

University of Richmond Senior Exit Survey

CLASS OF 2018 | OVERALL RESULTS



Institutional Effectiveness
AUGUST 24, 2018 | IFX.RICHMOND.EDU

Senior Exit Survey: April 2-May 21 2018
Response Rate: 26% (214 responded/811 invited)

University of Richmond Senior Exit Survey Class of 2018 | Overall Results

The University of Richmond Senior Exit Survey was administered online in April and May 2018 to seniors who graduated from the Schools of Arts & Sciences, Business, and Jepson (December 2017, May 2018, and August 2018). The purpose of the survey is to gain insight into students' satisfaction with their college experience. Of the 811 students invited to participate in the online survey, 214 responded, resulting in a 26% response rate.

School	Survey Responses	Graduates Surveyed
Arts & Sciences	109 / 50.9%	451 / 55.6%
Business	88 / 41.1%	304 / 37.5%
Jepson	17 / 7.9%	56 / 6.9%
Total	214 / 100.0%	811 / 100.0%

Race	Survey Responses	Graduates Surveyed
White	133 / 62.2%	486 / 59.9%
Asian	23 / 10.8%	78 / 9.6%
Hispanic or Latino	21 / 9.8%	81 / 10.0%
Non-resident alien	13 / 6.1%	53 / 6.5%
Black or African American	11 / 5.1%	50 / 6.2%
Not reported	7 / 3.3%	33 / 4.1%
Two or more races	6 / 2.8%	29 / 3.6%
American Indian or Alaskan Native	- / -	1 / 0.1%
Total	214 / 100.0%	811 / 100.0%

Gender	Survey Responses	Graduates Surveyed
Female	142 / 66.4%	425 / 52.4%
Male	72 / 33.6%	386 / 47.6%
Total	214 / 100.0%	811 / 100.0%

Please rate your level of satisfaction with each of the following offices, centers, 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
Academic Skills Center	29.8%	58.5%	11.7%	-	120	94	3.18
Bonner Center for Civic Engagement	49.0%	47.1%	3.9%	-	110	104	3.45
Campus Safety	51.7%	45.9%	2.3%	-	42	172	3.49
Center for Student Involvement	26.5%	62.6%	6.8%	4.1%	67	147	3.12
Chaplaincy	47.0%	49.4%	2.4%	1.2%	131	83	3.42
Common Ground	38.0%	54.4%	7.6%	-	135	79	3.30
Disability Services	33.3%	50.0%	10.0%	6.7%	184	30	3.10
Financial Aid Office	44.8%	39.9%	11.2%	4.2%	71	143	3.25
Multicultural Affairs	32.4%	52.1%	12.7%	2.8%	143	71	3.14
Office of International Education	45.5%	39.7%	9.1%	5.8%	93	121	3.25
Registrar's Office	27.8%	52.2%	16.6%	3.4%	9	205	3.04
Richmond College	31.5%	56.8%	7.2%	4.5%	103	111	3.15
Speech Center	41.4%	57.1%	1.5%	-	81	133	3.40
Student Accounts/Bursar	29.1%	66.7%	4.2%	-	25	189	3.25
Westhampton College	53.4%	41.6%	3.7%	1.2%	53	161	3.47
Writing Center	37.8%	52.8%	7.9%	1.6%	87	127	3.27

Please rate your level of satisfaction with each of the following offices, centers, 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	36.9%	48.1%	12.6%	2.4%	8	206	3.19
Opportunities to participate in career programs	49.4%	38.4%	10.5%	1.7%	42	172	3.35
Availability of career advising services	43.2%	43.2%	10.4%	3.1%	22	192	3.27
Opportunities for career planning and exploration	41.6%	39.3%	16.3%	2.8%	36	178	3.20

Please rate your level of satisfaction with each of the following offices, centers, 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)	44.7%	45.6%	7.8%	1.9%	111	103	3.33
Quality of professional staff	58.3%	34.4%	4.2%	3.1%	118	96	3.48
Services and programs	57.3%	35.4%	5.2%	2.1%	118	96	3.48
Hours of operation	41.1%	39.0%	16.8%	3.2%	119	95	3.18

