

FA11 Freshmen Parent Survey

Description: Please let me know if timeline (October 17th) isn't realistic. I'll submit the questions via the upload. Once it's ready, I'll upload the emails so we can use the Student Voice email distribution system.

Date Created: 10/6/2011 11:16:12 AM

Date Range: 10/17/2011 8:00:00 AM - 10/31/2011 11:59:00 PM

Total Respondents: 396

Q1. Where are you from?

Count	Percent		
91	22.98%		Southwest Missouri
51	12.88%		Kansas City/northwest Missouri area
139	35.10%		St. Louis area
16	4.04%		Southeast Missouri area
53	13.38%		Central/northeast Missouri area
46	11.62%		Another state/country (please specify)
Count	Percent		
3	6.52%		Arkansas
1	2.17%		Brookfield, WI
1	2.17%		calif
1	2.17%		California
1	2.17%		Colorado
1	2.17%		Dallas Texas
1	2.17%		Fayetteville, AR
1	2.17%		Grove Oklahoma
1	2.17%		Houston, Texas
1	2.17%		IL
8	17.39%		Illinois
1	2.17%		Iowa
4	8.70%		Kansas
1	2.17%		Louisiana
1	2.17%		Maryland
1	2.17%		Michigan
1	2.17%		Minnesota
1	2.17%		Mississippi
5	10.87%		Nebraska
1	2.17%		Northern Arkansas
1	2.17%		Northern Illinois
1	2.17%		Oklahoma
1	2.17%		paola kansas
1	2.17%		Pittsburg, Ks
1	2.17%		SW Oklahoma
1	2.17%		Tennessee
1	2.17%		Texas
1	2.17%		Virginia
1	2.17%		wisconsin
1	2.17%		Wyoming

Q2. How involved were you in the college search and selection process for your son/daughter?

Count	Percent		
107	27.02%		Highly involved - we made the decision together
201	50.76%		Involved - I did some research and helped narrow the choices, but my student made the final decision
70	17.68%		Slightly involved - I assisted, but my student narrowed the choices and made the final decision
18	4.55%		Not involved - I allowed my student to control the process
396	Respondents		

Q3. Which other college would your student have been the most likely to attend had she/he not chosen Missouri State? (Please indicate only the first alternate choice, even though she/he may have been considering two or more other institutions)

Count	Percent		
2	0.51%		Avila University
0	0.00%		Central Methodist University
7	1.77%		College of the Ozarks
2	0.51%		Columbia College
0	0.00%		Crowder College
15	3.79%		Drury University
2	0.51%		East Central College
0	0.00%		Fontbonne University
1	0.25%		Hannibal-LaGrange College
0	0.00%		Harris-Stowe State University
2	0.51%		Jefferson College
11	2.78%		Lindenwood University
1	0.25%		Lincoln University
0	0.00%		Linn State Technical College
6	1.52%		Maryville University
0	0.00%		Metropolitan Community Colleges
0	0.00%		Mineral Area College
2	0.51%		Missouri Baptist University
9	2.27%		Missouri Southern State University
2	0.51%		Missouri State University-West Plains
6	1.52%		Missouri University of Science & Technology
0	0.00%		Missouri Valley College
4	1.01%		Missouri Western State University
0	0.00%		Moberly Area College
0	0.00%		North Central Missouri College
10	2.53%		Northwest Missouri State University
10	2.53%		Ozarks Technical Community College
2	0.51%		Park University
10	2.53%		Rockhurst University
1	0.25%		Saint Charles County Community College
0	0.00%		Saint Louis Community Colleges
11	2.78%		Saint Louis University
24	6.06%		Southeast Missouri State University
6	1.52%		Southwest Baptist University
1	0.25%		State Fair Community College
0	0.00%		Three Rivers Community College
33	8.33%		Truman State University
11	2.78%		University of Central Missouri
69	17.42%		University of Missouri - Columbia
12	3.03%		University of Missouri - Kansas City
3	0.76%		University of Missouri - St. Louis
1	0.25%		Washington University

2	0.51%	<input type="checkbox"/>	Webster University
2	0.51%	<input type="checkbox"/>	Westminster College
1	0.25%	<input type="checkbox"/>	William Jewell College
4	1.01%	<input type="checkbox"/>	William Woods University
93	23.48%	<input checked="" type="checkbox"/>	Alternate choice not listed
18	4.55%	<input type="checkbox"/>	My student did not apply to any other institutions.
396 Respondents			


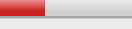
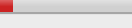
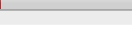
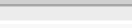
Q4. Please indicate alternate choice college here:

Count	Percent		
78	100.00%	<input checked="" type="checkbox"/>	
Count	Percent		
1	1.28%	<input type="checkbox"/>	Arizona State University
1	1.28%	<input type="checkbox"/>	Art Institute - Lenexa, Ks
1	1.28%	<input type="checkbox"/>	Ashland College
1	1.28%	<input type="checkbox"/>	Bellarmino University
1	1.28%	<input type="checkbox"/>	Bradley University
1	1.28%	<input type="checkbox"/>	cal state fullerton
1	1.28%	<input type="checkbox"/>	cal state university
1	1.28%	<input type="checkbox"/>	Clark atlanta university
1	1.28%	<input type="checkbox"/>	Creighton
1	1.28%	<input type="checkbox"/>	Drake University
2	2.56%	<input type="checkbox"/>	Evangel
1	1.28%	<input type="checkbox"/>	Flagler College and Florida
1	1.28%	<input type="checkbox"/>	Fort Scott Community College
1	1.28%	<input type="checkbox"/>	harvard
1	1.28%	<input type="checkbox"/>	Illinois State
1	1.28%	<input type="checkbox"/>	Indiana Perdue Fort Wayne
2	2.56%	<input type="checkbox"/>	Indiana University
3	3.85%	<input type="checkbox"/>	Iowa State
1	1.28%	<input type="checkbox"/>	Johnson & Wales
1	1.28%	<input type="checkbox"/>	Kansas State University
1	1.28%	<input type="checkbox"/>	Kansas
1	1.28%	<input type="checkbox"/>	Kansas State University
1	1.28%	<input type="checkbox"/>	Kansas University
1	1.28%	<input type="checkbox"/>	Loyola Chicago
1	1.28%	<input type="checkbox"/>	Loyola, Chicago
1	1.28%	<input type="checkbox"/>	Midwestern State University
1	1.28%	<input type="checkbox"/>	Minnesota College of Art and Design
1	1.28%	<input type="checkbox"/>	Murray State
2	2.56%	<input type="checkbox"/>	Murray State University
1	1.28%	<input type="checkbox"/>	North Texas - Denton, TX
1	1.28%	<input type="checkbox"/>	North Texas, Denton Tx
1	1.28%	<input type="checkbox"/>	Northwestern
1	1.28%	<input type="checkbox"/>	not listed


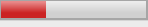
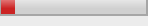
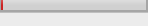
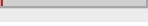
1	1.28%		Oklahoma State
1	1.28%		Oklahoma State University
1	1.28%		olivet nazarene university
1	1.28%		Ouchita Baptist
1	1.28%		Ozark Christian College
1	1.28%		Pittsburg State University
1	1.28%		Robert Morris University
1	1.28%		Rolla S & T
1	1.28%		Saint Xavier University
1	1.28%		SIU-C
1	1.28%		Southeast Missouri State
1	1.28%		Southern Illinois Univeristy Edwardsville
1	1.28%		Southern Illinois University
1	1.28%		St Johns& Benedictine & MIZZOU
1	1.28%		Stephen F. Austin
1	1.28%		stephens
1	1.28%		swimmer - Arizona school
1	1.28%		TCU
1	1.28%		Tennessee State
1	1.28%		Truman State
1	1.28%		Univ of Illinois
1	1.28%		Univ of Michigan
7	8.97%		University of Arkansas
1	1.28%		University of Central Arkansas
1	1.28%		University of Dayton
1	1.28%		University of Kansas
1	1.28%		University of Minnesota Duluth
1	1.28%		University of Nebraska, Lincoln
1	1.28%		University of North Dakota
1	1.28%		university of texas
1	1.28%		University of the Pacific
1	1.28%		University of Wisconsin-Stevens Point
1	1.28%		University of Wyoming
1	1.28%		virginia

78 Respondents


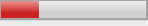
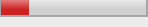
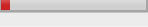
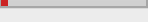
Q5. How important were these issues in choosing which college to attend? - Quality of the major in which your student was interested

Count	Percent		
202	52.33%		Extremely important
129	33.42%		Very important
43	11.14%		Moderately important
9	2.33%		Slightly important
3	0.78%		Not at all important
386 Respondents			



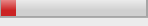
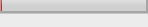
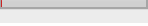
Q6. How important were these issues in choosing which college to attend? - Cost (tuition and fees)

Count	Percent		
219	56.74%		Extremely important
121	31.35%		Very important
38	9.84%		Moderately important
4	1.04%		Slightly important
4	1.04%		Not at all important
386	Respondents		

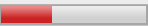

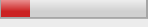
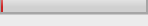
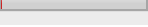
Q7. How important were these issues in choosing which college to attend? - Amount of financial aid and/or scholarships received

Count	Percent		
166	43.01%		Extremely important
102	26.42%		Very important
75	19.43%		Moderately important
25	6.48%		Slightly important
18	4.66%		Not at all important
386	Respondents		


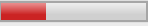
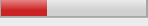
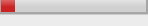
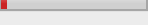
Q8. How important were these issues in choosing which college to attend? - Overall academic reputation

Count	Percent		
164	42.49%		Extremely important
180	46.63%		Very important
39	10.10%		Moderately important
2	0.52%		Slightly important
1	0.26%		Not at all important
386	Respondents		


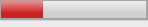
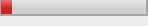
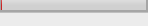
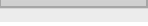
Q9. How important were these issues in choosing which college to attend? - Size and appearance of campus

Count	Percent		
137	35.49%		Extremely important
166	43.01%		Very important
78	20.21%		Moderately important
4	1.04%		Slightly important
1	0.26%		Not at all important
386	Respondents		

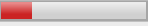

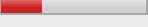
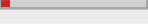
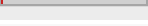
Q10. How important were these issues in choosing which college to attend? - City in which the college is located

Count	Percent		
91	23.58%		Extremely important
119	30.83%		Very important
123	31.87%		Moderately important
37	9.59%		Slightly important
16	4.15%		Not at all important
386	Respondents		

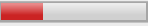

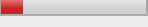
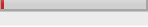
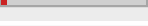
Q11. How important were these issues in choosing which college to attend? - Safety of the campus

Count	Percent		
242	62.69%		Extremely important
112	29.02%		Very important
29	7.51%		Moderately important
3	0.78%		Slightly important
0	0.00%		Not at all important
386	Respondents		

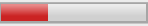

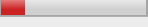
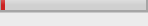
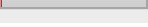
Q12. How important were these issues in choosing which college to attend? - Quality of social life on campus

Count	Percent		
82	21.24%		Extremely important
165	42.75%		Very important
109	28.24%		Moderately important
24	6.22%		Slightly important
6	1.55%		Not at all important
386	Respondents		


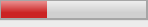
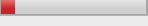
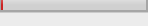
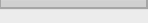
Q13. How important were these issues in choosing which college to attend? - Quality of residence halls

Count	Percent		
112	29.02%		Extremely important
193	50.00%		Very important
58	15.03%		Moderately important
8	2.07%		Slightly important
15	3.89%		Not at all important
386	Respondents		

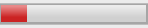
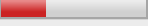
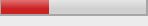
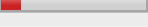
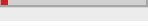
Q14. How important were these issues in choosing which college to attend? - Availability of technology on campus

Count	Percent		
126	32.64%		Extremely important
185	47.93%		Very important
63	16.32%		Moderately important
11	2.85%		Slightly important
1	0.26%		Not at all important
386	Respondents		

Q15. How important were these issues in choosing which college to attend? - Success of graduates getting jobs

Count	Percent		
221	57.25%		Extremely important
124	32.12%		Very important
37	9.59%		Moderately important
4	1.04%		Slightly important
0	0.00%		Not at all important
386	Respondents		

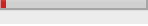
Q16. How important were these issues in choosing which college to attend? - Quality of recruitment materials

Count	Percent		
69	17.88%		Extremely important
120	31.09%		Very important
128	33.16%		Moderately important
52	13.47%		Slightly important
17	4.40%		Not at all important
386	Respondents		


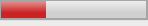
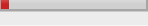
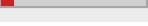
Q17. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Quality of the major in which your student was interested

Count	Percent		
95	25.82%		Much better
96	26.09%		Somewhat better
134	36.41%		About the same
23	6.25%		Somewhat worse
1	0.27%		Much worse
19	5.16%		No basis for opinion
368	Respondents		

Q18. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Cost (tuition and fees)

Count	Percent		
159	43.21%		Much better
85	23.10%		Somewhat better
80	21.74%		About the same
20	5.43%		Somewhat worse
13	3.53%		Much worse
11	2.99%		No basis for opinion
368	Respondents		

Q19. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Amount of financial aid and/or scholarships received

Count	Percent		
86	23.37%		Much better
67	18.21%		Somewhat better
115	31.25%		About the same
48	13.04%		Somewhat worse
19	5.16%		Much worse
33	8.97%		No basis for opinion
368	Respondents		

Q20. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Overall academic reputation

Count	Percent		
54	14.67%		Much better
89	24.18%		Somewhat better
166	45.11%		About the same
43	11.68%		Somewhat worse
1	0.27%		Much worse
15	4.08%		No basis for opinion
368	Respondents		

Q21. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Size and appearance of campus

Count	Percent		
107	29.08%		Much better
127	34.51%		Somewhat better
81	22.01%		About the same
35	9.51%		Somewhat worse
2	0.54%		Much worse
16	4.35%		No basis for opinion
368	Respondents		

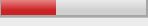
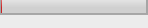
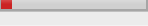
Q22. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - City in which the college is located

Count	Percent		
106	28.80%		Much better
96	26.09%		Somewhat better
121	32.88%		About the same
19	5.16%		Somewhat worse
3	0.82%		Much worse
23	6.25%		No basis for opinion
368	Respondents		

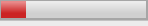
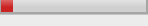
Q23. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Safety of the campus

