

University of Richmond Senior Exit Survey

CLASS OF 2019 | OVERALL RESULTS



Institutional Effectiveness
JULY 24, 2019 | IFX.RICHMOND.EDU

Survey Administration Period: March 21-May 20, 2019
Response Rate: 44% (356 responded/807 invited)

University of Richmond Senior Exit Survey Class of 2019 | Overall Results

The University of Richmond Senior Exit Survey was administered online from March 21 through May 20, 2019 to seniors who graduated from the Schools of Arts & Sciences, Business, and Jepson (December 2018, May 2019, and August 2019). The purpose of the survey is to gain insight into students' satisfaction with their college experience. Of the 807 students invited to participate in the online survey, 356 responded, resulting in a 44% response rate.

School	Survey Responses	Graduates Surveyed
Arts & Sciences	214 / 60.1%	455 / 56.4%
Business	114 / 32.0%	293 / 36.3%
Jepson	28 / 7.9%	59 / 7.3%
Total	356 / 100.0%	807 / 100.0%

Race	Survey Responses	Graduates Surveyed
White	228 / 64.0%	502 / 62.2%
Hispanic or Latino	29 / 8.1%	54 / 6.7%
Non-resident alien	27 / 7.6%	82 / 10.2%
Not reported	25 / 7.0%	44 / 5.5%
Black or African American	19 / 5.3%	46 / 5.7%
Two or more races	16 / 4.5%	31 / 3.8%
Asian	11 / 3.1%	47 / 5.8%
American Indian or Alaskan Native	1 / 0.3%	1 / 0.1%
Total	356 / 100.0%	807 / 100.0%

Gender	Survey Responses	Graduates Surveyed
Female	220 / 61.8%	426 / 52.8%
Male	136 / 38.2%	381 / 47.2%
Total	356 / 100.0%	807 / 100.0%

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

Offices, Centers, and Services	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Bonner Center for Civic Engagement	51.4%	42.4%	6.3%	-	212	144	3.45
Campus Safety	47.3%	44.9%	6.8%	1.0%	64	292	3.38
Center for Student Involvement	27.3%	59.3%	10.6%	2.8%	140	216	3.11
Chaplaincy	51.0%	43.0%	5.4%	0.7%	207	149	3.44
Common Ground	45.9%	40.5%	9.0%	4.5%	245	111	3.28
Disability Services	25.4%	52.2%	16.4%	6.0%	289	67	2.97
Financial Aid Office	45.7%	41.4%	9.5%	3.4%	124	232	3.29
Multicultural Affairs	42.1%	49.5%	7.5%	0.9%	248	107	3.33
Office of International Education	42.9%	45.6%	9.7%	1.8%	130	226	3.30
Registrar's Office	42.9%	48.7%	7.2%	1.2%	11	345	3.33
Richmond College	43.8%	43.8%	8.5%	4.0%	180	176	3.27
Speech Center	48.5%	47.5%	3.9%	-	152	204	3.45
Student Accounts/Bursar	36.6%	58.2%	4.9%	0.3%	31	325	3.31
Westhampton College	48.8%	42.7%	7.3%	1.2%	96	260	3.39
Writing Center	39.2%	54.6%	4.6%	1.5%	162	194	3.31

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Academic Skills Center	33.0%	59.8%	5.7%	1.5%	162	194	3.24
Quality of professional staff	50.9%	45.0%	3.0%	1.2%	22	169	3.46
Availability of peer tutoring services	46.3%	45.6%	6.9%	1.3%	31	160	3.37
Services and programs	41.2%	52.7%	5.5%	0.6%	25	165	3.35

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Career Services	35.2%	43.2%	15.4%	6.2%	18	338	3.07
Availability of career advising services	49.8%	37.9%	9.4%	2.8%	14	319	3.35
Opportunities to participate in career programs	43.7%	38.1%	14.2%	4.0%	31	302	3.22
Opportunities for career planning and exploration	39.8%	35.5%	18.4%	6.3%	29	304	3.09

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Counseling and Psychological Services (CAPS)	36.4%	29.3%	25.8%	8.6%	157	198	2.93
Quality of professional staff	48.1%	35.9%	12.2%	3.9%	12	181	3.28
CAPS services and programs	42.8%	37.6%	15.0%	4.6%	20	173	3.18
Availability of appointments	14.6%	24.2%	34.3%	27.0%	15	178	2.26

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Dining Services	53.7%	36.7%	8.2%	1.4%	2	354	3.43
Cleanliness of dining halls	67.7%	28.5%	2.6%	1.2%	2	347	3.63
Quality of food offered	44.8%	43.1%	10.1%	2.0%	1	348	3.31
Variety of food options on campus	43.4%	39.1%	14.4%	3.2%	1	348	3.23
Hours of operation	20.4%	43.7%	28.2%	7.8%	1	348	2.77

