	2.91	2.75	2.93				
Safety on campus	Importance	4.79	4.58	4.90	4.77	0.46	0.36	0.65	0.48
	Satisfaction	4.33	4.22	4.25	4.28				

<b>SERVICES (AVAILABILITY)</b>		<b>SBA</b>	<b>SHSS</b>	<b>SSE</b>	<b>Total</b>	<b>SBA</b>	<b>SHSS</b>	<b>SSE</b>	<b>Total</b>
Availability of and comfort in the indoor and/or lounge areas	Importance	4.59	4.52	4.77	4.62	1.25	1.59	1.77	1.47
	Satisfaction	3.33	2.93	3.00	3.15				
Open areas for sitting and socializing	Importance	4.45	4.38	4.61	4.48	1.41	1.69	2.12	1.65
	Satisfaction	3.05	2.70	2.49	2.83				
Equipment for the disabled	Importance	4.20	4.46	4.30	4.29	1.56	2.35	1.77	1.81
	Satisfaction	2.63	2.11	2.53	2.48				
Comfort in classrooms (seating, temperature, acoustics, ...)	Importance	4.69	4.54	4.84	4.69	1.54	1.95	1.92	1.74
	Satisfaction	3.14	2.60	2.93	2.95				
Access to public pay phones	Importance	3.89	3.82	3.98	3.90	0.25	0.71	0.43	0.41
	Satisfaction	3.64	3.11	3.54	3.48				
Parking lot	Importance	3.92	3.70	4.12	3.91	0.79	0.90	0.76	0.81
	Satisfaction	3.13	2.80	3.36	3.10				
Transportation	Importance	4.43	4.40	4.60	4.46	1.44	1.80	2.13	1.71
	Satisfaction	2.98	2.60	2.47	2.76				
Availability of resources in the library	Importance	4.74	4.67	4.84	4.75	0.91	1.31	1.31	1.11
	Satisfaction	3.83	3.37	3.53	3.64				
Ease of the searching process for references in the library	Importance	4.68	4.53	4.83	4.68	0.85	0.99	1.52	1.06
	Satisfaction	3.82	3.54	3.30	3.62				
Opening hours of the library	Importance	4.63	4.63	4.80	4.68	1.90	2.07	2.13	2.01
	Satisfaction	2.74	2.56	2.67	2.67				
Communication with the administration	Importance	4.64	4.65	4.82	4.69	2.10	2.36	2.17	2.18
	Satisfaction	2.54	2.29	2.65	2.51				
Process of registration	Importance	4.66	4.48	4.83	4.66	2.18	1.97	2.43	2.19
	Satisfaction	2.48	2.51	2.40	2.47				
E-mail as a channel for the information about the campus events	Importance	4.54	4.33	4.61	4.51	0.47	0.28	0.85	0.52
	Satisfaction	4.07	4.05	3.76	3.99				
Internet connection	Importance	4.72	4.77	4.93	4.78	2.85	2.99	3.11	2.95
	Satisfaction	1.87	1.77	1.82	1.84				
Volume of the network drive (storage capacity)	Importance	4.54	4.27	4.29	4.41	1.97	1.38	1.79	1.78
	Satisfaction	2.57	2.88	2.51	2.63				
Number and quality of PCs in the computer labs	Importance	4.57	4.59	4.73	4.62	1.69	2.00	2.07	1.86
	Satisfaction	2.88	2.60	2.65	2.76				
Room facilities	Importance	4.73	4.67	4.89	4.76	0.83	0.73	0.99	0.85
	Satisfaction	3.90	3.94	3.90	3.91				
Comfort (housing)	Importance	4.74	4.65	4.89	4.76	1.05	0.91	1.28	1.07
	Satisfaction	3.69	3.74	3.61	3.68				
Quietness (housing)	Importance	4.67	4.61	4.74	4.68	1.56	1.57	1.91	1.66
	Satisfaction	3.11	3.05	2.83	3.02				
Cleanliness (housing)	Importance	4.74	4.65	4.84	4.74	1.43	1.22	1.41	1.37
	Satisfaction	3.31	3.43	3.43	3.37				
Doctor's availability	Importance	4.67	4.62	4.88	4.71	1.33	1.72	1.64	1.51
	Satisfaction	3.34	2.90	3.24	3.20				

