



Graduating Senior Survey Results 2009-2010

This report is intended to show trends in key areas of interest among the population of graduating seniors at East Carolina University over the past three academic years. The information presented in this report was obtained through the Graduating Senior Survey. Results from 2009-2010 are presented for the first time, and previously published results from 2008-2009 and 2007-2008 are used for comparison purposes. This survey, which is intended to measure student satisfaction among graduating seniors, is one of several University of North Carolina System surveys. It has undergone several revisions since it was first implemented at ECU during the spring of 1995. Seniors are encouraged to complete the survey during the semester that they apply for graduation.

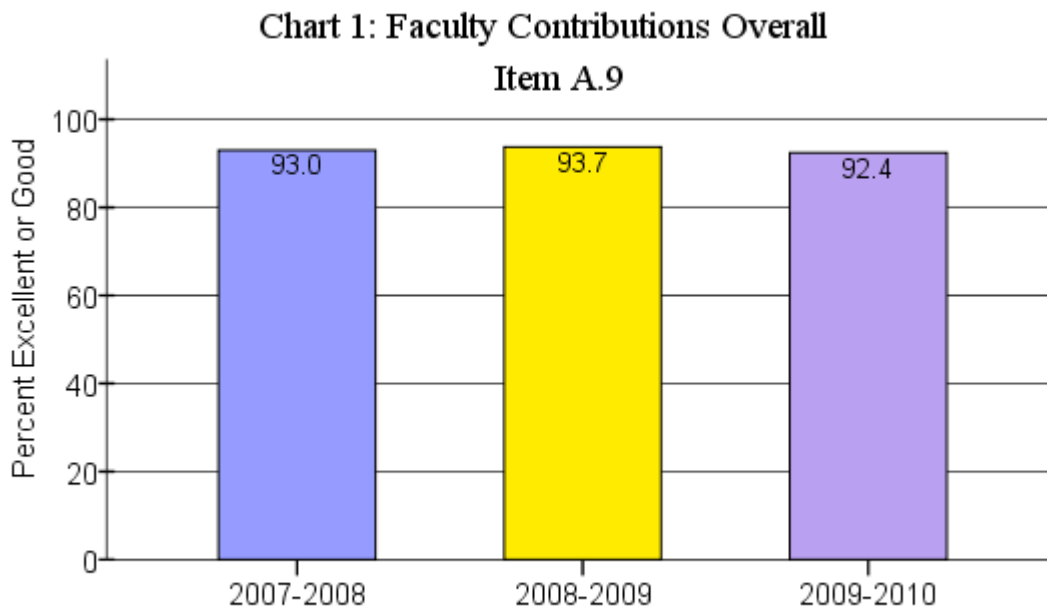
For the following charts, information is provided for the past three academic years. Unless otherwise indicated, student satisfaction is reported using the percentage of students who rated the item as “Excellent” or “Good” out of the following four response options: “Excellent”, “Good”, “Fair”, or “Poor”. Students who did not respond to a question or students who responded by choosing the category “Don’t Know” or “Don’t Know/Did Not Use” were not included when calculating percentages. The category “Don’t Know” was available in sections B, C, and D of the survey. (In section D, the category was labeled as “Don’t Know/Did Not Use”). The number of students who chose not to respond to an item and the number of responses in the “Don’t Know” or “Don’t Know/Did Not Use” categories can be seen in tables located in Appendix A.

Overall, the ratings provided by East Carolina University seniors were positive and reflected satisfaction with their experiences at ECU. Student response rates on the Graduating Senior Survey were 49.3% for 2007-2008, 62.4% for 2008-2009, and 59.2% for 2009-2010, based on the populations of seniors who graduated. It should be noted that this report details only selected key items (typically items asking for an overall rating of a certain area). Complete survey results for all items (for the 2009-2010 academic year) are provided in tables at the end of this document (see Appendix A). A copy of the most recent version of the survey can be found in PDF format by clicking on the “Example of Online Form” link at: <http://www.ecu.edu/cs->

acad/ipar/assessment/upload/GSS-FormSpr10-1.pdf . This link could also be pasted into the address bar of a browser. Complete tables of results for the comparison years are presented in Appendix B (2008-2009) and Appendix C (2007-2008).

Section A: Faculty Contributions

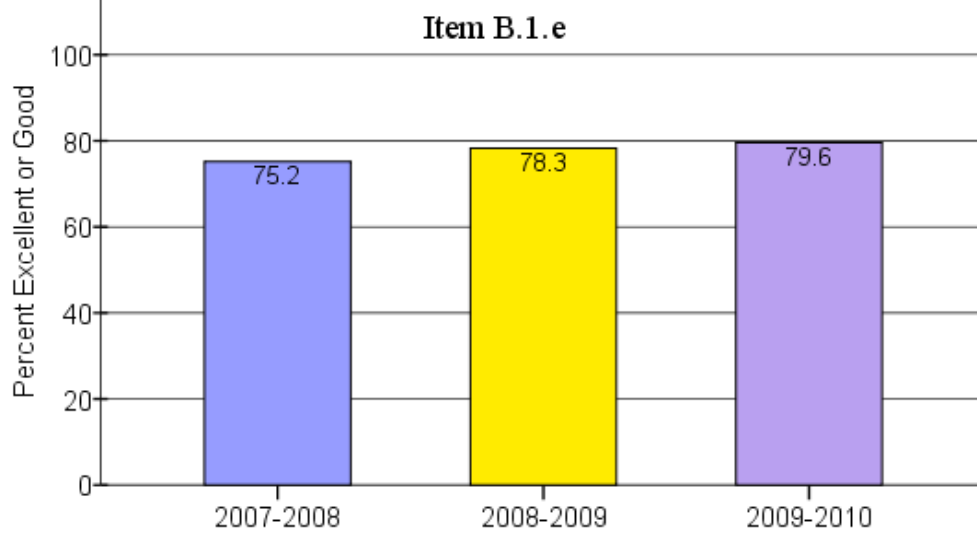
In Section A of the survey, students were asked to rate how well faculty members in their major department contributed to eight specific university goals such as setting high expectations and encouraging student-faculty interaction (see Table 1 for a complete list of these goals). **Item A.9** asked students for an overall rating of how well their instructors met all eight goals. **Chart 1** indicates that over the past three years, ratings for this question have remained fairly high. The current rating stands at 92.4%.



Section B: Help Outside the Classroom

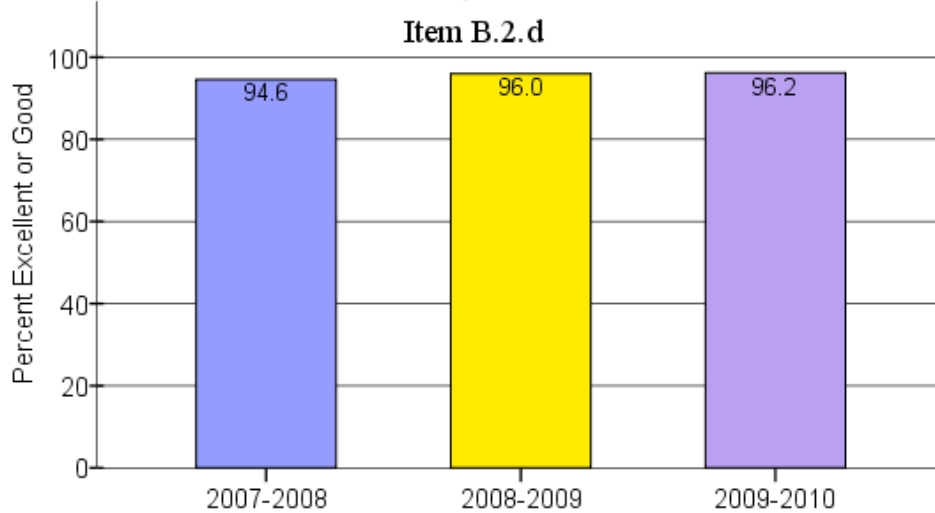
Item B.1.e asked students to consider their past two years on campus and to rate the academic advising services at ECU overall. **Chart 2** indicates that ratings of excellent or good for this area increased by 4.4% over the past three years. In the 2009-2010 academic year, approximately 20% of the seniors who rated this area indicated that academic advising services were only fair or poor overall compared to about 80% rating the services as excellent or good.

Chart 2: Academic Advising Services Overall

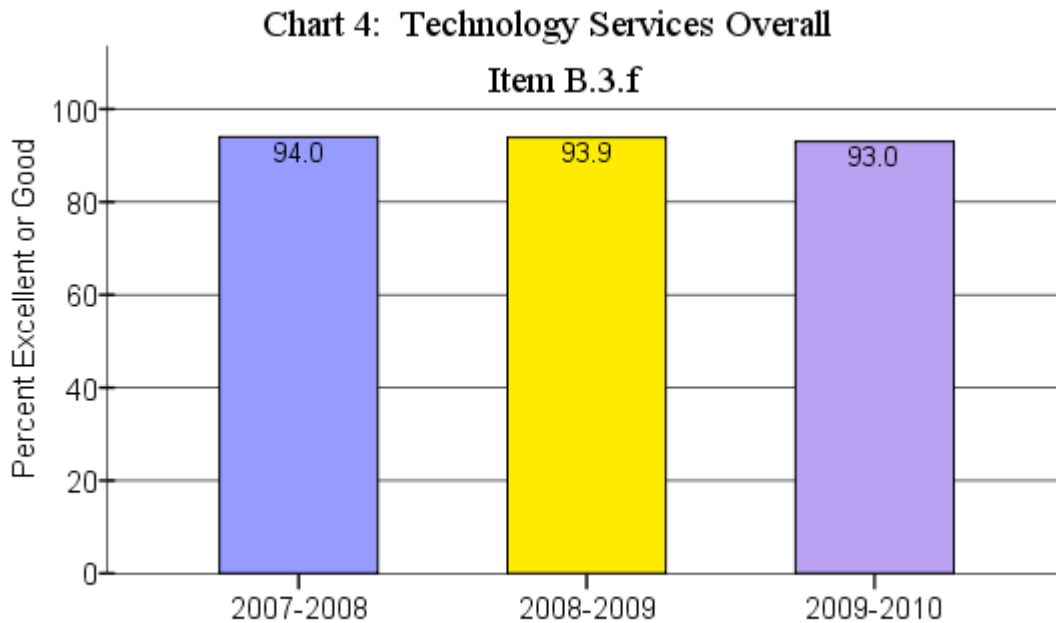


Item B.2.d asked students to consider their past two years on campus and to rate ECU’s library services overall. Ratings for this area have remained high and stable over the past 3 years, with an average of about 96% of respondents rating library services as excellent or good. **Chart 3** indicates that seniors appeared to be satisfied with the services that they received from Joyner and the Health Sciences Libraries.

Chart 3: Library Services Overall

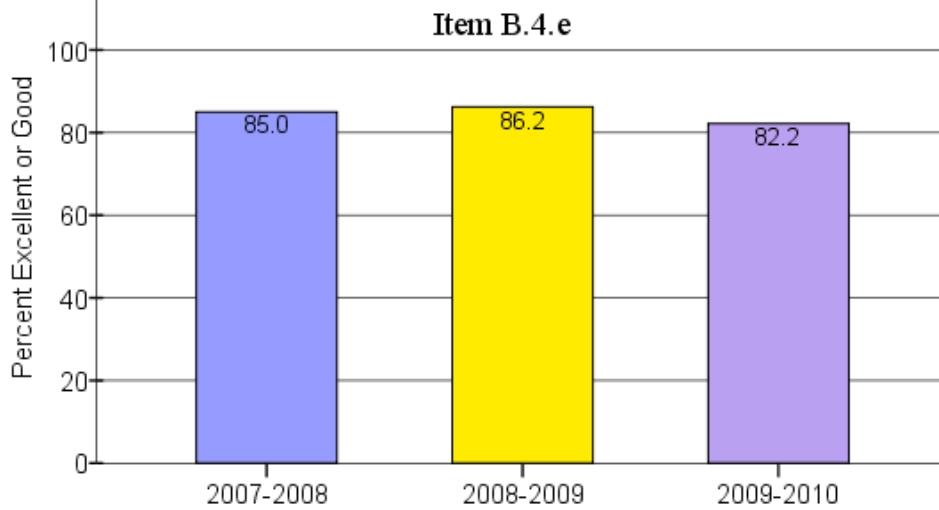


Item B.3.f asked seniors to consider their past two years on campus and to rate their overall satisfaction with technology services at ECU. **Chart 4** indicates that ratings are high though with a slight decline of 1% over the past three years. Currently, the rating stands at 93% viewing technology services as excellent or good.



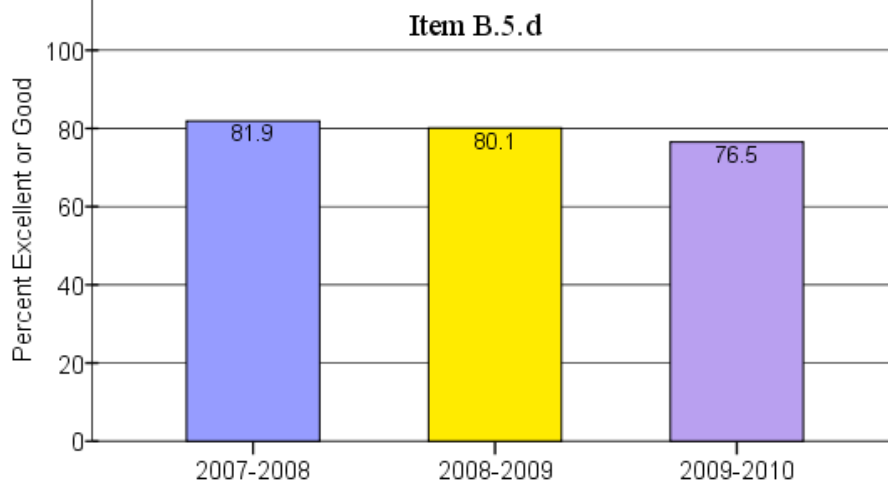
Item B.4.e asked graduating seniors to consider their past two years on campus and to rate the career-related services available at the university overall. **Chart 5** shows that ratings for this question have declined overall during the past three years with current ratings of excellent or good reported by 82.2% of the respondents. It should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know” category. Consequently, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.

Chart 5: Career-related Services Overall



Item B.5.d asked seniors to consider their past two years on campus and to rate the university’s employment search assistance overall. Ratings in this area have tended to be lower than those seen for a number of other university services and has steadily declined in the past three years. In 2009-2010, 76.5% of seniors rated employment search assistance as excellent or good. It should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know” category. Therefore, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.

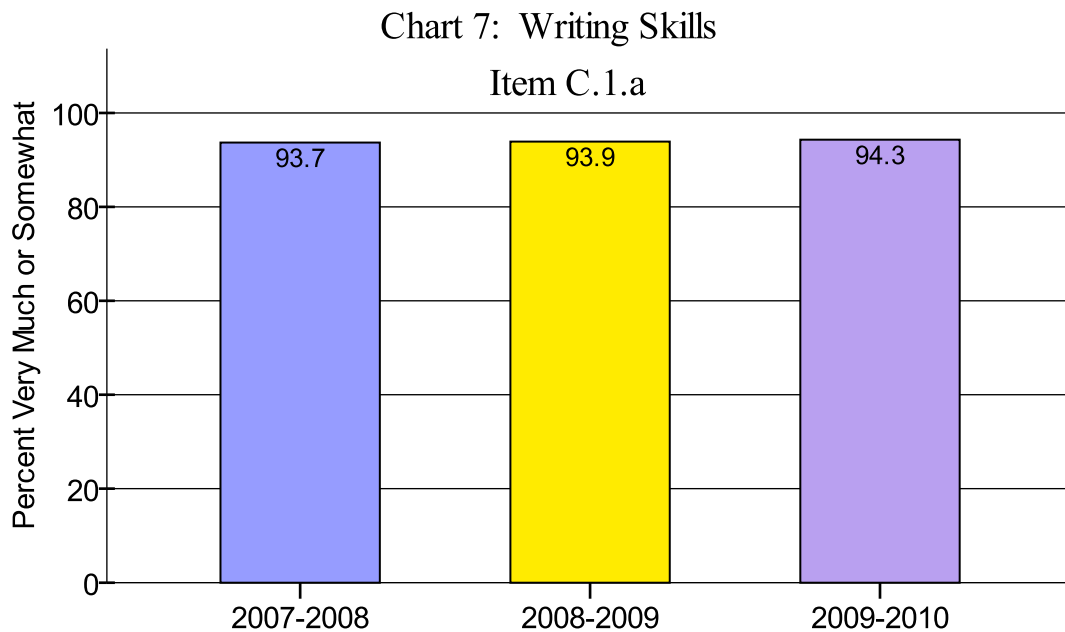
Chart 6: Employment Search Assistance Overall



Section C: Knowledge, Skills, and Personal Growth

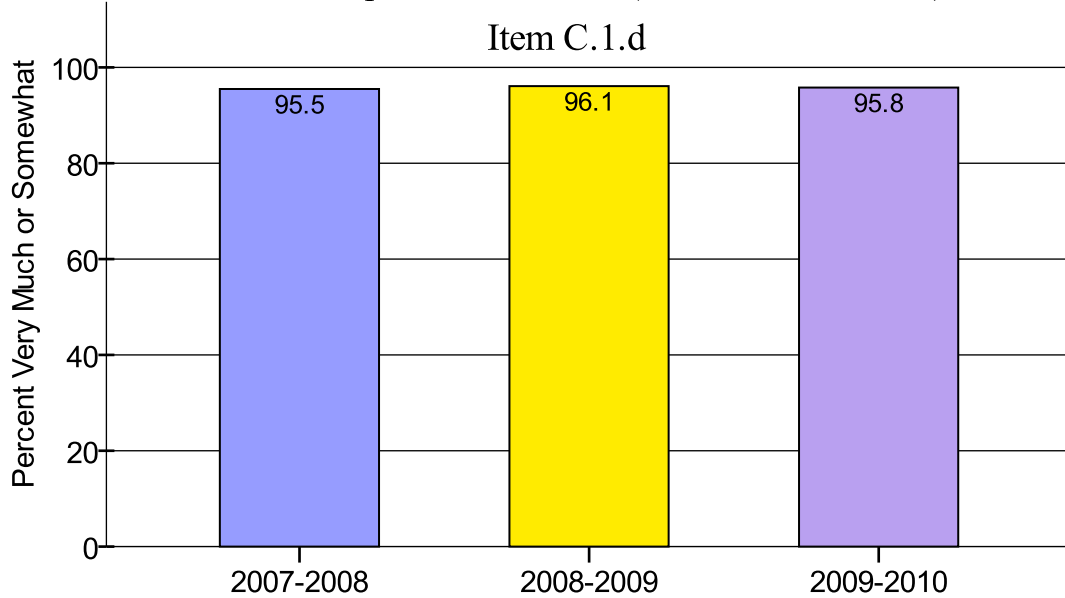
The following four questions from section C used a different rating scale as compared to the preceding items. For the following four items (questions C.1.a, C.1.d, C.1.f, and C.1.j) students were given five possible response options: “Very Much”, “Somewhat”, “Very Little”, “Not At All”, or “Don’t Know”. Percentages in the following four charts represent the percentage of students who chose “Very Much” or “Somewhat”. Students who did not respond to the question or students who responded by choosing the category “Don’t Know” were not included when calculating percentages.