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Facilities (Classrooms, Dining Halls, Common areas)	55.9%	41.0%	3.2%	-	7	349	3.53
Cleanliness of classrooms, labs and buildings	72.3%	27.2%	0.6%	-	-	346	3.72
Cleanliness of common areas (campus grounds, activity areas)	67.5%	29.9%	2.6%	-	1	345	3.65
Physical accessibility of buildings	48.0%	40.8%	8.7%	2.4%	13	333	3.35

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Residence Life & Housing	19.5%	46.7%	22.9%	10.9%	7	349	2.75
Safety and security	47.9%	40.9%	8.2%	2.9%	5	340	3.34
Guidance/assistance from your Resident Assistant	36.4%	42.2%	15.6%	5.8%	51	294	3.09
Condition of room or apartment	28.5%	44.5%	20.1%	7.0%	1	344	2.94

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Student Health Center	27.8%	43.7%	19.6%	8.9%	40	316	2.91
Quality of professional staff	39.1%	43.8%	14.8%	2.3%	7	304	3.20
Student Health Center services and programs	37.2%	43.7%	14.7%	4.4%	17	293	3.14
Hours of operation	24.4%	35.5%	30.1%	10.0%	12	299	2.74

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Technology resources (software, hardware, networks)	52.1%	42.9%	4.4%	0.6%	16	340	3.46
Computer software training and support	43.2%	48.2%	7.9%	0.7%	58	280	3.34
Help Desk	59.6%	36.6%	3.8%	-	51	287	3.56
Computer labs	51.3%	44.4%	4.1%	0.3%	18	320	3.47
Wireless network and accessibility	41.0%	48.5%	9.6%	0.9%	4	334	3.30
Learning Management System (Blackboard)	40.9%	49.3%	8.3%	1.5%	1	337	3.30

Please rate your level of satisfaction with each of the following offices and centers you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Academic Advising Resource Center	39.0%	49.7%	8.8%	2.5%	197	159	3.25

Indicate your level of agreement with the following statement:

	Strongly Agree (5)	Agree (4)	Somewhat Agree/ Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Unable to rate/No opinion	Survey Responses	Mean
The Academic Advising Resource Center contributed to my overall success in the degree program.	17.0%	25.2%	29.6%	17.8%	10.4%	22	135	3.21

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Boatwright Library	59.0%	36.1%	3.4%	1.4%	7	349	3.53
Study rooms and spaces	48.1%	41.3%	8.2%	2.3%	4	341	3.35
Hours of operation	68.0%	31.1%	0.6%	0.3%	1	344	3.67
Availability of library staff support	59.9%	39.8%	0.3%	-	46	299	3.60

Thinking about your experience using Boatwright Library for research, to what extent were each of the following a challenge for you?

	Very much (5)	Quite a bit (4)	Some (3)	Very little (2)	Not at all (1)	Unable to rate/No opinion	Survey Responses	Mean
Availability of library services	10.5%	6.5%	9.4%	35.5%	38.0%	69	276	2.16
Interest in library services	9.6%	8.5%	17.3%	33.8%	30.8%	84	260	2.32
Knowledge of library resources	7.1%	13.6%	24.6%	26.1%	28.6%	63	280	2.45
Access to technology	10.6%	10.6%	12.0%	28.4%	38.4%	53	292	2.27
Lack of emphasis in class	5.1%	12.3%	29.3%	26.1%	27.2%	69	276	2.42
Other	14.3%	10.2%	16.3%	16.3%	42.9%	229	49	2.37

Please rate your level of satisfaction with each of the following offices and services you may have used while a student at University of Richmond.

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Did not use/No opinion	Survey Responses	Mean
Recreation & Wellness	66.3%	31.1%	2.0%	0.6%	9	347	3.63
Hours of operation	70.3%	26.7%	2.4%	0.6%	12	330	3.67
Weinstein Center for recreation services and programs	66.9%	31.0%	1.2%	0.9%	19	323	3.64
Recreational facilities and equipment	64.5%	32.2%	2.7%	0.6%	7	335	3.61
Quality of professional staff	62.4%	34.3%	2.3%	1.0%	36	306	3.58

Indicate your level of agreement with the following statement:

	Strongly Agree (5)	Agree (4)	Somewhat Agree/Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Unable to rate/No opinion	Survey Responses	Mean
The Wellness graduation requirement classes (WELL085 & WELL090) gave me a better understanding of my personal well-being and self-care practices.	5.4%	21.2%	23.8%	19.2%	30.4%	4	349	2.52