Report of Student Satisfaction Survey -November 2006-

Treatment provided in the health center	Importance	4.71	4.63	4.83	4.72	1.97	2.21	2.07	2.06
	Satisfaction	2.74	2.42	2.76	2.66				
Insurance service	Importance	4.62	4.55	4.57	4.59	1.43	1.67	1.69	1.58
	Satisfaction	3.19	2.88	2.82	3.01				
Variety of food in the restaurant	Importance	4.73	4.52	4.74	4.68	2.63	2.29	2.68	2.56
	Satisfaction	2.09	2.23	2.06	2.12				
Food quality in the restaurant	Importance	4.70	4.61	4.89	4.73	2.69	2.45	3.19	2.75
	Satisfaction	2.01	2.17	1.70	1.98				
Food quality in the cafeteria	Importance	4.55	4.42	4.87	4.60	2.38	2.36	2.79	2.47
	Satisfaction	2.17	2.06	2.07	2.12				
Opening hours of the restaurant	Importance	4.50	4.33	4.63	4.49	1.61	1.47	1.74	1.61
	Satisfaction	2.88	2.86	2.89	2.88				
Opening hours of the cafeteria	Importance	4.49	4.31	4.51	4.45	1.01	1.02	0.92	0.99
	Satisfaction	3.49	3.30	3.59	3.47				
Hygiene	Importance	4.76	4.64	4.90	4.77	2.26	2.19	2.38	2.27
	Satisfaction	2.50	2.45	2.52	2.50				
Communication about university sponsored activities	Importance	4.18	3.94	4.04	4.09	1.12	0.54	1.15	0.99
	Satisfaction	3.07	3.40	2.89	3.10				
Diversity of the sources of information on the on-campus activities	Importance	4.17	4.01	4.26	4.16	0.85	0.62	1.33	0.91
	Satisfaction	3.32	3.39	2.92	3.24				
Communication of university rules and regulations	Importance	4.35	4.38	4.45	4.38	1.01	1.27	1.67	1.24
	Satisfaction	3.34	3.11	2.78	3.15				
University website	Importance	4.62	4.47	4.65	4.59	1.69	1.90	2.20	1.87
	Satisfaction	2.93	2.57	2.45	2.73				
Variety of products in the campus store	Importance	4.42	4.21	4.56	4.41	1.62	1.49	1.84	1.64
	Satisfaction	2.80	2.72	2.72	2.76				
Prices of these products	Importance	4.66	4.61	4.84	4.70	2.69	2.87	2.99	2.81
	Satisfaction	1.98	1.73	1.85	1.88				
Availability of books in the campus store	Importance	4.50	4.27	4.58	4.46	1.07	1.12	1.15	1.11
	Satisfaction	3.42	3.14	3.43	3.35				

<b>SERVICES (QUALITY)</b>		<b>SBA</b>	<b>SHSS</b>	<b>SSE</b>	<b>Total</b>	<b>SBA</b>	<b>SHSS</b>	<b>SSE</b>	<b>Total</b>
Quality of services offered by the enrollment services	Importance	4.63	4.59	4.74	4.65	1.85	1.85	1.95	1.88
	Satisfaction	2.79	2.74	2.79	2.77				
Quality of services offered by the business office	Importance	4.62	4.37	4.62	4.56	1.07	1.18	1.16	1.12
	Satisfaction	3.55	3.18	3.46	3.43				
Quality of services offered by the housing	Importance	4.66	4.66	4.78	4.69	1.32	1.08	1.60	1.34
	Satisfaction	3.35	3.59	3.18	3.36				
Quality of tv distribution	Importance	4.16	4.14	4.41	4.22	0.93	1.18	1.55	1.15
	Satisfaction	3.23	2.96	2.87	3.07				
Quality of services offered by the ITSS (student computer support)	Importance	4.67	4.45	4.72	4.63	1.85	1.60	2.40	1.93
	Satisfaction	2.82	2.85	2.33	2.70				
Quality of services offered by the restaurant/cafeteria	Importance	4.70	4.59	4.84	4.71	2.26	2.19	2.70	2.35
	Satisfaction	2.44	2.40	2.14	2.36				
Quality of services offered by the library	Importance	4.73	4.64	4.73	4.71	1.06	1.14	1.22	1.13
	Satisfaction	3.68	3.50	3.52	3.59				
Quality of services offered by the health center	Importance	4.57	4.59	4.81	4.64	1.43	1.71	1.96	1.64
	Satisfaction	3.14	2.88	2.84	2.99				
Quality of services offered by the copy center	Importance	4.12	3.99	4.37	4.16	0.24	0.32	0.57	0.35
	Satisfaction	3.88	3.67	3.80	3.81				
Quality of services offered by the office of international programs	Importance	4.12	3.86	4.31	4.11	0.68	0.53	1.15	0.77
	Satisfaction	3.44	3.33	3.16	3.34				
Quality of services offered by the career and placement services	Importance	4.49	4.32	4.32	4.41	1.43	1.10	1.52	1.37
	Satisfaction	3.06	3.22	2.80	3.04				
Quality of internships	Importance	4.70	4.37	4.58	4.59	1.91	1.53	2.06	1.85
	Satisfaction	2.78	2.84	2.53	2.73				
Quality of services offered by psychological counseling	Importance	4.18	4.22	4.24	4.21	0.75	0.45	0.64	0.65
	Satisfaction	3.43	3.77	3.60	3.56				

