

Graduate Student Council Survey

Fall 2010

Demographics:

1. What graduate program are you in?		
DPT	11	12%
tDPT	3	3%
MACJ	10	11%
MAED	9	10%
MAEL	0	0%
MAHG	2	2%
MAIT	12	13%
MBA	10	11%
MSCP	1	1%
MSN	3	3%
MSOT	15	16%
MSW	10	11%
PSM	5	5%
Total	91	100%

2. What is your status?		
Full time	59	64%
Part time	31	34%
Non-matriculated	2	2%
Total	92	100%

3. Did you complete your undergraduate degree at Stockton?		
Yes	50	54%
No	42	46%
Total	92	100%

Summary:

All programs were represented with the exception of MAEL, one of the newest graduate programs. In addition, the number of responses per program was not proportional to the number of students enrolled in the program (i.e. MAED with only 10% response as one of the highest enrolled programs). Both full time and part time students completed the survey, which represents the graduate study body. More than half of the students completed their undergraduate degree at Stockton, which may be related to the multiple dual degree programs.

Bursar's Office

4. How would you evaluate The Bursar's Office with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/ did not use
Bursar's Office responsiveness.	1 1%	2 2%	19 21%	44 48%	18 20%	8 9%
Hours of Operation	1 1%	4 4%	19 21%	43 47%	11 12%	14 15%
Customer Service	1 1%	13 14%	14 15%	32 35%	23 25%	9 10%
The clear deadlines regarding the payment of my tuition bill.	1 1%	12 13%	11 12%	34 37%	30 33%	4 4%
The accuracy of my tuition bill.	2 2%	10 11%	17 18%	34 37%	27 29%	2 2%

5. How did you pay your tuition bill?		
In person	20	22%
Online	54	59%
Other, please specify	18	20%
Total	92	100%

Other: Loans (7), Financial Aid (4), GA/Scholarships (1), Work (3), Both in person/online (3)

Summary:

Graduate students are mostly satisfied with the Bursar's office responsiveness and hours of operation. However, there are a significant percentage of students unsatisfied with the customer service, deadlines, and accuracy of tuition bill at the Bursar's office. Many graduate students utilize the online option for paying their tuition bill, as well as using loans, financial aid, and scholarships.

Open ended responses about the Bursar's office:

- Never had a problem there. Anytime that I actually talked to someone they were very nice.
- Very helpful staff.
- They should accept more payment options with credit cards.
- I can't wait until it is located next to student records. It has always been inconvenient to run back and forth.
- I've registered on October 28th for the Spring 2011 semester and haven't received any info regarding a bill or when I will receive a bill.
- Horrible.
- There is not any notice of holds on the accounts. There also is no notice before they drop your classes because of the holds.
- There is too short a window to from the posting of the bill until date due. The health care insurance is too short a time as I have the same since I began and am extremely upset to see the \$360 on the bill in the fall. I do get it back but I really do not need an extra thing to do. I feel the college is taking advantage of students.
- Slow process from financial aid to bursar's office.
- I have to calculate my bill every semester to deduct my scholarships. One time, Bursars told me that my bill was actually less than it was. I then received 24-hr notice that if I did not pay them \$500, my classes would be dropped. How was I really expected to find this money in 24 hrs, when it was their mistake?
- There needs to be an option to pay by visa debit online.
- Should be able to pay via credit card at the bursar's office - online they charge a service fee, which is ridiculous - Chartwells, bookstore, etc. take credit cards, and without a service fee. We pay enough without having to tack on an additional \$100+ dollars each semester.
- The Bursar's Office should have more than one day that they are open late, because some commuters only take classes on alternative days. For example: Tuesday/Thursday classes or Monday/Wednesday classes

Summary:

Common themes included wanting more payment options with credit cards/debit cards, complaints about fees for using a credit card, not receiving bill in a timely manner, issues with account holds, problems with health insurance waivers, poor communication with financial aid and student records, and hours of operation (late hours).