Count	Percent		
74	20.11%		Much better
78	21.20%		Somewhat better
166	45.11%		About the same
20	5.43%		Somewhat worse
2	0.54%		Much worse
28	7.61%		No basis for opinion
368	Respondents		

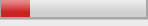
Q24. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Quality of social life on campus

Count	Percent		
66	17.93%		Much better
104	28.26%		Somewhat better
141	38.32%		About the same
27	7.34%		Somewhat worse
2	0.54%		Much worse
28	7.61%		No basis for opinion
368	Respondents		

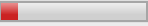
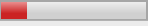
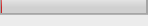
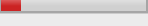
Q25. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Quality of residence halls

Count	Percent		
64	17.39%		Much better
75	20.38%		Somewhat better
144	39.13%		About the same
30	8.15%		Somewhat worse
2	0.54%		Much worse
53	14.40%		No basis for opinion
368	Respondents		

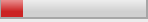

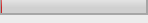
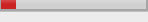
Q26. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Availability of technology on campus

Count	Percent		
43	11.68%		Much better
73	19.84%		Somewhat better
197	53.53%		About the same
16	4.35%		Somewhat worse
0	0.00%		Much worse
39	10.60%		No basis for opinion
368	Respondents		

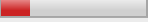
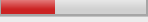
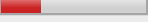
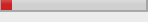
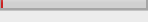
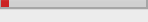
Q27. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Success of graduates getting jobs

Count	Percent		
44	11.96%		Much better
67	18.21%		Somewhat better
177	48.10%		About the same
28	7.61%		Somewhat worse
1	0.27%		Much worse
51	13.86%		No basis for opinion
368	Respondents		

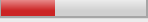
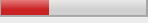
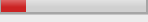
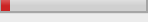
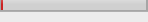
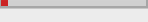
Q28. On these issues, how did Missouri State compare to the institution you indicated was your student's first alternate choice? - Quality of recruitment materials

Count	Percent		
38	10.33%		Much better
55	14.95%		Somewhat better
210	57.07%		About the same
25	6.79%		Somewhat worse
3	0.82%		Much worse
37	10.05%		No basis for opinion
368	Respondents		

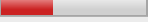
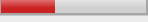
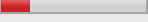
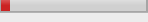
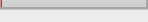
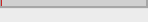
Q29. Please indicate how important the following sources of information were for you in the college selection process: - Admissions guide (viewbook)

Count	Percent		
76	20.27%		Extremely important
140	37.33%		Very important
104	27.73%		Moderately important
28	7.47%		Slightly important
6	1.60%		Not at all important
21	5.60%		Did not use
375	Respondents		

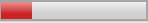
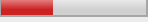
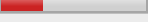
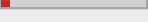
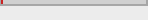
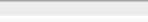
Q30. Please indicate how important the following sources of information were for you in the college selection process: - Scholarship and Financial Aid for Entering Freshmen and Transfer Students brochure

Count	Percent		
141	37.60%		Extremely important
125	33.33%		Very important
64	17.07%		Moderately important
22	5.87%		Slightly important
4	1.07%		Not at all important
19	5.07%		Did not use
375	Respondents		


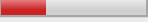
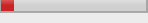
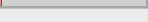
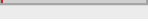
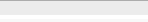
Q31. Please indicate how important the following sources of information were for you in the college selection process: - The Missouri State website

Count	Percent		
134	35.73%		Extremely important
141	37.60%		Very important
74	19.73%		Moderately important
23	6.13%		Slightly important
2	0.53%		Not at all important
1	0.27%		Did not use
375	Respondents		

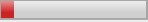
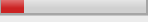
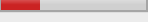
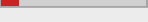
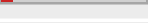
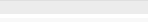
Q32. Please indicate how important the following sources of information were for you in the college selection process: - A brochure or information sheet on the academic programs in which your student was interested

Count	Percent		
81	21.60%		Extremely important
136	36.27%		Very important
109	29.07%		Moderately important
22	5.87%		Slightly important
4	1.07%		Not at all important
23	6.13%		Did not use
375	Respondents		


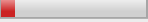
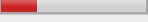
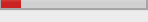
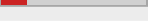
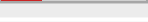
Q33. Please indicate how important the following sources of information were for you in the college selection process: - A visit to the Missouri State campus you arranged through the Office of Admissions

Count	Percent		
181	48.27%		Extremely important
117	31.20%		Very important
33	8.80%		Moderately important
3	0.80%		Slightly important
4	1.07%		Not at all important
37	9.87%		Did not use
375	Respondents		

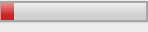
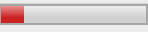
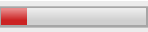



Q34. Please indicate how important the following sources of information were for you in the college selection process: - Information you received from your student's high school counselor or teacher

Count	Percent		
34	9.07%		Extremely important
59	15.73%		Very important
102	27.20%		Moderately important
47	12.53%		Slightly important
30	8.00%		Not at all important
103	27.47%		Did not use
375	Respondents		

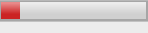
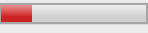
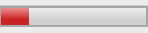

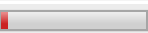

Q35. Please indicate how important the following sources of information were for you in the college selection process: - A telephone call from a Missouri State student

Count	Percent		
18	4.80%		Extremely important
37	9.87%		Very important
94	25.07%		Moderately important
51	13.60%		Slightly important
68	18.13%		Not at all important
107	28.53%		Did not use
375	Respondents		



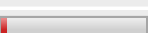


Q36. Please indicate how important the following sources of information were for you in the college selection process: - A visit with a Missouri State representative at a college fair

Count	Percent		
33	8.80%		Extremely important
59	15.73%		Very important
68	18.13%		Moderately important
43	11.47%		Slightly important
33	8.80%		Not at all important
139	37.07%		Did not use
375	Respondents		

Q37. Please indicate how important the following sources of information were for you in the college selection process: - A conversation or correspondence (written or e-mail) with a Missouri State faculty member

Count	Percent		
49	13.07%		Extremely important
80	21.33%		Very important
73	19.47%		Moderately important
34	9.07%		Slightly important
18	4.80%		Not at all important
121	32.27%		Did not use
375	Respondents		



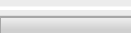


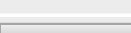
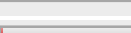
Q38. Please indicate your level of agreement with the following statement: The staff was helpful when I have contacted the Missouri State Office of Admissions.

Count	Percent		
223	59.47%		Strongly agree
115	30.67%		Moderately agree
15	4.00%		Moderately disagree
2	0.53%		Strongly disagree
20	5.33%		No opinion
375	Respondents		

Q39. Did your student receive a scholarship from Missouri State?

Count	Percent		
205	54.67%		Yes
170	45.33%		No
375	Respondents		

Q40. Please indicate which of the following scholarships your student received: (Check all that apply)

Count	Respondent %	Response %	
3	1.48%	1.20%	 Presidential scholarship (\$12,500 per year)
62	30.54%	24.70%	 Board of Governors scholarship (\$5,000 per year)
7	3.45%	2.79%	 Multicultural Leadership scholarship
54	26.60%	21.51%	 Academic scholarship (\$2,500 per year)
15	7.39%	5.98%	 Recognition scholarship (\$1,500 per year)
10	4.93%	3.98%	 Hutchens/SGA Centennial Leaders scholarship
26	12.81%	10.36%	 Out-of-State Fee Waiver, Midwest Student Exchange Program, or Continue the Tradition scholarship

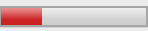
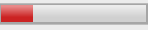
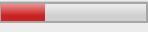
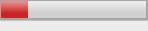
8	3.94%	3.19%	<input type="checkbox"/>	Athletic scholarship
22	10.84%	8.76%	<input type="checkbox"/>	Art, theatre or music scholarship
44	21.67%	17.53%	<input checked="" type="checkbox"/>	Other (please specify)

Count	Percent		
1	2.27%	<input type="checkbox"/>	\$1,000 per year
1	2.27%	<input type="checkbox"/>	\$1000 annual Leadership scholarship
1	2.27%	<input type="checkbox"/>	\$1000 Missouri High School Graduate
1	2.27%	<input type="checkbox"/>	\$500 Math
1	2.27%	<input type="checkbox"/>	\$500 per semester
1	2.27%	<input type="checkbox"/>	1000.00
1	2.27%	<input type="checkbox"/>	500.00
1	2.27%	<input type="checkbox"/>	Band
1	2.27%	<input type="checkbox"/>	BOCA
1	2.27%	<input type="checkbox"/>	Bright Flight
1	2.27%	<input type="checkbox"/>	colorguard, band
1	2.27%	<input type="checkbox"/>	Dare program,
1	2.27%	<input type="checkbox"/>	Dean's scholarship
1	2.27%	<input type="checkbox"/>	dual credit academic
1	2.27%	<input type="checkbox"/>	dual-credit from high school
1	2.27%	<input type="checkbox"/>	English Department
1	2.27%	<input type="checkbox"/>	Foundation Scholarship
1	2.27%	<input type="checkbox"/>	George Kirby
1	2.27%	<input type="checkbox"/>	George Washington Carver, Kiwanis
1	2.27%	<input type="checkbox"/>	leadership
2	4.55%	<input type="checkbox"/>	Leadership
1	2.27%	<input type="checkbox"/>	Leadership Scholarship 1000.00 per year
1	2.27%	<input type="checkbox"/>	local community scholarships
1	2.27%	<input type="checkbox"/>	Missouri State Advantage Scholarship
1	2.27%	<input type="checkbox"/>	MO Promise
1	2.27%	<input type="checkbox"/>	Mo. State promise
1	2.27%	<input type="checkbox"/>	MSU Advantage
1	2.27%	<input type="checkbox"/>	Out of State Waiver
1	2.27%	<input type="checkbox"/>	Pride Band grant
1	2.27%	<input type="checkbox"/>	private- kiwaniis
1	2.27%	<input type="checkbox"/>	promise
1	2.27%	<input type="checkbox"/>	provost
1	2.27%	<input type="checkbox"/>	Provost
1	2.27%	<input type="checkbox"/>	Provost for 2,500
1	2.27%	<input type="checkbox"/>	Semo Electric
1	2.27%	<input type="checkbox"/>	William Berry

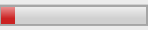


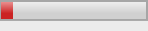
203 Respondents

251 Responses


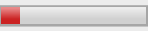
Q41. Which of the following statements best describes your student's scholarship from Missouri State in comparison with the scholarship offer(s) received from their first alternate choice college you listed earlier?

Count	Percent		
55	28.65%		My student received a better scholarship offer from Missouri State than from the other college.
43	22.40%		The scholarship offer my student received from the other college was similar to what they received from Missouri State.
58	30.21%		My student received a better scholarship offer from the other college.
36	18.75%		My student did not receive a scholarship offer from the other college.
192	Respondents		


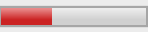
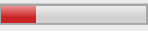
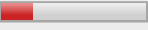
Q42. Would your student have attended Missouri State without the scholarship?

Count	Percent		
19	9.36%		Yes, definitely would have
87	42.86%		Yes, probably would have
81	39.90%		No, probably wouldn't have
16	7.88%		No, definitely wouldn't have
203	Respondents		

Q43. Did you apply for financial aid (loans, grants, work study)? (To apply for financial aid, you must have completed the Free Application for Federal Student Aid [FAFSA])

Count	Percent		
323	86.83%		Yes
49	13.17%		No
372	Respondents		

Q44. Which of the following statements best describes your student's total financial aid package (scholarships, grants, loans, and/or work study) in comparison with their first alternate choice college you listed earlier?

Count	Percent		
55	17.97%		My student received a better financial aid offer from Missouri State.
109	35.62%		The financial aid offer from the other institution was similar to Missouri State's.
75	24.51%		My student received a better financial aid offer from the other college.
67	21.90%		My student did not receive a financial aid offer from the other college.
306	Respondents		

Q45. Please indicate your level of satisfaction with the service you received from the Missouri State Office of Financial Aid:

Count	Percent		
130	40.50%		Very satisfied
128	39.88%		Moderately satisfied
29	9.03%		Moderately dissatisfied
9	2.80%		Very dissatisfied
25	7.79%		No basis for opinion
321	Respondents		

Q46. Is your student living in the residence halls on campus this year?

Count	Percent		
337	91.33%		Yes
32	8.67%		No
369	Respondents		

Q47. Please indicate your level of satisfaction with the service you received from the Missouri State Residence Life and Services (Housing) Office:

Count	Percent		
180	53.41%		Very satisfied
118	35.01%		Moderately satisfied
11	3.26%		Moderately dissatisfied
3	0.89%		Very dissatisfied
25	7.42%		No basis for opinion
337	Respondents		

Q48. Taylor Health and Wellness Center provides quality medical services and promotes lifelong wellness for students. How did the presence of Taylor Health and Wellness Center impact your student's decision to attend Missouri State?

Count	Percent		
60	16.26%		It was a significant factor in my student's choice to attend Missouri State.
278	75.34%		I did not know of Taylor Health and Wellness Center prior to attending SOAR, but am very pleased to have these services available to my student.
31	8.40%		I really don't know anything about the Taylor Health and Wellness Center and will get more information at http://health.missouristate.edu/ .
369	Respondents		

Q49. Did you or your student arrange a campus visit through the Office of Admissions?

Count	Percent		
290	78.59%		Yes
79	21.41%		No
369	Respondents		

Q50. Please indicate your level of satisfaction with the following: - The assistance you received in arranging your visit

Count	Percent		
219	75.52%		Very satisfied
68	23.45%		Moderately satisfied
2	0.69%		Moderately dissatisfied
1	0.34%		Very dissatisfied
290	Respondents		

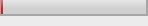
Q51. Please indicate your level of satisfaction with the following: - Your overall visit experience

Count	Percent		
219	75.52%		Very satisfied
64	22.07%		Moderately satisfied
5	1.72%		Moderately dissatisfied
2	0.69%		Very dissatisfied
290	Respondents		

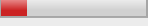

Q52. Did you use e-mail to correspond with the Office of Admissions?

Count	Percent		
228	61.79%		Yes
141	38.21%		No
369	Respondents		

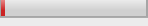


Q53. How satisfied were you with the overall speed and helpfulness of the response?