Item C.1.a asked graduating seniors to rate the extent that their education contributed to their writing skills. **Chart 7** illustrates that ratings for this item have remained high and stable over the past three years at approximately 94%.



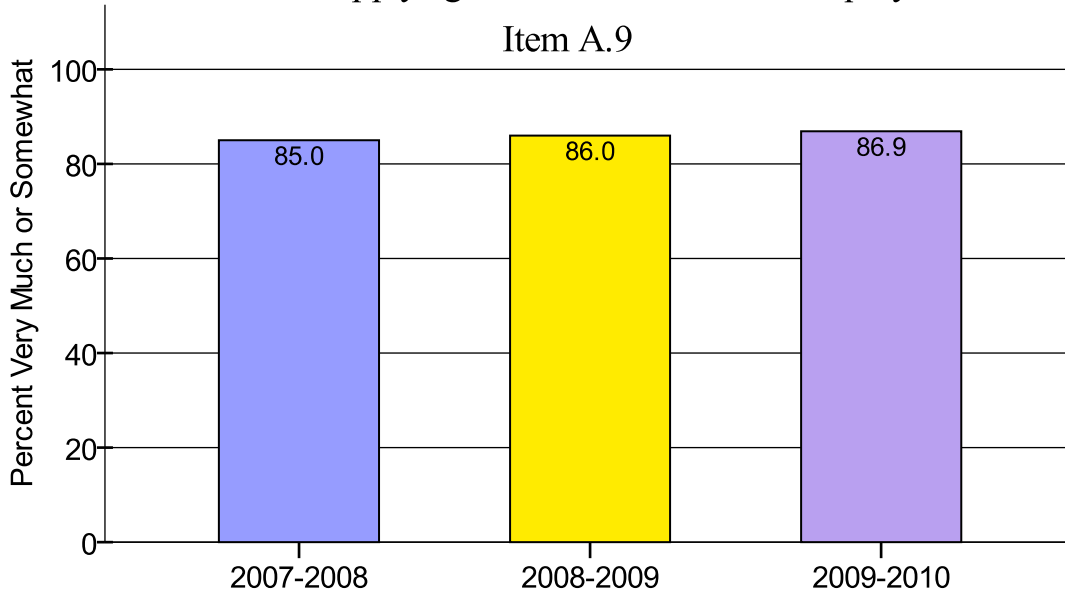
Item C.1.d asked respondents to rate the extent that their education contributed to their ability to comprehend written information. **Chart 8** illustrates that ratings for this item have remained high, averaging 95.8%.

Chart 8: Comprehension Skills (Written Information)

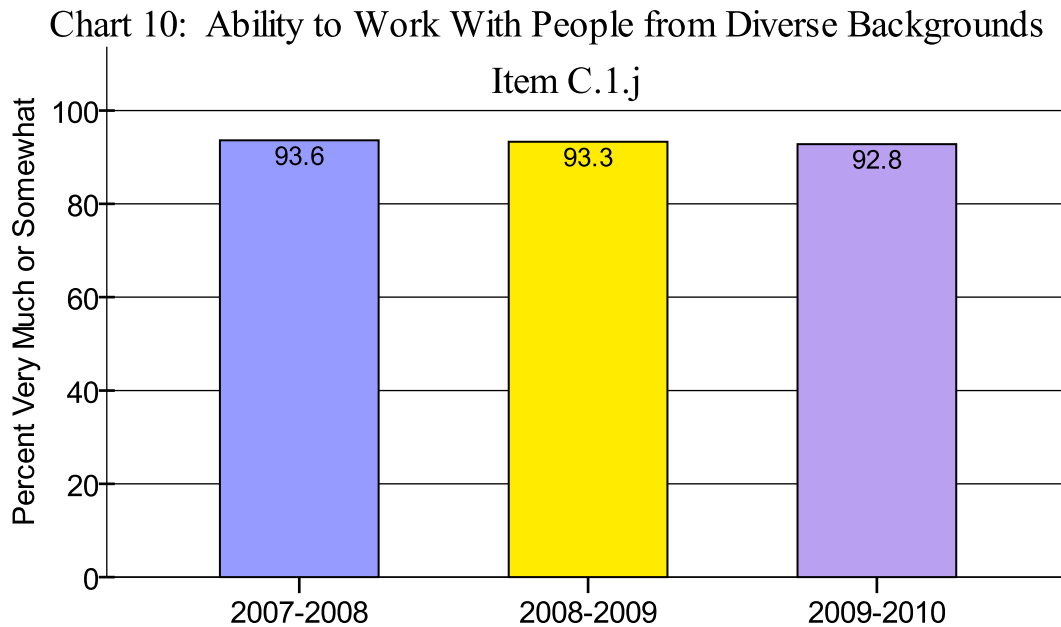


Item C.1.f asked seniors to evaluate the extent that their education contributed to their ability to apply scientific methods of inquiry. **Chart 9** illustrates that ratings for this item have increased steadily over the past three academic years to 86.9% for 2009-2010.

Chart 9: Applying Scientific Methods of Inquiry

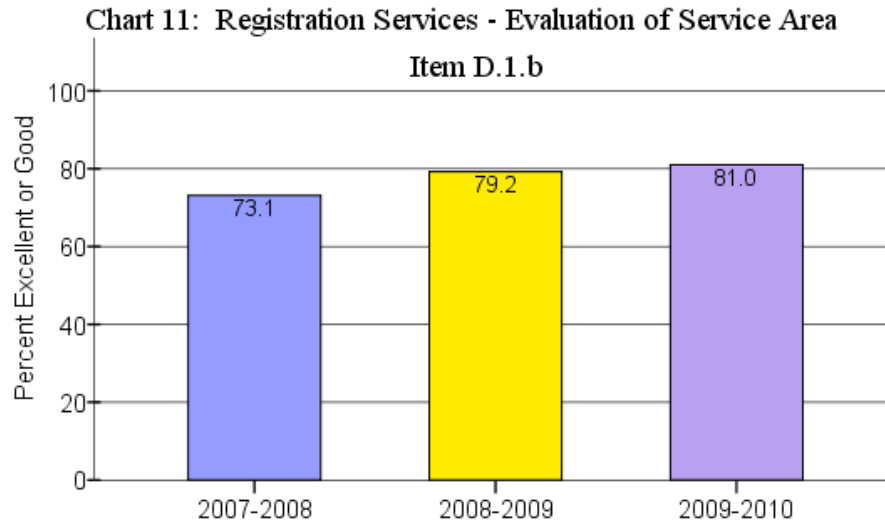


Item C.1.j asked students to rate the extent that their education contributed to their ability to work with people from diverse backgrounds. **Chart 10** indicates that ratings for this question have remained stable during the past three years with ratings averaging around 93%.

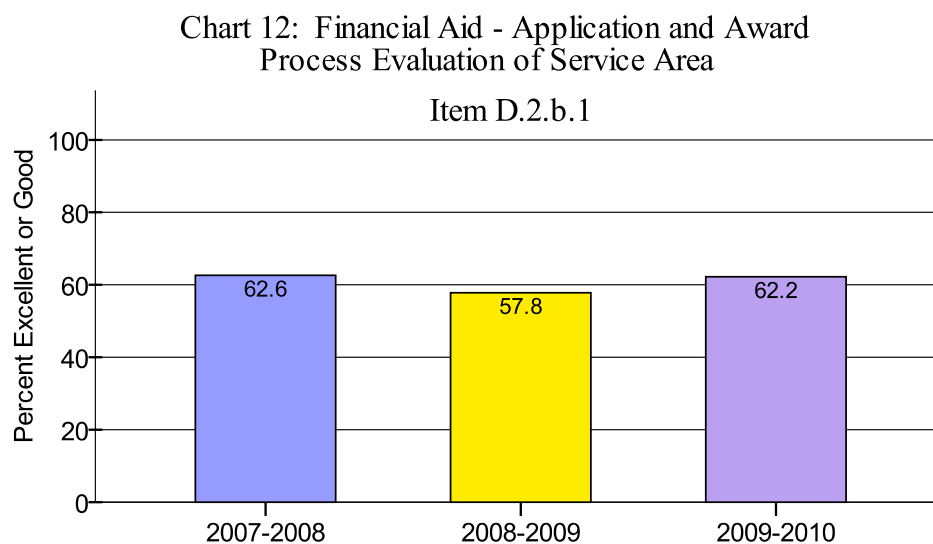


Section D: Other Offices that Serve You

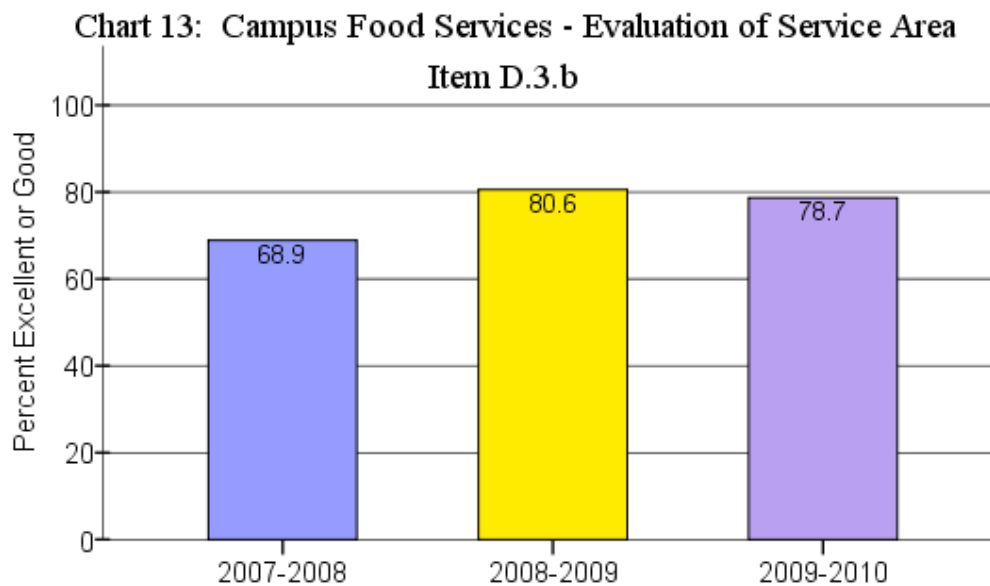
Item D.1.b requested that students consider their past two years on campus and provide an evaluation of the service area for registration services at their university. **Chart 11** illustrates that the ratings have steadily increased over the past three years to 81%, resulting in one of the largest increases in the study (7.9%). It should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category or chose not to respond. Therefore, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.



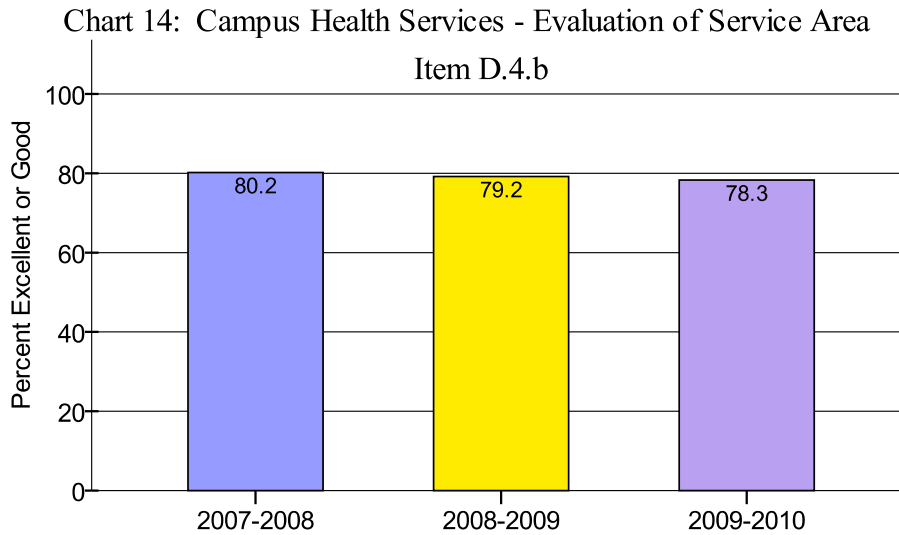
Item D.2.b.1 asked seniors to consider their past two years at the university and evaluate the financial aid service area (application and award process only). **Chart 12** shows that ratings for this item have fluctuated over the three years and are among the lowest ratings of the study. Over the three years these ratings averaged about 61%. It should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category. Consequently, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.



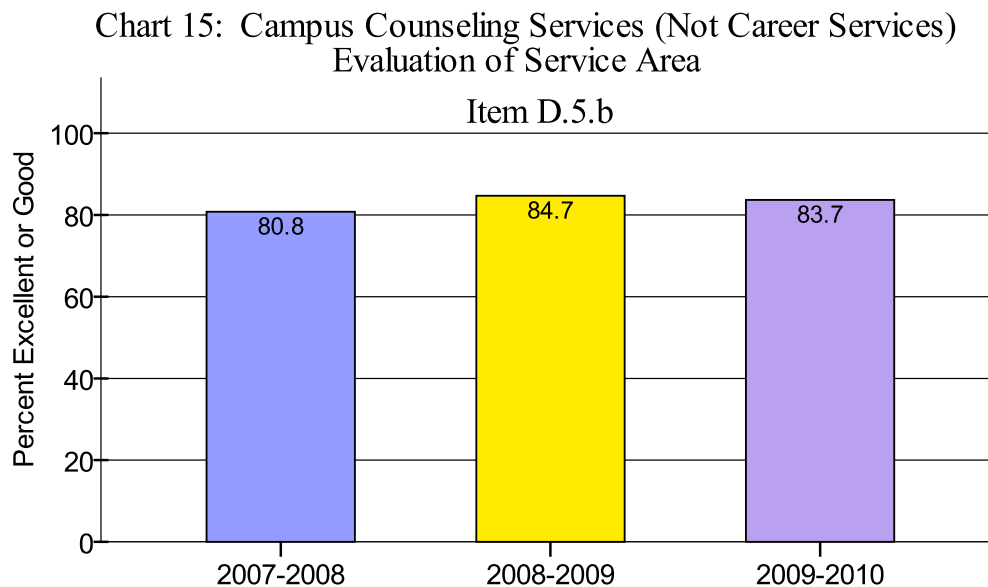
Item D.3.b asked respondents to consider their past two years at the university and evaluate the service area for campus food services. **Chart 13** shows that ratings for this area have increased overall by almost 10% to 78.7%, resulting in the largest overall increase reviewed in this report. However, it should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category. Therefore, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.



Item D.4.b requested that graduating seniors consider their past two years on campus and provide an evaluation of the service area for campus health services. **Chart 14** indicates that ratings for this question declined steadily though slightly during the most recent three year period. Currently, the rating is 78.3%. Once again, it should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category. Consequently, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.