Financial Aid

7. How would you evaluate the Financial Aid Office with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/ did not use
Online communications about the financial aid process.	2 2%	3 3%	15 16%	18 20%	6 7%	48 52%
Voice-to-voice or face-to-face communications about the financial aid process.	2 2%	7 8%	11 12%	15 16%	6 7%	51 55%
The availability of financial aid.	2 2%	11 12%	11 12%	19 21%	6 7%	43 47%
Hours of operation	0 0%	1 1%	14 15%	24 26%	3 3%	50 54%
Customer service	1 1%	5 5%	11 12%	22 24%	6 7%	47 51%
Available financial aid option	1 1%	12 13%	13 14%	16 17%	5 5%	45 49%
The Financial Aid office's responsiveness.	1 1%	6 7%	14 15%	14 15%	7 8%	50 54%

Summary:

Graduate students are fairly satisfied with online communications about the process, hours of operation, and customer service. However, graduate students are not satisfied with voice-to-voice or face-to-face communications, availability of financial aid, and responsiveness of the Financial Aid office. It is important to note that almost half of the graduate students who responded to this survey, did not use financial aid at their time as graduate students.

Open ended responses about the Financial Aid office:

- It would be VERY helpful if RSC accepted Visa, it is very hard every semester to scramble to find a way to pay the tuition. In addition the 2 or 3% fee to pay with credit card or \$60 fee to go on a payment plan is overkill, aren't the tuition and fees enough!
- Amazingly quick and efficient service. I have never had to come in to speak to anyone, but everyone has been very pleasant during e-mail and voice conversations.
- There's not enough aid with graduate assistantships. Paying for a few credits each semester is helpful, but when you have 18+ credits to pay for, it barely puts a dent in the cost.
- When I first called they were not very polite or helpful, over the summer it seems like they don't have a lot of hours.
- Always courteous while on the phone and answer all questions to their ability and refer to others when cannot answer a specifically.
- Need better communication with Bursars office.
- I was told there is no financial aid for graduate students. Only loans at a high rate of interest.
- I found some people in the financial aid very helpful and others very unhelpful. Also, as someone who has been away from college maneuverings for many years there is not nearly enough explanation about how to go about dealing with financial aid.
- More than a sufficient number of options
- Very unorganized the whole process. I needed to call them every step of the way and they only tell you what you need to know at the time. They always said "well do you do this" and I said "no" because no one told me. It was a very frustrating procedure. I wish there was a counselor we were assigned to talk us through the whole process of loans. Not tell us which one to choose but a step by step what to do after you choose the loan you want.
- They don't want to talk to you period
- Not enough aid for graduate students, nor enough education about options for graduate students, while enrolled and after graduation.
- Never used loans before and was not sure of process but when I called to ask questions I felt like I was made to feel like I should know or I was bothering employees
- The fact that students have to manually back out what financial aid they receive seems ridiculous. Nor did anyone make it clear that fees would be deducted from the amount you are offered. This left an unpaid balance for which many might not realize until after a late fee may be due. Seems very behind technological times.

Summary:

Frequency of responses included not enough options for graduate students and not knowing about the financial aid process/loan repayment. Responses varied for helpfulness from positive to negative.

Transportation/Safety:

9. How would you evaluate Stockton with regards to transportation and safety and your satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unknown or not applicable
Parking on campus	8 9%	8 9%	17 18%	28 30%	13 14%	18 20%
Parking at off campus sites	3 3%	5 5%	12 13%	12 13%	2 2%	58 63%
Shuttle service	1 1%	1 1%	6 7%	4 4%	2 2%	78 85%
Safety/security on campus	3 3%	2 2%	14 15%	25 27%	20 22%	28 30%
Safety/security at off campus educational sites	5 5%	4 4%	11 12%	13 14%	2 2%	57 62%

Summary:

The majority of graduate students who completed this survey replied not applicable to this question, which needs to be considered when looking at the percentages. Of the students who responded to this question, there are satisfied with parking at off campus sides and security at both on-campus and off-campus sites. Parking on campus remains to be a concern with students.

Open ended responses about the Transportation/Safety:

- I have never seen campus security in any parking lot at the end of graduate classes around 9 pm.
- I still see people that live on campus parking in the parking lots for commuters and it isn't enforced by the police.
- I've never seen a single security guard on campus. Parking stinks due to construction and lack of adequate parking for the Arts and Sciences Building.
- I have never seen a security person in the evenings in the parking lots.
- Sometimes I do not feel safe walking around the Atlantic City campus at night.
- This question is not clearly written. What am I agreeing with or disagreeing with? I can evaluate if the choices were more like question # 7. Parking has always been a problem; it still is a major problem. I have never used shuttle, I think parking lots could be more well lit at night, I have never seen a patrol at night when I am leaving at 9pm.
- I haven't seen any security on campus while attending. I would like to see more on patrol.
- Shuttles should run to the Carnegie Library and back. Not to the Absecon train station. There is no reason to live on campus, pay for that and transportation, and still have to drive it Atlantic City. The parking lots in Atlantic City for the library are not monitored or have security in them.