Detailed Questions: How satisfied are you with the following?

**I. Academic**

**1. Number of courses in your area of concentration**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	72	21.11
	NOT SATISFIED	53	15.54
	SOMEWHAT SATISFIED	99	29.03
	SATISFIED	94	27.57
	VERY SATISFIED	18	5.28
	<b>Total</b>	<b>336</b>	<b>98.53</b>
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**2. Availability of text books**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	26	7.62
	NOT SATISFIED	29	8.50
	SOMEWHAT SATISFIED	70	20.53
	SATISFIED	124	36.36
	VERY SATISFIED	89	26.10
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**3. Student's general academic standards**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	28	8.21
	NOT SATISFIED	69	20.23
	SOMEWHAT SATISFIED	136	39.88
	SATISFIED	84	24.63
	VERY SATISFIED	15	4.40
	<b>Total</b>	<b>332</b>	<b>97.36</b>
Missing		9	2.64
<b>Total</b>		<b>341</b>	<b>100</b>

**4. Your own standards**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	15	4.40
	NOT SATISFIED	45	13.20
	SOMEWHAT SATISFIED	98	28.74
	SATISFIED	141	41.35
	VERY SATISFIED	33	9.68
	<b>Total</b>	<b>332</b>	<b>97.36</b>
Missing		9	2.64
<b>Total</b>		<b>341</b>	<b>100</b>

**5. Quality of advising**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	102	29.91
	NOT SATISFIED	61	17.89
	SOMEWHAT SATISFIED	96	28.15
	SATISFIED	45	13.20
	VERY SATISFIED	34	9.97
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**II. Activities**

**6. On-campus extracurricular activities**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	51	14.96
	NOT SATISFIED	50	14.66
	SOMEWHAT SATISFIED	110	32.26
	SATISFIED	90	26.39
	VERY SATISFIED	38	11.14
	<b>Total</b>	<b>339</b>	<b>99.41</b>
Missing		2	0.59
<b>Total</b>		<b>341</b>	<b>100</b>

**7. Sports equipment**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	32	9.38
	NOT SATISFIED	56	16.42
	SOMEWHAT SATISFIED	72	21.11
	SATISFIED	105	30.79
	VERY SATISFIED	74	21.70
	<b>Total</b>	<b>339</b>	<b>99.41</b>
Missing		2	0.59
<b>Total</b>		<b>341</b>	<b>100</b>

**8. AUI facilities and equipment**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	58	17.01
	NOT SATISFIED	54	15.84
	SOMEWHAT SATISFIED	122	35.78
	SATISFIED	78	22.87
	VERY SATISFIED	27	7.92
	<b>Total</b>	<b>339</b>	<b>99.41</b>
Missing		2	0.59
<b>Total</b>		<b>341</b>	<b>100</b>