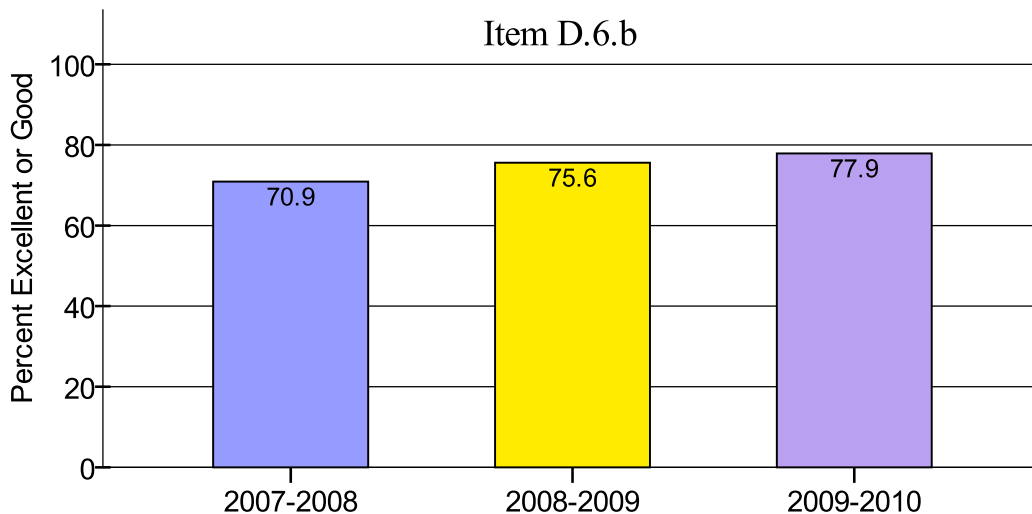


Item D.5.b asked respondents to consider their past two years on campus and provide an evaluation for the service area of campus counseling services (not career services). **Chart 15** illustrates that ratings fluctuated but increased overall by 2.9% to 83.7% over the three years. It should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category. Therefore, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.



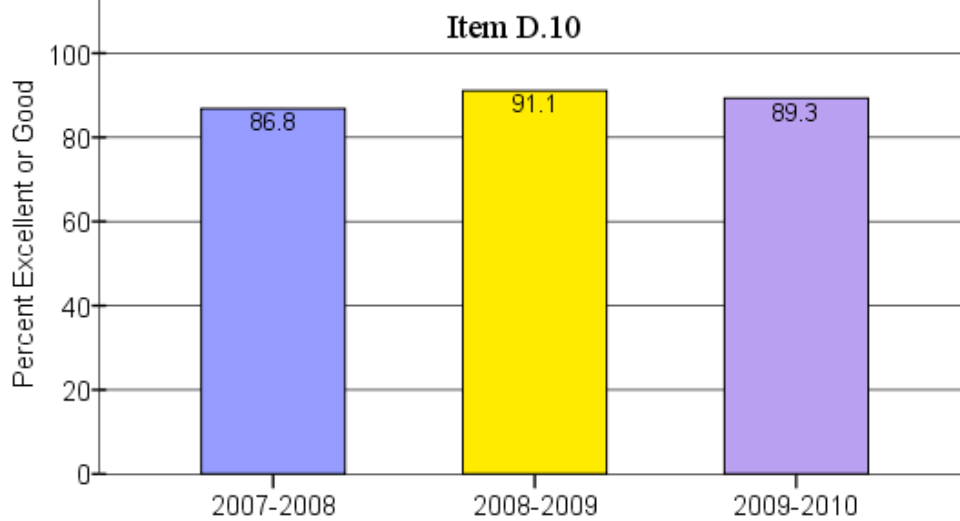
Item D.6.b requested that respondents consider their previous two years at the university and evaluate the service area for business, cashier, and student account services. **Chart 16** illustrates that ratings for this item have steadily increased over the past three academic years to reach its current rating of 77.9%; this resulted in one of the largest increases (7%) in the study. However, once more, it should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category. Consequently, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.

Chart 16: Business, Cashier, and Student Account Services
Evaluation of Service Area



Item D.10 asked students to consider their past two years on campus when evaluating their overall opportunities to develop leadership skills. **Chart 17** illustrates that the ratings have fluctuated over the years. However, there was an overall increase of 2.5% from 2007-2008 to 2009-2010 when 89.3% of respondents rated the opportunities to develop leadership skills as “Excellent or Good”. It should be noted that a substantial percentage of students answered this question by choosing the “Don’t Know/Did Not Use” category. Consequently, results for this question should be interpreted with caution since fewer responses were used when calculating the percentages listed below.

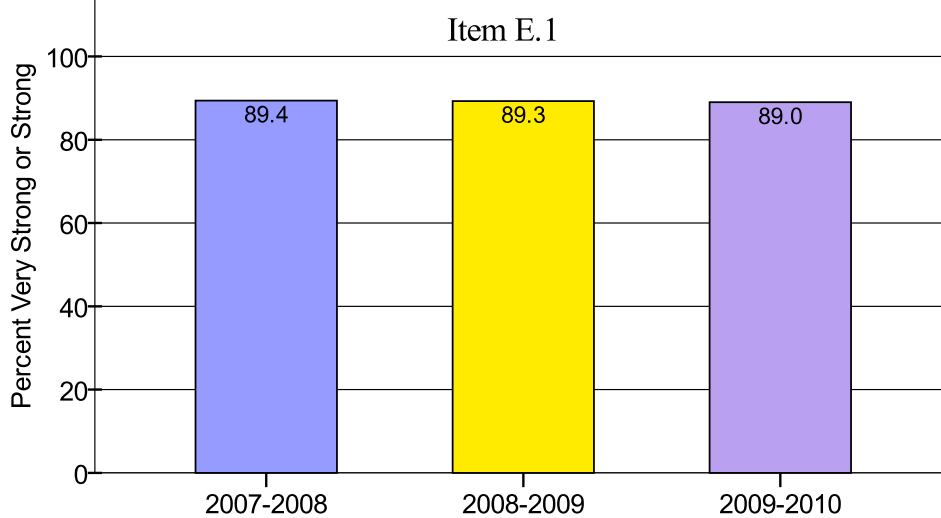
Chart 17: Opportunities to Develop Leadership Skills



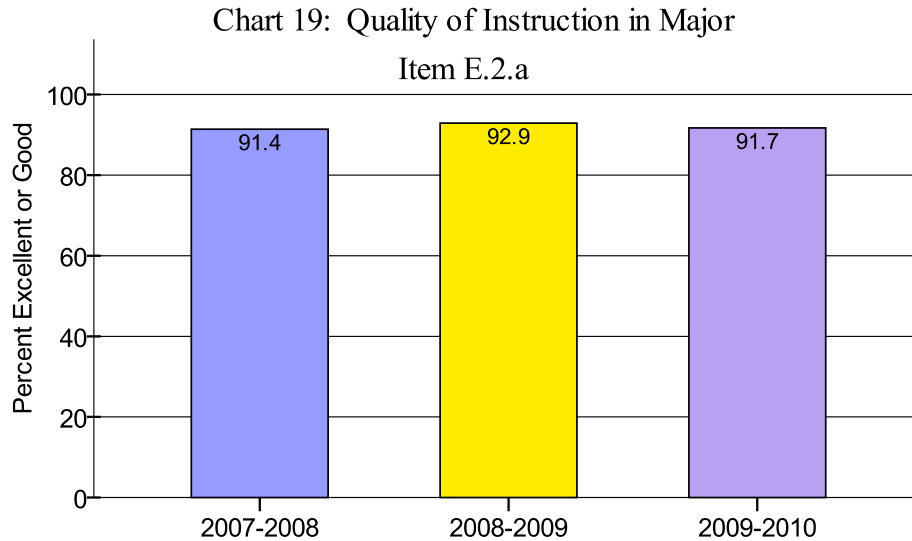
Section E: Your Conclusions

Item E.1 asked students “All things considered, how would you characterize the intellectual environment on this campus?” When responding, students could choose one of four possible options: “Very Strong”, “Strong”, “Weak”, or “Very Weak”. **Chart 18** depicts the percentage of students who responded by answering “Very Strong” or “Strong”. As shown below, these ratings decreased very slightly over the years; they averaged around 89%.

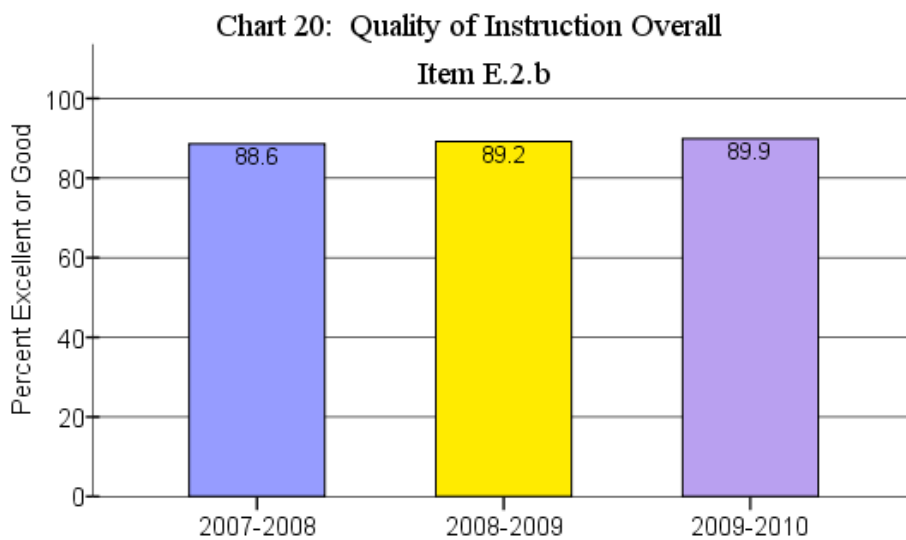
Chart 18: Intellectual Environment on Campus



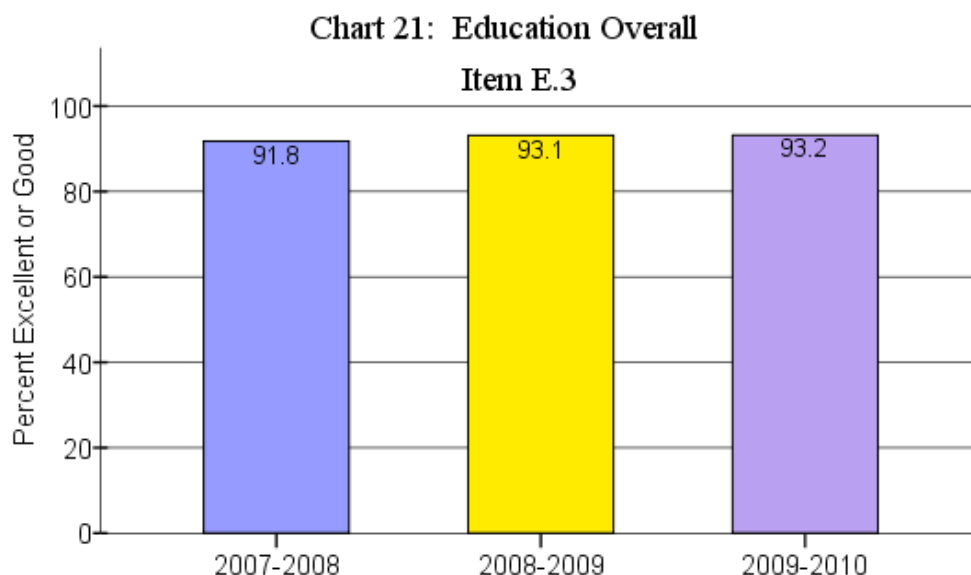
Item E.2.a asked seniors “All things considered, how would you evaluate the quality of instruction in your major?” **Chart 19** illustrates that ratings have been high and stable; the ratings averaged 92% over the past three academic years. The current rating stands at 91.7%.



Item E.2.b asked graduating seniors “All things considered, how would you evaluate the quality of instruction overall?” **Chart 20** shows that ratings increased steadily though slightly over the past three academic years with a current rating of 89.9%. Ratings of overall instruction have been relatively high though somewhat lower than ratings of instruction within a student’s major.

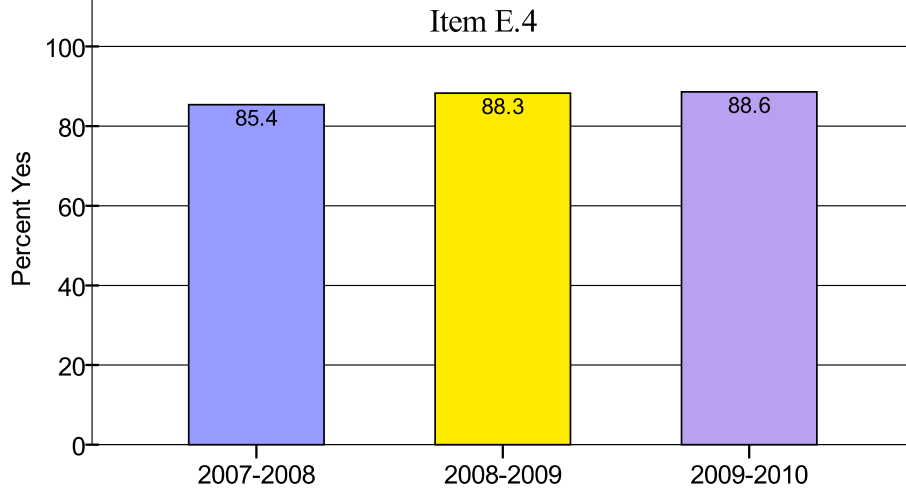


Item E.3 asked seniors “All things considered, how would you evaluate the overall education that you are receiving at this institution?” **Chart 21** illustrates that ratings for this question have consistently been fairly high and stable; they have averaged 92.7%, and the current rating is 93.2%.



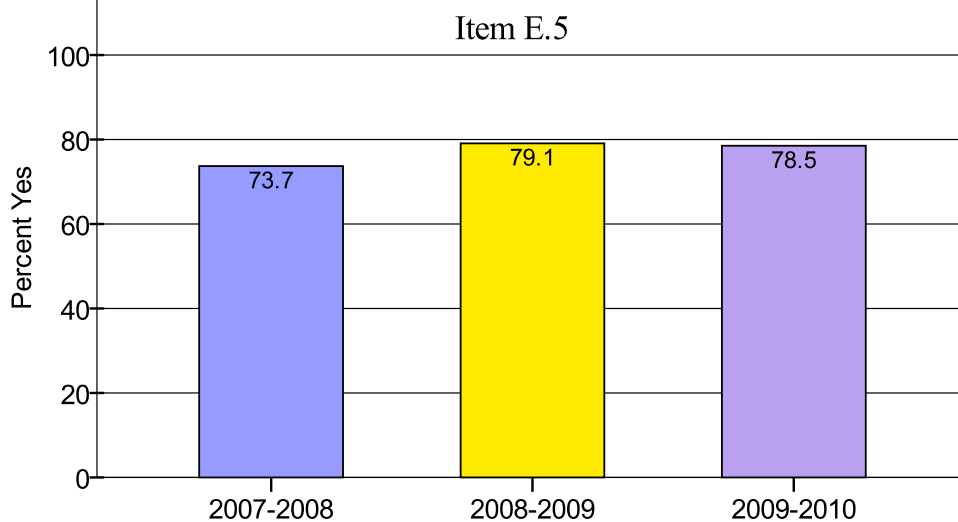
Item E.4 asked seniors “Would you recommend this institution to a friend considering college?” Respondents were asked to choose one of three response options: “Yes”, “Not Sure”, or “No”. **Chart 22** depicts the percentage of students who responded by answering “Yes”. Students who chose not to answer this question were not included when calculating percentages. Ratings for this question increased steadily during these three academic years, yielding a current rating of 88.6%.

Chart 22: Students Recommending the Institution



Item E.5 asked graduating seniors “If you could start over again, would you still choose to attend this institution?” Once again, respondents were asked to choose one of three response options: “Yes”, “Not Sure”, or “No”. **Chart 23** depicts the percentage of students who responded by answering “Yes”. Ratings have fluctuated over the three academic years but increased overall by 4.8% to the current rating of 78.5%.

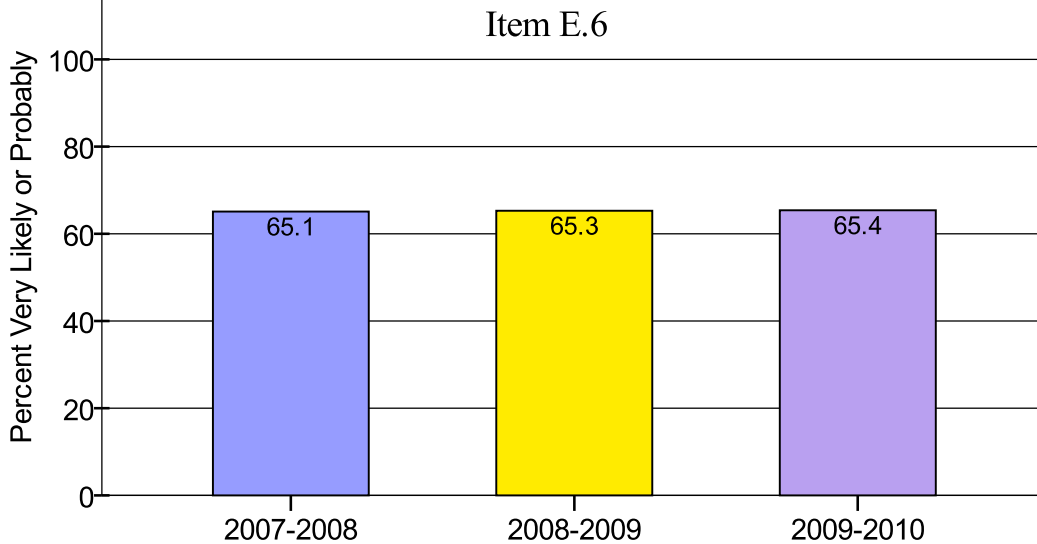
Chart 23: Re-attending the Institution



Item E.6 asked students “If you are earning your degree through an off-campus program, how likely is it that you would have obtained this degree on a UNC campus if the off-campus

program had not been available?” Seniors were given four response options “Very Likely”, “Probably”, “Probably Not”, and “Not Likely”. **Chart 24** depicts the percentage of students who answered “Very Likely” or “Probably”. Ratings have been very stable, averaging about 65%, over the past three academic years. Currently, 65.4% of seniors responding to this question said they would very likely or probably have obtained their degree from ECU if there had not been an off-campus program; this percentage increased only very slightly over the three years. It should be noted that a substantial percentage of students chose not to answer this question. Therefore, results for this item should be interpreted with caution since fewer responses were used to calculate the percentages listed below.