Count	Percent		
152	66.67%		Very satisfied
71	31.14%		Moderately satisfied
3	1.32%		Moderately dissatisfied
2	0.88%		Very dissatisfied
228	Respondents		

Q54. Were you aware of Missouri State's Public Affairs mission during the college search process?

Count	Percent		
67	18.16%		Yes
302	81.84%		No
369	Respondents		

Q55. Was Missouri State's Public Affairs mission a factor in your student's choice to attend Missouri State?

Count	Percent		
2	2.99%		Absolutely, it was one of the main reasons my student chose MSU.
34	50.75%		While not one of the main reasons, it was important to my student.
31	46.27%		Not really, my student was coming to Missouri State anyway.
67	Respondents		


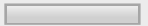
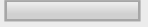
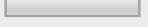
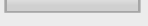
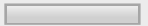
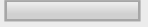
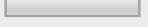
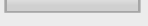
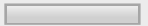
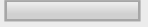
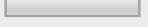
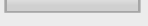
Q56. When visiting the Missouri State website, have you been able to find the information that you needed in a timely manner?

Count	Percent		
323	87.53%		Yes
37	10.03%		No
9	2.44%		Have not visited the website
369	Respondents		

Q57. How does the Missouri State website compare to the other college websites you visited?

Count	Percent		
29	8.06%		Much better
71	19.72%		Somewhat better
178	49.44%		About the same
17	4.72%		Somewhat worse
2	0.56%		Much worse
63	17.50%		No basis for opinion
360	Respondents		

Q58. Were there specific types of information you were looking for when you used the Missouri State website?

Count	Percent																						
197	54.72%		Yes (please explain)																				
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0.51%</td> <td></td> <td>1. Available majors 2. Costs 3. Housing options</td> </tr> <tr> <td>1</td> <td>0.51%</td> <td></td> <td>A look at a dorm room .</td> </tr> <tr> <td>1</td> <td>0.51%</td> <td></td> <td>academic calendar, dorm specifics and interior pictures,</td> </tr> <tr> <td>1</td> <td>0.51%</td> <td></td> <td>academic help, tutoring</td> </tr> </tbody> </table>				Count	Percent			1	0.51%		1. Available majors 2. Costs 3. Housing options	1	0.51%		A look at a dorm room .	1	0.51%		academic calendar, dorm specifics and interior pictures,	1	0.51%		academic help, tutoring
Count	Percent																						
1	0.51%		1. Available majors 2. Costs 3. Housing options																				
1	0.51%		A look at a dorm room .																				
1	0.51%		academic calendar, dorm specifics and interior pictures,																				
1	0.51%		academic help, tutoring																				

1	0.51%	<input type="text"/>	Academic programs and price.
1	0.51%	<input type="text"/>	Academic programs, clubs and activities on campus, jobs and housing.
1	0.51%	<input type="text"/>	academics, residence halls, student life
1	0.51%	<input type="text"/>	Account Balance, Scholarship acceptance and receipt of arrival
1	0.51%	<input type="text"/>	accrediation of the school, classes offered for my daughter's major
1	0.51%	<input type="text"/>	Admission process, SOAR registration, Residence Hall room sizes, Academic Calendar
1	0.51%	<input type="text"/>	Admission requirements
1	0.51%	<input type="text"/>	Admissions information, areas of study, tuition, etc.
1	0.51%	<input type="text"/>	Admissions process, requirements for admission, degree requirements, etc.
1	0.51%	<input type="text"/>	Admissions, academic program for major, applications, Residence Hall application, general info - size, diversity of student body, activities calendar, financial aid
1	0.51%	<input type="text"/>	Admissions, scholarships, financial aid, residence halls, transfer credits
1	0.51%	<input type="text"/>	all the basic info on classes, degrees, housing, costs, social activities.
1	0.51%	<input type="text"/>	alwayslooking for something specific, but I can't tell you now as it's been to long and I don't remember.
1	0.51%	<input type="text"/>	Area of coarse study, temp. parking passes
1	0.51%	<input type="text"/>	at the time there was but I do not remember what they were it just was just difficult to navigate
1	0.51%	<input type="text"/>	Balance owed, meal plan, grades
1	0.51%	<input type="text"/>	Billing
1	0.51%	<input type="text"/>	Billing statements
1	0.51%	<input type="text"/>	bursurs office financial aid I find the website difficult to manuver
1	0.51%	<input type="text"/>	Calendar, residence hall information, it services
1	0.51%	<input type="text"/>	Calendars, family weekend info, etc.
1	0.51%	<input type="text"/>	calenders
1	0.51%	<input type="text"/>	Campus life, security, how easy the website was to use
1	0.51%	<input type="text"/>	campus maps, departments, housing info
1	0.51%	<input type="text"/>	can't remember now but it is not easy to find info quickly, even with the alphabet search.
1	0.51%	<input type="text"/>	Class schedule
1	0.51%	<input type="text"/>	Classes for my daughter, things to do on campus, jobs available for my student, lots of other things including status of account, to pay for things my student needs, changing things
1	0.51%	<input type="text"/>	COLLEGE COURSES AND FEES; CALENDAR OF EVENTS
1	0.51%	<input type="text"/>	College dorm options, majors courses, schedules, information about the head of the program she was interested in.
1	0.51%	<input type="text"/>	Cost Scholarships Housing
1	0.51%	<input type="text"/>	Cost of Housing, Football ticket information, Degree requirements for specific major, course requirements
1	0.51%	<input type="text"/>	cost entrance requirements major
1	0.51%	<input type="text"/>	cost, athletics, scholarship, dormitories
1	0.51%	<input type="text"/>	cost, available scholarships, departmental scholarships
1	0.51%	<input type="text"/>	Cost, dorm information, academic informaiton
1	0.51%	<input type="text"/>	Cost, Financial Aid, Scholarships, Majors
1	0.51%	<input type="text"/>	Cost, offerings, deadline dates
1	0.51%	<input type="text"/>	costs and additional fees charged beyond tuition and room. Could not find any break downs. Then we were charged a 3?? fee and I still am not clear as to what exactly it is for.
1	0.51%	<input type="text"/>	costs, types of housing, deadlines for scholarship applications
1	0.51%	<input type="text"/>	Costs, Housing, Academic programs.

1	0.51%	<input type="text"/>	course selection, housing, food plans, costs
1	0.51%	<input type="text"/>	Courses required to take and what type of credit my daughter would receive from an AP Stats math course from high school
1	0.51%	<input type="text"/>	Curriculum for majors (classes needed)
1	0.51%	<input type="text"/>	curriculum
1	0.51%	<input type="text"/>	Dates and events for parents weekend
1	0.51%	<input type="text"/>	Dates of upcoming events, holidays, etc.
1	0.51%	<input type="text"/>	Daughter used it. I didn't.
1	0.51%	<input type="text"/>	Degrees offered # of students
1	0.51%	<input type="text"/>	degrees offered, dorm life, etc.
1	0.51%	<input type="text"/>	directions, financial aid, campus map majors
1	0.51%	<input type="text"/>	Dorm assignments and financial aid package
1	0.51%	<input type="text"/>	dorm information, information for parents
1	0.51%	<input type="text"/>	Explanation of charges toward tuition, charges, etc..... There is not a clear form to show what charges have been paid or what still needs to be paid. There are sometimes contradicting charges, depending where you are on the website. We have had other children attend MSU, and this is our experience. It is not user friendly.
1	0.51%	<input type="text"/>	Family day.
1	0.51%	<input type="text"/>	Financial aid
2	1.02%	<input type="text"/>	Financial Aid
1	0.51%	<input type="text"/>	Financial Aid and access to Scholarships
1	0.51%	<input type="text"/>	Financial aid and housing. Also, info about move in weekend and family weekend.
1	0.51%	<input type="text"/>	Financial Aid and Scholarship information
1	0.51%	<input type="text"/>	Financial aid area was easy to navigate
1	0.51%	<input type="text"/>	financial aid info, course info
1	0.51%	<input type="text"/>	Financial aid information Classes Admission requirements
1	0.51%	<input type="text"/>	Financial Aid information, Tuition/Fee/Room and Board Charges
1	0.51%	<input type="text"/>	Financial aid Career Paths
1	0.51%	<input type="text"/>	financial aid, BEAR fare, calendar
1	0.51%	<input type="text"/>	financial aid, bursars, transfer credit
1	0.51%	<input type="text"/>	Financial Aid, Housing
1	0.51%	<input type="text"/>	financial aid, looking at the dorms, etc
1	0.51%	<input type="text"/>	Financial aid, map, phone numbers.
1	0.51%	<input type="text"/>	Financial Aid, Scholarships, Course Requirements for majors, residence hall information
1	0.51%	<input type="text"/>	Financial aid, scholarships, majors available
1	0.51%	<input type="text"/>	financial aid, scholarships, resident halls, overall campus layout etc.
1	0.51%	<input type="text"/>	Financial aid. AP Credits, grades
1	0.51%	<input type="text"/>	Financial aid....phone numbers....agendas for visits.
1	0.51%	<input type="text"/>	financial aide
1	0.51%	<input type="text"/>	Financial aide, Student graduation percentage, campus life information, I have looked up many things. The web site is very helpful.
1	0.51%	<input type="text"/>	Financial info., admission info., degree programs, general ed requirements, scholarship info
1	0.51%	<input type="text"/>	financial information
1	0.51%	<input type="text"/>	Financial information, such as the bill for the semester & financial aid details (when it would be credited, etc.). We found that the scholarship and grant information for our student was very hard to look up, and when we did find it, the information was not up to date. The bills are also very hard to find online.
1	0.51%	<input type="text"/>	financial, scholarships,majors, dorms,

1	0.51%	<input type="text"/>	general information
1	0.51%	<input type="text"/>	guest housing, contact information for financial aid
1	0.51%	<input type="text"/>	have visited site for a variety of information...pretty easy to navigate
1	0.51%	<input type="text"/>	Housing choices & costs, tuition costs, bookstore & meal plans.
1	0.51%	<input type="text"/>	housing information
1	0.51%	<input type="text"/>	Housing information, Activities, Costs
1	0.51%	<input type="text"/>	housing options, costs, social events, tour/view of campus, athletic teams
1	0.51%	<input type="text"/>	housing major
1	0.51%	<input type="text"/>	housing, campus visit,
1	0.51%	<input type="text"/>	housing, scholarships, maps, band information
1	0.51%	<input type="text"/>	Housing/meal plans
1	0.51%	<input type="text"/>	How to arrange college payments online and if this is possible, the progress to his grant and Stafford loan, looking at the online bill (itemized)
1	0.51%	<input type="text"/>	How to find out what we owed for tuition.
1	0.51%	<input type="text"/>	How to pay bills
1	0.51%	<input type="text"/>	I can always find the things on the web site i need
1	0.51%	<input type="text"/>	I searched for school games like Football, Basketball and for schedules . I searched for the School Song Words and Music (need something more updated and current students)
1	0.51%	<input type="text"/>	I think the website is slightly difficult to use and I have not received the parents newsletters although I have requested them via email twice. I would like the bills and confirmation to be sent to the parents as well as the student. Neither my son or myself have received anything yet. I am assuming we owe nothing at this time. It would be nice to have that confirmation given to us. I was also searching for info. on classes required per specific major. I have a book that list this from another college but don't have info. from Mo. State. I think it would be nice to have the book format but was told at SOAR that this was no longer available and have not found on website.
1	0.51%	<input type="text"/>	I thought I would find more specifics about Family Weekend. That weekend seemed more like a collaboration with the local Chamber of Commerce to have the parents patronize the local businesses. I was disappointed that there really weren't any family activities planned.
1	0.51%	<input type="text"/>	I used the website a bunch for scholarship categories & amounts, and to view tuition, fees and other expenses before my son decided to go to MSU. I also use the website for band and choir calendar of events.
1	0.51%	<input type="text"/>	I was able to easily navigate.
1	0.51%	<input type="text"/>	I was looking for information about dorms. There is information, but it is not very comprehensive.
1	0.51%	<input type="text"/>	I was looking for information on the soar weekend to see which day addressed the financial issues- and didn't find that schedule. Unfortunately, I was only able to get one day to visit, and of course, the financial part was on the next day.
1	0.51%	<input type="text"/>	in state tuition waiver, cost of tuition, degree programs offered
1	0.51%	<input type="text"/>	Info and details for SOAR, admission application and housing application deadlines, scholarship applications
1	0.51%	<input type="text"/>	information about parent visitation and information regarding events like PBR
1	0.51%	<input type="text"/>	Information on costs, scholarships, campus employment and other employment
1	0.51%	<input type="text"/>	information on family weekend
1	0.51%	<input type="text"/>	Information related to the career/area of study, majors available. Information regarding opportunities for employment in related major/field of study.
1	0.51%	<input type="text"/>	it was difficult to find your way around the web page looking for various things
1	0.51%	<input type="text"/>	links
1	0.51%	<input type="text"/>	list of permitted appliances, move-in weekend, parent weekend activities, sports events, dance tryouts
1	0.51%	<input type="text"/>	looking for information about family weekend, move-in , etc
1	0.51%	<input type="text"/>	Majors/minors offered, course listing
1	0.51%	<input type="text"/>	map

