

University of Richmond Senior Exit Survey

CLASS OF 2020 | OVERALL RESULTS



Institutional Effectiveness

JULY 28, 2020 | IFX.RICHMOND.EDU

Survey Administration Period: March 26-June 15, 2020

Response Rate: 45% (360 responded/804 invited)

University of Richmond Senior Exit Survey Class of 2020 | Overall Results

The University of Richmond Senior Exit Survey was administered online from March 26 through June 15, 2020 to seniors who graduated from the Schools of Arts & Sciences, Business, and Jepson (December 2019, May 2020, and August 2020). The purpose of the survey is to gain insight into students' satisfaction with their college experience. Of the 804 students invited to participate in the online survey, 360 responded, resulting in a 45% response rate.

School	Survey Responses	Graduates Surveyed
Arts & Sciences	200 / 55.6%	468 / 58.2%
Business	129 / 35.8%	280 / 34.8%
Jepson	31 / 8.6%	56 / 7.0%
Total	360 / 100.0%	804 / 100.0%

Race	Survey Responses	Graduates Surveyed
American Indian or Alaskan Native	0 / 0.0%	0 / 0.0%
Asian	40 / 11.1%	73 / 9.1%
Black or African American	12 / 3.3%	45 / 5.6%
Hispanic or Latino	32 / 8.9%	65 / 8.1%
Non-resident alien	16 / 4.4%	75 / 9.3%
Two or more races	17 / 4.7%	41 / 5.1%
White	230 / 63.9%	467 / 58.1%
Not reported	13 / 3.6%	38 / 4.7%
Total	360 / 100.0%	804 / 100.0%

Gender	Survey Responses	Graduates Surveyed
Female	219 / 60.8%	440 / 54.7%
Male	141 / 39.2%	364 / 45.3%
Total	360 / 100.0%	804 / 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)	Survey Responses	Mean
Bonner Center for Civic Engagement	42.1%	51.6%	5.7%	0.6%	159	3.35
Campus Safety	44.4%	48.8%	5.1%	1.7%	293	3.36
Center for Student Involvement	30.7%	56.8%	9.1%	3.3%	241	3.15
Chaplaincy	47.6%	44.1%	6.3%	2.1%	143	3.37
Common Ground	36.4%	52.7%	7.8%	3.1%	129	3.22
Disability Services	43.2%	36.4%	15.9%	4.5%	44	3.18
Financial Aid Office	43.5%	44.4%	9.7%	2.3%	216	3.29
Multicultural Affairs	25.3%	54.0%	16.0%	4.7%	150	3.00
Office of International Education	43.8%	43.8%	8.8%	3.5%	226	3.28
Registrar's Office	41.1%	51.9%	5.3%	1.8%	341	3.32
Richmond College	35.7%	52.3%	9.0%	3.0%	199	3.21
Speech Center	40.9%	56.1%	1.8%	1.2%	171	3.37
Student Accounts/Bursar	39.4%	54.4%	4.6%	1.5%	327	3.32
Westhampton College	57.3%	38.4%	3.1%	1.2%	255	3.52
Writing Center	37.6%	53.8%	6.9%	1.7%	173	3.27

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)	Survey Responses	Mean
Academic Advising Resource Center	36.3%	54.8%	7.6%	1.3%	157	3.26

Indicate your level of agreement with the following statement:

	Strongly Agree (5)	Agree (4)	Somewhat Agree/Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Survey Responses	Mean
The Academic Advising Resource Center contributed to my overall success in the degree program.	22.9%	33.6%	18.6%	17.1%	7.9%	140	3.46

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)	Survey Responses	Mean
Academic Skills Center	28.7%	64.6%	6.2%	0.5%	195	3.22
Quality of professional staff	44.4%	50.6%	4.3%	0.6%	162	3.39
Availability of peer tutoring services	39.3%	49.7%	10.4%	0.6%	163	3.28
Services and programs	34.0%	57.5%	7.8%	0.7%	153	3.25

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)	Survey Responses	Mean
Boatwright Library	57.8%	37.4%	3.6%	1.2%	334	3.52
Availability of library staff support	67.4%	31.9%	0.4%	0.4%	282	3.66
Hours of operation	60.4%	32.4%	4.7%	2.5%	321	3.51
Study rooms and spaces	48.0%	39.9%	10.3%	1.9%	321	3.34

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)	Survey Responses	Mean
Knowledge of library resources	8.1%	12.1%	24.6%	33.5%	21.7%	272	2.51
Lack of emphasis in class	7.1%	10.9%	26.7%	27.4%	27.8%	266	2.42
Interest in library services	9.5%	6.6%	22.7%	35.5%	25.6%	242	2.39
Access to technology	12.2%	11.5%	12.9%	27.0%	36.3%	278	2.36
Availability of library services	10.0%	8.8%	11.5%	38.3%	31.4%	261	2.28
Other	22.6%	9.7%	6.5%	9.7%	51.6%	31	2.42