Chart 24: Likelihood of Earning a Degree at ECU in the Absence of the Off-campus Program from Continuing Studies



Section F: Plans for Next Year

Section F asked students “Please indicate the best description of your plans following graduation by filling in the ONE most appropriate response.” Student responses for this section are presented as percentages in **Table 1**. The raw scores for this item can be seen in Table 6 of Appendix A (2009-2010 results).

Table 1 (Section F)*

Options	2007-2008	2008-2009	2009-2010
I don't know yet	13.3%	11.0%	9.7%
I have accepted a full-time job related to my field of study	16.4%	20.5%	10.8%
I have accepted a full-time job, not related to my field of study	NA	NA	0.8%
I have accepted a part-time paid job	NA	0.5%	1.1%
I will continue in my current paid job	4.3%	5.4%	5.9%
I will be going to graduate or professional school full-time next year	16.6%	17.1%	18.5%
I will be going to graduate or professional school part-time and working part-time next year	6.1%	6.2%	5.8%
I will take more undergraduate courses next year	1.1%	1.1%	1.5%
I am currently seeking, or plan to seek, paid employment	33.4%	27.6%	37.4%
I am neither seeking employment nor planning on attending school next year	2.8%	2.8%	0.4%
I will be entering or continuing military service	1.1%	1.7%	1.4%
I will be engaged in volunteer activity (e.g., Peace Corps)	NA	0.3%	0.4%
I will be starting or raising a family	NA	0.1%	0.7%
Other	5.0%	5.7%	5.4%

*NOTE: Calculation of percentages did not include responses in the “Don’t Know” or “Don’t Know/Did Not Use” categories or blank items. “NA” indicates that the question was not asked in a particular academic year. Wording for these items was changed slightly, or items were added, by the UNC system between 2008 and 2010 to accommodate reporting requirements for the Voluntary System of Accountability (VSA).

Summary

On average, seniors provided positive feedback on items concerning their experiences at ECU. **Table 2** shows the ratings of satisfaction or rates of participation, averages, and percentages of increase/decrease for each major area of interest over the past three academic

years. Aside from participation rates, ratings of quality or how much a program contributed to one's ECU experience are referred to here as "satisfaction." Based on the table, the areas with the largest overall increases were "Campus Food Services-Evaluation of Service Area" (9.8%), "Registration Services-Evaluation of Service Area" (7.9%), "Re-attending the Institution" (4.8%) and "Academic Advising Services Overall" (4.4%). The areas with the largest overall decreases over the past three years were "Employment Search Assistance Overall" (5.4%), "Career-related Services Overall" (2.8%) and "Campus Health Services-Evaluation of Service Area" (1.9%).

The areas with steady increases over the years were "Academic Advising Services Overall", "Library Services Overall", "Writing Skills", "Re-attending the Institution", "Applying Scientific Methods of Inquiry", "Registration Services-Evaluation of Service Area", "Business, Cashier, and Student Account Services Evaluation of Service Area", "Quality of Instruction Overall", "Education Overall", "Students Recommending the Institution" and "Likelihood of Earning a Degree at ECU in the Absence of the Off-campus Program from Continuing Studies". Areas which had steady decreases in ratings over the years included "Technology Services Overall", "Employment Search Assistance Overall", "Ability to Work With People from Diverse Backgrounds", "Campus Health Services-Evaluation of Service Area" and "Intellectual Environment on Campus". The areas with the highest mean ratings over the past three years included "Comprehension Skills (Written Information)" (95.8%), "Library Services Overall" (95.6%), "Writing Skills" (94.0%), "Technology Services Overall" (93.6%), "Ability to Work With People of Diverse Backgrounds" (93.2%), "Faculty Contributions Overall" (93.0%), "Education Overall" (92.7%), and "Quality of Instruction in Major" (92.0%).

Discussion

Over the three academic years the highest mean ratings of satisfaction occurred for learning outcomes, academic support services, and also academic instruction. The highest rated areas include "Comprehension Skills (Written Information)" (95.8%), "Library Services Overall" (95.6%), and "Writing Skills" (94%), and each of these three area ratings increased or remained constant over the three years. "Quality of Instruction Overall" and "Intellectual Environment on Campus" each had an average rating of 89.2%.

Two other highly rated areas have to do with personal growth and interpersonal skills. These areas were "Ability to Work with People from Diverse Backgrounds" which had an average rating of 93.2% and "Opportunities to Develop Leadership Skills" which had a mean

rating of 89.1%. These areas also relate to “Strategic Directions” of the University which include emphasis on development of global awareness, an appreciation of cultural diversity, and leadership skills (see “ECU’s Strategic Action Plan 2010-2011, Approved 07.22.2010”).

The areas with the two lowest mean ratings were related to finances: “Financial Aid-Application an Award Process Evaluation of Service Area” (62.2%) and “Business, Cashier, and Student Account Services Evaluation of Service” (74.8%). These ratings may have been influenced by the national economic downturn. In light of that possibility, it is notable that “Business, Cashier, and Student Account Services Evaluation of Service” increased steadily in satisfaction ratings over the three academic years and had the third largest rating increase in the study (7%).

Given the severity of the economic downturn nationally, employment and career measures of satisfaction at ECU were relatively positive. Ratings for “Career-related Services Overall” showed an overall decrease of 2.8%, but the average satisfaction rating was 84.5%. ratings of “Employment Search Assistance Overall” decreased 5.4% over the three years, but the average satisfaction rating over that period was 79.0%.

“Registration Services-Evaluation of Service Area” increased steadily from 73.1% in 2007-2008 to 81% in 2009-2010 to post the second largest increase in the study; this increase may be related to online course registration which was started in Spring 2007. “Academic Advising Services Overall” increased steadily over the years with an average satisfaction rating of 77.7%. These ratings of academic advising services may have been influenced by fact that the advising function at ECU, traditionally provided by faculty, has also been provided by an increasing number of professional advisors over the past several years.

Overall graduating seniors held a positive opinion of ECU. Of the graduating seniors participating in this study, 77.1% indicated that they would choose to attend ECU if they could start over again. Finally, on average, 87.4% of the graduating seniors said they would recommend ECU to a friend who was considering college; this percentage increased steadily from 85.4% to 88.6% over the past three academic years.

Table 2. Graduating Senior Survey 2007-2010
Summary of Percentage Ratings of Satisfaction and Participation for Major Areas

Chart	Title	Item	2007-2008	2008-2009	2009-2010	Mean	Change*
1	Faculty Contributions Overall	A.9	93.0	93.7	92.4	93.0	-0.6
2	Academic Advising Services Overall	B.1.e	75.2	78.3	79.6	77.7	4.4
3	Library Services Overall	B.2.d	94.6	96.0	96.2	95.6	1.6
4	Technology Services Overall	B.3.f	94.0	93.9	93.0	93.6	-1
5	Career-related Services Overall	B.4.e	85.0	86.2	82.2	84.5	-2.8
6	Employment Search Assistance Overall	B.5.d	81.9	80.1	76.5	79.5	-5.4
7	Writing Skills	C.1.a	93.7	93.9	94.3	94.0	0.6
8	Comprehension Skills (Written Information)	C.1.d	95.5	96.1	95.8	95.8	0.3
9	Applying Scientific Methods of Inquiry	C.1.f	85.0	86.0	86.9	86.0	1.9
10	Ability to Work With People from Diverse Backgrounds	C.1.j	93.6	93.3	92.8	93.2	-0.8
11	Registration Services - Evaluation of Service Area	D.1.b	73.1	79.2	81.0	77.8	7.9
12	Financial Aid - Application and Award Process Evaluation of Service Area	D.2.b.1	62.6	57.8	62.2	60.9	-0.4
13	Campus Food Services - Evaluation of Service Area	D.3.b	68.9	80.6	78.7	76.1	9.8
14	Campus Health Services - Evaluation of Service Area	D.4.b	80.2	79.2	78.3	79.2	-1.9
15	Campus Counseling Services (Not Career Services) Evaluation of Service Area	D.5.b	80.8	84.7	83.7	83.1	2.9
16	Business, Cashier, and Student Account Services Evaluation of Service Area	D.6.b	70.9	75.6	77.9	74.8	7.0
17	Opportunities to Develop Leadership Skills	D.10	86.8	91.1	89.3	89.1	2.5
18	Intellectual Environment on Campus	E.1	89.4	89.3	89.0	89.2	-0.4
19	Quality of Instruction in Major	E.2.a	91.4	92.9	91.7	92.0	0.3
20	Quality of Instruction Overall	E.2.b	88.6	89.2	89.9	89.2	1.3
21	Education Overall	E.3	91.8	93.1	93.2	92.7	1.4
22	Students Recommending the Institution	E.4	85.4	88.3	88.6	87.4	3.2
23	Re-attending the Institution	E.5	73.7	79.1	78.5	77.1	4.8
24	Likelihood of Earning a Degree at ECU in the Absence of the Off-campus Program from Continuing Studies	E.6	65.1	65.3	65.4	65.3	0.3

* Calculations are based on the first and third academic years.

This report was prepared at the Office of Institutional Assessment by Tyana Summers and Eric Pineiro with the assistance of Dr. Chuck Rich.

If you have any questions or comments, please feel free to contact Dr. Chuck Rich at:

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Please note that Appendices A, B, and C follow this page.

Table 1 - Faculty Contributions

Department: University-Wide

Number of Respondents: 2195

Section A – Faculty Contributions Please evaluate how well faculty members <u>in your major department</u> do each of the following	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Total Responses	Average Rating	No Response	Percent "Excellent" or "Good"	
								Department	ECU
1. Set high expectations for you to learn	1195	905	83	11	2194	3.5	1	95.7%	95.7%
2. Respect the diverse talents and ways of learning of you and your classmates	1016	922	225	28	2191	3.3	4	88.5%	88.5%
3. Encourage you to be an actively involved learner	1159	852	155	20	2186	3.4	9	92.0%	92.0%
4. Encourage student-faculty interaction, in and out of the classroom	984	884	272	50	2190	3.3	5	85.3%	85.3%
5. Give you frequent and prompt feedback	790	1009	354	37	2190	3.2	5	82.1%	82.1%
6. Encourage you to devote sufficient time and energy to your coursework	1136	905	128	19	2188	3.4	7	93.3%	93.3%
7. Develop opportunities for you to learn cooperatively with fellow students	1063	900	198	27	2188	3.4	7	89.7%	89.7%
8. Care about your academic success and welfare	1063	865	210	51	2189	3.3	6	88.1%	88.1%
9. In general, how would you evaluate your instructors on these eight measures?	1017	994	147	19	2177	3.4	18	92.4%	92.4%

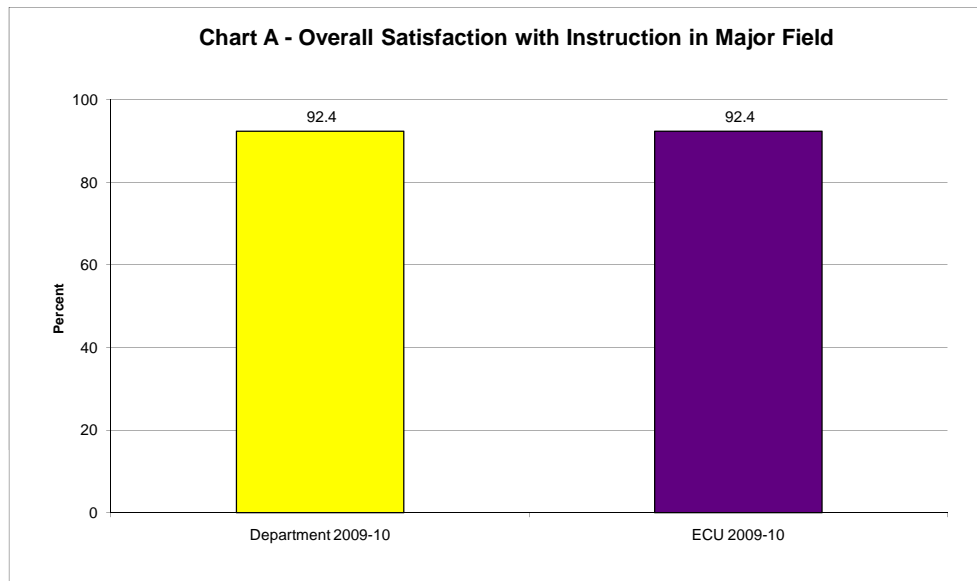


Table 2 - Help Outside the Classroom

Department: **University-Wide**

Number of Respondents:

2195

Section B -- Help Outside the Classroom Based on your last two years on this campus. how would you evaluate each of the following? (If you have not had enough experience with a service to evaluate it, please mark "Don't know/did not use.")	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Excellent" or "Good"	
									Department	ECU
1. Academic advising in your major										
a. access to advisor	977	744	303	116	3.2	45	2185	10	80.4%	80.4%
b. sufficient time with advisor	878	728	359	152	3.1	63	2180	15	75.9%	75.9%
c. accurate information about degree requirements and course sequencing	1000	676	312	168	3.2	25	2181	14	77.7%	77.7%
d. knowledge of campus policies and procedures	842	833	308	96	3.2	101	2180	15	80.6%	80.6%
e. academic advising services overall	911	801	311	127	3.2	32	2182	13	79.6%	79.6%
2. Library services										
a. hours of operation	1067	696	94	32	3.5	286	2175	20	93.3%	93.3%
b. staff responsiveness	879	740	123	13	3.4	417	2172	23	92.3%	92.3%
c. access to databases and collections	1158	676	102	15	3.5	222	2173	22	94.0%	94.0%
d. library services overall	1105	787	65	10	3.5	205	2172	23	96.2%	96.2%
3. Technology services										
a. access to the Internet	1423	547	45	5	3.7	164	2184	11	97.5%	97.5%
b. hours of operation for computer center, labs, and help desks	915	778	204	33	3.3	253	2183	12	87.7%	87.7%
c. access to up-to-date facilities	1042	737	114	16	3.5	275	2184	11	93.2%	93.2%
d. access to trained staff for help	703	764	283	44	3.2	390	2184	11	81.8%	81.8%
e. technology training classes	499	548	222	42	3.1	862	2173	22	79.9%	79.9%
f. technology services overall	882	937	125	11	3.4	223	2178	17	93.0%	93.0%
4. Career-related services										
a. opportunity for career assistance	681	684	226	76	3.2	506	2173	22	81.9%	81.9%
b. information on internships, co-op, or other career-related experiences	736	637	299	118	3.1	384	2174	21	76.7%	76.7%
c. resources available to explore career options	663	708	276	99	3.1	425	2171	24	78.5%	78.5%
d. information available through computers/Internet and other technology	814	744	178	51	3.3	385	2172	23	87.2%	87.2%
e. career-related services overall	692	782	244	75	3.2	378	2171	24	82.2%	82.2%
5. Employment search assistance										
a. resume preparation	657	602	229	106	3.1	579	2173	22	79.0%	79.0%
b. interview preparation and skills	615	556	246	116	3.1	638	2171	24	76.4%	76.4%
c. access to employment opportunities (i.e., career fairs, interviews, job listings, etc.)	754	646	246	106	3.2	418	2170	25	79.9%	79.9%
d. employment search assistance overall	579	691	286	105	3.0	510	2171	24	76.5%	76.5%

*Calculation of percentages does not include responses in the "Don't Know" category.