1	0.51%	<input type="text"/>	More financial aid
1	0.51%	<input type="text"/>	More organization and assistance from the Ag. Department
1	0.51%	<input type="text"/>	mostly account balance
1	0.51%	<input type="text"/>	Music department, what's on campus, parents weekend,
1	0.51%	<input type="text"/>	Music programs, Res. Halls, and Cost.
1	0.51%	<input type="text"/>	My son is trying to figure out how soon he can register for next semester. He received an email about it, when he visited the address given, it stated that registration date was unknown and that he has NO advisor. I feel like he's just a number that nobody really cares about. He already got a bad schedule because he was scheduled for SOAR so late in the summer.
1	0.51%	<input type="text"/>	My student was having problems with her roommates drinking and coming in all hours of the night. I went on the website to find someone to talk to. Every time I tried to call and talk to someone about it I had to leave a message and then never received a return call. My daughter finally was able to move to another room after she found alcohol in the community refrigerator. When students have problems with their roommates they need the option to get a different room. Hard to focus when your having problems like that.
1	0.51%	<input type="text"/>	non-academic scholarships
1	0.51%	<input type="text"/>	not all information
1	0.51%	<input type="text"/>	Parent information on activities on campus for parents and family.
1	0.51%	<input type="text"/>	Parent weekend, bursar's office, SOAR
1	0.51%	<input type="text"/>	Parent's weekend information
1	0.51%	<input type="text"/>	parents pages
1	0.51%	<input type="text"/>	Parents weekend and bills
1	0.51%	<input type="text"/>	Payment, activites, residence information
1	0.51%	<input type="text"/>	Phone number for residence halls scholarships
2	1.02%	<input type="text"/>	phone numbers
1	0.51%	<input type="text"/>	Phone numbers, account information, bear ware, registration information
1	0.51%	<input type="text"/>	Programs offered, cost, scholarships, housing, dining, on campus activities, and admission information
1	0.51%	<input type="text"/>	registering online for a visit; Looking at dorms, scholarships
1	0.51%	<input type="text"/>	Residence hall address
1	0.51%	<input type="text"/>	Residence Hall information, Financial Aid information, security of personal information
1	0.51%	<input type="text"/>	Residence hall information; guidance services; accessed most of the info on the web.
1	0.51%	<input type="text"/>	Residence Hall Policies, move-in info, dates, etc.
1	0.51%	<input type="text"/>	residence halls sororities majors
1	0.51%	<input type="text"/>	resident director/phone numbers, schedules, student activities available, financial aid assistance/phone numbers, Taylor Health information/services, dates of breaks, deadlines for classes
1	0.51%	<input type="text"/>	Room and financial aid info
1	0.51%	<input type="text"/>	Rooming and degrees
1	0.51%	<input type="text"/>	Saftey
1	0.51%	<input type="text"/>	Schedule of Color Guard camp and performances
1	0.51%	<input type="text"/>	Scholarship and aid information mainly, but residential hall information was superior.
1	0.51%	<input type="text"/>	Scholarship dorms and athletic schedules
1	0.51%	<input type="text"/>	Scholarship info, deadlines, schedules of activities, contact info, majors and minors, etc.
1	0.51%	<input type="text"/>	scholarship information, cost of attendance, priority deadlines, admission requirements
1	0.51%	<input type="text"/>	scholarship majors requirements for graduation
1	0.51%	<input type="text"/>	scholarship/tuition
1	0.51%	<input type="text"/>	scholarships Financial Aid Band program College Major College Minor Resident Halls
1	0.51%	<input type="text"/>	Scholorships and contacts for such.

1	0.51%	<input type="checkbox"/>	Soar info, Family weekend info, course registration information. parking permit information, bill payment
1	0.51%	<input type="checkbox"/>	SOAR information
1	0.51%	<input type="checkbox"/>	SOAR, residence halls, scholarship info, athletic site info, sports schedule
1	0.51%	<input type="checkbox"/>	Some of your website is hard to understand. My daughter is a freshman and you can not get what your actual grade is going along. All we can find are grades from the classwork and test. Neither of us like this. My other children attend SEMO and know exactly what their grades are.
1	0.51%	<input type="checkbox"/>	Sorority Life, cost, scholarships, housing dimensions - locations etc...
1	0.51%	<input type="checkbox"/>	specific majors and honors program
1	0.51%	<input type="checkbox"/>	Statements, billing, housing
1	0.51%	<input type="checkbox"/>	Student calendar parents weekend student care packages
1	0.51%	<input type="checkbox"/>	Swim team coverage.
1	0.51%	<input type="checkbox"/>	The program to pre-pay for 4 years in order to lock in the cost. We checked the website, called the Admissions office, was transferred and referred to 3 different offices and never received any assistance. It was very frustrating (and still is a bit)
1	0.51%	<input type="checkbox"/>	the search function does not work well when you are not sure how to search for a topic. I tried all different ways.
1	0.51%	<input type="checkbox"/>	The times and availability of the dining halls.
1	0.51%	<input type="checkbox"/>	too long ago to recall
1	0.51%	<input type="checkbox"/>	Trying to locate my son's account. I was finally able to find it with his assistance.
1	0.51%	<input type="checkbox"/>	Tuition account info, balance and how to pay.
1	0.51%	<input type="checkbox"/>	tuition and web mail
1	0.51%	<input type="checkbox"/>	Tuition cost, dorm room information, dining information.
1	0.51%	<input type="checkbox"/>	Tuition costs and majors available ..
1	0.51%	<input type="checkbox"/>	Tuition costs, Room and Board costs, degree programs, financial aid, Dorm room sizes
1	0.51%	<input type="checkbox"/>	Tuition info, housing info, SOAR info
1	0.51%	<input type="checkbox"/>	Tuition Bersar's contact info On-line payment info
1	0.51%	<input type="checkbox"/>	tuition, addresses
1	0.51%	<input type="checkbox"/>	tuition, athletic program, business department, resident hall information
1	0.51%	<input type="checkbox"/>	tuition, greek information, various other details
1	0.51%	<input type="checkbox"/>	Tuition, Res Hall fees, photos of Res Hall rooms, financial aid, courses required for the major
1	0.51%	<input type="checkbox"/>	Tuition/Dorm Rooms
1	0.51%	<input type="checkbox"/>	We researched housing, nursing program, financial aid, transferring classes from local college and social programs.
1	0.51%	<input type="checkbox"/>	We reviewed the English Department's site.
1	0.51%	<input type="checkbox"/>	what to bring to the dorm room as a freshman process for completing financial aid completing the housing application
1	0.51%	<input type="checkbox"/>	When I used the Missouri State website I was looking for information on the Natural and Applied Sciences Majors and programs

163 45.28% No

360 Respondents

Q59. Do you have any comments or suggestions for improvements regarding the Missouri State website and/or features on other college websites you particularly like?

Count Percent

51 14.17% Yes (please explain)

Count Percent

1 1.96% I don't like the alphabet listing I have to pick from to get the topics and the site is really hard

			to move around in. I really, really dislike your website, it's not user friendly and it's not pleasant to view either.
1	1.96%	<input type="text"/>	A tour or checklist for incoming freshman Parents of students would be helpful to make sure all steps in the process have been completed. We received most of the information at the SOAR program, but a web tutorial would be helpful.
1	1.96%	<input type="text"/>	all dorms should have WIFI, we feel in this day and time that it's a MUST
1	1.96%	<input type="text"/>	all good.
1	1.96%	<input type="text"/>	Being able to actually pull up the dorms was very helpful.
1	1.96%	<input type="text"/>	Better explanation of difference in comprehensive and non-comprehensive major
1	1.96%	<input type="text"/>	Did not find a physical office address to mail payments to bursar's. Address and phone number listings for departments and dorms in one spot would be helpful
1	1.96%	<input type="text"/>	easier to navigate
1	1.96%	<input type="text"/>	financial aid process is very poor. multiple items required and no way of knowing what is missed from a parents perspective.
1	1.96%	<input type="text"/>	generally the web site is easy to negotiate but sometimes cannot find information (like for Family Weekend).
1	1.96%	<input type="text"/>	Give one login for all accounts instead of separate ones for financial and for admissions.
1	1.96%	<input type="text"/>	I enjoy looking at brochures and reading more than the website, but registering and getting residence assignments forces one to use the web.
1	1.96%	<input type="text"/>	I find it difficult to maneuver around in since I usually have a limited amount of time to search for items.
1	1.96%	<input type="text"/>	I think the billing web site for parents is a bit vague. I would like a more extensive statement showing what scholarships have posted.
1	1.96%	<input type="text"/>	I would like a more direct route to the account for billing. I found myself having to look in several different locations to access the most current information in regards to the bill.
1	1.96%	<input type="text"/>	I would like to see more advertisement on the bands, cheer groups and sports and just for fun stuff
1	1.96%	<input type="text"/>	Improved views of residential halls and tours.
1	1.96%	<input type="text"/>	Information on billing seemed sort of slow. My daughter did not fully understand the importance of signing up for SOAR early.
1	1.96%	<input type="text"/>	Is there a way to show more detail on the cashnet site, so we as parents when we see there is a balance to pay, we know what it is for (bearfare, tuition, bookstore, etc)
1	1.96%	<input type="text"/>	It is not easy to navigate. Once you get on a page, you can't remember how you got there if you want to go back. Needs to be simplified and easier to read.
1	1.96%	<input type="text"/>	It needs to be a little more user friendly. At times, it seems like too much information and no direction for parents.
1	1.96%	<input type="text"/>	It needs to have easier access for both the parent and student....too confusing
1	1.96%	<input type="text"/>	it seems a little hard to maneuver, and when you go into the statement section to pay your bill, it does not show all of your activity and payments in one view...kind of confusing. would like to see all of it listed together
1	1.96%	<input type="text"/>	It was difficult to find the classes needed for a given major
1	1.96%	<input type="text"/>	Just as stated above. More user friendly.
1	1.96%	<input type="text"/>	Just being able to log on sometimes has been a problem, not sure what can be done to fix it . Seems like we have struggled with this for years.
1	1.96%	<input type="text"/>	Just keep it simple and give step by step instructions
1	1.96%	<input type="text"/>	Make it easier to find things & not so many password. needs to be easier for parents
1	1.96%	<input type="text"/>	More basketball and athletic info needed.
1	1.96%	<input type="text"/>	More financial aid
1	1.96%	<input type="text"/>	More information regarding obtaining temporary parking passes
1	1.96%	<input type="text"/>	My daughter does not like the way all of the teachers use different websites when all can be found or at least linked through blackboard. I have been taking online courses through St. Louis Community College and their use of Blackboard is very efficient and user friendly.
1	1.96%	<input type="text"/>	needs to be more user friendly

1	1.96%	<input type="checkbox"/>	Please make your website more easy to get around in for parents who have not had a prior college experience and little or no help from high school counselors.
1	1.96%	<input type="checkbox"/>	sometimes the website is hard to follow if you don't know what you are looking for. It would be helpful if it was more user friendly for parents to get information
1	1.96%	<input type="checkbox"/>	Somewahnt fragmented.
1	1.96%	<input type="checkbox"/>	The blackboard/residence pages do not always load on my laptop.
1	1.96%	<input type="checkbox"/>	The financial aid information needs to be easier to find, and kept up to date. We do not care for the university's policy to email only the students (not the parents) with very important billing and scholarship information. In most cases, it is the parents who pay the bills. The parents should have the capability to pull up current information on the website. It was very annoying to us to have late fees charged to us, when we relied on a date given by financial aid office website for a grant to be posted to our students account. We made a call to financial aid (which was a very long wait on hold) after seeing the late fee on the bill. Turns out the financial aid rep didn't even know about the estimated date on the website and said, "you can't rely on the website".
1	1.96%	<input type="checkbox"/>	The phone number should be larger - always searching to find that!
1	1.96%	<input type="checkbox"/>	The web sites contain a wealth of information.
1	1.96%	<input type="checkbox"/>	The website is somewhat complex.
1	1.96%	<input type="checkbox"/>	The website is somewhat difficult to navigate and find needed information.
1	1.96%	<input type="checkbox"/>	There should be scholarships for kids who work their butts off, but will never be that child that stands out in the class. Society forgets about these kids.
1	1.96%	<input type="checkbox"/>	too much going on - needs to be streamlined
1	1.96%	<input type="checkbox"/>	We got very confused with the terminolgy used, i.e. "Bear Fare" etc. My student was very apprehensive about not understanding all the logo until the first month of school. I suggest having a glossary available to explain what each of these things are if that does not already exist, and make it easy to find.
1	1.96%	<input type="checkbox"/>	We have had a great deal of difficulty getting into his e-mail. He got it changed at SOAR and then still had difficutties. Seems to be much better now.
1	1.96%	<input type="checkbox"/>	When the grants hit the account seems to be unknow. Then charged fee because the account wasn't paid before August 28th doesn't seen like our fault but we get charged anyway. Seems kind of unfair. Also, my child was approved for \$ dollars in studen loans but not even 1/2 was applied to his account. So much seems not to be told with the loans and grants.
1	1.96%	<input type="checkbox"/>	Would like to know more about how to apply for other scholarships
1	1.96%	<input type="checkbox"/>	Yes Involve Parents More in Everything even after College starts.
1	1.96%	<input type="checkbox"/>	Yes, I would like to see a link on the home page to a school calendar: start/end dates, spring breaks, holiday breaks, etc. I have always had such a hard time finding a calendar.
1	1.96%	<input type="checkbox"/>	Your website is confusing and hard to use.

309 85.83% No

360 Respondents

Q60. Please indicate your level of satisfaction with the following areas of Move-In: - The on-campus housing information received prior to arrival

Count	Percent		
191	51.76%	<input checked="" type="checkbox"/>	Very satisfied
126	34.15%	<input checked="" type="checkbox"/>	Moderately satisfied
15	4.07%	<input checked="" type="checkbox"/>	Moderately dissatisfied
3	0.81%	<input type="checkbox"/>	Very dissatisfied
34	9.21%	<input checked="" type="checkbox"/>	No basis for opinion
369			Respondents

Q61. Please indicate your level of satisfaction with the following areas of Move-In: - The check-in process

Count	Percent		
219	59.35%		Very satisfied
88	23.85%		Moderately satisfied
18	4.88%		Moderately dissatisfied
8	2.17%		Very dissatisfied
36	9.76%		No basis for opinion
369	Respondents		

Q62. Please indicate your level of satisfaction with the following areas of Move-In: - The availability of staff to answer questions

Count	Percent		
201	54.47%		Very satisfied
102	27.64%		Moderately satisfied
11	2.98%		Moderately dissatisfied
7	1.90%		Very dissatisfied
48	13.01%		No basis for opinion
369	Respondents		

Q63. Please indicate your level of satisfaction with the following areas of Move-In: - The ease of finding your student's room

Count	Percent		
254	68.83%		Very satisfied
68	18.43%		Moderately satisfied
9	2.44%		Moderately dissatisfied
2	0.54%		Very dissatisfied
36	9.76%		No basis for opinion
369	Respondents		

Q64. Please indicate your level of satisfaction with the following areas of Move-In: - The condition of your student's room

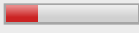
Count	Percent		
134	36.31%		Very satisfied
144	39.02%		Moderately satisfied
40	10.84%		Moderately dissatisfied
19	5.15%		Very dissatisfied
32	8.67%		No basis for opinion
369	Respondents		

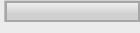
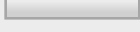
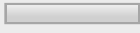
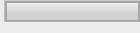
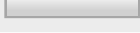
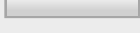
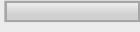
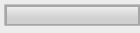
Q65. Overall, how would you rate the move-in experience?