Please rate your level of satisfaction with each of the following offices, centers, 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	48.6%	44.8%	6.1%	0.5%	2	212	3.42
Cleanliness of dining halls	64.7%	33.3%	1.5%	0.5%	10	204	3.62
Quality of food offered	35.3%	52.9%	9.3%	2.5%	10	204	3.21
Variety of food options on campus	36.3%	48.5%	11.8%	3.4%	10	204	3.18
Hours of operation	20.1%	45.6%	27.5%	6.9%	10	204	2.79

Please rate your level of satisfaction with each of the following offices, centers, 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)	59.2%	38.8%	1.5%	0.5%	13	201	3.57
Cleanliness of common areas (campus grounds, activity areas)	71.9%	27.1%	0.5%	0.5%	22	192	3.70
Cleanliness of classrooms, labs and buildings	69.4%	29.5%	1.0%	-	21	193	3.68
Physical accessibility of buildings	58.1%	33.5%	7.3%	1.1%	23	191	3.49

Please rate your level of satisfaction with each of the following offices, centers, 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	64.9%	33.2%	1.5%	0.5%	9	205	3.62
Hours of operation	69.7%	27.8%	2.0%	0.5%	16	198	3.67
Recreational facilities	68.8%	29.2%	1.5%	0.5%	15	199	3.66
Services and programs	61.3%	37.6%	0.5%	0.5%	28	186	3.60
Quality of professional staff	58.2%	39.7%	1.6%	0.5%	30	184	3.55

Please rate your level of satisfaction with each of the following offices, centers, 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	16.2%	56.2%	20.0%	7.6%	4	210	2.81
Safety and security	51.2%	43.3%	5.0%	0.5%	13	201	3.45
Guidance/assistance from your Resident Assistant	31.6%	52.3%	13.8%	2.3%	40	174	3.13
Condition of room or apartment	26.0%	51.5%	15.2%	7.4%	10	204	2.96

Please rate your level of satisfaction with each of the following offices, centers, 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	29.8%	49.5%	15.2%	5.6%	16	198	3.04
Quality of professional staff	44.9%	41.1%	10.8%	3.2%	29	185	3.28
Services and programs	39.2%	47.2%	10.8%	2.8%	38	176	3.23
Hours of operation	21.0%	40.3%	30.1%	8.6%	28	186	2.74

Please rate your level of satisfaction with each of the following offices, centers, 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)	58.0%	36.9%	5.1%	-	19	195	3.53
Helpdesk	56.6%	39.3%	3.0%	1.2%	46	168	3.51
Computer labs	50.0%	47.8%	1.7%	0.6%	36	178	3.47
Learning Management System (Blackboard)	46.2%	47.8%	4.9%	1.1%	30	184	3.39
Computer software training and support	43.6%	51.7%	4.7%	-	65	149	3.39
Wireless network and accessibility	34.2%	51.9%	12.3%	1.6%	27	187	3.19

Please rate your level of satisfaction with each of the following offices, centers, 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	64.1%	32.8%	3.0%	-	16	198	3.61
Hours of operation	72.1%	25.8%	1.6%	0.5%	24	190	3.69
Availability of library staff support	63.0%	34.6%	2.4%	-	49	165	3.61
Study rooms and spaces	45.2%	43.6%	9.0%	2.1%	26	188	3.32

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
Knowledge of library resources	5.7%	7.6%	27.0%	32.1%	27.7%	55	159	2.31
Lack of emphasis in class	4.4%	10.8%	22.8%	31.7%	30.4%	56	158	2.27
Interest in library services	4.1%	9.5%	19.6%	38.5%	28.4%	66	148	2.22
Availability of library services	3.8%	9.4%	12.5%	35.0%	39.4%	54	160	2.03
Access to technology	6.8%	5.6%	13.0%	32.1%	42.6%	52	162	2.02
Other (specify):	7.1%	7.1%	10.7%	7.1%	67.9%	186	28	1.79

Other (specify):
 Access to academic journals
 Books

I believe that the research presentations by staff for FYS's and other classes are often very repetitive if u go to several—sometimes feel that more tangible instruction for finding resources can be helpful. I had most success when I struggled by communicating directly with the subject librarian, although this required me to work significantly in advance which isn't always possible in college. I also think that renting out lockers shouldn't be a multi-day process but something u can just do at the front desk

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	32.1%	54.8%	10.7%	2.4%	130	84	3.17