Summary:

Frequent responses discussed not seeing campus security around campus, not enough parking, and not enough lighting in the parking lots. With regards to the Carnegie Library in Atlantic City, students responded with not feel safe, not seeing enough security, and would like a shuttle from campus to and from the Carnegie Library.

College Bookstore:

11. How would you evaluate the college bookstore with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
Selection of books	0 0%	3 3%	18 20%	34 37%	11 12%	26 28%
Correct number of books for your class	1 1%	8 9%	10 11%	32 35%	14 15%	27 29%
Correct books required for class	1 1%	12 13%	8 9%	31 34%	16 17%	24 26%
Return policy	1 1%	10 11%	16 17%	18 20%	7 8%	40 43%
Hours of operation	0 0%	12 13%	14 15%	33 36%	9 10%	24 26%
Ordering books online	0 0%	5 5%	6 7%	15 16%	8 9%	58 63%
Looking up required textbooks online	1 1%	7 8%	8 9%	26 28%	18 20%	32 35%

12. How do you purchase your books required for class?		
Bookstore	26	29%
Online	63	70%
Rent	1	1%
Total	90	100%

Summary:

Students are overall satisfied with the selection of books, looking up books online, and the number of books. However, graduate students have expressed some concern with the correct books not being ordered, problems with the return policy, hours of operation not being adequate. Also, more than half of the students who completed this survey do not use the online ordering for the Bookstore. Overwhelmingly, the majority of graduate students purchase their required books online at non-Bookstore websites.

Open ended responses about the College Bookstore:

- The prices are not competitive with online places such as amazon.com so I don't buy most of my books at the campus bookstore.
- I would usually purchase my books from the bookstore, but this semester the incorrect book was ordered. I had to purchase the correct book on-line. It turned out better for me because I saved over \$100.
- The bookstore lost books that I ordered online the first semester and was not very efficient about replacing them or crediting my account
- I usually order online, but not from our bookstore.
- Very cramped quarters makes the process painful.
- Perhaps an expedited line system for buying books.
- I visited there on the day of orientation and they seemed to close earlier than the bookstore hours.
- very rare that books are required in this program
- I bought my books online, but not through the bookstore.
- Store seems very cramped.
- You can get brand new books online for much less money than in the Bookstore. The t-shirts with the sports teams are great, but please include ALL teams!
- Cost of books at the bookstore is outrageous.
- Navigation for ordering books online is a bit of a pain - it resets the menu each time, would be nice to have an option to stick with the last course acronym, just change the number.
- Because we have such limited time to get our books being in class 5 days a week from 9-5 it would be nice if we had our own line or system to get books quicker.
- Required manuals bought in bookstore
- The new rental policy is a great addition.
- Way too expensive!! Have always used Amazon.com.

Summary:

Common themes included price not comparable with online vendors, incorrect books being ordered for the Bookstore, inadequate hours for graduate students, and problems with online ordering. Graduate students expressed a want for their own expedited line, as graduate students are not on campus everyday in most programs. Also, the Bookstore is tight for all of the books, clothes, and other items sold there.

Library:

14. How would you evaluate The College Library with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
The hours the library is open.	3 3%	4 4%	8 9%	36 39%	28 30%	13 14%
The library holdings, online journal collection.	7 8%	12 13%	7 8%	36 39%	22 24%	8 9%
Inter-library loan services (ILLiad).	2 2%	5 5%	11 12%	24 26%	20 22%	30 33%
Availability of books	2 2%	3 3%	14 15%	36 39%	13 14%	24 26%
Guidance in finding appropriate resources.	2 2%	2 2%	9 10%	32 35%	25 27%	22 24%
Access to electronic databases and collections.	5 5%	6 7%	10 11%	33 36%	32 35%	6 7%
The Graduate Student Study Lounge.	8 9%	9 10%	7 8%	16 17%	5 5%	47 51%

Summary:

Students are generally satisfied with the hours open, availability of books, and guidance in the Library. However, graduate students expressed concern with the online journal collections, ILLiad, access to electronic databases, and the Graduate Student Study Lounge. In addition more than half of the graduate students that took this survey do not use this lounge.