Count	Percent		
152	41.19%		Excellent
134	36.31%		Good
38	10.30%		Average
8	2.17%		Below average
5	1.36%		Poor
32	8.67%		My student is not living in the residence halls.
369	Respondents		

Q66. Do you have any additional comments or suggestions regarding the move-in process?

Count Percent

117 31.71%  Yes (please explain)

Count	Percent	
1	0.85%	 a Mad House, Traffic Gridlock, no parking
1	0.85%	 My son received a parking ticket before he was able to move his car to his designated parking lot. during move in weekend.
1	0.85%	 2nd student to go to college. This was a.much better experience than the other college.
1	0.85%	 A designated time schedule to avoid traffice build up.
1	0.85%	 All the move in help was wonderful!!
1	0.85%	 As a member of the Pride Band, Liz was able to move in the dorm prior to the other students. There was a major downpour as we were moving, which I doubt the school has control over. It was VERY frustrating and difficult to find room 437 in Freddy. I thought it should be between, or very near to, 436 and 438. But no, it was on an entirely different wing! I felt like a muggle looking for Platform 10.5 for the Hogwarts Train - soaking wet with an armload of stuff!
1	0.85%	 As an incoming Freshman, we have nothing to compare the experience to, but we did have to wait in line for quite a while. We did heed the advise to not show up at 8am but still encountered a long line @ 3:30pm on move-in day.
1	0.85%	 Band students should be allowed to move in to their permanent dorms instead of having to move everything twice within a few days; the second move is without help as the parents have gone home by then.
1	0.85%	 But info regarding parking-soar attendance Improved system for parking appeal
1	0.85%	 Could staggering arrival times ease the elevator use?
1	0.85%	 Crowds were as expected but everything was organized and we completed moving in without issue.
1	0.85%	 elevator was broken
1	0.85%	 Elevators were a little problem in Freddy!
1	0.85%	 excellent process in place. smooth operating.
1	0.85%	 Excellent...loved that there were volunteers to help. Very efficient process.
1	0.85%	 Go by alphabetical order, Thurs. A-H, Fri. I- P, etc. Traffic was backed up and it took a long time from street to rooms. Or maybe set a time: 8:00 A-B, 9:00 C-D, 10:00 E-F, etc.
1	0.85%	 Great idea to have other students help new students move into their dorm. It made us feel welcome and we needed the help.
1	0.85%	 have freshman move in day 1 day prior to the rest of the school.
1	0.85%	 have more students to help unload and carry to the rooms, we were provided no assistance at all. The line to get to Freddy was terribly long, spend one hour in line. Offer free water on move in day, it was really hot.
1	0.85%	 I guess there is really no way to prepare for the long lines and traffic jams. But if there was more parking available during this weekend, that would help.
1	0.85%	 I had hoped the residence halls would have been cleaner. The sprinkler systems and some of the vents are very rusted and corroded. The set up and people were really nice and helpful.
1	0.85%	 I have heard other schools have people come at times according to their last name initial. We were directed to the backside of our dorm and had a haul to carry it to the front. The students we tracked down to assist us were very polite and helpful. Not enough elevator space. Perhaps move-in should occur over a couple of more days so as not to be so hectic.
1	0.85%	 I have helped with move-in's to other colleges and with MSU offering student help to get items all the way to the room is very, very helpful! Thank you.
1	0.85%	 I hope the students who volunteered their time to help incoming freshman are rewarded with a pizza party or similar. They were each friendly and very helpful during move in.
1	0.85%	 I liked the moving in video and driving route instructions.
1	0.85%	 I marked dissatisfied for appearance of room for the following reason- the room was used prior to my son for the football players and they left the room with foot marks and peeling plaster on the ceiling along with a torn curtain. I just feel that should have all been fixed before my son moved in. It still is not fixed yet.

1	0.85%	<input type="text"/>	I was surprise how dirty the rooms and esp. the carpets.
1	0.85%	<input type="text"/>	I was very impressed with the students that were there to assist the move in process and helping to carry our things to the room! That was so helpful! They were very nice and happy to help!
1	0.85%	<input type="text"/>	I watched the video and had it in my mind that it couldn't be that easy. I was proven wrong. It was so easy and smooth.
1	0.85%	<input type="text"/>	If there are two sides of dorm use all entrances as drop points. Over all it went very smooth. Some people just do not bother to follow direction!!!
1	0.85%	<input type="text"/>	It is always so helpful to have students assist in move in. The students helping us were great.
1	0.85%	<input type="text"/>	It ran very smoothly.
1	0.85%	<input type="text"/>	It was a long process. Waited in a long line of cars for a long time.
1	0.85%	<input type="text"/>	It was extrememly well organized. Her room was dirty with trash still on floor, etc. - had to clean before moving in. Not alot of time to drive there for 3 hours, wait in line for 1 hour and move in before leaving again since she wanted to attend first activities for Saturday evening, but not much more you can do about that.
1	0.85%	<input type="text"/>	It was ok But as much money he is paying for the Room it needs to be cleaner and updated.
1	0.85%	<input type="text"/>	It was very well organized that day. It couldn't have gone smoother or faster. :)
1	0.85%	<input type="text"/>	It went very well! The students were helpful and the room was freshly painted and clean. We were very pleased and have told other parents about how nice it was.
1	0.85%	<input type="text"/>	It were too many people moving in at one time
1	0.85%	<input type="text"/>	It would be nice to see furniture, flooring and ceiling tiles from this decade
1	0.85%	<input type="text"/>	It would have been a much easier and better experience if the Band students would not have had to move into a temporary residence for a few days and then into their permanent room. Since we live 4 hours away, we were not able to help him move into his permanent room.
1	0.85%	<input type="text"/>	It would have been helpful to receive information regarding move-in times, etc. prior to the week of move -in. More specific information.
1	0.85%	<input type="text"/>	It would have been nice if the suite had been cleaned before our son moved in. The bathroom was still dirty from the previous occupants. I would have thought that Res. Life would have had the residence halls cleaned over the summer.
1	0.85%	<input type="text"/>	Just want to say I was not the one moving him in...my other son, a senior at MSU, moved him in and it must have gone well. They were done in 1 hour.
1	0.85%	<input type="text"/>	liked having the drop off @ the door and student help unloading and delivery to the rooms - helped the process go faster, and was welcoming for our daughter to meet other students
1	0.85%	<input type="text"/>	Love the Bear Crew. Very helpful and very nice
1	0.85%	<input type="text"/>	Loved the Bear Crew! Without them our move in would have been exhausting! They were so helpful in getting all of Jess' gear up into her room!
1	0.85%	<input type="text"/>	Make appointments. Schedule time of day by last name. Anything other than sitting in a car waiting for 2 hours in the August sun. I don't care how many years you have done it that way. It is the biggest disaster possible and made me hate the school. If you can't move in students orderly, how do you handle the big issues?
1	0.85%	<input type="text"/>	Make sure the elevator in Freddy is in good working condition.
1	0.85%	<input type="text"/>	Make sure the elevators have been serviced or repaired prior to move-in
1	0.85%	<input type="text"/>	May be helpful to have staggerd move in times. We were fortunate that my daughter lives on a LLC floor so got to move in the day before. However, it was impossible to drop something off to her the next day, the waiting line to get down Madison Street was very long. There is not a good way to get in/out of the Freddy & Blair/Shannon halls (basically too many people trying to move in on the same day).
1	0.85%	<input type="text"/>	May send parents that are traveling long distances some idea of the wait in line to move in and also what times are busier than other times.
1	0.85%	<input type="text"/>	Maybe by names at certain times, maybe by floor at certain times. All at once just seems so crazy, but kind of fun since it wasn't raining.
1	0.85%	<input type="text"/>	Maybe try to separate out the move in process with assigned timeframes to spread it out more evenly to not everyone is trying to move in at the same time.
1	0.85%	<input type="text"/>	More of a time frame for the students for the activities since my daughter had to work that day at 2pm. The rooms are so small so I am thankful that her roommate was very late getting there so we could put items away otherwise it would not have fit into the room at the

			same time.
1	0.85%	<input type="checkbox"/>	more parking and signage needed
1	0.85%	<input type="checkbox"/>	Move in process is fine. The condition of the bathroom was disgusting and still is. Black Mold is unacceptable. Leaking water thru the roof - unacceptable. And as I hear it - still has not been addressed.
1	0.85%	<input type="checkbox"/>	My band student had to move in another dorm first, then move again in 2days. Ridiculous. Why couldn't they just move in their regular room in the first place?
1	0.85%	<input type="checkbox"/>	My child moved in early due to band. Some of the questions did not apply.
1	0.85%	<input type="checkbox"/>	My daughter and I were alone and couldn't find any bear helpers. Took us two hours to get the stuff off the sidewalk. (she was alone with her stuff while I looked for a parking space for 50 minutes).
1	0.85%	<input type="checkbox"/>	My daughter is from out-of-state and is disappointed that her suite mates. all three go home every weekend. She cannot go home and it would have been helpful to have a question in the room mate survey regarding suite mates intent to stay on campus on the weekends. She is lonely and is constantly referring to moving home. Having friends on campus was critical to her and she joined a sorority but still feels a bit isolated in her residence hall.
1	0.85%	<input type="checkbox"/>	My daughter lives on the 5th floor and I'm handicapped. Get elevators that work! I don't feel welcomed when I come to visit and I didn't feel welcomed at the freshman orientation that we paid to attend. Too much walking for the HANICAPPED!
1	0.85%	<input type="checkbox"/>	My daughters dorm room smelled like mold. We told the RA but after a few weeks she transferred to another room because of the smell. This was never addressed by anyone.
1	0.85%	<input type="checkbox"/>	My daughters room looked like it had not been thoroughly cleaned -- dirty carpeting and drapes.
1	0.85%	<input type="checkbox"/>	My only disappointment was trying to get to the hall. Traffic.
1	0.85%	<input type="checkbox"/>	My son's room had many repairs that had not been done prior to his move-in. The curtains were falling off there were large gashes in the walls and it was obvious that they had not been painted prior to move in.
1	0.85%	<input type="checkbox"/>	need to let them come in a day or two earlier to get everything set up without having to rush two days before classes start
1	0.85%	<input type="checkbox"/>	Not sure if it is feaseable, but perhaps have a way to help with everyone arriving at the same time and not having enough help and or carts. Perhaps by floor, give windows of time for arrival?
1	0.85%	<input type="checkbox"/>	OUR MOVE IN WAS AN LLC, A DAY EARLY SO MOVE IN WAS A BREEZE. THE NEXT DAY WAS TOTAL CAOS!! I WOULD SUGGEST THAT YOU STAGGER MOVE INS BY CERTAIN HOURS OR DAYS FOR LAST NAMES A-G, H-P, ETC. IT MIGHT HELP CONTROL THE GRID LOCK THAT CONSUMES CAMPUS ON MOVE IN DAY.
1	0.85%	<input type="checkbox"/>	Outlet in dorm room was not working by desk and since there aren't many that was a problem
1	0.85%	<input type="checkbox"/>	Overall the move-in process went very smooth. We were lucky enough to arrive during a slow period (around 10:30am).
1	0.85%	<input type="checkbox"/>	parking always seems to be an issue.
1	0.85%	<input type="checkbox"/>	Parking is a HUGE issue. Need staff directing as to where to park to unload.....seemed to be a free for all with cars blocking others. etc.
1	0.85%	<input type="checkbox"/>	Parking should be accessible near the residence halls. During SOAR and move in dates open parking should be available.
1	0.85%	<input type="checkbox"/>	Parking was a nightmare. I think it would be helpful for freshmen to move in a day ahead of the others.
1	0.85%	<input type="checkbox"/>	Parking was terrible, staff was not friendly. I asked to borrow a cart on wheels to help my student move in and was told I couldn't because I didn't have the card that they wanted and neither did my son at that time. My husband was on active duty, I just had foot surgery and had a cast on my foot and this was how we were treated. My son's room was filthy. Carpet is disgusting and as soon as we can get him out of Hammons the better off we will be.
1	0.85%	<input type="checkbox"/>	perhaps having freshmen move in the day prior to all the upper classmen
1	0.85%	<input type="checkbox"/>	Pick-a-time to reduce congestion.
1	0.85%	<input type="checkbox"/>	Possibly assigning specific move-in times on move in day. May help to alleviate traffic headaches! I know this is done at Mizzou and University of Arkansas.
1	0.85%	<input type="checkbox"/>	Previous move in experience with other universities, the student staff actually unloaded your vehicle and carried to student's room. Then the family parks the vehicle. From SOAR, we thought this would be what happened at MSU on move in day as well. It was a little