**III. Personal**

**9. Developing effective English speaking and writing skills**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	30	8.80
	NOT SATISFIED	44	12.90
	SOMEWHAT SATISFIED	92	26.98
	SATISFIED	114	33.43
	VERY SATISFIED	56	16.42
	<b>Total</b>	<b>336</b>	<b>98.53</b>
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**10. Developing team spirit**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	35	10.26
	NOT SATISFIED	55	16.13
	SOMEWHAT SATISFIED	88	25.81
	SATISFIED	104	30.50
	VERY SATISFIED	56	16.42
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**11. Developing independent and critical thinking**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	30	8.80
	NOT SATISFIED	30	8.80
	SOMEWHAT SATISFIED	111	32.55
	SATISFIED	113	33.14
	VERY SATISFIED	54	15.84
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**12. Developing leadership skills**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	60	17.60
	NOT SATISFIED	47	13.78
	SOMEWHAT SATISFIED	113	33.14
	SATISFIED	88	25.81
	VERY SATISFIED	30	8.80
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**13. Developing conflict resolution strategies**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	39	11.44
	NOT SATISFIED	62	18.18
	SOMEWHAT SATISFIED	116	34.02
	SATISFIED	83	24.34
	VERY SATISFIED	36	10.56
	<b>Total</b>	<b>336</b>	<b>98.53</b>
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**14. Reinforcing one's ethics**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	55	16.13
	NOT SATISFIED	67	19.65
	SOMEWHAT SATISFIED	120	35.19
	SATISFIED	62	18.18
	VERY SATISFIED	32	9.38
	<b>Total</b>	<b>336</b>	<b>98.53</b>
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**15. Instilling cultural interaction and tolerance**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	53	15.54
	NOT SATISFIED	44	12.90
	SOMEWHAT SATISFIED	91	26.69
	SATISFIED	91	26.69
	VERY SATISFIED	54	15.84
	<b>Total</b>	<b>333</b>	<b>97.65</b>
Missing		8	2.35
<b>Total</b>		<b>341</b>	<b>100</b>

**16. Learning how to cope with stress and pressure**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	80	23.46
	NOT SATISFIED	60	17.60
	SOMEWHAT SATISFIED	85	24.93
	SATISFIED	55	16.13
	VERY SATISFIED	56	16.42
	<b>Total</b>	<b>336</b>	<b>98.53</b>
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**IV. Community Life**

**17. Effectiveness of SGA**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	103	30.21
	NOT SATISFIED	73	21.41
	SOMEWHAT SATISFIED	86	25.22
	SATISFIED	54	15.84
	VERY SATISFIED	12	3.52
	<b>Total</b>	<b>328</b>	<b>96.19</b>
Missing		13	3.81
<b>Total</b>		<b>341</b>	<b>100</b>

**18. Presence of international students on campus**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	51	14.96
	NOT SATISFIED	46	13.49
	SOMEWHAT SATISFIED	112	32.84
	SATISFIED	80	23.46
	VERY SATISFIED	41	12.02
	<b>Total</b>	<b>330</b>	<b>96.77</b>
Missing		11	3.23
<b>Total</b>		<b>341</b>	<b>100</b>

**19. Equal treatment of all students regardless of their religion, gender, social background**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	82	24.05
	NOT SATISFIED	54	15.84
	SOMEWHAT SATISFIED	64	18.77
	SATISFIED	75	21.99
	VERY SATISFIED	53	15.54
	<b>Total</b>	<b>328</b>	<b>96.19</b>
Missing		13	3.81
<b>Total</b>		<b>341</b>	<b>100</b>

**20. Idea of community service as a graduation requirement**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	76	22.29
	NOT SATISFIED	33	9.68
	SOMEWHAT SATISFIED	94	27.57
	SATISFIED	72	21.11
	VERY SATISFIED	46	13.49
	<b>Total</b>	<b>321</b>	<b>94.13</b>
Missing		20	5.87
<b>Total</b>		<b>341</b>	<b>100</b>

**V. Campus Services and Facilities**

**21. Safety on campus**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	13	3.81
	NOT SATISFIED	17	4.99
	SOMEWHAT SATISFIED	32	9.38
	SATISFIED	73	21.41
	VERY SATISFIED	200	58.65
	<b>Total</b>	<b>335</b>	<b>98.24</b>
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**22. The availability of and comfort in the indoor and/or lounge areas**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	46	13.49
	NOT SATISFIED	55	16.13
	SOMEWHAT SATISFIED	93	27.27
	SATISFIED	83	24.34
	VERY SATISFIED	57	16.72
	<b>Total</b>	334	97.95
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**23. Open areas for sitting and socializing**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	84	24.63
	NOT SATISFIED	50	14.66
	SOMEWHAT SATISFIED	82	24.05
	SATISFIED	76	22.29
	VERY SATISFIED	42	12.32
	<b>Total</b>	334	97.95
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**24. Equipment for the disabled**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	106	31.09
	NOT SATISFIED	61	17.89
	SOMEWHAT SATISFIED	78	22.87
	SATISFIED	58	17.01
	VERY SATISFIED	23	6.74
	<b>Total</b>	326	95.60
Missing		15	4.40
<b>Total</b>		<b>341</b>	<b>100</b>