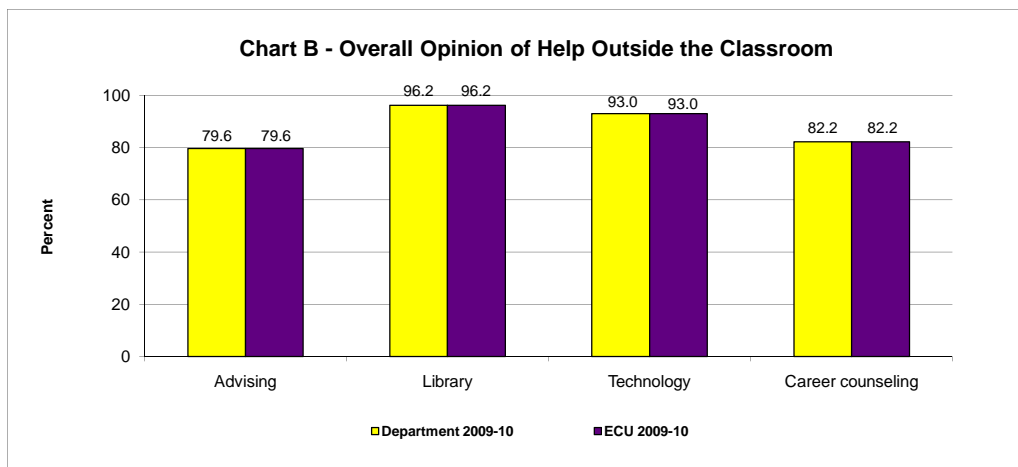


Table 3 - Knowledge, Skills and Personal Growth

Department: **University-Wide**

Number of Respondents:

2195

Section C -- Knowledge, Skills, and Personal Growth 1. To what extent do you think your college education contributed to your knowledge, skills, and personal development in each of the following areas?	Very Much (4)	Somewhat (3)	Very Little (2)	Not at all (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Very Much" or "Somewhat"		
									Department	ECU	
a. writing skills	1231	817	118	6	3.5	12	2184	11	94.3%	94.3%	
b. listening skills	1243	774	127	15	3.5	19	2178	17	93.4%	93.4%	
c. speaking skills	1261	734	150	19	3.5	18	2182	13	92.2%	92.2%	
d. comprehension skills (written information)	1378	696	80	12	3.6	15	2181	14	95.8%	95.8%	
e. using mathematics skills	855	891	326	71	3.2	39	2182	13	81.5%	81.5%	
f. applying scientific methods of inquiry	1002	831	236	40	3.3	70	2179	16	86.9%	86.9%	
g. enhancing analytic skills	1302	731	92	13	3.6	39	2177	18	95.1%	95.1%	
h. developing computer skills	1108	783	230	36	3.4	18	2175	20	87.7%	87.7%	
i. ability to function as part of a team	1380	643	116	23	3.6	13	2175	20	93.6%	93.6%	
j. ability to work with people from diverse backgrounds	1420	571	128	27	3.6	21	2167	28	92.8%	92.8%	
k. recognizing and acting on ethical principles	1329	665	121	24	3.5	34	2173	22	93.2%	93.2%	
l. appreciating racial equity	1194	614	207	62	3.4	88	2165	30	87.0%	87.0%	
m. appreciating gender equity	1197	635	188	58	3.4	89	2167	28	88.2%	88.2%	
n. personal growth	1661	428	48	12	3.7	13	2162	33	97.2%	97.2%	
Overall Results (Items a - n)	17561	9813	2167	418	3.5	488	30447	283	91.4%	91.4%	
2a. Did your major include a co-op, internship, practicum, student teaching, or other field experience?	Yes	No							Percent "Yes"		
	1334	823							2157	38	61.8%
2b. If yes, how would you evaluate this experience in terms of contribution to your personal and professional growth?	Excellent	Good	Fair	Poor	Average Rating		Total Responses	No Response	Percent "Excellent" or "Good"		
	944	454	97	31	3.5		1526	669	91.6%	91.6%	

*Calculation of percentages does not include responses in the "Don't Know" category.

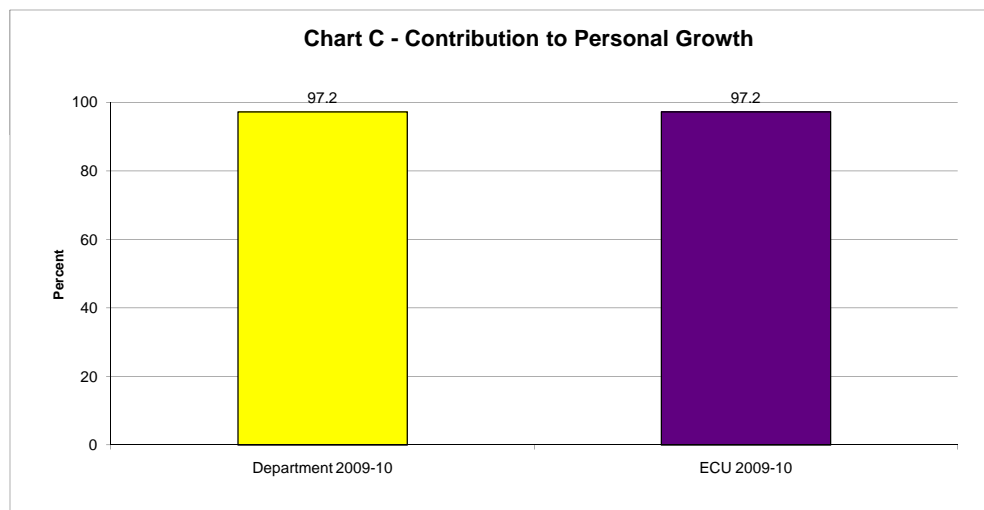


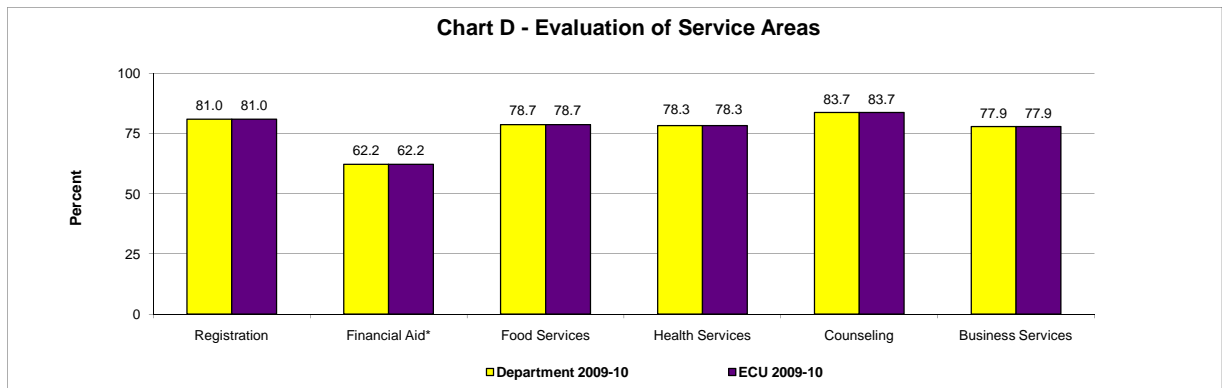
Table 4 - Other Offices That Serve You

Department: **University-Wide**

Number of Respondents: **2195**

Section D -- Other Offices that Serve You										
Based on your last two years on this campus, how would you evaluate each of the following services? (If you have not had enough experience with a service to evaluate it, please mark "Don't know/did not use" and then skip to the next service.) For those services which require interaction with university offices or units (secretaries, tutors, counselors, etc.), please rate how responsive the staff in those offices were to your needs.										
	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Excellent" or "Good"	
									Department	ECU
Evaluation of Service Area										
1. Registration process	474	1061	301	60	3.0	245	2141	54	81.0%	81.0%
2. Financial aid services										
a. Application/award process	270	706	388	205	2.7	589	2158	37	62.2%	62.2%
b. Disbursement process	331	660	349	175	2.8	138	1653	542	65.4%	65.4%
3. Campus food services	311	812	255	49	3.0	729	2156	39	78.7%	78.7%
4. Campus health services	482	663	232	85	3.1	695	2157	38	78.3%	78.3%
5. Campus counseling (not career) services	208	197	59	20	3.2	1670	2154	41	83.7%	83.7%
6. Business services/cashier/student accounts	326	736	237	65	3.0	792	2156	39	77.9%	77.9%
7. Campus residence life programs for students living in university-owned housing	214	461	129	34	3.0	1309	2147	48	80.5%	80.5%
8. Opportunities to participate in campus recreational and other extra-curricular or co-curricular activities	612	532	84	11	3.4	913	2152	43	92.3%	92.3%
9. Opportunities to participate in community service projects	401	471	104	27	3.2	1134	2137	58	86.9%	86.9%
10. Opportunities to develop leadership skills	496	481	94	23	3.3	1061	2155	40	89.3%	89.3%
Total responses	4125	6780	2232	754	3.0	9275	23166	979		
Percentage of total responses	29.7%	48.8%	16.1%	5.4%			100%		78.5%	78.5%
Evaluation of Staff Responsiveness										
1. Registration process	483	1005	349	60	3.0	245	2142	53	78.4%	78.4%
2. Financial aid services										
a. Application/award process	251	605	439	263	2.5	589	2147	48	54.9%	54.9%
b. Disbursement process	287	599	397	230	2.6	138	1651	544	58.6%	58.6%
3. Campus food services	344	732	265	72	3.0	729	2142	53	76.2%	76.2%
4. Campus health services	473	635	249	95	3.0	695	2147	48	76.3%	76.3%
5. Campus counseling (not career) services	211	183	60	19	3.2	1670	2143	52	83.3%	83.3%
6. Business services/cashier/student accounts	339	667	274	78	2.9	792	2150	45	74.1%	74.1%
7. Campus residence life programs for students living in university-owned housing	218	450	127	34	3.0	1309	2138	57	80.6%	80.6%
Total responses	2606	4876	2160	851	2.9	6167	16660	900		
Percentage of total responses	24.8%	46.5%	20.6%	8.1%			100%		71.3%	71.3%

*Calculation of percentages does not include responses in the "Don't Know" category.



*Application/Award Process values only.

Table 5 - Conclusions and Plans for Next Year

Department: **University-Wide** Number of Respondents: **2195**

Section E -- Your Conclusions	Very Strong (4)	Strong (3)	Weak (2)	Very Weak (1)	No Response	Total Responses	Average Rating	Percent "Very Strong" or "Strong"	
								Department	ECU
1. All things considered, how would you characterize the intellectual environment on this campus?	563	1357	215	22	38	2157	3.1	89.0%	89.0%
2. All things considered, how would you evaluate the quality of instruction?	Excellent (4)	Good (3)	Fair (2)	Poor (1)				Percent "Excellent" or "Good"	
a. In your major?	1187	797	149	30	32	2163	3.5	91.7%	91.7%
b. Overall?	766	1178	198	20	33	2162	3.2	89.9%	89.9%
3. All things considered, how would you evaluate the overall education that you are receiving at this institution?	Excellent (4)	Good (3)	Fair (2)	Poor (1)				Percent "Excellent" or "Good"	
	1020	991	127	20	37	2158	3.4	93.2%	93.2%
4. Would you recommend this institution to a friend considering college?	Yes	No	Not sure					Percent "Yes"	
	1918	65	181		31	2164		88.6%	88.6%
5. If you could start over again, would you still choose to attend this institution?								78.5%	78.5%
6. If you are earning your degree through an off-campus degree program, how likely is it that you would have obtained this degree on a UNC campus if the off-campus program had not been available?	Very Likely	Probably	Probably Not	Not Likely				Percent "Very Likely" or "Probably"	
	376	370	194	201	1054	1141	2.8	65.4%	65.4%

Section F -- Your Plans for Next Year					
Please indicate the best description of your plans following graduation by filling in the <u>one</u> most appropriate.					
	Number of Responses	Percent of Responses		Department	ECU
		Department	ECU		
I don't know yet	210	9.7%	9.7%		
I have accepted a full-time paid job related to my field of study*	232	10.8%	10.8%		
I have accepted a full-time paid job, not related to my field of study**	18	0.8%	0.8%		
I have accepted a part-time paid job*	24	1.1%	1.1%		
I will continue in my current paid job*	127	5.9%	5.9%		
I will be going to graduate or professional school full-time next year*	398	18.5%	18.5%		
I will be going to graduate or professional school part-time and working part-time next year*	126	5.8%	5.8%		
I will take more undergraduate courses next year*	33	1.5%	1.5%		
I am currently seeking, or plan to seek, paid employment*	806	37.4%	37.4%		
I am neither seeking employment nor planning on attending school next year*	9	0.4%	0.4%		
I will be entering or continuing military service*	31	1.4%	1.4%		
I will be engaged in volunteer activity (e.g., Peace Corps)	9	0.4%	0.4%		
I will be starting or raising a family	16	0.7%	0.7%		
Other	116	5.4%	5.4%		
Total responses	2155	100%	100%		
Non-responses	40				
Total	2195				

*Category revised in academic year 2009-2010.
 **Category added in academic year 2009-2010.

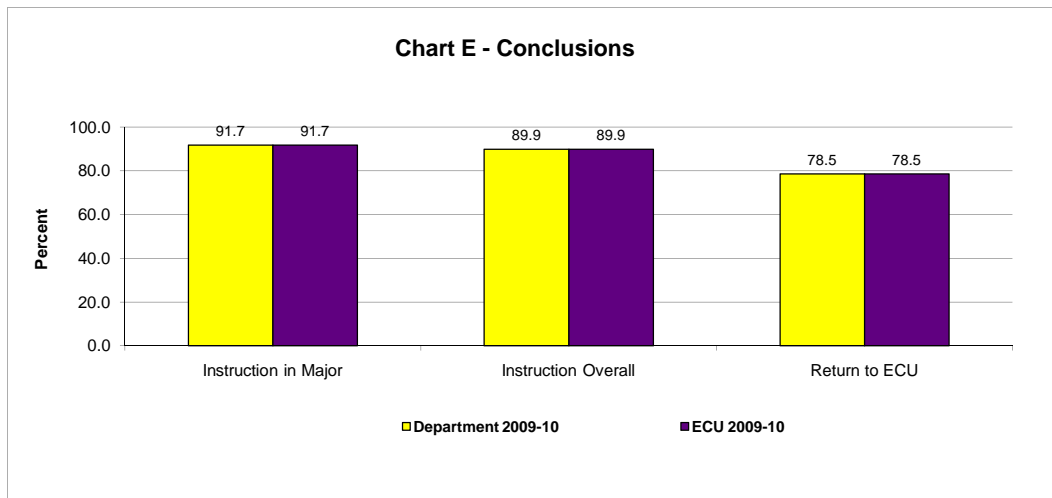


Table 6 - ECU Questions

Department: University-Wide

Number of Respondents:

2195

Section H -- Personal Development									
Please indicate the extent of your agreement or disagreement with the statements below. There are no right or wrong answers.	Strongly Agree (6)	Agree (5)	Slightly Agree (4)	Slightly Disagree (3)	Disagree (2)	Strongly Disagree (1)	Average Rating	Percent "Strongly Agree" or "Agree"	
								Department	ECU
1. Hard work is more important than good luck for success.	1283	673	159	24	11	1	5.5	90.9%	90.9%
2. My life is determined by my own actions.	1330	690	118	11	2	1	5.5	93.9%	93.9%
3. People like me have a good chance to reach our goals.	1245	780	106	13	3	2	5.5	94.2%	94.2%
4. I believe my program of study at ECU is preparing me well for my chosen career.	1017	788	254	46	30	14	5.2	84.0%	84.0%
5. Overall, my experiences at ECU have increased my self-confidence so I can be successful in life.	1080	763	210	47	20	17	5.3	86.2%	86.2%

Section I -- Computer Usage									
	Yes	No	Percent "Yes"		Total Usage	Never (1)	Total Responses	Percent "Daily" or "Weekly"	
			Department	ECU				Department	ECU
1. Do you have a computer at your local residence?	2126	25	98.8%	98.0%					
2. How frequently do you use university computers?	Frequency of use:							Percent "Daily" or "Weekly"	
	Daily (5)	Weekly (4)	Monthly (3)	Rarely (2)				Department	ECU
a. In the classroom	282	353	147	644	1426	714	2140	29.7%	29.7%
b. In computing labs	532	785	283	296	1896	247	2143	61.5%	61.5%
c. In dormitories	201	57	24	156	438	1667	2105	12.3%	12.3%
d. In libraries	182	542	461	576	1761	368	2129	34.0%	34.0%
3. How frequently do you use the ECU kiosks?	51	128	131	458	768	1344	2112	8.5%	8.5%
4. How frequently do you check your email?	2025	80	11	5	2121	27	2148	98.0%	98.0%

APPENDIX A (2009-2010)

East Carolina University
 Graduating Senior Survey
 Academic Year 2009-10 Graduates
 Department Report

Section J – Instructional Methods/Library Usage (Continuation of Table 6 - ECU Questions)									
1a. If most of the instruction in your ECU major/degree courses was face-to-face, where were most of these classes located?	Department					ECU	ECU		
	Physical Location			Total Responses	No Response		Physical Location		
	On-Cmps	Off-Cmps	N/A				On-Cmps	Off-Cmps	N/A
N	1910	39	203	2152	43	1910	39	203	
%	88.8%	1.8%	9.4%			88.8%	1.8%	9.4%	

1b. If most of the instruction in your ECU major/degree courses was <u>web-based</u> (or delivered via any other non-face-to-face method), where were you <u>physically</u> located when receiving this instruction?	N	546	431	1016	1993	202	546	431	1016
	%	27.4%	21.6%	51.0%			27.4%	21.6%	51.0%

1c. How many courses in your ECU major/degree did you have that were primarily web-based or taught by another form of non-face-to-face instruction?		None	1-6	7-10	Total Responses	No Response	None	1-6	7-10
	N	480	1330	112	2145	50	480	1330	112
	%	22.4%	62.0%	5.2%			22.4%	62.0%	5.2%
		11-15	16+				11-15	16+	
	N	51	172				51	172	
	%	2.4%	8.0%				2.4%	8.0%	

1d. Did most of the ECU courses which you took in your major/degree use web-based, 2-way video, or other non-face-to-face instruction at least 25 percent of the time?		Yes	No	D. Know N/A	Total Responses	No Response	Yes	No	D. Know N/A
	N	667	978	481	2126	69	667	978	481
	%	31.4%	46.0%	22.6%			31.4%	46.0%	22.6%