While a student at University of Richmond, did you participate in any of the following activities? (select all that apply)	Response	%
Community-based learning (You took a class that required you to connect your academic work with community service or community-based experiences)	184	67.15%
Community service/volunteering (You participated in community service/volunteering outside of an academic class requirement)	207	75.55%
Division I sports	45	12.7%
Fraternity or sorority	182	51.4%
Internship	245	69.2%
Intramural sports	146	41.2%
Living-learning community	88	24.9%
Off-campus employment	95	26.8%
On-campus employment	227	64.1%
ROTC	2	0.6%
Student club, group or organization	279	78.8%
Student Government Association	39	11.0%
Study abroad	222	62.7%
Undergraduate research with faculty	122	34.5%
UR Summer Fellowship/other research or internship funded by UR	175	49.4%

Thinking about your undergraduate academic and social experiences at University of Richmond, rate your level of satisfaction with each of the following:							
	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Unable to rate/ No opinion	Survey Responses	Mean
Instruction in your major courses	54.0%	41.8%	3.4%	0.8%	-	354	3.49
Leadership development	47.9%	41.8%	9.5%	0.9%	27	328	3.37
The opportunity for involvement in campus activities	49.7%	38.2%	10.7%	1.4%	8	346	3.36
Career guidance from faculty or staff mentors	46.8%	40.0%	10.0%	3.2%	15	340	3.30
Support for your overall well-being	37.5%	45.2%	14.4%	2.9%	7	347	3.17
Academic advising from your faculty advisor	42.1%	35.4%	16.4%	6.1%	8	347	3.14
Contact with students from different backgrounds	29.0%	39.9%	25.5%	5.6%	12	341	2.92
Being part of an inclusive community	22.3%	48.4%	24.0%	5.3%	14	341	2.88

Considering your experience at University of Richmond, indicate your level of agreement with the following statements.								
	Strongly Agree (5)	Agree (4)	Somewhat Agree/ Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Unable to rate/No opinion	Survey Responses	Mean
The University of Richmond supports a learning environment where everyone is entitled to dignity and respect, regardless of race, color, religion, age, disability, ethnicity, sexual orientation or gender identity.	30.2%	36.5%	23.9%	6.0%	3.4%	3	351	3.84
The University of Richmond is making effective strides in becoming a more diverse and inclusive institution.	28.4%	37.6%	20.7%	9.2%	4.0%	6	348	3.77
The University of Richmond supports a learning environment where students feel comfortable expressing different opinions, styles, and beliefs.	23.6%	36.4%	27.6%	6.8%	5.7%	1	352	3.65

Please rate your agreement with the following statements. As a result of my experiences at University of Richmond...								
	Strongly Agree (5)	Agree (4)	Somewhat Agree/ Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Unable to rate/No opinion	Survey Responses	Mean
I believe that I can use my career path to help improve society.	46.3%	37.4%	11.8%	2.9%	1.7%	6	348	4.24
I have developed a sense of my career path that is purposeful.	47.3%	35.6%	10.8%	4.6%	1.7%	3	351	4.22
I have developed a stronger commitment and responsibility to advance the greater good.	43.7%	39.1%	13.2%	2.3%	1.7%	6	348	4.21
I have strengthened my commitment and responsibility to stewardship of the environment.	39.7%	32.6%	19.1%	4.7%	3.8%	14	340	4.00

To what extent did your experiences at UR enable you to practice the following skills?								
	Very much (5)	Quite a bit (4)	Some (3)	Very little (2)	Not at all (1)	Unable to rate/No opinion	Survey Responses	Mean
Responding to others with empathy	41.1%	38.8%	16.1%	2.6%	1.4%	3	348	4.16
Collaborative decision-making and working across differences to come to an agreement or solve a problem.	42.5%	37.4%	14.9%	3.2%	2.0%	3	348	4.15
Careful listening, even when opinions are different from mine	40.5%	39.9%	14.4%	3.4%	1.7%	3	348	4.14
Ethical analyses of complex social issues	41.9%	33.0%	18.9%	4.4%	1.8%	12	339	4.09
Leading a group in which people from different backgrounds feel welcomed and included	39.6%	30.5%	21.7%	6.2%	2.1%	10	341	3.99
Seeking out divergent points of view	35.6%	32.2%	23.0%	7.5%	1.7%	2	348	3.93

To what extent has your undergraduate experience at UR improved or contributed to your skills and abilities in the following?