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)	Survey Responses	Mean
Career Services	33.9%	45.5%	17.6%	3.0%	336	3.10
Availability of career advising services	46.3%	43.3%	8.4%	2.0%	298	3.34
Opportunities to participate in career programs	41.7%	41.3%	14.2%	2.8%	288	3.22
Opportunities for career planning and exploration	37.6%	39.3%	15.3%	7.8%	295	3.07

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)	Survey Responses	Mean
Counseling and Psychological Services (CAPS)	28.1%	40.9%	23.6%	7.4%	203	2.90
Quality of professional staff	41.4%	37.9%	13.2%	7.5%	174	3.13
CAPS services and programs	37.7%	40.7%	16.8%	4.8%	167	3.11
Hours of operation	26.6%	47.3%	20.1%	5.9%	169	2.95
Availability of individual counseling appointments	18.8%	26.1%	31.8%	23.3%	176	2.40

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)	Survey Responses	Mean
Dining Services	61.4%	36.4%	2.0%	0.3%	352	3.59
Cleanliness of dining halls	72.2%	26.0%	1.5%	0.3%	334	3.70
Quality of food offered	52.7%	39.8%	6.3%	1.2%	334	3.44
Variety of food options on campus	47.9%	41.9%	7.5%	2.7%	334	3.35
Hours of operation	19.2%	45.6%	26.1%	9.0%	333	2.75

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)	Survey Responses	Mean
Facilities (Classrooms, Dining Halls, Common areas)	60.4%	38.1%	1.2%	0.3%	336	3.59
Cleanliness of classrooms, labs and buildings	75.7%	23.7%	0.3%	0.3%	325	3.75
Cleanliness of common areas (campus grounds, activity areas)	75.4%	23.1%	1.2%	0.3%	325	3.74
Physical accessibility of buildings	55.6%	36.3%	6.9%	1.3%	306	3.46

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)	Survey Responses	Mean
Health Promotion	29.3%	61.9%	7.0%	1.9%	215	3.19
Quality of professional staff	45.7%	52.0%	1.7%	0.6%	173	3.43
Health Promotion programs and services	31.6%	63.2%	4.7%	0.6%	171	3.26

Indicate your level of agreement with the following statement:							
	Strongly Agree (5)	Agree (4)	Somewhat Agree/ Somewhat Disagree (3)	Disagree (2)	Strongly Disagree (1)	Survey Responses	Mean
The Wellness graduation requirement classes (WELL085 & WELL090) gave me a better understanding of my personal well-being and self-care practices.	7.6%	18.8%	27.0%	24.2%	22.4%	330	2.65

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)	Survey Responses	Mean
Residence Life & Housing	21.9%	43.2%	25.6%	9.4%	352	2.78
Safety and security	54.0%	39.3%	4.9%	1.8%	326	3.45
Guidance/assistance from your Resident Assistant	32.1%	50.5%	10.8%	6.6%	287	3.08
Condition of room or apartment	32.2%	46.5%	16.4%	4.9%	329	3.06

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)	Survey Responses	Mean
Student Health Center	29.8%	44.5%	19.0%	6.7%	326	2.97
Quality of professional staff	40.7%	42.4%	13.1%	3.8%	290	3.20
Student Health Center services and programs	32.6%	51.8%	10.9%	4.7%	276	3.12
Availability of appointments	29.2%	45.4%	19.7%	5.6%	284	2.98
Hours of operation	26.0%	45.8%	20.1%	8.0%	288	2.90

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)	Survey Responses	Mean
Technology resources (software, hardware, networks)	58.7%	38.7%	2.1%	0.6%	341	3.55
Help Desk	58.5%	39.3%	1.8%	0.4%	272	3.56
Computer labs	52.6%	44.5%	2.3%	0.6%	310	3.49
Wireless network and accessibility	50.5%	43.8%	5.2%	0.6%	329	3.44
Computer software training and support	46.8%	48.7%	4.1%	0.4%	267	3.42
Learning Management System (Blackboard)	45.5%	46.1%	6.8%	1.5%	323	3.36

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)	Survey Responses	Mean
University Recreation	59.8%	35.0%	4.2%	1.0%	311	3.54
Recreational facilities and equipment	72.2%	26.4%	1.0%	0.3%	288	3.70
Weinstein Center for Recreation services and programs	69.9%	28.4%	1.4%	0.4%	282	3.68
Quality of professional staff	66.4%	32.1%	1.1%	0.4%	277	3.65
Hours of operation	67.9%	28.6%	2.8%	0.7%	290	3.64