2a. Which ECU library facility have you used (including both physical and on-line visits)?		Primarily Joyner	Primarily Laupus	Both the Same	Total Responses	No Response	Primarily Joyner	Primarily Laupus	Both the Same
	N	1715	168	119	2147	48	1715	168	119
	%	79.9%	7.8%	5.5%			79.9%	7.8%	5.5%
		Not use Either					Not use Either		
	N	145					145		
	%	6.8%					6.8%		

2b. What percentage of your library work at ECU involved the use of the virtual (electronic) library?		None	1-25%	26-50%	Total Responses	No Response	None	1-25%	26-50%
	N	333	979	389	2084	111	333	979	389
	%	16.0%	47.0%	18.7%			16.0%	47.0%	18.7%
		51-100%					51-100%		
	N	383					383		
	%	18.4%					18.4%		

Table 1 - Faculty Contributions

Department: **University-Wide Results** Number of Respondents: **1922**

Section A – Faculty Contributions Please evaluate how well faculty members <u>in your major department</u> do each of the following	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Total Responses	Average Rating	No Response	Percent "Excellent" or "Good"	
								Department	ECU
1. Set high expectations for you to learn	1086	749	76	10	1921	3.5	1	95.5%	95.5%
2. Respect the diverse talents and ways of learning of you and your classmates	870	858	163	31	1922	3.3	0	89.9%	89.9%
3. Encourage you to be an actively involved learner	1009	738	156	14	1917	3.4	5	91.1%	91.1%
4. Encourage student-faculty interaction, in and out of the classroom	836	791	248	42	1917	3.3	5	84.9%	84.9%
5. Give you frequent and prompt feedback	671	932	273	37	1913	3.2	9	83.8%	83.8%
6. Encourage you to devote sufficient time and energy to your coursework	986	808	107	11	1912	3.4	10	93.8%	93.8%
7. Develop opportunities for you to learn cooperatively with fellow students	897	838	155	23	1913	3.4	9	90.7%	90.7%
8. Care about your academic success and welfare	926	729	210	48	1913	3.3	9	86.5%	86.5%
9. In general, how would you evaluate your instructors on these eight measures?	871	922	103	18	1914	3.4	8	93.7%	93.7%

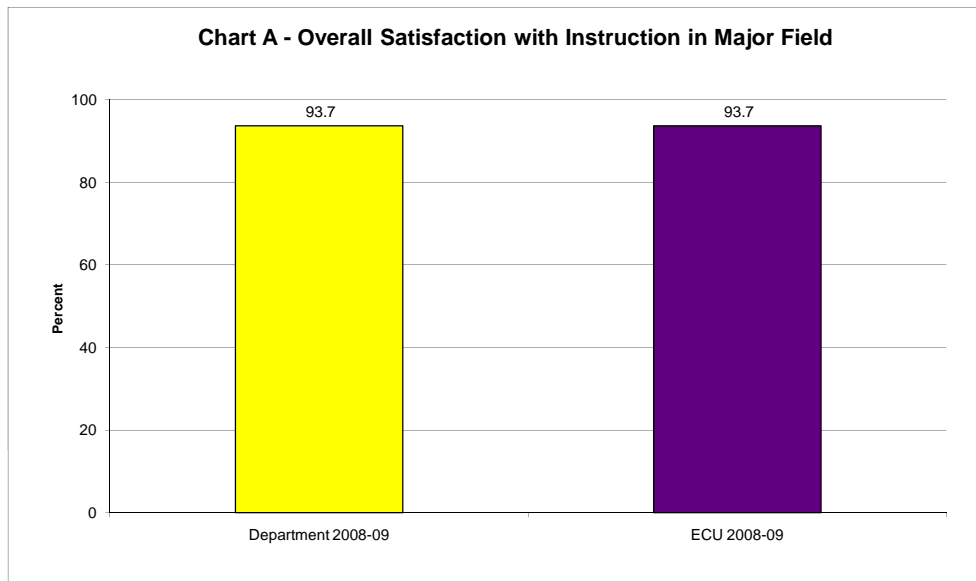


Table 2 - Help Outside the Classroom

Department: University-Wide Results		Number of Respondents: 1922								Percent "Excellent" or "Good"*	
Section B -- Help Outside the Classroom Based on your last two years on this campus. how would you evaluate each of the following? (If you have not had enough experience with a service to evaluate it, please mark "Don't know/did not use.")		Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Rating	Don't Know	Total Responses	No Response	Department	ECU
1. Academic advising in your major											
a. access to advisor		881	598	285	103	3.2	39	1906	16	79.2%	79.2%
b. sufficient time with advisor		781	608	325	138	3.1	48	1900	22	75.0%	75.0%
c. accurate information about degree requirements and course sequencing		887	556	279	148	3.2	33	1903	19	77.2%	77.2%
d. knowledge of campus policies and procedures		709	720	286	83	3.1	106	1904	18	79.5%	79.5%
e. academic advising services overall		822	643	270	135	3.2	34	1904	18	78.3%	78.3%
2. Library services											
a. hours of operation		932	606	83	28	3.5	260	1909	13	93.3%	93.3%
b. staff responsiveness		763	662	121	16	3.4	346	1908	14	91.2%	91.2%
c. access to databases and collections		1043	601	76	10	3.5	181	1911	11	95.0%	95.0%
d. library services overall		1007	659	56	13	3.5	173	1908	14	96.0%	96.0%
3. Technology services											
a. access to the Internet		1305	402	49	8	3.7	140	1904	18	96.8%	96.8%
b. hours of operation for computer center, labs, and help desks		917	576	146	36	3.4	231	1906	16	89.1%	89.1%
c. access to up-to-date facilities		970	591	69	13	3.5	262	1905	17	95.0%	95.0%
d. access to trained staff for help		644	664	227	45	3.2	329	1909	13	82.8%	82.8%
e. technology training classes		471	440	155	48	3.2	784	1898	24	81.8%	81.8%
f. technology services overall		811	798	92	13	3.4	189	1903	19	93.9%	93.9%
4. Career-related services											
a. opportunity for career assistance		669	642	155	48	3.3	383	1897	25	86.6%	86.6%
b. information on internships, co-op, or other career-related experiences		677	598	222	89	3.2	313	1899	23	80.4%	80.4%
c. resources available to explore career options		628	657	201	65	3.2	350	1901	21	82.8%	82.8%
d. information available through computers/Internet and other technology		766	683	127	36	3.4	285	1897	25	89.9%	89.9%
e. career-related services overall		661	725	182	40	3.2	291	1899	23	86.2%	86.2%
5. Employment search assistance											
a. resume preparation		664	526	164	71	3.3	471	1896	26	83.5%	83.5%
b. interview preparation and skills		568	534	187	70	3.2	532	1891	31	81.1%	81.1%
c. access to employment opportunities (i.e., career fairs, interviews, job listings, etc.)		670	599	205	64	3.2	354	1892	30	82.5%	82.5%
d. employment search assistance overall		536	624	218	71	3.1	437	1886	36	80.1%	80.1%

*Calculation of percentages does not include responses in the "Don't Know" category.

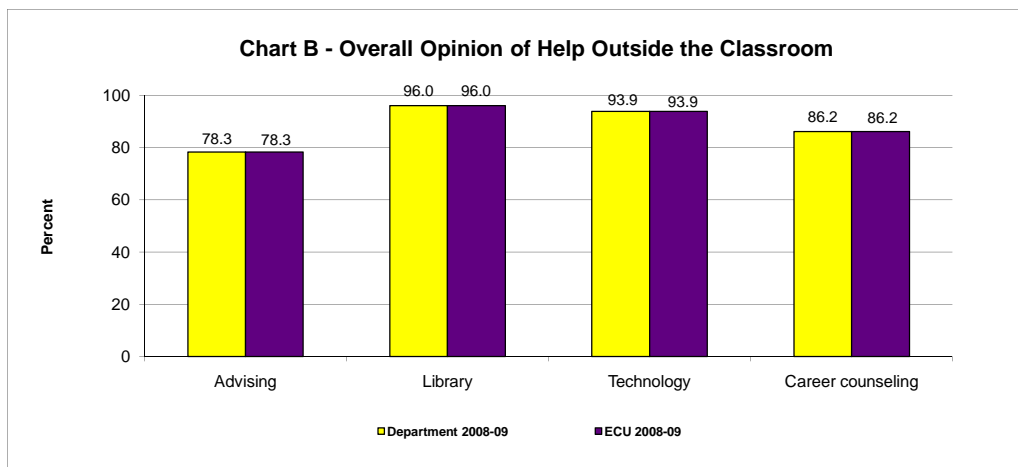


Table 3 - Knowledge, Skills and Personal Growth

Department: **University-Wide Results**

Number of Respondents:

1922

Section C -- Knowledge, Skills, and Personal Growth 1. To what extent do you think your college education contributed to your knowledge, skills, and personal development in each of the following areas?	Very Much (4)	Somewhat (3)	Very Little (2)	Not at all (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Very Much" or "Somewhat"		
									Department	ECU	
a. writing skills	1151	633	105	11	3.5	10	1910	12	93.9%	93.9%	
b. listening skills	1125	639	105	12	3.5	23	1904	18	93.8%	93.8%	
c. speaking skills	1143	594	122	21	3.5	24	1904	18	92.4%	92.4%	
d. comprehension skills (written information)	1191	628	68	5	3.6	12	1904	18	96.1%	96.1%	
e. using mathematics skills	716	777	303	60	3.2	48	1904	18	80.4%	80.4%	
f. applying scientific methods of inquiry	876	699	221	35	3.3	71	1902	20	86.0%	86.0%	
g. enhancing analytic skills	1200	569	87	6	3.6	37	1899	23	95.0%	95.0%	
h. developing computer skills	974	687	194	32	3.4	13	1900	22	88.0%	88.0%	
i. ability to function as part of a team	1200	541	123	21	3.5	15	1900	22	92.4%	92.4%	
j. ability to work with people from diverse backgrounds	1246	499	99	27	3.6	26	1897	25	93.3%	93.3%	
k. recognizing and acting on ethical principles	1155	563	104	27	3.5	44	1893	29	92.9%	92.9%	
l. appreciating racial equity	1031	555	167	57	3.4	77	1887	35	87.6%	87.6%	
m. appreciating gender equity	1053	552	153	56	3.4	78	1892	30	88.5%	88.5%	
n. personal growth	1475	361	42	8	3.8	10	1896	26	97.3%	97.3%	
Overall Results (Items a - n)	15536	8297	1893	378	3.5	488	26592	316	91.3%	91.3%	
2a. Did your major include a co-op, internship, practicum, student teaching, or other field experience?	Yes	No							Percent "Yes"		
	1199	694							1893	29	63.3%
2b. If yes, how would you evaluate this experience in terms of contribution to your personal and professional growth?	Excellent	Good	Fair	Poor	Average Rating			Total Responses	No Response	Percent "Excellent" or "Good"	
	857	393	91	26	3.5			1367	555	91.4%	91.4%

*Calculation of percentages does not include responses in the "Don't Know" category.

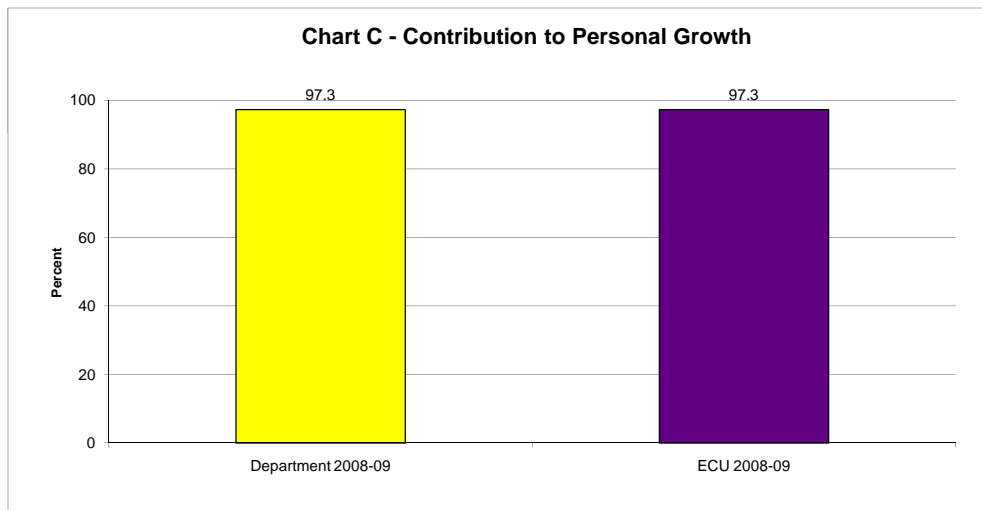


Table 4 - Other Offices That Serve You

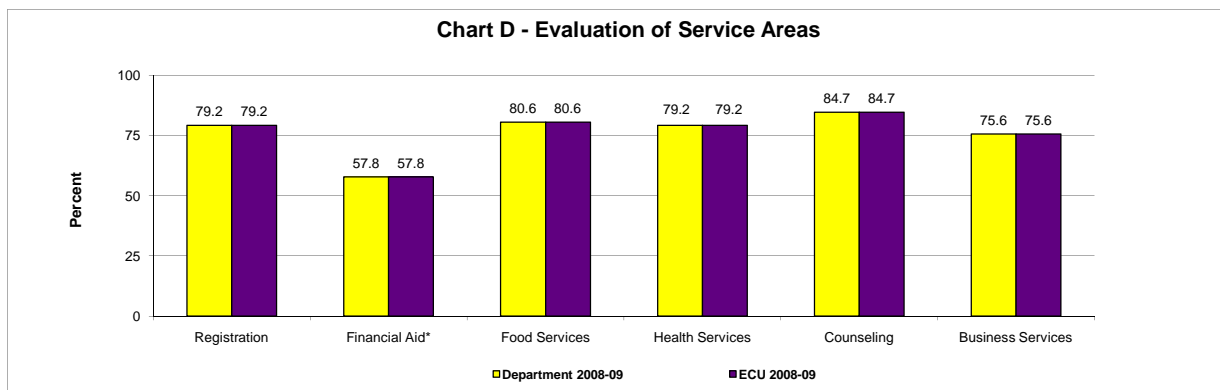
Department: **University-Wide Results**

Number of Respondents:

1922

Section D -- Other Offices that Serve You										
Based on your last two years on this campus, how would you evaluate each of the following services? (If you have not had enough experience with a service to evaluate it, please mark "Don't know/did not use" and then skip to the next service.) For those services which require interaction with university offices or units (secretaries, tutors, counselors, etc.), please rate how responsive the staff in those offices were to your needs.										
	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Excellent" or "Good"	
									Department	ECU
Evaluation of Service Area										
1. Registration process	380	929	280	63	3.0	226	1878	44	79.2%	79.2%
2. Financial aid services										
a. Application/award process	224	578	372	213	2.6	506	1893	29	57.8%	57.8%
b. Disbursement process	235	550	346	204	2.6	119	1454	468	58.8%	58.8%
3. Campus food services	298	702	200	41	3.0	639	1880	42	80.6%	80.6%
4. Campus health services	432	602	197	75	3.1	581	1887	35	79.2%	79.2%
5. Campus counseling (not career) services	156	220	51	17	3.2	1438	1882	40	84.7%	84.7%
6. Business services/cashier/student accounts	264	650	232	63	2.9	674	1883	39	75.6%	75.6%
7. Campus residence life programs for students living in university-owned housing	169	388	128	29	3.0	1168	1882	40	78.0%	78.0%
8. Opportunities to participate in campus recreational and other extra-curricular or co-curricular activities	532	424	56	15	3.4	849	1876	46	93.1%	93.1%
9. Opportunities to participate in community service projects	338	429	86	20	3.2	1003	1876	46	87.9%	87.9%
10. Opportunities to develop leadership skills	408	434	64	18	3.3	968	1892	30	91.1%	91.1%
Total responses	3436	5906	2012	758	3.0	8171	20283	859		
Percentage of total responses	28.4%	48.8%	16.6%	6.3%			100%		77.1%	77.1%
Evaluation of Staff Responsiveness										
1. Registration process	400	849	324	72	3.0	226	1871	51	75.9%	75.9%
2. Financial aid services										
a. Application/award process	203	483	384	302	2.4	506	1878	44	50.0%	50.0%
b. Disbursement process	210	496	356	266	2.5	119	1447	475	53.2%	53.2%
3. Campus food services	343	621	216	53	3.0	639	1872	50	78.2%	78.2%
4. Campus health services	427	572	222	77	3.0	581	1879	43	77.0%	77.0%
5. Campus counseling (not career) services	160	199	53	17	3.2	1438	1867	55	83.7%	83.7%
6. Business services/cashier/student accounts	271	605	239	83	2.9	674	1872	50	73.1%	73.1%
7. Campus residence life programs for students living in university-owned housing	169	373	134	34	3.0	1168	1878	44	76.3%	76.3%
Total responses	2183	4198	1928	904	2.8	5351	14564	812		
Percentage of total responses	23.7%	45.6%	20.9%	9.8%			100%		69.3%	69.3%

*Calculation of percentages does not include responses in the "Don't Know" category.



*Application/Award Process values only.