			disappointing that the studnrs were there only to direct traffic and "watch over" supplies while we unloaded and carried to room.
1	0.85%	<input type="checkbox"/>	process went very well. the room/suite was filthy. had to clean bathroom, sink, and all floors before we unpacked. all 4 parents surprised and disappointed with the condition. guessing that nothing had been done since students moved out last May.
1	0.85%	<input type="checkbox"/>	provide more access for parking and moving students in really need some type of shuttle service provided to get from parking to dorm. maybe alternate the times for dorm move in to ease the traffic
1	0.85%	<input type="checkbox"/>	Really appreciated help from the other students at move in keep it going.
1	0.85%	<input type="checkbox"/>	room was not the cleanest and the carpet was stained
1	0.85%	<input type="checkbox"/>	Scheduled move-in (by alphabet or something like that) may be better than everyone seemingly arriving at the same time.
1	0.85%	<input type="checkbox"/>	seems to be allot of confusion upon move in.
1	0.85%	<input type="checkbox"/>	Signs that indicate more than one option to get to the resident hall.
1	0.85%	<input type="checkbox"/>	Spit up the move in days; expand the time line to a whole week even.... encourage students to move on various days... like a 4 day process rather than cram it into 2 days. Setting in line 1.5 hours is ridiculous.
1	0.85%	<input type="checkbox"/>	Stager the move in days so 20,000 students are not trying to move on the same day.
1	0.85%	<input type="checkbox"/>	Thank you for sending help. The students that were there to help was great. Excellent idea.
1	0.85%	<input type="checkbox"/>	the bear crew should be better supervised
1	0.85%	<input type="checkbox"/>	The help from fraternity members was great. Staff directing traffic was very helpful. Everyone was very friendly. It went much smoother than I anticiapted it would.
1	0.85%	<input type="checkbox"/>	The man out front was great and very helpful. Moved in quicker than expected. I'm handicapped. This was a tremendous help.
1	0.85%	<input type="checkbox"/>	The most helpful was the move in process and the availability of upper classmen to move in. I thought this was very good!
1	0.85%	<input type="checkbox"/>	The move in process was so easy for our daughter and family. They met us at the car and were friendly and helpful. It was effortless for us. They included a welcome to her to campus and phone numbers to call with any questions. It was very comforting to her and to us as parents.
1	0.85%	<input type="checkbox"/>	The move in process was very long. We waited in line in the car for an hour in a half. It would be nice to perhaps suggest two days options or different time slots perhaps. It was a very long process. Also, there should not be mold in the shower stalls when arriving to a new dorm. The rooms should be inspected to make sure the previous students cleaned it and if not it should be clean when move in. It would be nice to be able to bunk beds.
1	0.85%	<input type="checkbox"/>	The move in process with help from the frats and sororities were great, very helpful!
1	0.85%	<input type="checkbox"/>	The RA's had a gathering in the late afternoon or early evening of move-in (a day early for LLC students) and therefore the RA left as we arrived at about 3:00. The literature stated that the we should arrive by 4:00 to see the RA because they had a group commitment.
1	0.85%	<input type="checkbox"/>	the residence halls appear outdated and the condition of the rooms/suites are not the best. My daughters carpet in their room and suite area is filled with stains. Their bathroom ceiling tile drips water and has mold growing on it. Residence life & maintenance are aware of the situation. I think water condensation and mold are unacceptable livign conditions.
1	0.85%	<input type="checkbox"/>	The room was dirty when we moved in. It wasn't an amazing experience, but it was OK.
1	0.85%	<input type="checkbox"/>	The student helpers carrying all of our student's stuff were wonderful!!!
1	0.85%	<input type="checkbox"/>	the student helpers were great in helping us unload and get things to the room :)
1	0.85%	<input type="checkbox"/>	The students and staff were extremely friendly and helpful.
1	0.85%	<input type="checkbox"/>	This is our 3rd child to attend Missouri State and we have always been impressed with the well organized manner in which the move in process is carried out. The students who help carry things into the roomns are always very frfriendly and up beat...no matter what the weather has been.
1	0.85%	<input type="checkbox"/>	Traffic moved at a snails pace. Had I known I could have parked in numerous close lots, and walked our items in, I would have done so. It appeared the main street in was the only primary option.
1	0.85%	<input type="checkbox"/>	Very well run operation
1	0.85%	<input type="checkbox"/>	Very, Very long wait. Moved into Freddy and waited over an hour to get stated. Why does this school not break down move in time by floors. You miss your time and you wait till later in the day. This does work at other colleges. I know we have children attending other

			places.Once moved in no problems.
1	0.85%	<input type="checkbox"/>	We arrived in the afternoon and had trouble finding anyone to actually help us move in-lots of kids wearing official looking shirts but they seemed too busy chatting to help.
1	0.85%	<input type="checkbox"/>	We had great difficulty with receiving communications from Residence Life--apparently our student needed to check her "my missouri state" email--but we couldn't get the password re-set. Also, the room was flooded over Labor Day weekend--no REAL assistance, no in-depth cleaning, no mold removal measures ----instead, we had to have increased allergy medicine and frustrations. Don't know for sure if my student contacted Resident life as instructed--only know what we were told about our experience and others who were also flooded.
1	0.85%	<input type="checkbox"/>	We had heard that Hutchins was getting updated with new carpet, paint, etc... during SOAR, only to find nasty dirty old stained carpets and no updates or fresh paint, etc..
1	0.85%	<input type="checkbox"/>	We had no difficulty as an athlete we moved in early
1	0.85%	<input type="checkbox"/>	We have 2 older sons that went to different univerisities, and at each move in there were upper classmen there to help - not at MSU. Very dissappointed!
1	0.85%	<input type="checkbox"/>	We waited in line for an hour and thirty minutes to get in front of the dorm. When we reached the dorm the elevator was not working, and there were no Bear Team members available to help carry our items. The team member I did ask for help was "off duty" and did not offer to find someone else to assist us. Maybe it would be better to have assigned move in times for each floor or each dorm.
1	0.85%	<input type="checkbox"/>	We waited over 1.5 hours in line to get up to the 'drop off zone.' Have more people available to assist with unload and getting stuff to rooms. Have water available. It was hot and we did not really know what to expect. The entire process was overwhelming.
1	0.85%	<input type="checkbox"/>	We were told at Soar that students would be helping us unload and carry things up to my daughters room. There was no help at all. That was disappointing.
1	0.85%	<input type="checkbox"/>	why have everyone move in on the same day? Traffic was awefull!!! Please change this
1	0.85%	<input type="checkbox"/>	With the amount of studants all moving in the same day; the traffic congestion was horrible and parking a nightmare. Move-in days need to be staggered.
1	0.85%	<input type="checkbox"/>	You need to stagger the move-in days and do it alphabetically. Trying to get everyone in on the same day was horrible.
252	68.29%	<input checked="" type="checkbox"/>	No
369 Respondents			

Q67. How satisfied were you with the Welcome Weekend information received prior to arrival?			
Count	Percent		
178	48.24%	<input checked="" type="checkbox"/>	Very satisfied
170	46.07%	<input checked="" type="checkbox"/>	Moderately satisfied
15	4.07%	<input type="checkbox"/>	Moderately dissatisfied
6	1.63%	<input type="checkbox"/>	Very dissatisfied
369 Respondents			

Q68. Please indicate your level of satisfaction with the following areas of Welcome Weekend: - The Parent and Family Welcome event held in the Plaster Student Union on Friday			
Count	Percent		
68	18.43%	<input checked="" type="checkbox"/>	Very satisfied
59	15.99%	<input checked="" type="checkbox"/>	Moderately satisfied
9	2.44%	<input type="checkbox"/>	Moderately dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
233	63.14%	<input checked="" type="checkbox"/>	Did not attend
369 Respondents			

Q69. Please indicate your level of satisfaction with the following areas of Welcome Weekend: - Discounted dinner at downtown restaurants on Friday night

Count	Percent		
37	10.03%		Very satisfied
32	8.67%		Moderately satisfied
9	2.44%		Moderately dissatisfied
2	0.54%		Very dissatisfied
289	78.32%		Did not attend
369	Respondents		

Q70. Please indicate your level of satisfaction with the following areas of Welcome Weekend: - The Family and Student Aloha Brunch on Saturday

Count	Percent		
47	12.74%		Very satisfied
44	11.92%		Moderately satisfied
12	3.25%		Moderately dissatisfied
6	1.63%		Very dissatisfied
260	70.46%		Did not attend
369	Respondents		

Q71. Please indicate your level of satisfaction with the following areas of Welcome Weekend: - The quality of programming provided for students

Count	Percent		
128	34.69%		Very satisfied
101	27.37%		Moderately satisfied
14	3.79%		Moderately dissatisfied
1	0.27%		Very dissatisfied
125	33.88%		Did not attend
369	Respondents		

Q72. Overall, how would you rate the Welcome Weekend experience?

Count	Percent		
95	25.75%		Excellent
130	35.23%		Good
42	11.38%		Average
6	1.63%		Below average
2	0.54%		Poor
94	25.47%		Did not attend
369	Respondents		

Q73. Do you have any additional comments or suggestions regarding Welcome Weekend?

Count	Percent														
49	13.28%		Yes (please explain)												
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2.04%</td> <td></td> <td>Although we didn't take part in the parent activities, I think they were a great opportunity for many parents. Our daughter was so excited to arrive at MSU, that once we had her moved in she was ready for us to return home. That's a great feeling for a parent that is sending their first child off to college.</td> </tr> <tr> <td>1</td> <td>2.04%</td> <td></td> <td>Being on an LLC floor allowed early move-in, which we loved! It would have been helpful to have received whatever info was passed along in the Saturday Family Meeting. I feel I</td> </tr> </tbody> </table>				Count	Percent			1	2.04%		Although we didn't take part in the parent activities, I think they were a great opportunity for many parents. Our daughter was so excited to arrive at MSU, that once we had her moved in she was ready for us to return home. That's a great feeling for a parent that is sending their first child off to college.	1	2.04%		Being on an LLC floor allowed early move-in, which we loved! It would have been helpful to have received whatever info was passed along in the Saturday Family Meeting. I feel I
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1	2.04%		Although we didn't take part in the parent activities, I think they were a great opportunity for many parents. Our daughter was so excited to arrive at MSU, that once we had her moved in she was ready for us to return home. That's a great feeling for a parent that is sending their first child off to college.												
1	2.04%		Being on an LLC floor allowed early move-in, which we loved! It would have been helpful to have received whatever info was passed along in the Saturday Family Meeting. I feel I												

			missed something important because we didn't get a hotel room and stay the night to go to the meeting.
1	2.04%	<input type="text"/>	Did not get to attend things that the Univedrsity had scheduled because my students sorority also had events for us
1	2.04%	<input type="text"/>	Did not have enough information, where to eat, ect..
1	2.04%	<input type="text"/>	Do not have the parents attend both days.
1	2.04%	<input type="text"/>	don't give out parking tickets that weekend. I parked in the wrong spot, didn't know it and received a campus ticket. Give every new student a free tee shirt to start them out with the bear wear.
1	2.04%	<input type="text"/>	Don't have fraternities plan Father son weekend the same weekend. Conflicts with family on what to do.
1	2.04%	<input type="text"/>	Enjoyed the football game. Thought the band was excellent. I would have liked to know ahead of time that there was tailgating going on. As a first time parent we were unaware and got there fairly late but enjoyed the time we had. It would be nice to perhaps have a soccer game to attend that evening. Overall, we came for one day and spent one night but really did enjoy it.
1	2.04%	<input type="text"/>	For Freshman orientation thing it was well into the 90's, I was shocked to see that you did not have water readily available. It seemed that you just weren't very accomodating and even a bit inconsiderate.
1	2.04%	<input type="text"/>	Have convocation during the time parents are there.
1	2.04%	<input type="text"/>	Having better parking for the parents!!!
1	2.04%	<input type="text"/>	I didn't know anything about Welcome Weekend
1	2.04%	<input type="text"/>	I don't recall ever receiving any info about Welome Weekend...
1	2.04%	<input type="text"/>	I don't recall receiving any information on the parents weekend. I took my information from the website.
1	2.04%	<input type="text"/>	I don't remember getting any information on it
1	2.04%	<input type="text"/>	I never recieved a welcome weekend package in the mail and was not aware of all the events going on.
1	2.04%	<input type="text"/>	I received no information about Welcome Weekend and my daughter did not receive any information until Saturday evening so I missed all of it and she missed most of it.
1	2.04%	<input type="text"/>	I thought SOAR was fabulous, well ran, covered all the information. It was especially important to see the up beat and positive involvement of those students who helped delivery and guide the weekend. Everything about it was positive and exciting.
1	2.04%	<input type="text"/>	Information about all activities was not easily accesible. Information should've been in multiple places throughout campus.
1	2.04%	<input type="text"/>	It was fun
1	2.04%	<input type="text"/>	Lunch before we left was also very slow, and not that good. I realize that there is a large group to accomodate, but there is probably a better way. Maybe some sort of staggered plan.
1	2.04%	<input type="text"/>	Maybe more options for student mixers in case they did not choose to go on blow-up type rides.
1	2.04%	<input type="text"/>	My daughter was tired and wanted less scheduled events and more time to unpack and unwind at the dorm.
1	2.04%	<input type="text"/>	My son felt happy after move in and simply wanted to rest. I believe that move in earlier in the week would be better. Then, students would have more than 1 or 2 nights to acclimate to their new surroundings before classes start.
1	2.04%	<input type="text"/>	Offer more of the parent meetings. We were still in the process of getting moved in and could not attend.
1	2.04%	<input type="text"/>	Our daughter was not able to attend due to an out of town soccer game.....
1	2.04%	<input type="text"/>	Parking was a little difficult. Didn't know the area. Could not find the right parking lot for my car.
1	2.04%	<input type="text"/>	Parking was particularly disturbing for me. I walked from the Parking Garage to my son's room and back three time 7/10 of a mile each way before I caught one golf cart to get a ride. I was exhausted from walking. The one time someone asked if we wanted a ride we were going from Craig Hall to the Bookstore. We were able to flag down a cart to go to our car at the end of the day, I was thrilled about that. And I really enjoyed the people driving the carts. They were very friendly, made us laugh, shared info about events and things to do.
1	2.04%	<input type="text"/>	Send out information on the event. We received Family weekend events from the other

			colleges our kids attend well before the weekend occurred. We received nothing from MSU. We had to find all the other information online. \
1	2.04%	<input type="checkbox"/>	Sounds like some coaches did not know of the family weekend, and had other activities for the w/e.
1	2.04%	<input type="checkbox"/>	Staff could have been so much friendlier. Front desk staff was by far the most rude of all.
1	2.04%	<input type="checkbox"/>	Start Saturday night to allow folks to not have to take off of work to move in Friday.
1	2.04%	<input type="checkbox"/>	Sunday brunch was just too crowded! Food lines very long.
1	2.04%	<input type="checkbox"/>	The lines were very long for the brunch and what was available in each line was not clear.
1	2.04%	<input type="checkbox"/>	The literature suggested there would be some activities for parents in downtown Springfield on Friday night so we were expecting something organized.
1	2.04%	<input type="checkbox"/>	The Saturday morning brunch could have had better quality food for the parents
1	2.04%	<input type="checkbox"/>	The traffic was CRAZY but not sure if there was anything that could have been handled differently.
1	2.04%	<input type="checkbox"/>	very nice :)
1	2.04%	<input type="checkbox"/>	very poorly organized
1	2.04%	<input type="checkbox"/>	Was pleased with the way the campus had the traffic under control. Everything went very smooth
1	2.04%	<input type="checkbox"/>	We did not attend the events on Saturday afternoon or Sunday because my daughter moved in Friday afternoon. We stayed until 2:30p. She didn't need us to stay around for the full weekend. Might have been nice to meet the other parents of students that moved in earlier.
1	2.04%	<input type="checkbox"/>	We did not receive a personal invitation as parents that I recall so we did not plan on staying.
1	2.04%	<input type="checkbox"/>	We live in Strafford and are alumni so attending the parent events were not necessary.
1	2.04%	<input type="checkbox"/>	We must have missed this info. Wasn't aware of everything you just asked about. Maybe we were too focused on getting 2 children moved in.
1	2.04%	<input type="checkbox"/>	We scheduled our SOAR prior to coming. It was lost and we had to redo it. Also my student was not notified that he was accepted in Honors College. His advisor had to correct the situation.
1	2.04%	<input type="checkbox"/>	We were still moving in Friday evening, although we had arrived at 1:00. My son slept in late on Sat. and we went to the brunch late but were able to see the dining hall. I believe their were a lot of activities, but I am not sure how well attended they were. I am sure for some students it was helpful to be amongst the other college kids, but my son was not too interested in the activities.
1	2.04%	<input type="checkbox"/>	welcome parents as we bring the student and provide a follow-up call or email
1	2.04%	<input type="checkbox"/>	yes his R.A. acted like he would liked to be somewhere else.
1	2.04%	<input type="checkbox"/>	you might want to send information to parents via email. We did not even know about most of the activities.