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)	Survey Responses	Mean
Availability of academic advisor	60.8%	31.6%	4.3%	3.3%	329	3.50
Advisor knowledge of academic curriculum	56.1%	35.5%	7.0%	1.5%	330	3.46
Advisor knowledge of graduation requirements	56.3%	34.6%	7.2%	1.8%	332	3.45
Academic advising from your faculty advisor	49.4%	35.2%	11.1%	4.2%	332	3.30

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)	Survey Responses	Mean
Being part of an inclusive community	24.6%	42.7%	26.2%	6.5%	321	2.85
Career guidance from faculty or staff mentors	46.3%	44.1%	8.0%	1.6%	311	3.35
Contact with students from different backgrounds	27.1%	46.5%	24.0%	2.5%	325	2.98
Instruction in your major courses	57.7%	39.0%	2.8%	0.6%	326	3.54
Leadership development	46.5%	45.2%	7.7%	0.6%	312	3.38
Support for your overall well-being	40.1%	48.0%	9.4%	2.5%	319	3.26
The opportunity for involvement in campus activities	47.6%	43.3%	6.3%	2.8%	319	3.36

Considering your experience at University of Richmond, indicate your level of agreement with the following statements. The University of Richmond supports a learning environment where everyone is entitled to dignity and respect, regardless of...

	Strongly Agree(5)	Agree(4)	Somewhat Agree/Somewhat Disagree(3)	Disagree(2)	Strongly Disagree(1)	Survey Responses	Mean
Age	38.7%	48.5%	9.5%	1.3%	2.0%	305	4.21
Disability	28.4%	35.1%	25.1%	9.0%	2.3%	299	3.78
Gender identity	26.0%	37.0%	26.0%	8.3%	2.7%	300	3.75
Race or ethnicity	19.2%	27.7%	29.6%	19.5%	4.1%	318	3.38
Religion	30.4%	43.4%	19.0%	4.7%	2.5%	316	3.94
Sexual orientation	29.9%	40.2%	22.3%	6.0%	1.7%	301	3.91

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)	Survey Responses	Mean
The University of Richmond is making effective strides in becoming a more diverse and inclusive institution.	19.7%	37.9%	30.7%	8.5%	3.1%	319	3.63
The University of Richmond supports a learning environment where students feel comfortable expressing different opinions, styles, and beliefs.	21.7%	38.1%	27.9%	9.6%	2.8%	323	3.66

While a student at University of Richmond, did you participate in any of the following activities? (select all that apply)	Survey Responses	%
Community-based learning (You took a class that required you to connect your academic work with community service or community-based experiences)	167	51.2%
Community service/volunteering (You participated in community service/volunteering outside of an academic class requirement)	212	65.0%
Did not take community-based learning class or participate in community service/volunteering outside of class	79	24.2%

While a student at University of Richmond, did you participate in any of the following activities? (select all that apply)	Survey Responses	%
Division I sports	40	12.3%
Fraternity or sorority	172	52.8%
Internship	230	70.6%
Intramural sports	147	45.1%
Living-learning community	87	26.7%
Off-campus employment	80	24.5%
On-campus employment	229	70.2%
ROTC	5	1.5%
Student club, group or organization	279	85.6%
Student Government Association	32	9.8%
Study abroad	200	61.3%
Undergraduate research with faculty	106	32.5%
UR Summer Fellowship/other research or internship funded by UR	159	48.8%
Did not participate in any of these activities	2	0.6%

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)	Survey Responses	Mean
I believe that I can use my career path to help improve society.	50.3%	34.9%	10.6%	3.2%	1.0%	312	4.30
I have developed a stronger commitment and responsibility to advance the greater good.	43.8%	43.5%	9.8%	1.9%	1.0%	315	4.27
I have developed a sense of my career path that is purposeful.	45.1%	37.1%	9.5%	7.0%	1.3%	315	4.18
I have strengthened my commitment and responsibility to stewardship of the environment.	36.8%	42.3%	14.5%	4.5%	1.9%	310	4.07

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)	Survey Responses	Mean
A successful transition into the workplace	30.9%	43.1%	19.4%	4.6%	2.0%	304	3.96
Graduate or professional school	41.3%	41.7%	11.7%	4.2%	1.1%	264	4.18
Leadership in a rapidly changing world	36.9%	42.7%	14.2%	4.5%	1.6%	309	4.09
Lifelong learning	52.2%	38.5%	8.0%	1.0%	0.3%	312	4.41
Success in my chosen profession	43.6%	40.4%	12.4%	2.0%	1.6%	307	4.22