Table 5 - Conclusions and Plans for Next Year

Department: **University-Wide Results** Number of Respondents: **1922**

Section E -- Your Conclusions	Very Strong (4)	Strong (3)	Weak (2)	Very Weak (1)	No Response	Total Responses	Average Rating	Percent "Very Strong" or "Strong"	
								Department	ECU
1. All things considered, how would you characterize the intellectual environment on this campus?	495	1190	183	19	35	1887	3.1	89.3%	89.3%
2. All things considered, how would you evaluate the quality of instruction?	Excellent (4)	Good (3)	Fair (2)	Poor (1)				Percent "Excellent" or "Good"	
a. In your major?	1041	720	113	21	27	1895	3.5	92.9%	92.9%
b. Overall?	635	1050	189	16	32	1890	3.2	89.2%	89.2%
3. All things considered, how would you evaluate the overall education that you are receiving at this institution?	Excellent (4)	Good (3)	Fair (2)	Poor (1)				Percent "Excellent" or "Good"	
	900	862	116	15	29	1893	3.4	93.1%	93.1%
4. Would you recommend this institution to a friend considering college?	Yes	No	Not sure					Percent "Yes"	
	1672	46	175		29	1893		Department	ECU
								88.3%	88.3%
5. If you could start over again, would you still choose to attend this institution?	1500	112	284		26	1896		79.1%	79.1%
6. If you are earning your degree through an off-campus degree program, how likely is it that you would have obtained this degree on a UNC campus if the off-campus program had not been available?	Very Likely	Probably	Probably Not	Not Likely				Percent "Very Likely" or "Probably"	
	338	352	168	198	866	1056	2.8	65.3%	65.3%

Section F -- Your Plans for Next Year					
Please indicate the best description of your plans following graduation by filling in the <u>one</u> most appropriate.					
	Number of Responses	Percent of Responses			
		Department		ECU	
I don't know yet	207	11.0%	11.0%		
I will be employed, full-time paid*	388	20.5%	20.5%		
I will be employed, part-time paid*	9	0.5%	0.5%		
I plan to continue in my current position	102	5.4%	5.4%		
I will be going to a graduate or professional school full-time next year	324	17.1%	17.1%		
I will be going to a graduate or professional school part-time and working part-time	118	6.2%	6.2%		
I will take more undergraduate courses	21	1.1%	1.1%		
I am still seeking employment	521	27.6%	27.6%		
I am not currently seeking employment and do not plan to attend school next year	53	2.8%	2.8%		
I am entering military service	33	1.7%	1.7%		
I will be engaged in volunteer activity (e.g., Peace Corps)*	5	0.3%	0.3%		
I will be starting or raising a family*	2	0.1%	0.1%		
Other	107	5.7%	5.7%		
Total responses	1890	100%		100%	
Non-responses	32				
Total	1922				

*Category added in academic year 2008-2009.

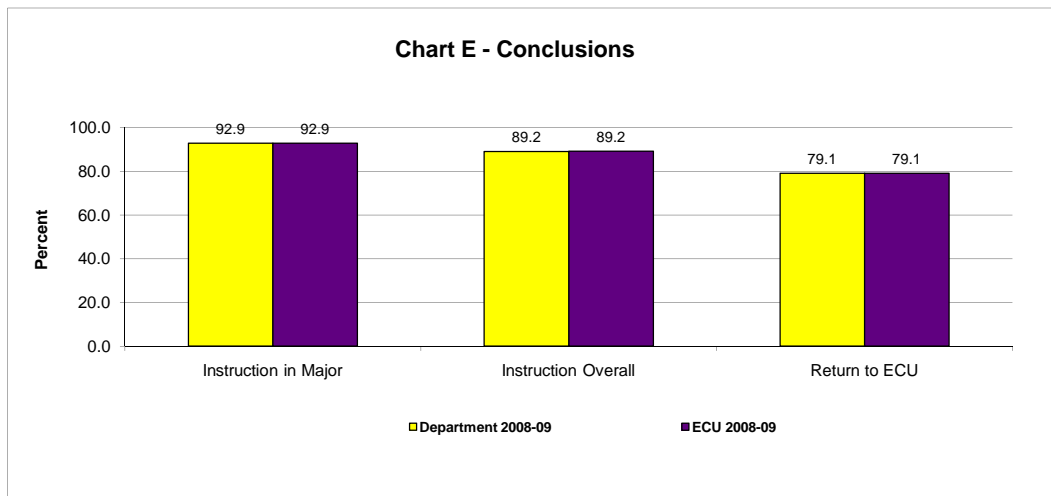


Table 6 - ECU Questions

Department: **University-Wide Results**

Number of Respondents:

1922

Section H -- Personal Development									
Please indicate the extent of your agreement or disagreement with the statements below. There are no right or wrong answers.	Strongly Agree (6)	Agree (5)	Slightly Agree (4)	Slightly Disagree (3)	Disagree (2)	Strongly Disagree (1)	Average Rating	Percent "Strongly Agree" or "Agree"	
								Department	ECU
1. Hard work is more important than good luck for success.	1122	585	143	19	5	5	5.5	90.8%	90.8%
2. My life is determined by my own actions.	1149	605	108	10	3	2	5.5	93.4%	93.4%
3. People like me have a good chance to reach our goals.	1082	696	87	10	3	1	5.5	94.6%	94.6%
4. I believe my program of study at ECU is preparing me well for my chosen career.	902	681	213	47	24	12	5.3	84.2%	84.2%
5. Overall, my experiences at ECU have increased my self-confidence so I can be successful in life.	954	664	196	28	19	10	5.3	86.5%	86.5%

Section I -- Computer Usage									
	Yes	No	Percent "Yes"						
			Department	ECU					
1. Do you have a computer at your local residence?	1856	37	98.0%	98.0%					
2. How frequently do you use university computers?	Frequency of use:				Total Usage	Never (1)	Total Responses	Percent "Daily" or "Weekly"	
	Daily (5)	Weekly (4)	Monthly (3)	Rarely (2)				Department	ECU
a. In the classroom	292	319	105	547	1263	611	1874	32.6%	32.6%
b. In computing labs	491	695	184	259	1629	245	1874	63.3%	63.3%
c. In dormitories	186	46	17	120	369	1455	1824	12.7%	12.7%
d. In libraries	149	448	403	538	1538	327	1865	32.0%	32.0%
3. How frequently do you use the ECU kiosks?	48	92	99	378	617	1224	1841	7.6%	7.6%
4. How frequently do you check your email?	1771	66	8	6	1851	23	1874	98.0%	98.0%

APPENDIX B (2008-2009)

East Carolina University
 Graduating Senior Survey
 Academic Year 2008-09 Graduates
 Department Report

Section J – Instructional Methods/Library Usage (Continuation of Table 6 - ECU Questions)											
1a. If most of the instruction in your ECU major/degree courses was face-to-face, where were most of these classes located?	Department					Total Responses	No Response	ECU			
	Physical Location			Total Responses	No Response			Physical Location			
	On-Cmps	Off-Cmps	N/A					On-Cmps	Off-Cmps	N/A	
N	1645	42	192	1879	43	1645	42	192	1645	42	192
%	87.5%	2.2%	10.2%			87.5%	2.2%	10.2%	87.5%	2.2%	10.2%

1b. If most of the instruction in your ECU major/degree courses was <u>web-based</u> (or delivered via any other non-face-to-face method), where were you <u>physically</u> located when receiving this instruction?	N	452	436	844	1732	190	452	436	844
	%	26.1%	25.2%	48.7%			26.1%	25.2%	48.7%

1c. How many courses in your ECU major/degree did you have that were primarily web-based or taught by another form of non-face-to-face instruction?		None	1-6	7-10	Total Responses	No Response	None	1-6	7-10
	N	410	1144	100	1877	45	410	1144	100
	%	21.8%	60.9%	5.3%			21.8%	60.9%	5.3%
		11-15	16+				11-15	16+	
	N	65	158			65	158		
	%	3.5%	8.4%			3.5%	8.4%		

1d. Did most of the ECU courses which you took in your major/degree use web-based, 2-way video, or other non-face-to-face instruction at least 25 percent of the time?		Yes	No	D. Know N/A	Total Responses	No Response	Yes	No	D. Know N/A
	N	558	875	428	1861	61	558	875	428
	%	30.0%	47.0%	23.0%			30.0%	47.0%	23.0%

2a. Which ECU library facility have you used (including both physical and on-line visits)?		Primarily Joyner	Primarily Laupus	Both the Same	Total Responses	No Response	Primarily Joyner	Primarily Laupus	Both the Same
	N	1414	188	118	1882	40	1414	188	118
	%	75.1%	10.0%	6.3%			75.1%	10.0%	6.3%
		Not use Either					Not use Either		
	N	162					162		
	%	8.6%					8.6%		

2b. What percentage of your library work at ECU involved the use of the virtual (electronic) library?		None	1-25%	26-50%	Total Responses	No Response	None	1-25%	26-50%
	N	309	842	317	1796	126	309	842	317
	%	17.2%	46.9%	17.7%			17.2%	46.9%	17.7%
		51-100%					51-100%		
	N	328					328		
	%	18.3%					18.3%		

Table 1 - Faculty Contributions

Department: **University-Wide**

Number of Respondents: **1668**

Section A -- Faculty Contributions Please evaluate how well faculty members <u>in your major department</u> do each of the following	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Total Responses	Average Rating	No Response	Percent "Excellent" or "Good"	
								Department	ECU
1. Set high expectations for you to learn	868	735	59	4	1666	3.5	2	96.2%	96.2%
2. Respect the diverse talents and ways of learning of you and your classmates	691	802	151	20	1664	3.3	4	89.7%	89.7%
3. Encourage you to be an actively involved learner	858	674	125	10	1667	3.4	1	91.9%	91.9%
4. Encourage student-faculty interaction, in and out of the classroom	699	706	235	25	1665	3.2	3	84.4%	84.4%
5. Give you frequent and prompt feedback	591	801	236	35	1663	3.2	5	83.7%	83.7%
6. Encourage you to devote sufficient time and energy to your coursework	825	715	108	11	1659	3.4	9	92.8%	92.8%
7. Develop opportunities for you to learn cooperatively with fellow students	747	725	171	18	1661	3.3	7	88.6%	88.6%
8. Care about your academic success and welfare	741	667	212	39	1659	3.3	9	84.9%	84.9%
9. In general, how would you evaluate your instructors on these eight measures?	724	823	111	5	1663	3.4	5	93.0%	93.0%

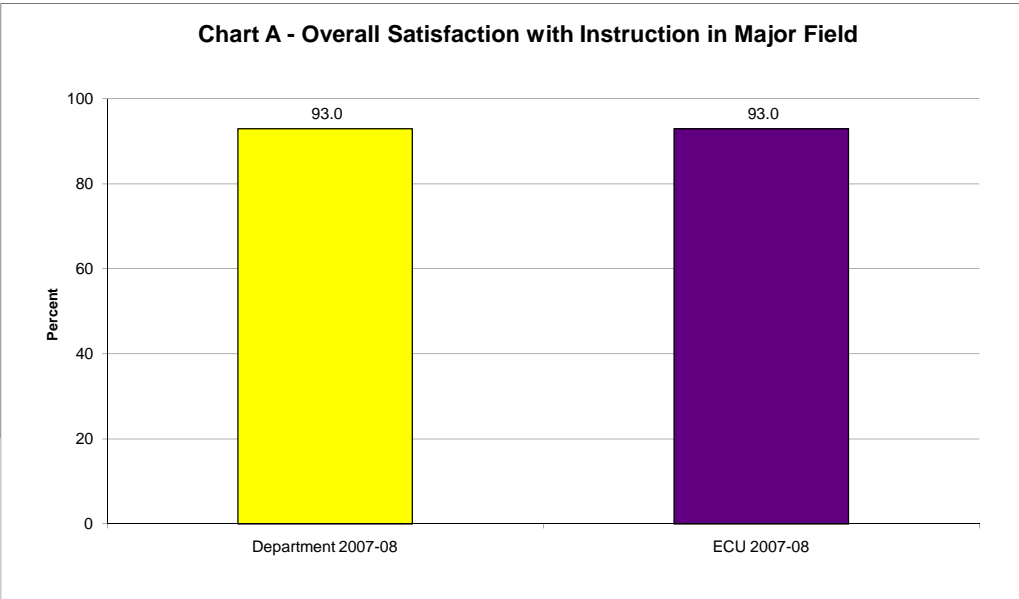


Table 2 - Help Outside the Classroom

Department: **University-Wide**

Number of Respondents:

1668

Section B -- Help Outside the Classroom Based on your last two years on this campus, how would you evaluate each of the following? (If you have not had enough experience with a service to evaluate it, please mark "Don't know/did not use.")	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Excellent" or "Good"*	
									Department	ECU
1. Academic advising in your major										
a. access to advisor	723	536	263	105	3.2	33	1660	8	77.4%	77.4%
b. sufficient time with advisor	677	507	301	133	3.1	38	1656	12	73.2%	73.2%
c. accurate information about degree requirements and course sequencing	707	488	298	147	3.1	18	1658	10	72.9%	72.9%
d. knowledge of campus policies and procedures	544	651	293	89	3.0	72	1649	19	75.8%	75.8%
e. academic advising services overall	641	591	290	117	3.1	20	1659	9	75.2%	75.2%
2. Library services										
a. hours of operation	706	615	94	28	3.4	214	1657	11	91.5%	91.5%
b. staff responsiveness	566	651	131	20	3.3	285	1653	15	89.0%	89.0%
c. access to databases and collections	801	591	82	7	3.5	171	1652	16	94.0%	94.0%
d. library services overall	766	660	76	6	3.4	142	1650	18	94.6%	94.6%
3. Technology services										
a. access to the Internet	1104	399	39	9	3.7	104	1655	13	96.9%	96.9%
b. hours of operation for computer center, labs, and help desks	785	559	118	26	3.4	170	1658	10	90.3%	90.3%
c. access to up-to-date facilities	832	547	70	13	3.5	191	1653	15	94.3%	94.3%
d. access to trained staff for help	494	644	213	48	3.1	253	1652	16	81.3%	81.3%
e. technology training classes	369	447	160	27	3.2	653	1656	12	81.4%	81.4%
f. technology services overall	668	752	84	7	3.4	139	1650	18	94.0%	94.0%
4. Career-related services										
a. opportunity for career assistance	588	540	148	46	3.3	328	1650	18	85.3%	85.3%
b. information on internships, co-op, or other career-related experiences	549	547	221	73	3.1	261	1651	17	78.8%	78.8%
c. resources available to explore career options	563	548	195	57	3.2	291	1654	14	81.5%	81.5%
d. information available through computers/Internet and other technology	642	590	141	29	3.3	251	1653	15	87.9%	87.9%
e. career-related services overall	562	629	171	40	3.2	248	1650	18	85.0%	85.0%
5. Employment search assistance										
a. resume preparation	553	465	154	64	3.2	412	1648	20	82.4%	82.4%
b. interview preparation and skills	444	468	189	63	3.1	484	1648	20	78.4%	78.4%
c. access to employment opportunities (i.e., career fairs, interviews, job listings, etc.)	591	527	182	47	3.2	301	1648	20	83.0%	83.0%
d. employment search assistance overall	475	569	180	50	3.2	370	1644	24	81.9%	81.9%

*Calculation of percentages does not include responses in the "Don't Know" category.

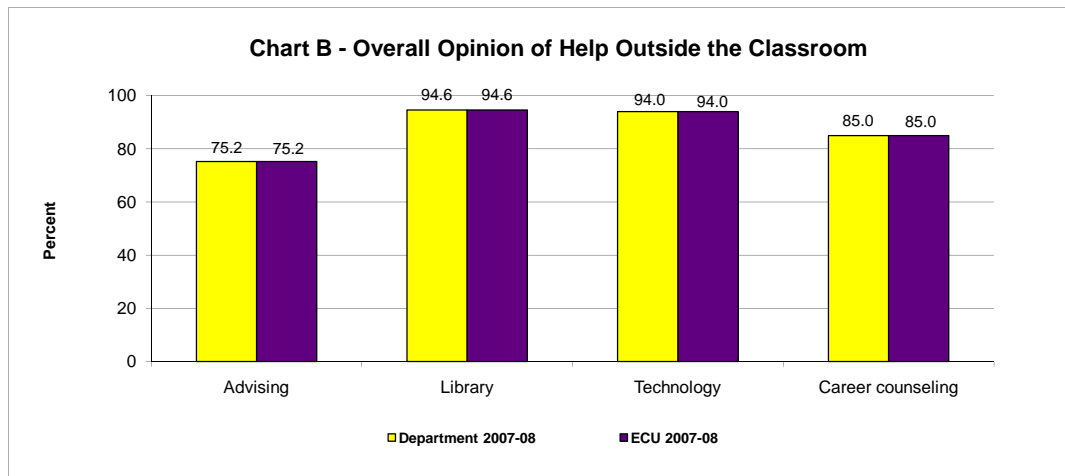


Table 3 - Knowledge, Skills and Personal Growth

Department: **University-Wide**

Number of Respondents:

1668

Section C -- Knowledge, Skills, and Personal Growth 1. To what extent do you think your college education contributed to your knowledge, skills, and personal development in each of the following areas?	Very Much (4)	Somewhat (3)	Very Little (2)	Not at all (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Very Much" or "Somewhat"		
									Department	ECU	
a. writing skills	945	590	96	8	3.5	12	1651	17	93.7%	93.7%	
b. listening skills	892	649	74	19	3.5	14	1648	20	94.3%	94.3%	
c. speaking skills	985	518	111	18	3.5	14	1646	22	92.1%	92.1%	
d. comprehension skills (written information)	978	584	61	12	3.5	9	1644	24	95.5%	95.5%	
e. using mathematics skills	603	676	286	48	3.1	36	1649	19	79.3%	79.3%	
f. applying scientific methods of inquiry	692	654	207	31	3.3	63	1647	21	85.0%	85.0%	
g. enhancing analytic skills	948	596	54	14	3.5	30	1642	26	95.8%	95.8%	
h. developing computer skills	843	595	149	45	3.4	15	1647	21	88.1%	88.1%	
i. ability to function as part of a team	1004	527	80	18	3.5	17	1646	22	94.0%	94.0%	
j. ability to work with people from diverse backgrounds	1052	471	85	19	3.6	19	1646	22	93.6%	93.6%	
k. recognizing and acting on ethical principles	924	545	109	27	3.5	37	1642	26	91.5%	91.5%	
l. appreciating racial equity	841	528	143	63	3.4	59	1634	34	86.9%	86.9%	
m. appreciating gender equity	861	545	121	57	3.4	57	1641	27	88.8%	88.8%	
n. personal growth	1218	366	30	10	3.7	16	1640	28	97.5%	97.5%	
Overall Results (Items a - n)	12786	7844	1606	389	3.5	398	23023	329	91.2%	91.2%	
2a. Did your major include a co-op, internship, practicum, student teaching, or other field experience?	Yes 1006	No 630						1636	32	Percent "Yes" 61.5% 61.5%	
2b. If yes, how would you evaluate this experience in terms of contribution to your personal and professional growth?	Excellent 704	Good 354	Fair 80	Poor 14	Average Rating 3.5		Total Responses 1152	No Response 516	Percent "Excellent" or "Good" 91.8% 91.8%		

*Calculation of percentages does not include responses in the "Don't Know" category.