**25. Comfort in classrooms (seating, temperature, acoustics, etc.)**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	54	15.84
	NOT SATISFIED	67	19.65
	SOMEWHAT SATISFIED	85	24.93
	SATISFIED	98	28.74
	VERY SATISFIED	30	8.80
	<b>Total</b>	334	97.95
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**26. Access to public pay phones**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	28	8.21
	NOT SATISFIED	39	11.44
	SOMEWHAT SATISFIED	88	25.81
	SATISFIED	98	28.74
	VERY SATISFIED	79	23.17
	<b>Total</b>	332	97.36
Missing		9	2.64
<b>Total</b>		<b>341</b>	<b>100</b>

**27. Parking lot**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	65	19.06
	NOT SATISFIED	34	9.97
	SOMEWHAT SATISFIED	77	22.58
	SATISFIED	104	30.50
	VERY SATISFIED	47	13.78
	<b>Total</b>	327	95.89
Missing		14	4.11
<b>Total</b>		<b>341</b>	<b>100</b>

**28. Transportation**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	80	23.46
	NOT SATISFIED	59	17.30
	SOMEWHAT SATISFIED	95	27.86
	SATISFIED	74	21.70
	VERY SATISFIED	31	9.09
	<b>Total</b>	339	99.41
Missing		2	0.59
<b>Total</b>		<b>341</b>	<b>100</b>

**VI. Library**

**29. Availability of resources in the library**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	23	6.74
	NOT SATISFIED	22	6.45
	SOMEWHAT SATISFIED	79	23.17
	SATISFIED	142	41.64
	VERY SATISFIED	70	20.53
	<b>Total</b>	336	98.53
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**30. Ease of the searching process for references in the library**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	23	6.74
	NOT SATISFIED	29	8.50
	SOMEWHAT SATISFIED	82	24.05
	SATISFIED	121	35.48
	VERY SATISFIED	82	24.05
	<b>Total</b>	337	98.83
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**31. Opening hours of the library**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	80	23.46
	NOT SATISFIED	56	16.42
	SOMEWHAT SATISFIED	118	34.60
	SATISFIED	61	17.89
	VERY SATISFIED	22	6.45
	<b>Total</b>	<b>337</b>	<b>98.83</b>
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**VII. Administration**

**32. Communication with the administration**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	80	23.46
	NOT SATISFIED	91	26.69
	SOMEWHAT SATISFIED	93	27.27
	SATISFIED	56	16.42
	VERY SATISFIED	15	4.40
	<b>Total</b>	<b>335</b>	<b>98.24</b>
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**33. Process of registration**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	112	32.84
	NOT SATISFIED	66	19.35
	SOMEWHAT SATISFIED	72	21.11
	SATISFIED	66	19.35
	VERY SATISFIED	22	6.45
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**VIII. Information and technology**

**34. E-mail as a channel for the information about the campus events**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	19	5.57
	NOT SATISFIED	27	7.92
	SOMEWHAT SATISFIED	42	12.32
	SATISFIED	88	25.81
	VERY SATISFIED	149	43.70
	<b>Total</b>	325	95.31
Missing		16	4.69
<b>Total</b>		<b>341</b>	<b>100</b>

**35. Internet connection**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	175	51.32
	NOT SATISFIED	79	23.17
	SOMEWHAT SATISFIED	49	14.37
	SATISFIED	25	7.33
	VERY SATISFIED	7	2.05
	<b>Total</b>	335	98.24
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**36. Volume of the network drive (storage capacity)**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	91	26.69
	NOT SATISFIED	72	21.11
	SOMEWHAT SATISFIED	77	22.58
	SATISFIED	61	17.89
	VERY SATISFIED	34	9.97
	<b>Total</b>	335	98.24
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**IX. Housing**