320 86.72% No

369 Respondents

Q74. Did you have any especially positive experiences with Missouri State you could describe? (If these experiences deal with individual people or offices, please describe as well)

Count Percent

122 33.06% Yes (please explain)

Count Percent

- | | | | |
|---|-------|--------------------------|---|
| 1 | 0.82% | <input type="checkbox"/> | 1) My oldest son graduated from Missouri State in May 2011. He was very happy at MSU. That was a significant factor in our decision to send my youngest son to MSU. 2) MSU offers scholarships that weren't available at other schools. That makes college more affordable for us. 3) We live In Rolla, so it's easy to get to MSU during visits. 4) The campus is clean and inviting. 5) The Career Center was very helpful in counseling my oldest son and helping him develop a good resume. |
| 1 | 0.82% | <input type="checkbox"/> | A well rounded university and very pleased and comfortable with the campus and Springfield. |
| 1 | 0.82% | <input type="checkbox"/> | All of the student help, whether it was SOAR or moving in, were very helpful and friendly! |

1	0.82%	<input type="text"/>	All the staff we worked with were very helpful
1	0.82%	<input type="text"/>	All were very friendly and helpful, from the traffic cops upon arrival, to staff members, and experienced students.
1	0.82%	<input type="text"/>	Although I am a high school counselor and somewhat familiar with the admissions process, this is our first child to send to college. The SOAR session that we attended in June was very informative and made us feel even more comfortable with our daughter's decision to attend MSU. In addition to her MSU scholarships, she received a number of scholarships from our community, and we have been pleased with how the financial aid office has made that part of the process uncomplicated and easy for us to see exactly where we stand with our remaining obligation. Another thing that made our family feel better is that fact that our daughter's RA called her by name beginning on the day of move in. Finally, we have heard only positive comments about professors and classes.
1	0.82%	<input type="text"/>	any question that i posed via a phone call, was answered with excellent customer service skills! especially the busar office, and testing office cause my student took advantage of CLEP testing.
1	0.82%	<input type="text"/>	attended the game to watch my daughter perform in flag and everyone was very friendly and helpful while finding my way around
1	0.82%	<input type="text"/>	Band move in weekend was well organized and the students especially were very helpful.
1	0.82%	<input type="text"/>	Both my husband and I were greeted warmly by the band department staff (Dr. Prather and Mr. Hoover) during our summer visits and spring band auditions. They both made us feel that our daughter's decision to attend MSU was the right one.
1	0.82%	<input type="text"/>	Campus seems clean all the time
1	0.82%	<input type="text"/>	Cory introduced himself to my son during SOAR and happened to be one of the tour guides for my son's major. Cory is a high energy young man who encouraged the same from the somewhat docile group of nervous freshman. Cory was also involved with move in and was very friendly and helpful to my son. A great example of your student body leaders.
1	0.82%	<input type="text"/>	Diner at the cafe with our son.
1	0.82%	<input type="text"/>	Dr. Wilkenbrink took 45 minutes of his time during our first visit to the campus without any notice of our coming to give us a tour of the musical theatre facilities and to answer any questions we had. His individual time and attention made the choice for MSU easy.
1	0.82%	<input type="text"/>	During SOAR, everyone was very helpful. Particularly, Angela Plank of the Biology department was extremely helpful in helping my daughter get ready for the fall and transition into the Honors College.
1	0.82%	<input type="text"/>	Emily Trammell, my son's admission representative, was very helpful and always answered my emails promptly.
1	0.82%	<input type="text"/>	Enjoyed SOAR very much. Great info. Our daughter just graduated from OSU - did not get near that much info when we enrolled her. Coach Dave Collins has been GREAT! very parent accessible and open with parents. All Swim staff/previous swimmers have been welcoming and friendly. Deb Dishman - Athlete Financial Aid - VERY helpful when we met her at a visit last March. Also visited Honors college, Business College and Education college at that time. Honors and Business very helpful. No one available at Education College.
1	0.82%	<input type="text"/>	Every experience that has involved the Band in every way has been a positive one for me and my student.
1	0.82%	<input type="text"/>	Every single person from the campus police, to the students helping carry things to the rooms, to the front desk staff - everyone was patient, happy, helpful and friendly!
1	0.82%	<input type="text"/>	Everyone has been very helpful. Our daughter loves it
1	0.82%	<input type="text"/>	everyone including students were very helpful and friendly !
1	0.82%	<input type="text"/>	everyone is very friendly
1	0.82%	<input type="text"/>	Everyone that I have had any dealings with has been very knowledgeable and very nice to talk to. I have had all very positive experiences.
1	0.82%	<input type="text"/>	Everyoneis friendly and helpful
1	0.82%	<input type="text"/>	Excellent help with moving in - loved having current students help and explain things.
1	0.82%	<input type="text"/>	Financial aid office was very helpful and very friendly! This office was the only one I was in contact with. My daughter took care of everything else.
1	0.82%	<input type="text"/>	friendly atmosphere - not too big
1	0.82%	<input type="text"/>	I appreciated seeing some of the faculty from the presentations in the dining halls; mingling and talking with us.
1	0.82%	<input type="text"/>	I enjoyed parent weekend. It was nice to see parents and families on the campus for the

weekend.

1	0.82%	<input type="text"/>	I felt like everyone was extremely helpful with getting our son and his belongings to his room. I expected move-in to be a long drawn out process and we were in and unpacked in a few short hours.
1	0.82%	<input type="text"/>	I felt the helpers on move-in day were fabulous. They made my son feel very welcomed and helped him when he had questions.
1	0.82%	<input type="text"/>	I have called several different departments many times & have found them all to be very helpful.
1	0.82%	<input type="text"/>	I have only dealt with a few of the areas available at Missouri State. I have dealt with the admissions department and they have been very helpful. My son and myself were under the impression that his high school had done their part and forwarded his official transcript and were totally caught off guard when a letter arrived at our house stating otherwise. The admissions department has been very calm, helpful and actually took the time to look into the situation with me on the phone as opposed to calling me back. Understanding that they probably have thousands of future students unofficial transcripts arriving in the mail, I would definitely give kudos to the staff for timely handling this situation for me once it had been identified.
1	0.82%	<input type="text"/>	I love the positive energy.
1	0.82%	<input type="text"/>	I loved the fraternity and sorority help that was available to help get items to the room. VERY MUCH APPRECIATED!!!
1	0.82%	<input type="text"/>	I really appreciated talking with Veronica who worked in Residence Life - I was disappointed that she is no longer there. I also thought my son's SOAR instructors were excellent.
1	0.82%	<input type="text"/>	I really enjoyed the SOAR days. I learned a great deal about MSU and I think it made my son more comfortable with the campus. Everyone was very helpful.
1	0.82%	<input type="text"/>	I think the people we have meet, faculty and students, have been very gracious. I think when I contact the admissions dept. via phone they have always been pleasant. I hope the follow up with the counselor is consistent throughout the four years.
1	0.82%	<input type="text"/>	I was extremely impressed with SOAR! I knew then that it was a good fit for my daughter, so did she. The move in weekend was extremely well organized and I think it went extremely well. Everyone one was friendly and very helpful.
1	0.82%	<input type="text"/>	I was very impressed with the organization of the SOAR process. However, I would have liked printed info given by each speaker at the time of presentation. Or at least tell us where to reaccess the info after the presentation. I think scheduled bathroom breaks would have been helpful. I felt that I was missing important info by going to the bathroom
1	0.82%	<input type="text"/>	It was a very busy time for so many and it was smooth with so many moving in at the same time. The help with moving things up to the room was wonderful. Thank you!
1	0.82%	<input type="text"/>	It was nice that you had students that helped with the move in process. A couple of times they came by and actually helped by taking a load up to my daughter's room.
1	0.82%	<input type="text"/>	It was the student population that had the greatest impact for me, as a parent. They were helpful, knowledgeable and genuinely happy being there.
1	0.82%	<input type="text"/>	It was very helpful to have organizations/students help on move-in day
1	0.82%	<input type="text"/>	Judy Pickering in the education department has been a great help!
1	0.82%	<input type="text"/>	Karen in the office of financial aid is a wonder maker! I absolutely loved her assistance.
1	0.82%	<input type="text"/>	Law enforcement was amazingly helpful on move in weekend. We were very impressed with their organization and the fact that they were extremely helpful and positive through the entire experience. Thank you so much for providing such a great first impression!
1	0.82%	<input type="text"/>	lots of people present and helpful
1	0.82%	<input type="text"/>	Love the band and choir programs!
1	0.82%	<input type="text"/>	Meeting professors in Music Education during our visit was a deciding factor.
1	0.82%	<input type="text"/>	Met with Deborah Dishman on our first visit and she was very helpful and supportive and continues to be even though our daughter is not eligible for any financial aid.
1	0.82%	<input type="text"/>	Most everyone was friendly and helpful. The soar was long, but I thought a lot of useful information for our first experience was helpful. I do wish they would allow parents to be with the students when they are signing up for classes the first time. My son really had no idea what he was doing with his academic choices, as he has no declared major.
1	0.82%	<input type="text"/>	Move in was especially nice no long waits that we anticipated for elevators, was surprised about the roaming golf carts that help move things from the far way parking to the dorm(Woods) only drawback to room was ceiling old somewhat dirty popcorn sprayed on ceiling that needs to be repaired/replaced in future

1	0.82%		move in was much smoother than when we moved our son into SIUC four years ago.
1	0.82%		Move-In, the RA was exceptional, very friendly and helpful (Freddie)
1	0.82%		My daughter has had a very positive experience at Missouri State. She has met alot of great kids and has felt very comfortable at the university.
1	0.82%		My daughter is a member of the Pride Band and moved in early for camp. The senior members of the band that we met on move in day were extremely informative, helpful, welcoming and enthusiastic. Made an excellent first impression of the student body.
1	0.82%		My daughter was satisfied with her class selection and the ease of it..
1	0.82%		My son is very independent and adapted so easily...it must be the excellent atmosphere in Scholars House.
1	0.82%		My son's advisor was extremely helpful.
1	0.82%		My student was most influenced by the recruiting activities by the agriculture department to attend MSU. Without these opportunities given to her local FFA group, she would not have known about the majors that were offered here, nor would she have felt as comfortable on this size of a campus. Instead she could easily navigate the campus because of these experiences.
1	0.82%		Nice safe compact community
1	0.82%		On move-in day --- The luggage racks on wheels with the guys at the front door! This is so helpful. If possible, finding a way to offer more of them would be great!!!
1	0.82%		Our initial visit made a huge difference in her choice. We had a very good meeting with an Assistant Dean in the media production department. His interest and encouragment probably made the most difference. Students were VERY friendly and she liked the dorms.
1	0.82%		Our SOAR experience was EXCELLENT! Our SOAR student leader was awesome! We loved the student involvement!
1	0.82%		Our SOAR leader, Ashley Bartkoski, was outstanding and answered many questions for us. She was a true, positive ambassador for MSU!
1	0.82%		Our SOAR leaders were exceptional and very helpful during our SOAR tour. Jess' Academic Advisor is very helpful in guiding her on her course study as well and is very encouraging. Jess is 3 hours from home, but I am so happy she is at Missouri State. I feel she is in a safe learning environment among great educators. We have been so blessed she is able to attend Missouri State.
1	0.82%		Our SOAR team group leaders were awesome! They gave my daughter a lot of good information. And answered our questions as well.
1	0.82%		Our whole expeience with MSU has been a positive one. All the staff, students and pesonnel are all very helpful and pleasant to deal with.
1	0.82%		Overall SOAR was helpful and well worth attending.
1	0.82%		Overall, I found the help in the move in process very good. Generally, I was pleased with staff assistance.
1	0.82%		pleasent welcoming atmosphere
1	0.82%		police officers were very helpful
1	0.82%		Prior to her attending the program she was interested in was cut. Professor Hughes tried very hard to get her in the study program she was interested in and suggested an individualized major program. I also contacted the couesling office and spoke to a counselor regarding her issue and she was very helpful and understanding.
1	0.82%		RA has been very supportive
1	0.82%		Res. Life Director Gary Stewart was especially helpful to me when I had specific questions about my son's room.
1	0.82%		Residence Hall life communities model is excellent. Having highly engaged students and RA's were a selling point for my son. He came because of the unbridled enthusiasm of the students. Even alums we have randomly met state how much they enjoyed Missouri State.
1	0.82%		Scott Handly with the honors college has been great to answer questions. SOAR was a great experience for our child and for us.
1	0.82%		Soar I found the head of Interior design very helpful and supportive with my daughter. I belive his name is Jason.
1	0.82%		SOAR leaders did a very good job during orientation weekend. I thought it was too long though.
1	0.82%		SOAR- really felt supported as a parent as a result of the presentation from the Asst. Dean of Students. I could tell that he would be understanding and helpful to students as they