Open ended responses about the Library:

- The graduate study lounge usually has a bunch of people socializing so I cannot get any work done there. The journal collection has especially suffered at Stockton. So many of the journals are no longer available. I wish the school would have spent the money they used to put up smoking gazebos on keeping the journals instead.
- Did not know there was a graduate student study lounge. Was never mentioned in any of my courses, and I am graduating this semester. :-/ Would have been helpful to know.
- Needs more up to date journals and books.
- Grad Study Lounge is too small for the amount of students that are often crammed in there, and it tends to get really hot in there as well.
- I love the librarians! They were extremely helpful when doing my thesis research
- I was not aware there was a graduate study area.
- We don't have access to many online journal articles, at least for physical therapy-related material. ILLiad is definitely helpful with finding more resources.
- I believe funds were cut to maintain the online journal selection. This makes the selection reduced and harder to find the articles.
- Where IS the grad student lounge?
- Would like to see class textbooks at the reference desk (for loan out only in the library for a period of time) like other universities.
- Graduate lounge is way too small for all the graduate students. Accessibility to the lounge should be on-going for students, regardless of summer breaks.
- There is a study lounge just for graduate students???
- They need to put a resource library at the Carnegie Library in AC...
- Printer in grad lounge is always out of paper. Available journal lists appear to be decreasing.
- The graduate student study lounge should be nicer and have better computers. We have one good computer and one that is very slow and old. We pay double the tuition that undergraduates pay, and the small area we have should represent that.
- Very helpful both online and in person
- Needs a fan. There is no circulation in there!
- Would love to see it open earlier. It's very dark in there, needs more lighting in the periodical room. Staff very helpful when it comes to finding things.
- Not open early enough (our classes start at 8, would be great if it could open earlier), weekend hours insufficient, and the grad student lounge is tiny. How does the honor's program have a huge lounge and grad students get a closet?
- I would like to see more availability of online journals for nursing given the large amount of research required.
- Lounge small and usually too busy to enter
- Graduate Lounge: My Stockton card still doesn't work to gain access! I've complained 3 times to graduate studies and still nothing. Not to mention the library staff should have card access.
- NEED BIGGER GRAD LOUNGE
- The weekend hours are very restricted and not convenient for me as a student. The graduate student lounge is nice, but it is often over heated.

Summary:

Many students are unaware of the Graduate Student Study Lounge or are unhappy with the size of it. In addition, many students expressed concern with the limited journal articles and hours opened. Other comments included wanting textbooks at the reference desk and a resource library at the Carnegie Library. Students are satisfied with the librarians and help looking up resources.

Chartwells/Food Services:

16. How would you evaluate Food Services/Chartwells with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
G-wing cafeteria's hours of operation.	1 1%	12 13%	10 11%	23 25%	3 3%	43 47%
N-wing cafeteria's hours of operation.	0 0%	3 3%	6 7%	12 13%	2 2%	69 75%
Richard's café, hours of operation.	0 0%	3 3%	6 7%	13 14%	1 1%	67 74%
Dina's Cart hours of operation.	0 0%	6 7%	4 4%	16 18%	3 3%	61 68%
Bean's List hours of operation.	0 0%	10 11%	8 9%	16 18%	3 3%	53 59%
The selection of food.	3 3%	4 4%	17 18%	26 28%	2 2%	40 43%
Price	4 4%	20 22%	14 15%	13 14%	1 1%	40 43%
Quality of the food.	4 4%	5 6%	18 20%	22 24%	2 2%	39 43%

Summary:

It is important to note that about half of the graduate students that completed this survey, do not use food services on campus. Those that did, are satisfied with the hours of operation for N-wing, Dina's cart and Richard's café, however not satisfied for G-wing and Bean's List. The selection and quality of food were rated well, where as graduate students are unsatisfied with the price of food on campus.