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.	9.8%	32.8%	41.0%	8.2%	8.2%	153	61	3.28

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	59.7%	35.1%	4.7%	0.5%	23	191	3.54
Your level of involvement in campus activities	53.2%	36.7%	9.0%	1.1%	26	188	3.42
Leadership development	49.7%	42.0%	7.7%	0.6%	33	181	3.41
Career guidance from faculty or staff mentors	50.0%	37.9%	8.8%	3.3%	32	182	3.35
Support for your overall well-being	43.2%	48.4%	6.8%	1.6%	24	190	3.33
Academic advising from your faculty advisor	40.1%	42.3%	12.3%	5.4%	27	187	3.17
Contact with students from different backgrounds	27.7%	50.0%	21.3%	1.1%	26	188	3.04
Being part of an inclusive community	26.6%	50.0%	17.6%	5.9%	26	188	2.97

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.	31.9%	39.8%	18.9%	8.9%	0.5%	23	191	3.94
The University of Richmond is making effective strides in becoming a more diverse and inclusive institution.	29.3%	40.4%	22.3%	6.4%	1.6%	26	188	3.89
The University of Richmond supports a learning environment where students feel comfortable expressing different opinions, styles, and beliefs.	24.3%	41.8%	20.1%	11.6%	2.1%	25	189	3.75

While a student at University of Richmond, did you participate in any of the following activities? (select all that apply)	Survey Responses	% of Graduates
Student club, group or organization	163	85.3%
Internship	142	74.4%
On-campus employment	139	72.8%
Study abroad	111	58.1%
UR Summer Fellowship/other research funded by UR	91	47.6%
Intramural sports	88	46.1%
Community engagement/community-based learning	87	45.6%
Fraternity or sorority	87	45.6%
Undergraduate research with faculty	66	34.6%
Off-campus employment	64	33.5%
Living-learning community	56	29.3%
Division I sports	24	12.6%
Student Government Association	18	9.4%
ROTC	2	1.1%
Total	1138	100.0%

While a student at University of Richmond, did you participate in any of the following activities?							Survey Responses	% of Graduates
Community engagement/community-based learning							87	45.6%
Please rate your agreement with the following statements: As a result of my participation in community engagement/community-based learning...								
	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.	53.0%	30.1%	14.5%	2.4%	-	131	83	4.34
I have developed a stronger commitment and responsibility to advance the greater good.	47.6%	39.3%	8.3%	4.8%	-	130	84	4.30
I have strengthened my commitment and responsibility to stewardship of the environment.	44.4%	34.6%	18.5%	2.5%	-	133	81	4.21
I have developed a sense of my career path that is purposeful.	40.5%	29.8%	25.0%	4.8%	-	130	84	4.06

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
Collaborative decision-making and working across differences to come to an agreement or solve a problem	45.1%	36.3%	17.6%	1.1%	-	32	182	4.25
Careful listening, even when opinions are different from mine	44.0%	31.9%	20.9%	2.2%	1.1%	32	182	4.15
Responding to others with empathy	42.3%	34.6%	19.8%	2.2%	1.1%	32	182	4.15
Ethical analyses of complex social issues	38.9%	38.3%	16.1%	5.6%	1.1%	34	180	4.08
Leading a group in which people from different backgrounds feel welcomed and included	38.7%	31.5%	19.9%	8.8%	1.1%	33	181	3.98
Seeking out divergent points of view	35.4%	34.8%	22.7%	6.6%	0.6%	33	181	3.98

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	57.1%	34.8%	7.6%	0.5%	-	30	184	4.48
Locate, organize, and evaluate information from multiple sources	53.6%	32.8%	12.6%	0.6%	0.6%	31	183	4.38
Time management and setting priorities	56.3%	29.0%	10.9%	2.2%	1.6%	31	183	4.36
Develop solutions to complex problems	47.5%	39.9%	10.9%	1.6%	-	31	183	4.33
Write clearly and effectively	51.6%	30.4%	16.3%	1.6%	-	30	184	4.32
Collaborate effectively with others as a team member	49.5%	36.4%	10.9%	2.2%	1.1%	30	184	4.31
Speak clearly and effectively	47.5%	36.1%	13.7%	2.7%	-	31	183	4.28
Being an effective leader	50.3%	27.9%	18.0%	3.3%	0.6%	31	183	4.24
Conduct scholarly research	51.7%	27.5%	11.8%	6.7%	2.3%	36	178	4.20
Connect choices and actions to ethical decisions	40.6%	38.3%	17.2%	3.9%	-	34	180	4.16
Apply knowledge and skills to real-world settings	39.9%	41.5%	13.1%	4.9%	0.6%	31	183	4.15
Being innovative and creative	39.1%	35.9%	20.1%	4.4%	0.5%	30	184	4.09
Understand the global context of situations or decisions	35.0%	31.2%	24.0%	8.2%	1.6%	31	183	3.90
Environmentally sustainable options and practices	22.7%	27.6%	26.0%	21.0%	2.8%	33	181	3.46

