In the Fall of 2005, 2007, and 2009 we administered a student satisfaction survey to 895, 960, and 1360 students, respectively. Students were asked to rate the level of their satisfaction on various student services. In order to make a valid comparison over time, we used a very conservative measure of satisfaction. The graph below shows only the percentage of students who consider each student service “Excellent” or “Very Good.” As with the overall satisfaction measure, the findings below show an increase in student satisfaction with most student services from 2005 to 2007 but then a decrease from 2007 to 2009.

* Thus, percentages can be compared over time but not across measures/research briefs.