Open ended responses about the Chartwells/Food Services:

- By far the worst food of any college in my experience.
- The sub place in G-wing is the healthiest choice. The food in the cafeteria is mostly fried and unhealthy. The hours of the bean's list should be open throughout the entire day until 6 or 8 pm.
- Price of food options, especially at locations other than G-wing is extremely high for the quality of food received.
- Night time food services are limited.
- I use the cart in A -wing, have no idea if it is Richard's, Bean's or Dina's. I like the selection, but it is very pricy.
- Carts should be open on preceptor days for students who still have to be at school, or make g-wing open late on those days.
- Not on campus...
- I have not used the food since education moved to Carnegie. I miss the convenience of getting a meal at school.
- Hours of operation should be extended for classes 6-850pm
- It has been better lately, but early in the semester what was shown as on the menu was not what was served in N-wing.
- Au Bon Pain too expensive
- I get out of classes around 5, and there's no food (except N-wing). I would like to be able to get something after class before going to the gym or before going home. Soup or sandwich somewhere, not a full meal but something.
- They can have healthier foods.
- G-wing or other places should be open on precepting days. Very difficult to eat on campus during these days.
- The price of the food is too high for the quality.
- Bean's Hours are not convenient for night classes, especially as a central location within the college

Summary:

Frequency of responses included limited food choices for night classes and on precepting days, lack of healthy choices, high prices for food (A-wing/Au Bon Pain).

Registrar/Student Records:

18. How would you evaluate The Office of the Registrar with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
Staff responsiveness and assistance.	1 1%	0 0%	17 18%	25 27%	17 18%	32 35%
The convenience of services such as Web-based registration.	3 3%	1 1%	11 12%	29 32%	38 41%	10 11%
Ease of registration	2 2%	3 3%	12 13%	27 29%	39 42%	9 10%
Requesting transcripts	0 0%	0 0%	7 8%	25 27%	15 16%	45 49%
Registration issues with dual degree programs	2 2%	3 3%	7 8%	3 3%	4 4%	73 79%
The convenience of the application for graduation.	1 1%	0 0%	9 10%	17 18%	10 11%	55 60%

Summary:

Students are satisfied overall with staff responsiveness, Web-based registration, ease of registration, requesting transcripts, application of graduation. Also, for those enrolled in a dual degree program, students' responses ranged from very unsatisfied to very satisfied.

Open ended responses about the Registrar/Student Records:

- I loved the online availability to apply for graduation!
- Dual degree students have trouble with registration every semester because of their class status.
- They have been great with trying to get the items I needed for my teaching job! Also very quick service.
- Newcomers need a little more guidance in procedure available.
- No problems with the registrar's office.
- Every time the PT class registers, we are locked out of many classes due to scheduling conflict; we always have to ask for help from Graduate Studies to get us in. This seems like something that shouldn't be coming up each semester.

Summary:

Students are pleased with graduation application and customer service. Dual degree programs and cohorts have difficulty registering due to class status and scheduling conflicts. A registration orientation may be helpful to add to Graduate Student Orientation in the future.

Housing:

20. How would you evaluate housing with regards to satisfaction? If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
Available housing on campus	0 0%	1 1%	4 4%	4 4%	2 2%	81 88%
Price for on campus housing	5 5%	4 4%	2 2%	2 2%	0 0%	79 86%
Roommate selection	1 1%	3 3%	5 5%	2 2%	2 2%	78 86%
Graduate student housing (SASI)	0 0%	0 0%	1 1%	3 3%	4 4%	83 91%
Price for graduate student housing (SASI)	1 1%	1 1%	4 4%	2 2%	2 2%	81 89%
Location of graduate student housing (SASI)	0 0%	0 0%	1 1%	2 2%	6 7%	82 90%

21. If applicable, which Stockton housing do you live in?		
Housing I	1	11%
Housing II	0	0%
Housing III	0	0%
Housing IV	1	11%
Housing V	1	11%
SASI Graduate Housing	6	67%
Total	9	100%

Summary:

The majority of graduate students that answered this survey (>85%) do not use on-campus housing. Of those that do, most are pleased with graduate student housing in comparison to on campus housing. Of those that answered the survey, the majority live in the SASI Graduate Housing.