**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	50.5%	40.8%	8.2%	0.5%	-	30	184	4.41
Graduate or professional school	42.4%	41.0%	14.6%	2.1%	-	70	144	4.24
An ongoing commitment to advance the greater good	39.0%	44.0%	15.4%	1.7%	-	32	182	4.20
Success in my chosen profession	40.1%	38.5%	15.4%	5.5%	0.6%	32	182	4.12
Leadership in a rapidly changing world	34.3%	43.7%	18.8%	3.3%	-	33	181	4.09
A successful transition into the workplace	32.0%	44.4%	17.4%	5.1%	1.1%	36	178	4.01
An ongoing commitment to stewardship of the environment	24.1%	33.9%	24.1%	15.5%	2.3%	40	174	3.62

Thinking about your undergraduate experience at University of Richmond, rate your level of satisfaction with each of the following:							
Question	Very Satisfied (4)	Generally Satisfied (3)	Generally Dissatisfied (2)	Very Dissatisfied (1)	Unable to rate/No Opinion	Survey Responses	Mean
Your overall experience	61.1%	35.0%	3.9%	-	34	180	3.57
Your sense of belonging	37.2%	44.4%	14.4%	3.9%	34	180	3.15

If you could make your college choice over, would you still choose to enroll at University of Richmond? (Average: 3.24)	Survey Responses	% of Graduates
Definitely Yes	84	46.4%
Probably Yes	63	34.8%
Probably No	27	14.9%
Definitely No	7	3.9%
Total	181	100.0%

Would you describe your opinion of the University of Richmond as: (Average: 3.36)	Survey Responses	% of Graduates
Very Positive	79	43.7%
Positive	89	49.2%
Negative	12	6.6%
Very Negative	1	0.6%
Total	181	100.0%

What is your perception of academic quality of the University of Richmond? (Average: 3.53)	Survey Responses	% of Graduates
Excellent	104	57.5%
Good	69	38.1%
Fair	8	4.4%
Poor	0	0.0%
Total	181	100.0%

Rate your bond with or feeling of connection to the University of Richmond: (Average: 2.98)	Survey Responses	% of Graduates
Very strong connection	65	36.1%
Strong connection	62	34.4%
Weak connection	38	21.1%
Very weak connection	15	8.3%
Total	180	100.0%

How likely are you to recommend the University of Richmond to a prospective undergraduate student? (Average: 7.87)	Survey Responses	% of Graduates
1 Not at all likely	4	2.2%
2	2	1.1%
3	6	3.3%
4	7	3.9%
5	7	3.9%
6	8	4.4%
7	29	16.0%
8	38	21.0%
9	20	11.1%
10 Extremely likely	60	33.2%
Total	181	100.0%

Upon graduation, how do you expect to stay connected with UR?	Survey Responses	% of Graduates
Connect through social media	129	71.7%
Return to campus for alumni events (reunion, homecoming)	119	66.1%
Attend alumni events in your city or area	99	55.0%
Engage with current students	97	53.9%
Contribute financially	66	36.7%
Utilize alumni library databases and resources	66	36.7%
Participate in events sponsored by your school	61	33.9%
Engage with prospective students	60	33.3%
Participate in events sponsored by your department	58	32.2%
Attend sporting events	57	31.7%
Read alumni magazine	54	30.0%
I do not intend to stay connected with UR	5	2.8%
Other (specify):	7	3.9%
Total	878	100.0%
Other (specify):		
Alumni events for tennis team		
career services		
gym		
Nothing until Greek life is gone		
Recruit		
Red spider society member		
Returning for concerts/performances		