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)	Survey Responses	Mean
Careful listening, even when opinions are different from mine	51.8%	31.3%	15.0%	1.6%	0.3%	307	4.33
Collaborative decision-making and working across differences to come to an agreement or solve a problem.	48.7%	34.7%	13.6%	2.6%	0.3%	308	4.29
Ethical analyses of complex social issues	44.4%	29.7%	20.9%	4.2%	0.7%	306	4.13
Leading a group in which people from different backgrounds feel welcomed and included	40.6%	33.3%	21.5%	3.6%	1.0%	303	4.09
Responding to others with empathy	46.1%	37.3%	15.0%	1.6%	-	306	4.28
Seeking out divergent points of view	41.9%	32.8%	19.8%	5.2%	0.3%	308	4.11

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)	Survey Responses	Mean
Apply knowledge and skills to real-world settings	47.9%	32.9%	14.7%	3.8%	0.6%	313	4.24
Being innovative and creative	40.9%	35.8%	20.1%	2.2%	1.0%	313	4.13
Being an effective leader	49.5%	30.0%	16.6%	3.2%	0.6%	313	4.25
Collaborate effectively with others as a team member	56.2%	29.1%	11.8%	2.6%	0.3%	313	4.38
Conduct scholarly research	47.1%	25.2%	19.9%	4.9%	2.9%	306	4.08
Connect choices and actions to ethical decisions	45.2%	30.3%	19.4%	4.2%	1.0%	310	4.15
Critical thinking and analyses	64.9%	26.5%	8.3%	-	0.3%	313	4.56
Develop solutions to complex problems	55.8%	33.0%	9.6%	1.0%	0.6%	312	4.42
Environmentally sustainable options and practices	25.0%	27.9%	29.8%	14.7%	2.6%	312	3.58
Locate, organize, and evaluate information from multiple sources	54.6%	32.9%	8.9%	3.2%	0.3%	313	4.38
Speak clearly and effectively	50.2%	34.2%	13.1%	1.3%	1.3%	313	4.31
Time management and effective work habits	52.1%	29.4%	14.1%	3.2%	1.3%	313	4.28
Understand the global context of situations or decisions	40.6%	36.4%	18.5%	3.8%	0.6%	313	4.12
Use technology effectively	38.0%	32.9%	20.4%	7.7%	1.0%	313	3.99
Write clearly and effectively	50.2%	33.9%	13.1%	1.9%	1.0%	313	4.30

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)	Survey Responses	Mean
Your overall experience	61.8%	34.1%	3.2%	0.9%	317	3.57
Your sense of belonging	45.5%	37.2%	14.1%	3.2%	312	3.25

If you could make your college choice over, would you still choose to enroll at University of Richmond?	Survey Responses	%
Definitely No	8	2.5%
Probably No	34	10.7%
Probably Yes	108	34.1%
Definitely Yes	167	52.7%
Total	317	100.0%

What is your perception of academic quality of the University of Richmond? (Mean: 3.66)	Survey Responses	%
Poor	2	0.6%
Fair	10	3.2%
Good	83	26.3%
Excellent	221	69.9%
Total	316	100.0%

Would you describe your opinion of the University of Richmond as: (Mean: 3.39)	Survey Responses	%
Very Negative	3	0.9%
Negative	19	6.0%
Positive	147	46.4%
Very Positive	148	46.7%
Total	317	100.0%

Rate your bond with or feeling of connection to the University of Richmond: (Mean: 3.16)	Survey Responses	%
Very weak connection	9	2.8%
Weak connection	57	18.0%
Strong connection	126	39.7%
Very strong connection	125	39.4%
Total	317	100.0%

How likely are you to recommend the University of Richmond to a prospective undergraduate student? (Mean: 7.88)	Survey Responses	%
1 Not at all likely	7	2.2%
2	4	1.3%
3	4	1.3%
4	2	0.6%
5	19	6.0%
6	34	10.7%
7	45	14.2%
8	68	21.5%
9	36	11.4%
10 Extremely likely	98	30.9%
Total	317	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	62.9%
Attend sporting events	110	34.9%
Connect through social media	229	72.7%
Contribute financially	106	33.7%
Engage with current students	183	58.1%
Engage with prospective students	96	30.5%
Participate in events sponsored by your department	109	34.6%
Participate in events sponsored by your school	118	37.5%
Read alumni magazine	103	32.7%
Return to campus for alumni events (reunion, homecoming)	243	77.1%
Utilize alumni library databases and resources	120	38.1%
I do not intend to stay connected with UR	11	3.5%
Other	10	3.2%