Open ended responses about the Housing:

- As a graduate student, I am unaware that there is special housing for grad students only. I never heard of it until today but I also do not need it as I live off-campus and own my own home.
- I am very pleased with the SASI housing overall. My first year, there were some problems. My roommates and I were not pleased when contractors entered the property without informing us. It's scary when you hear someone enter the house, and you know it is not your roommates.
- The last time I lived in campus was the 80's in the Apartments when we still had a keg in the middle of each court most evenings. If I was an alcoholic, I would have appreciated that service. As I was not, it did not affect my experience one way or the other. I hated the hard furniture (wooden arms on chairs) but loved the setting by the lake. I walked to class, and did not take up valuable parking spots.
- I lived on campus one year during undergrad, and the cost of the older apartments is absurd. Not that the cost of the newer apartments is much better. For the year, I paid roughly \$7,000 for housing for about 7 months of living there. \$1,000 per month for me + my other 3 roommates = \$4,000 per month. That's simply way too much.
- Have not lived on campus since undergrad so I did not rate.
- I don't understand why housing five does not have a full kitchen. Its ridiculous
- Very nice location, but slightly expensive.

Summary:

Many students were unaware of SASI graduate housing and have concerns about cost. Privacy in the SASI housing was a concern for one student, as was no kitchen in Housing V for another student.

Student Development/Athletics:

23. Rate the following aspect of the Student Development/Athletics. If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
Hours of operation for athletic centers	2 2%	2 2%	5 5%	15 16%	5 5%	63 68%
Equipment at athletic centers	1 1%	8 9%	4 4%	16 17%	2 2%	61 66%
Availability of equipment at athletic centers	0 0%	6 7%	5 5%	17 18%	2 2%	62 67%
Hours of operation of the student centers (G-wing and N-wing)	1 1%	1 1%	3 3%	16 17%	3 3%	68 74%
Activities on campus	0 0%	1 1%	9 10%	15 16%	5 5%	62 67%
Student clubs	0 0%	1 1%	6 7%	18 20%	6 7%	60 66%

24. Are you aware of Graduate Student Council?		
Yes	61	69%
No	27	31%
Total	88	100%

Summary:

The majority of students who completed the survey does not know or does not use athletic center or activities/clubs on campus. Those that did respond are pleased overall with hours for athletics and student centers, activities, and clubs. Equipment at athletic centers was an area of concern. Excitingly, the majority of people who answered this survey are aware of the GSC on campus!

Graduate Studies:

25. Rate the following aspect of the School of Graduate and Continuing Studies. If you have not had enough experience with a service to evaluate it, please choose "Do not know/did not use"						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Do not know/did not use
The graduate school staff.	2 2%	2 2%	14 15%	34 37%	35 38%	5 5%
The new student Orientation Program and materials provided.	2 2%	6 7%	17 18%	32 35%	26 28%	9 10%
The Graduate Studies Web site.	2 2%	3 3%	22 24%	36 39%	17 18%	12 13%
The Graduate Assistantship process.	0 0%	3 3%	8 9%	15 16%	22 24%	44 48%
The availability of Graduate Assistantships.	4 4%	4 4%	8 9%	16 17%	20 22%	40 43%
The Distinguished Research Fellowships program and process.	1 1%	0 0%	9 10%	5 5%	8 9%	69 75%
School of Graduate and Continuing Studies services overall.	1 1%	4 4%	14 15%	44 48%	25 27%	4 4%

Summary:

Overall, graduate students are very pleased with the Graduate School staff, orientation, website, GA process, GA availability, Distinguished Research Fellowships process, and the services overall. A large percentage do not know or use graduate assistantships or distinguished research fellowship.

Future Programs:

- Would love to have more Advanced degree options such as a Doctorate in MAIT, and a M.A. in Psychology.
- M.A. Holistic Health

Open ended responses about School of Graduate and Continuing Studies:

- My program director is never available. This sentiment is shared with many graduate students. If it wasn't for Dr. K, we would have no guidance.
- Everyone who works for the program is extremely welcoming. I hope to matriculate.
- Graduate Studies is very easy to work with if there are any potential problems/concerns.
- My program is competent by the Graduate Studies Department is run by the slow kid in the class.
- I would like to see more classes and electives available throughout the year. I had to switch from one concentration to the general program (MBA) because no classes were available to graduate and then encountered the same problem! very frustrating if trying to graduate and cannot meet the class requirements.
- Responses to contacting the Graduate School whether through email or telephone need to be improved.
- Having to travel to Carnegie adds 40 minutes to my trip. I do t think I would have completed the Master's if I had to do it again with the extra time.
- There needs to be a better connection to the programs that are exclusively in AC. The only connection I had to the college was the fees I had to pay for but never had the benefit to utilize. This system needs to be reworked. Either change the fees to represent what we are paying for or make available the items we are paying for.
- Desire more research or teaching assistantships. I was really disappointed with the lack of participation or even responsiveness with the GA that I received. My advisor never got back to me once.
- I have enjoyed my classes and experience at Stockton while earning my Master's Degree. I do believe, however, that some classes need to be offered more frequently. It was difficult planning out my courses when so many are not offered all the time. Also, pertaining to Grad Assistantships, it would be helpful if they were made available to see before applying. I have not been able to apply for assistantships because I have an hour commute to Stockton and cannot afford the time and money to drive down there a few extra times per week on top f my full time teaching job.
- Some of the course offerings are not available as often as I would have liked. The teachers have all been very good. More online courses would be an improvement.
- Revision with the Graduate Assistantship application could help both the faculty and the students find a better match for tasks required. Possibly, students could list items they are good at along with their interests/expertise in case their abilities and talents can be better suited for another faculty member. Perhaps if faculty makes listings on a separate web-page of what they would like their graduate assistants to do would benefit all involved.
- Always receptive to questions and ready to help when necessary.
- Being a recipient of the DSF I found the process to be more work than it was worth. At times I felt like they didn't want me to succeed. I wish I had an advisor directly from graduate studies to help aid my application process. I was very upset after all the work I did I didn't get all the money I asked for, when my project required so much personal time.
- As I said earlier my card still doesn't work in the graduate studies lounge after I've complained several times. Another issue is the man that writes the acceptance, wait listed, denial letters decided to go on vacation right in the middle of the letter process so although some received their letters when they expected them, a whole other half (me included) had to wait until the man came back from his trip. When I came to find out what was going on after he was expected back. I was told several times to come back because either he didn't show, left early, or told me himself he didn't get to them that day because he had work to catch up on. Next time I strongly suggest all letters need to be completed in a timely fashion and sent all together at once! Also whoever is responsible for this process should schedule their vacation any other time. It was very unprofessional.
- There should be more information regarding requirements for graduation and classes on the Graduate Studies website.

General comments about graduate life at Stockton:

- There appear to be a couple of glitches on BlackBoard. The icon that states when a new posting is available is normally present even when there is no new posting....it would be helpful if the icon was only present when there was really a new posting.
- All forms should be on line. Holds are dropped on your account but never lifted until you spend phone call after phone call talking to someone or have to annoy your professor to help out. Sometimes one office has no knowledge of what the others are doing. For a technology society, Stockton is the worst.
- would like to see Stockton on a similar level with other universities.
- There should not be any limits to papers that are printed for graduate students. Often there are articles that are fifty pages long that students need for class. The lounge needs to be improved because the library is not a quiet, non-distracting place to complete work.
- I found our liaison to the Graduate Student Council to be non-responsive to student requests (i.e. emails not returned, requests not addressed and commitments made not fulfilled). I'm sorry, but she was president in name only.
- The research course for masters in special education is way too short-6 weeks. I do not feel like I am able to put my best work in due to working full time and the one course. It has been very stressful. I know many of my classmates have expressed the same concern.
- This comes more from the PSM program. I understand that this is the inaugural class, but there were not many assistantship credits available. The courses are posted well behind the rest of courses available to register. The required capstone project is quite vague. A few of the faculty have been lackluster...Epstein and Peterson. Sedia, Sullivan, Chirenje, Styles, Fan have all been excellent.
- As stated before, I have enjoyed my classes at Stockton as a Grad student. I have not worked much with the offices, but simply spoke with professors and classmates about classes and such. The staff has been very helpful throughout.
- Have more available for students who come after work (office hours for some of the departments, food available, etc). Overall the program is very good.
- I'm very pleased with the school
- Food places (Gwing or beans list or Dina's) open later, extend gym hours on weekends, open computer labs on weekends and earlier during the week. Our classes run generally from 8:30 am to 4:30 pm, we have difficulty accessing above things due to the hours.
- It is clear that Stockton is still focused primarily on undergraduates. As a graduate you feel like an outsider.

33. Overall, how satisfied are you with the Stockton experience?		
Very satisfied	31	36%
Satisfied	50	57%
Dissatisfied	6	7%
Very Dissatisfied	0	0%
Total	87	100%