	Very much (5)	Quite a bit (4)	Some (3)	Very little (2)	Not at all (1)	Unable to rate/No opinion	Survey Responses	Mean
Critical thinking and analyses	58.2%	32.4%	7.2%	1.7%	0.6%	1	349	4.46
Locate, organize, and evaluate information from multiple sources	54.5%	31.7%	11.0%	2.3%	0.6%	4	347	4.37
Develop solutions to complex problems	48.3%	37.4%	10.6%	2.6%	1.1%	1	350	4.29
Write clearly and effectively	52.9%	29.0%	12.6%	3.7%	1.7%	3	348	4.28
Speak clearly and effectively	50.0%	31.3%	15.2%	2.0%	1.4%	3	348	4.26
Collaborate effectively with others as a team member	48.0%	34.9%	12.6%	3.7%	0.9%	1	350	4.25
Apply knowledge and skills to real-world settings	48.3%	31.0%	15.5%	4.0%	1.1%	3	348	4.21
Time management and effective work habits	47.3%	31.8%	14.9%	5.2%	0.9%	2	349	4.19
Being an effective leader	45.5%	33.1%	16.1%	4.0%	1.2%	4	347	4.18
Conduct scholarly research	48.5%	28.1%	16.3%	5.6%	1.5%	12	338	4.17
Connect choices and actions to ethical decisions	45.7%	31.8%	17.1%	4.0%	1.4%	5	346	4.16
Being innovative and creative	41.0%	34.7%	17.2%	5.2%	2.0%	2	349	4.07
Understand the global context of situations or decisions	37.5%	35.2%	20.3%	6.0%	0.9%	2	349	4.03
Use technology effectively	37.5%	33.1%	21.0%	6.3%	2.0%	4	347	3.98
Environmentally sustainable options and practices	28.9%	25.7%	26.6%	13.2%	5.6%	7	342	3.59

Please rate your level of agreement with each of the following statements.
My University of Richmond undergraduate experience has prepared me for...

	Strongly Agree (5)	Agree (4)	Somewhat Agree/ Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Unable to rate/No opinion	Survey Responses	Mean
Lifelong learning	52.6%	34.5%	9.1%	2.6%	1.2%	8	342	4.35
Success in my chosen profession	46.5%	33.2%	15.0%	4.1%	1.2%	10	340	4.20
Graduate or professional school	43.9%	35.4%	16.8%	3.2%	0.7%	70	280	4.19
Leadership in a rapidly changing world	41.4%	36.1%	17.2%	3.8%	1.5%	12	338	4.12
An ongoing commitment to advance the greater good	38.5%	38.5%	18.1%	3.5%	1.5%	7	343	4.09
A successful transition into the workplace	39.5%	34.9%	17.2%	6.9%	1.5%	18	332	4.04
An ongoing commitment to stewardship of the environment	28.8%	32.2%	28.2%	7.7%	3.1%	24	326	3.76

Thinking about your undergraduate experience at University of Richmond, rate your level of satisfaction with each of the following:

	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Unable to rate/No opinion	Survey Responses	Mean
Your overall experience	57.4%	35.7%	6.0%	0.9%	-	350	3.50
Your sense of belonging	35.5%	39.5%	18.6%	6.3%	1	349	3.04

If you could make your college choice over, would you still choose to enroll at University of Richmond?	Survey Responses	%
Definitely Yes	143	40.9%
Probably Yes	152	43.4%
Probably No	43	12.3%
Definitely No	12	3.4%
Total	350	100.0%

What is your perception of academic quality of the University of Richmond? (Mean: 3.54)	Survey Responses	%
Excellent	219	62.2%
Good	108	30.7%
Fair	22	6.3%
Poor	3	0.9%
Total	352	100.0%

Would you describe your opinion of the University of Richmond as: (Mean: 3.27)	Survey Responses	%
Very Positive	139	39.6%
Positive	173	49.3%
Negative	33	9.4%
Very Negative	6	1.7%
Total	351	100.0%

Rate your bond with or feeling of connection to the University of Richmond: (Mean: 2.95)	Survey Responses	%
Very strong connection	105	30.1%
Strong connection	142	40.7%
Weak connection	83	23.8%
Very weak connection	19	5.4%
Total	349	100.0%

How likely are you to recommend the University of Richmond to a prospective undergraduate student? (Mean: 7.72)	Survey Responses	%
1 Not at all likely	7	2.0%
2	6	1.7%
3	8	2.3%
4	12	3.4%
5	21	6.0%
6	22	6.3%
7	54	15.4%
8	81	23.1%
9	43	12.3%
10 Extremely likely	96	27.4%
Total	350	100.0%

Upon graduation, how do you expect to stay connected with UR? (select all that apply)	Survey Responses	%
Attend alumni events in your city or area	198	57.2%
Attend sporting events	97	28.0%
Connect through social media	224	64.7%
Contribute financially	103	29.8%
Engage with current students	190	54.9%
Engage with prospective students	119	34.4%
Participate in events sponsored by your department	104	30.1%
Participate in events sponsored by your school	116	33.5%
Read alumni magazine	101	29.2%
Return to campus for alumni events (reunion, homecoming)	213	61.6%
Utilize alumni library databases and resources	106	30.6%
I do not intend to stay connected with UR	20	5.8%
Other	9	2.6%