**37. Number and quality of PCs in the computer labs**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	69	20.23
	NOT SATISFIED	58	17.01
	SOMEWHAT SATISFIED	103	30.21
	SATISFIED	91	26.69
	VERY SATISFIED	12	3.52
	<b>Total</b>	<b>333</b>	<b>97.65</b>
Missing		8	2.35
<b>Total</b>		<b>341</b>	<b>100</b>

**38. Dorm rooms**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	15	4.40
	NOT SATISFIED	21	6.16
	SOMEWHAT SATISFIED	67	19.65
	SATISFIED	111	32.55
	VERY SATISFIED	124	36.36
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**39. Dorm comfort**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	24	7.04
	NOT SATISFIED	28	8.21
	SOMEWHAT SATISFIED	80	23.46
	SATISFIED	105	30.79
	VERY SATISFIED	101	29.62
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**40. Dorm quietness**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	61	17.89
	NOT SATISFIED	50	14.66
	SOMEWHAT SATISFIED	93	27.27
	SATISFIED	87	25.51
	VERY SATISFIED	46	13.49
	<b>Total</b>	<b>337</b>	<b>98.83</b>
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**X. Health Center**

**41. Dorm cleanliness**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	34	9.97
	NOT SATISFIED	54	15.84
	SOMEWHAT SATISFIED	71	20.82
	SATISFIED	110	32.26
	VERY SATISFIED	69	20.23
	<b>Total</b>	<b>338</b>	<b>99.12</b>
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**42. Doctor's availability**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	38	11.14
	NOT SATISFIED	62	18.18
	SOMEWHAT SATISFIED	77	22.58
	SATISFIED	114	33.43
	VERY SATISFIED	46	13.49
	<b>Total</b>	<b>337</b>	<b>98.83</b>
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**43. Treatment provided in the health center**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	89	26.10
	NOT SATISFIED	68	19.94
	SOMEWHAT SATISFIED	82	24.05
	SATISFIED	64	18.77
	VERY SATISFIED	34	9.97
	<b>Total</b>	337	98.83
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**44. Insurance service**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	72	21.11
	NOT SATISFIED	33	9.68
	SOMEWHAT SATISFIED	95	27.86
	SATISFIED	90	26.39
	VERY SATISFIED	46	13.49
	<b>Total</b>	336	98.53
Missing		5	1.47
<b>Total</b>		<b>341</b>	<b>100</b>

**XI. Restaurant**

**45. Variety of foods in the restaurant**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	139	40.76
	NOT SATISFIED	76	22.29
	SOMEWHAT SATISFIED	81	23.75
	SATISFIED	28	8.21
	VERY SATISFIED	14	4.11
	<b>Total</b>	338	99.12
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**46. Food quality in the restaurant**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	146	42.82
	NOT SATISFIED	79	23.17
	SOMEWHAT SATISFIED	94	27.57
	SATISFIED	10	2.93
	VERY SATISFIED	8	2.35
	<b>Total</b>	337	98.83
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**47. Food quality in the cafeteria**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	126	36.95
	NOT SATISFIED	94	27.57
	SOMEWHAT SATISFIED	80	23.46
	SATISFIED	30	8.80
	VERY SATISFIED	9	2.64
	<b>Total</b>	339	99.41
Missing		2	0.59
<b>Total</b>		<b>341</b>	<b>100</b>

**48. The opening hours of the restaurant**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	68	19.94
	NOT SATISFIED	67	19.65
	SOMEWHAT SATISFIED	84	24.63
	SATISFIED	77	22.58
	VERY SATISFIED	43	12.61
	<b>Total</b>	339	99.41
Missing		2	0.59
<b>Total</b>		<b>341</b>	<b>100</b>

**49. The opening hours of the cafeteria**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	61	17.89
	NOT SATISFIED	23	6.74
	SOMEWHAT SATISFIED	53	15.54
	SATISFIED	98	28.74
	VERY SATISFIED	102	29.91
	<b>Total</b>	337	98.83
Missing		4	1.17
<b>Total</b>		<b>341</b>	<b>100</b>

**50. Hygiene**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	98	28.74
	NOT SATISFIED	71	20.82
	SOMEWHAT SATISFIED	87	25.51
	SATISFIED	67	19.65
	VERY SATISFIED	15	4.40
	<b>Total</b>	338	99.12
Missing		3	0.88
<b>Total</b>		<b>341</b>	<b>100</b>

