

AFA/EBI Benchmarking Satisfaction Survey
Texas State University – San Marcos
LBJ Student Center

April 2008 Summary

Random Sample = 500 students selected from Greek Data Base

Response rate: 45%

The survey was administered throughout the month of April, 2008. Students received an initial email with a hyperlink to the survey and 3 reminders to complete the survey before it closed.

Survey measured 12 Factors for Program Effectiveness on a scale of 1-7. **The target rating is at least 5.5 on the scale.** The Factors and their respective mean rating are as follows.

Factor 1	Satisfaction with housing	4.81
Factor 2	Satisfaction with safety and security	5.28
Factor 3	Satisfaction with programming	5.21
Factor 4	Learning Outcomes: sense of belonging	6.20
Factor 5	Learning Outcomes: diverse interactions	5.94
Factor 6	Learning Outcomes: interpersonal relationships	6.27
Factor 7	Learning Outcomes: interpersonal competence	5.93
Factor 8	Leadership Skills	5.76
Factor 9	Personal Development Skills	5.77
Factor 10	Learning Outcomes: healthy behaviors	5.56
Factor 11	Learning Outcomes: self worth	6.11
Factor 12	Learning Outcomes: intrapersonal competence	6.03
Factor 13	Learnig Outcomes: collaboration	5.58
Factor 14	Learning Outcomes: principled dissent	5.39
Factor 15	Learning Outcomes: effective chapter leadership	5.65
Factor 16	Learning Outcome: lernaning evaluation	5.95
Factor 17	Overall Satisfaction with Greek Experience	5.96
Factor 18	Overall Program Evaluation	5.95

Top Priority Factors: Satisfaction with programming, Satisfaction with safety and security and Learning Outcome: principled dissent. (Satisfaction with housing not a university program)

Recommendation: Increase efforts in these areas, as performance is below goal value and improvement of these factors should impact Overall Program Effectiveness

Action Plan: marketing and needs analysis will be used to continue to tell our story.