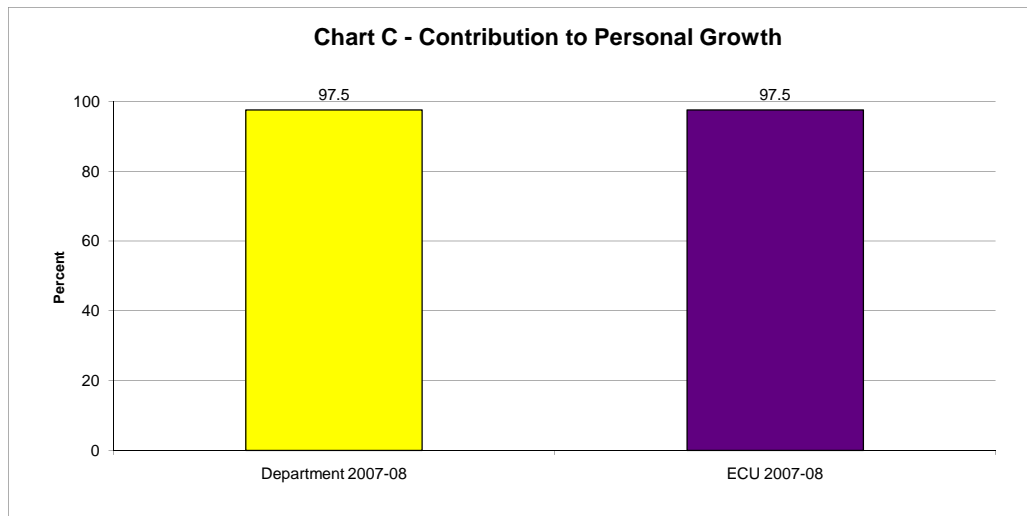


Table 4 - Other Offices That Serve You

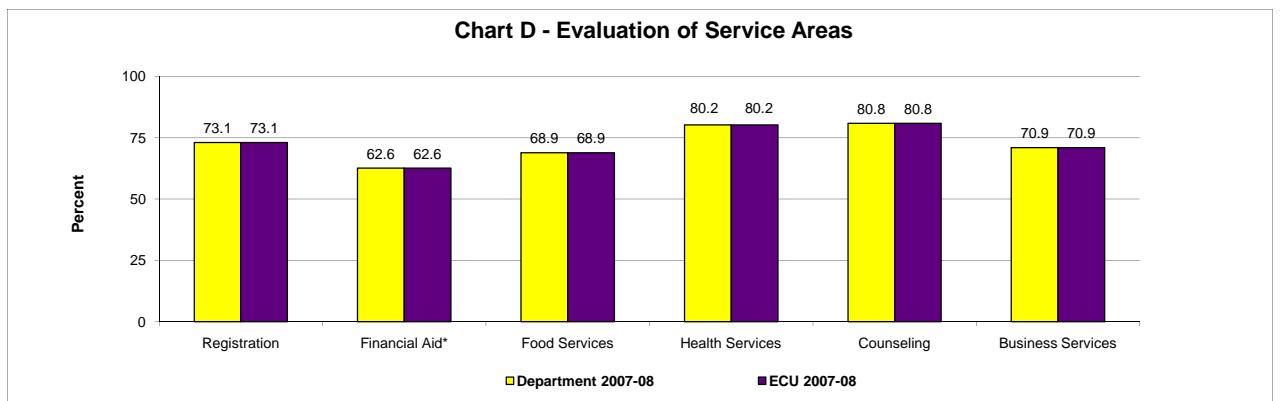
Department: **University-Wide**

Number of Respondents:

1668

Section D -- Other Offices that Serve You										
Based on your last two years on this campus, how would you evaluate each of the following services? (If you have not had enough experience with a service to evaluate it, please mark "Don't know/did not use" and then skip to the next service.) For those services which require interaction with university offices or units (secretaries, tutors, counselors, etc.), please rate how responsive the staff in those offices were to your needs.										
	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Rating	Don't Know	Total Responses	No Response	Percent "Excellent" or "Good"*	
									Department	ECU
Evaluation of Service Area										
1. Registration process	299	794	321	81	2.9	134	1629	39	73.1%	73.1%
2. Financial aid services										
a. Application/award process	217	530	284	162	2.7	441	1634	34	62.6%	62.6%
b. Disbursement process	208	476	276	177	2.6	122	1259	409	60.2%	60.2%
3. Campus food services	191	568	279	64	2.8	526	1628	40	68.9%	68.9%
4. Campus health services	368	564	173	57	3.1	475	1637	31	80.2%	80.2%
5. Campus counseling (not career) services	124	188	55	19	3.1	1246	1632	36	80.8%	80.8%
6. Business services/cashier/student accounts	182	555	234	68	2.8	589	1628	40	70.9%	70.9%
7. Campus residence life programs for students living in university-owned housing	125	309	135	48	2.8	1013	1630	38	70.3%	70.3%
8. Opportunities to participate in campus recreational and other extra-curricular or co-curricular activities	403	420	74	14	3.3	716	1627	41	90.3%	90.3%
9. Opportunities to participate in community service projects	276	336	88	20	3.2	904	1624	44	85.0%	85.0%
10. Opportunities to develop leadership skills	312	380	88	17	3.2	841	1638	30	86.8%	86.8%
Total responses	2705	5120	2007	727	2.9	7007	17566	782		
Percentage of total responses	25.6%	48.5%	19.0%	6.9%			100%		74.1%	74.1%
Evaluation of Staff Responsiveness										
1. Registration process	319	752	332	92	2.9	134	1629	39	71.6%	71.6%
2. Financial aid services										
a. Application/award process	204	457	320	210	2.5	441	1632	36	55.5%	55.5%
b. Disbursement process	206	438	302	195	2.6	122	1263	405	56.4%	56.4%
3. Campus food services	226	517	265	88	2.8	526	1622	46	67.8%	67.8%
4. Campus health services	384	497	210	64	3.0	475	1630	38	76.3%	76.3%
5. Campus counseling (not career) services	136	179	46	25	3.1	1246	1632	36	81.6%	81.6%
6. Business services/cashier/student accounts	187	507	261	83	2.8	589	1627	41	66.9%	66.9%
7. Campus residence life programs for students living in university-owned housing	123	306	140	43	2.8	1013	1625	43	70.1%	70.1%
Total responses	1785	3653	1876	800	2.8	4546	12660	684		
Percentage of total responses	22.0%	45.0%	23.1%	9.9%			100%		67.0%	67.0%

*Calculation of percentages does not include responses in the "Don't Know" category.



*Application/Award Process values only.

Table 5 - Conclusions and Plans for Next Year

Department: **University-Wide**

Number of Respondents: **1668**

Section E -- Your Conclusions	Very Strong (4)	Strong (3)	Weak (2)	Very Weak (1)	No Response	Total Responses	Average Rating	Percent "Very Strong" or "Strong"	
								Department	ECU
1. All things considered, how would you characterize the intellectual environment on this campus?	369	1093	155	18	33	1635	3.0	89.4%	89.4%
2. All things considered, how would you evaluate the quality of instruction?	Excellent (4)	Good (3)	Fair (2)	Poor (1)				Percent "Excellent" or "Good"	
a. In your major?	834	662	128	13	31	1637	3.4	91.4%	91.4%
b. Overall?	514	930	172	14	38	1630	3.2	88.6%	88.6%
3. All things considered, how would you evaluate the overall education that you are receiving at this institution?	Excellent (4)	Good (3)	Fair (2)	Poor (1)				Percent "Excellent" or "Good"	
	715	780	123	11	39	1629	3.3	91.8%	91.8%
4. Would you recommend this institution to a friend considering college?	Yes	No	Not sure					Percent "Yes"	
	1395	51	187		35	1633		Department	ECU
								85.4%	85.4%
5. If you could start over again, would you still choose to attend this institution?									
	1207	116	314		31	1637		73.7%	73.7%
6. If you are earning your degree through an off-campus degree program, how likely is it that you would have obtained this degree on a UNC campus if the off-campus program had not been available?								Percent "Very Likely" or "Probably"	
	Very Likely	Probably	Probably Not	Not Likely					
	255	304	148	152	809	859	2.8	65.1%	65.1%

Section F -- Your Plans for Next Year			Percent of Responses	
Please indicate the best description of your plans following graduation by filling in the <u>one</u> most appropriate.				
	Number of Responses		Department	ECU
			I don't know yet	217
I have accepted a job	267		16.4%	16.4%
I plan to continue in my current position	71		4.3%	4.3%
I will be going to a graduate or professional school full-time next year	271		16.6%	16.6%
I will be going to a graduate or professional school part-time and working part-time	99		6.1%	6.1%
I will take more undergraduate courses	18		1.1%	1.1%
I am still seeking employment	545		33.4%	33.4%
I am not currently seeking employment and do not plan to attend school next year	46		2.8%	2.8%
I am entering military service	18		1.1%	1.1%
Other	81		5.0%	5.0%
Total responses	1633		100%	100%
Non-responses	35			
Total	1668			

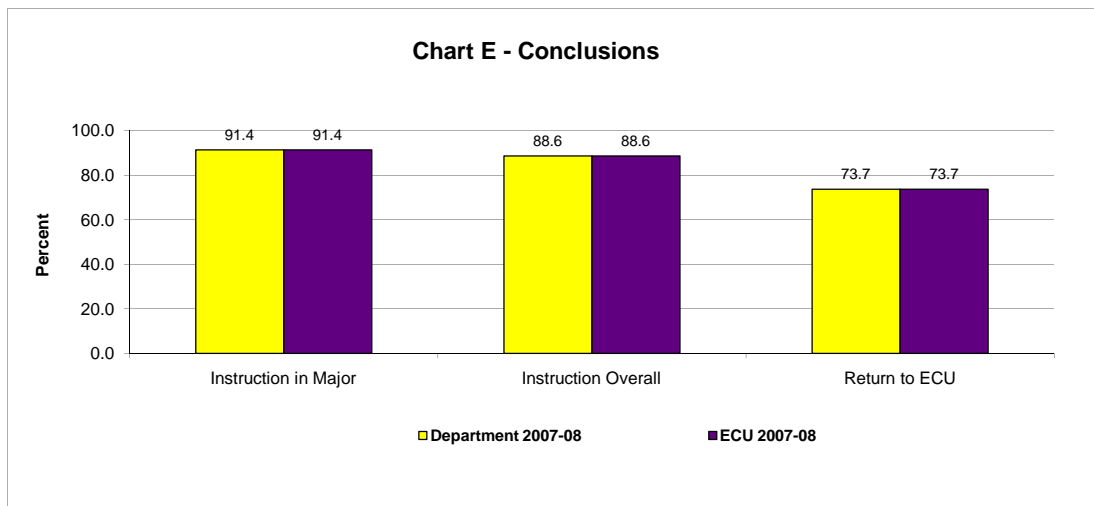


Table 6 - ECU Questions

Department: **University-Wide**

Number of Respondents:

1668

Section H -- ECU Questions									
Personal Development Please indicate the extent of your agreement or disagreement with the statements below. There are no right or wrong answers.	Strongly Agree (6)	Agree (5)	Slightly Agree (4)	Slightly Disagree (3)	Disagree (2)	Strongly Disagree (1)	Average Rating	Percent "Strongly Agree" or "Agree"	
								Department	ECU
								1. Hard work is more important than good luck for success.	949
2. My life is determined by my own actions.	985	547	83	7	3	2	5.5	94.2%	94.2%
3. People like me have a good chance to reach our goals.	946	600	68	6	2	3	5.5	95.1%	95.1%
4. I believe my program of study at ECU is preparing me well for my chosen career.	733	598	218	40	24	14	5.2	81.8%	81.8%
5. Overall, my experiences at ECU have increased my self-confidence so I can be successful in life.	768	600	192	31	22	10	5.3	84.3%	84.3%

Section I -- Computer Usage	Yes	No	Percent "Yes"						
			Department	ECU					
			1. Do you have a computer at your local residence?	1596	40	97.6%	97.6%		
2. How frequently do you use university computers?	Frequency of use:				Total Usage	Never (1)	Total Responses	Percent "Daily" or "Weekly"	
	Daily (5)	Weekly (4)	Monthly (3)	Rarely (2)				Department	ECU
a. In the classroom	272	240	85	497	1094	537	1631	31.4%	31.4%
b. In computing labs	441	619	169	229	1458	179	1637	64.8%	64.8%
c. In dormitories	133	43	15	112	303	1291	1594	11.0%	11.0%
d. In libraries	125	419	351	492	1387	240	1627	33.4%	33.4%
3. How frequently do you use the ECU kiosks?	30	99	84	346	559	1046	1605	8.0%	8.0%
4. How frequently do you check your email?	1536	71	7	7	1621	10	1631	98.5%	98.5%

APPENDIX C (2007-2008)

East Carolina University
 Graduating Senior Survey
 Academic Year 2007-08 Graduates
 Department Report

Section J-- Instructional Methods/Library Usage (Continuation of Table 6 - ECU Questions)											
1a. If most of the instruction in your ECU major/degree courses was face-to-face, where were most of these classes located?	Department					Total Responses	No Response	ECU			
	Physical Location			On-Cmps	Off-Cmps			N/A	Physical Location		
	On-Cmps	Off-Cmps	N/A						On-Cmps	Off-Cmps	N/A
N	1463	45	113	1621	47	1463	45	113	1463	45	113
%	90.3%	2.8%	7.0%			90.3%	2.8%	7.0%	90.3%	2.8%	7.0%

1b. If most of the instruction in your ECU major/degree courses was <u>web-based</u> (or delivered via any other non-face-to-face method), where were you <u>physically</u> located when receiving this instruction?	N	375	325	800	1500	168	275	225	800
	%	25.0%	21.7%	53.3%			25.0%	21.7%	53.3%

1c. How many courses in your ECU major/degree did you have that were primarily web-based or taught by another form of non-face-to-face instruction?	None			1-6			7-10			Total Responses	No Response	
	None	1-6	7-10	None	1-6	7-10	None	1-6	7-10			
	N	441	963	69	1618	50	441	963	69	1618	50	
	%	27.3%	59.5%	4.3%			27.3%	59.5%	4.3%			
	11-15			16+			11-15			16+		
N	45			100			45			100		
%	2.8%			6.2%			2.8%			6.2%		

1d. Did most of the ECU courses which you took in your major/degree use web-based, 2-way video, or other non-face-to-face instruction at least 25 percent of the time?	Yes	No	D. Know N/A	Total Responses	No Response	Yes	No	D. Know N/A
N	440	724	443	1607	61	440	724	443
%	27.4%	45.1%	27.6%			27.4%	45.1%	27.6%

2a. Which ECU library facility have you used (including both physical and on-line visits)?	Primarily Joyner			Primarily Laupus			Both the Same			Total Responses	No Response	
	Primarily Joyner	Primarily Laupus	Both the Same	Primarily Joyner	Primarily Laupus	Both the Same	Primarily Joyner	Primarily Laupus	Both the Same			
	N	1319	90	92	1623	45	1319	90	92	1623	45	
%	81.3%	5.5%	5.7%			81.3%	5.5%	5.7%				
	Not use Either			Not Use Either			Not Use Either			Not Use Either		
N	122			122			122			122		
%	7.5%			7.5%			7.5%			7.5%		

2b. What percentage of your library work at ECU involved the use of the virtual (electronic) library?	None			1-25%			26-50%			Total Responses	No Response	
	None	1-25%	26-50%	None	1-25%	26-50%	None	1-25%	26-50%			
	N	233	758	305	1569	99	233	758	305	1569	99	
	%	14.9%	48.3%	19.4%			14.9%	48.3%	19.4%			
	51-100%			51-100%			51-100%			51-100%		
N	273			273			273			273		
%	17.4%			17.4%			17.4%			17.4%		