**XII. Communication**

**51. Communication about university-sponsored activities**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	37	10.85
	NOT SATISFIED	54	15.84
	SOMEWHAT SATISFIED	111	32.55
	SATISFIED	91	26.69
	VERY SATISFIED	35	10.26
	<b>Total</b>	328	96.19
Missing		13	3.81
<b>Total</b>		<b>341</b>	<b>100</b>

**52. Diversity of the sources of information on the on-campus activities**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	28	8.21
	NOT SATISFIED	52	15.25
	SOMEWHAT SATISFIED	105	30.79
	SATISFIED	100	29.33
	VERY SATISFIED	44	12.90
	<b>Total</b>	329	96.48
Missing		12	3.52
<b>Total</b>		<b>341</b>	<b>100</b>

**53. Communication of university rules and regulations**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	50	14.66
	NOT SATISFIED	44	12.90
	SOMEWHAT SATISFIED	95	27.86
	SATISFIED	95	27.86
	VERY SATISFIED	49	14.37
	<b>Total</b>	333	97.65
Missing		8	2.35
<b>Total</b>		<b>341</b>	<b>100</b>

**54. University website**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	72	21.11
	NOT SATISFIED	77	22.58
	SOMEWHAT SATISFIED	85	24.93
	SATISFIED	66	19.35
	VERY SATISFIED	32	9.38
	<b>Total</b>	332	97.36
Missing		9	2.64
<b>Total</b>		<b>341</b>	<b>100</b>

**XIII. Book/ Campus Store**

**55. Variety of products in the campus store**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	64	18.77
	NOT SATISFIED	65	19.06
	SOMEWHAT SATISFIED	110	32.26
	SATISFIED	70	20.53
	VERY SATISFIED	22	6.45
	<b>Total</b>	<b>331</b>	<b>97.07</b>
Missing		10	2.93
<b>Total</b>		<b>341</b>	<b>100</b>

**56. Prices of these products**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	162	47.51
	NOT SATISFIED	80	23.46
	SOMEWHAT SATISFIED	58	17.01
	SATISFIED	25	7.33
	VERY SATISFIED	5	1.47
	<b>Total</b>	<b>330</b>	<b>96.77</b>
Missing		11	3.23
<b>Total</b>		<b>341</b>	<b>100</b>

**57. Availability of books in the campus store**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	29	8.50
	NOT SATISFIED	45	13.20
	SOMEWHAT SATISFIED	84	24.63
	SATISFIED	132	38.71
	VERY SATISFIED	44	12.90
	<b>Total</b>	<b>334</b>	<b>97.95</b>
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**XIV. What do you think of the quality of service offered by the following departments?**

**58. Quality of services offered by the enrollment services**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	80	23.46
	NOT SATISFIED	55	16.13
	SOMEWHAT SATISFIED	86	25.22
	SATISFIED	83	24.34
	VERY SATISFIED	28	8.21
	<b>Total</b>	332	97.36
Missing		9	2.64
<b>Total</b>		<b>341</b>	<b>100</b>

**59. Quality of services offered by the business office**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	40	11.73
	NOT SATISFIED	35	10.26
	SOMEWHAT SATISFIED	68	19.94
	SATISFIED	122	35.78
	VERY SATISFIED	69	20.23
	<b>Total</b>	334	97.95
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**60. Quality of services offered by housing services**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	34	9.97
	NOT SATISFIED	38	11.14
	SOMEWHAT SATISFIED	90	26.39
	SATISFIED	119	34.90
	VERY SATISFIED	53	15.54
	<b>Total</b>	334	97.95
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**61. Choice of TV stations offered**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	49	14.37
	NOT SATISFIED	58	17.01
	SOMEWHAT SATISFIED	98	28.74
	SATISFIED	80	23.46
	VERY SATISFIED	50	14.66
	<b>Total</b>	335	98.24
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**62. Quality of services offered by the ITSS (student computer support)**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	75	21.99
	NOT SATISFIED	69	20.23
	SOMEWHAT SATISFIED	97	28.45
	SATISFIED	69	20.23
	VERY SATISFIED	25	7.33
	<b>Total</b>	335	98.24
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**63. Quality of services offered by (restaurant/cafeteria)**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	103	30.21
	NOT SATISFIED	78	22.87
	SOMEWHAT SATISFIED	93	27.27
	SATISFIED	51	14.96
	VERY SATISFIED	9	2.64
	<b>Total</b>	334	97.95
Missing		7	2.05
<b>Total</b>		<b>341</b>	<b>100</b>

**64. Quality of services offered by the library**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	24	7.04
	NOT SATISFIED	29	8.50
	SOMEWHAT SATISFIED	79	23.17
	SATISFIED	133	39.00
	VERY SATISFIED	70	20.53
	<b>Total</b>	<b>335</b>	<b>98.24</b>
Missing		6	1.76
<b>Total</b>		<b>341</b>	<b>100</b>

**65. Quality of services offered by the health center**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	56	16.42
	NOT SATISFIED	51	14.96
	SOMEWHAT SATISFIED	102	29.91
	SATISFIED	85	24.93
	VERY SATISFIED	38	11.14
	<b>Total</b>	<b>332</b>	<b>97.36</b>
Missing		9	2.64
<b>Total</b>		<b>341</b>	<b>100</b>

**66. Quality of services offered by the copy center**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	17	4.99
	NOT SATISFIED	14	4.11
	SOMEWHAT SATISFIED	83	24.34
	SATISFIED	117	34.31
	VERY SATISFIED	98	28.74
	<b>Total</b>	<b>329</b>	<b>96.48</b>
Missing		12	3.52
<b>Total</b>		<b>341</b>	<b>100</b>

**67. Quality of services offered by the office of international programs**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	32	9.38
	NOT SATISFIED	24	7.04
	SOMEWHAT SATISFIED	97	28.45
	SATISFIED	109	31.96
	VERY SATISFIED	41	12.02
	<b>Total</b>	303	88.86
Missing		38	11.14
<b>Total</b>		<b>341</b>	<b>100</b>

**68. Quality of services offered by career and placement services**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	46	13.49
	NOT SATISFIED	42	12.32
	SOMEWHAT SATISFIED	109	31.96
	SATISFIED	89	26.10
	VERY SATISFIED	28	8.21
	<b>Total</b>	314	92.08
Missing		27	7.92
<b>Total</b>		<b>341</b>	<b>100</b>

**69. Internships**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	75	21.99
	NOT SATISFIED	43	12.61
	SOMEWHAT SATISFIED	101	29.62
	SATISFIED	60	17.60
	VERY SATISFIED	26	7.62
	<b>Total</b>	305	89.44
Missing		36	10.56
<b>Total</b>		<b>341</b>	<b>100</b>

**70. Quality of services offered by psychological counseling services**

		Frequency	Percent
Valid	NOT SATISFIED AT ALL	24	7.04
	NOT SATISFIED	22	6.45
	SOMEWHAT SATISFIED	89	26.10
	SATISFIED	112	32.84
	VERY SATISFIED	67	19.65
	<b>Total</b>	<b>314</b>	<b>92.08</b>
Missing		27	7.92
<b>Total</b>		<b>341</b>	<b>100</b>

**XV. General Questions**

**71. Amount of academic work at AUI is**

		Frequency	Percent
Valid		5	1.47
	Adequate	178	52.20
	insufficient	1	0.29
	Insufficient	27	7.92
	Insufficient Yes, with some reservation	1	0.29
	Too heavy	129	37.83
	<b>Total</b>	<b>341</b>	<b>100</b>

**72. Would you recommend AUI to others**

		Frequency	Percent
Valid		9	2.64
	Definitely	52	15.25
	NO	65	19.10
	Yes with some reservations	215	63.00
	<b>Total</b>	<b>341</b>	<b>100</b>

**73. What attracted you to AUI?**

	gender		
	Female	Male	Total
Selective admission policy	87.8%	87.4%	87.7%
Relatively low cost compared to similar institutions abroad	85.0%	81.8%	83.6%
Relatively Small Student Population	83.3%	83.6%	83.6%
Financial Aid Availability	82.8%	82.4%	82.7%
Availability and quality of technological tools	75.0%	79.2%	77.1%
Geographic location of Ifrane	76.1%	76.1%	76.2%
Opportunity to play sports and take part in extracurricular activities	72.8%	64.8%	69.2%
Quality of the academic programs and classes not available elsewhere	58.3%	64.8%	61.3%
Prestige or reputation of the university	50.6%	54.1%	52.2%
Campus Appearance	52.2%	51.6%	51.9%
English as the language of instruction	24.4%	24.5%	24.6%
American system of education in Morocco	25.0%	23.3%	24.0%