			continue to grow into their "adult shoes" during the college years.
1	0.82%	<input type="checkbox"/>	SOAR students were very helpful.
1	0.82%	<input type="checkbox"/>	SOAR was wonderful! It was super informative!
1	0.82%	<input type="checkbox"/>	Student Led tours were very informative.
1	0.82%	<input type="checkbox"/>	students and faculty very friendly offering assistance without being asked
1	0.82%	<input type="checkbox"/>	Support from the Honors College Admin office and conselors.
1	0.82%	<input type="checkbox"/>	Suzanne Ferguson in the Career Center was very influential to our student by providing assessment testing and guidance in career searching. We are very impressed with her professional & helpful guidance. Also, Dr. Josh Smith in the CMB department was especially helpful to our student who is interested in the medical field.
1	0.82%	<input type="checkbox"/>	The ambassadors were very good!
1	0.82%	<input type="checkbox"/>	The MSU student who assisted us with move in day were extremely kind and helpful. All of the residence hall staff at Wells House were friendly and helpful.
1	0.82%	<input type="checkbox"/>	the overall experience so far has been great. Our daughter is extremely happy with her decision to attend Missouri State. I am happy with the size of the campus, the availability of the shuttle system...The ladies at the financial aid office were extremely helpful when I didn't realize I had to "request" the parent plus loan after approval... That really was my only complaint...I thought that if we applied for the loan, that would mean that we wanted it and that you didnt need to request it.. This whole college experience is new to me and I really didn't understand all the financial aid business. I was happy that I attended SOAR but there was alot of information to take in in those 2 days.
1	0.82%	<input type="checkbox"/>	The people helping to move in were great. It was nice not having to carry everything up to the 8th floor.
1	0.82%	<input type="checkbox"/>	The personal campus visit helped us a lot. Even though my husband and I are alums and we know our way around campus, it was nice to be able to ask our questions and get answers. Very helpful. Helped us and our child very much. Very friendly.
1	0.82%	<input type="checkbox"/>	The physics department was extremely helpful and excited to show me their labs and equipment.
1	0.82%	<input type="checkbox"/>	The positive atmosphere is incredible. Starting with the students in the dorm and then the food halls. Bear village is a great idea I thoroughly enjoyed it
1	0.82%	<input type="checkbox"/>	The professor in the history department was excellent in talking to my son about opportunities on Scott's college visit. The student advisors also did a great job at the Soar event. Our son thought they went "above and beyond the call of duty"
1	0.82%	<input type="checkbox"/>	The SOAR experience was excellent. I was impressed with how well it went.
1	0.82%	<input type="checkbox"/>	The SOAR leaders for my daughter's group were excellent and very knowledgeable about the campus and where to go and find the help a student may need. They also were more helpful and knowledgeable then then the COBA advisors who kept repeating the same information over and over again without really answering any of the questions that were asked.
1	0.82%	<input type="checkbox"/>	The SOAR Program was very beneficial. The campus is outstanding and my daughter is so happy with her experience at Missouri State.
1	0.82%	<input type="checkbox"/>	The SOAR weekend was very informative and helpful. The Financial Aid and Financial Services office staff are always very helpful when I call.
1	0.82%	<input type="checkbox"/>	The staff, with the exception of the PE department, have been caring and very supportive.
1	0.82%	<input type="checkbox"/>	The student helpers that were available for move in were awesome. They were very helpful and friendly.
1	0.82%	<input type="checkbox"/>	The student meeting us at the car at Woods around 2:30 p.m. on Friday was especially helpful, not only with the move-in but also with general information.
1	0.82%	<input type="checkbox"/>	The student SOARS leaders were extremely helpful and courteous! The "girls" in the Financial Aid dept. were very helpful as well.
1	0.82%	<input type="checkbox"/>	THE STUDENTS ASSITING WITH SOAR AND MOVE IN WERE REMARKABLE.
1	0.82%	<input type="checkbox"/>	the students that helped with the move in were extremely helpful and courtious.
1	0.82%	<input type="checkbox"/>	The students that ran the SOAR program were very helpful and welcoming.
1	0.82%	<input type="checkbox"/>	The students were very helpful with the move-in and directions.
1	0.82%	<input type="checkbox"/>	The students who helped move our son in, were fabulous and very polite.
1	0.82%	<input type="checkbox"/>	there have been just as many good as bad. Wish I would have kept names.

1	0.82%	<input type="checkbox"/>	This is my second child in college and I have to say going to soar was wonderful. It answered so many questions that have never been answered at other colleges. I felt much more confident sending my daughter here.
1	0.82%	<input type="checkbox"/>	Thought the Soar event was extremely helpful especially having kids be able to stay on campus. Some of the parent meetings got kind of long. Food was not the best.
1	0.82%	<input type="checkbox"/>	Tour guide we had for summer visit was very nice
1	0.82%	<input type="checkbox"/>	tour guides did a great job.
1	0.82%	<input type="checkbox"/>	Very friendly and helpful if needed assistance
1	0.82%	<input type="checkbox"/>	Very friendly and helpful staff in the bursars office!
1	0.82%	<input type="checkbox"/>	we were scheduled (along with a couple of other families) for a weekend campus visit, but NO ONE was there to take us on the visit. we finally found a student that graciously took us on a tour. when we contacted the admission office - all they said was we never schedule visits on weekends - but we had the email that confirmed that date. we drove 4 hours one way for that visit....very, very dissappointed!
1	0.82%	<input type="checkbox"/>	We were very impressed with how welcoming the older students were in helping us move in and answer questions. Also the line at the office to purchase a parking pass was HUGE but the workers were very efficient and we were pleasantly surprised how quickly they moved the line along.
1	0.82%	<input type="checkbox"/>	Welcome people that put the numbers on the cars where very friendly.
1	0.82%	<input type="checkbox"/>	with my child being an athlete, there was an instant bond with the entire freshman on that team and it is only growingstronger as the semester continues.
1	0.82%	<input type="checkbox"/>	Woods Hall people were ready to pick up items to be carried to room and took just a few minutes. Loved that people were at every intersection on campus to direct cars and foot traffic. Very crowded but worked out great.
1	0.82%	<input type="checkbox"/>	Yes, everyone is so helpful at Missouri State. We felt very welcomed and our student adjusted very well and loves Missouri State.

247 66.94% No

369 Respondents

Q75. Did you have any particularly frustrating or disappointing experiences with Missouri State prior to enrolling your student that you could describe?

Count Percent

71 19.24% Yes (please explain)

Count	Percent		
1	1.41%	<input type="checkbox"/>	1st choice of dorm was Blair-Shannon. due to my students hearing impairment she had to be asked to live in Wells. She likes Wells, but still has personal desire to live in Blair-Shannon. we were disappointed that the info of her hearing impairment and need for special accomadations in dorm room... was "lost in the shuffle" of summer dorm remodels etc.
1	1.41%	<input type="checkbox"/>	Admissions office entered my daughter's GPA incorrectly from her transcript which affected the scholarship she was given. It was an absolute nightmare getting it corrected. A mistake that was absolutely NOT mine yet I spent hours on the phone trying to get it corrected. Admissions department was not only not helpful but actually seemed annoyed that I wanted it corrected!!! This mistake was worth \$5000 in scholarship money to us yet they seemed annoyed that I even brought it up. The fact that it was entered incorrectly in the first place is a HUGE issue. After working hard to get a nearly perfect GPA then to have an admissions counselor enter it incorrectly is pretty annoying to say the least!
1	1.41%	<input type="checkbox"/>	Already mentioned--
1	1.41%	<input type="checkbox"/>	Apparently my older daughter received parking tickets on a visit to Missouri State. My younger daughter was not allowed to enroll until I paid those tickets because the car was registered to the same address. We had no knowledge of these tickets until SOAR.
1	1.41%	<input type="checkbox"/>	at times difficult to get timely information from student housing
1	1.41%	<input type="checkbox"/>	Being from Out of State/husband travels for work and other conflicts - the Soar visit that best worked with our schedule filled up, prior to us receiving the Soar booklet in the mail. When I called to try and add on - I was informed it was all computerized and that the only way to get in on that session was to watch daily for a possible opening due to someone cancelling. I was suprised that there wasn't someone that could listen to our circumstance and see if we could be added/manually - really made us feel like our daughter was going to just be a number @ MSU. The only time available - caused us to drive 7 hours late at night - and leave directly after the soar for a 7 hour drive back - feeling exhausted and somewhat frustrated that we felt rushed and not sure of the decisions that were made. Also - I did not see where it mentioned on the Soar registration how important it is to be specific of your

			major of choice. Our daughter put Pre-Physical Therapy/instead of Exercise Science - therefore; they put her in a group of undecided majors - when they divided the groups up we tried to find someone to get her in the right group, and was unsuccessful - so she had to sit through the undecided discussions - It was frustrating for her and us not to be with other students of the same major!!!
1	1.41%	<input type="checkbox"/>	Billing and the billing process is ridiculous! So unorganized and wrong and very hard to get errors remedied! This must be fixed!
1	1.41%	<input type="checkbox"/>	Chemistry for the citizen class was dropped after my child was enrolled in it. It was difficult and frustrating finding and adding a class due to the website limitations with freshman scheduling. It took several phone calls and email and still ended up not being able to take any science class.
1	1.41%	<input type="checkbox"/>	Class selection was very poor due to filled classes by the time my son went through soar. I hear this is an ongoing issue and it is troubling. He was relegated to taking all science and math with only the freshman experience as some balance. This is a problem.
1	1.41%	<input type="checkbox"/>	Dining hall was extremely crowded for the brunch
1	1.41%	<input type="checkbox"/>	Dissapointed int he Music Education Department. Found the Trumpet Studio head especially to be not very encouraging to my student. It may ultimategy result in having to change universities
1	1.41%	<input type="checkbox"/>	During Soar someone in the audience fainted. I ran out to the lobby and asked a man working the cashier in the computer store to call an ambulance. He said he could not and I needed to call 911. I proceeded to call and when the 911 dispatcher asked me questions about my location I had to ask the store employee and then relay the information back. It would have been more efficient if the store employee would have called. All Missouri State University employees should know what to do and how to handle an emergency situation.
1	1.41%	<input type="checkbox"/>	Getting into his information on-line has been frustrating.
1	1.41%	<input type="checkbox"/>	I did not know that I would not receive a bill in the mail. I am glad to have the figured out. I thought that my daughter was to receive a scholarship for her high school class placement and ACT score. I do not see that she received it.
1	1.41%	<input type="checkbox"/>	I did not receive any information about SOAR prior to coming up. I had to email the SOAR office to find out certain information.
1	1.41%	<input type="checkbox"/>	I do have on issue in particular. As a memeber of a greek fraternity, I respect the fact that this insitiation has a healthy greek program. However, I am very dissapointed that freshman are rushed within one week upon arrival at school. I know it has been a while sionce I joined but when I did; I did so only after my first completed semester as a freshman. The idea that sororities can put a full court press so early in the college experience is not right. Further, then to hand new rushes with a \$1000 bill is just over the top. I expect, at some point soon, that I will have to personally follow up with the coordintaotr of Greek life. It is too bad that this institution would take the energy to improve the experience on campus but let this happen to new students sends the wrong message.
1	1.41%	<input type="checkbox"/>	I faxed and e-mailed seveal times information to Financial aid office. Worst experience.
1	1.41%	<input type="checkbox"/>	I think the day was too long for the Freshman thing. I think I could have done a much better job of organizing, and addressing the needs of the students and parents.
1	1.41%	<input type="checkbox"/>	I was told your school was looking for academic excellence. If you consider general ed 4.0 gpa excellent and that is who you give your scholarships to you will continue to have a poor graduation ratio. I have a son who took 8 A.P classes in the last 2 years of high school. He still held a 3.52 and none of these classes were weighted. Oh, not to mention to get an A in his high school you had to have 93% . He chose your school because he felt comfortable there. If it would have been scholarship based he would have went elsewhere. He is enjoying college and that means more to me. It will be a hardship on our family but we will endure.
1	1.41%	<input type="checkbox"/>	I was very dissappointed that the parking areas were not more clearly marked for the SOAR event. Then with it being summer numerous lots that were much closer had very few vehicles in them. I received a parking ticket during the first day of the event. Nothing says we value your presence at our event and look forward to seeing all of the money you will be giving us for the next 4 years like a parking ticket. That is low class, I understand there are rules but that was very petty in my opinion.
1	1.41%	<input type="checkbox"/>	I would have preferred to have known about the transcpit situation listed above sooner. With spring registration starting the end of October I was a little stressful.
1	1.41%	<input type="checkbox"/>	If she didn't go on line to check her schedule again, she would not have known that one of her classes got canceled for lack of numbers enrolling. She had to scramble to find another class that would fit her schedule with the other classes she had. An email or phone call would have been nice to know that a class is canceled.
1	1.41%	<input type="checkbox"/>	It seems all the surrounding states are given non-resident fee waivers, except Arkansas. She represents MSU by making the cheer squad, but still does not receive a waiver of non-resident fees. She took the ACT 4 times trying to achieve a 24, which would also waive the fees, but only made 22 (or 23 super score?). She is passing up \$4,500/year Ark Lottery

			Scholarship, as well as between \$2,000 & \$3,000/year for being on the cheer squad at UCA in Conway, AR. This is how much she wanted to attend MSU. We cannot afford additional years at MSU without waivers.
1	1.41%	<input type="checkbox"/>	Just recently found out you did not have my daughter's high school transcript and she is half way through her first semester at college. I had not idea until we just received a letter. At SOAR, we were told you had everything to enroll her and they had her classes all lined out. I think they should have let me know sooner as we are now scrambling to get the transcript so she can enroll next semester at MSU.
1	1.41%	<input type="checkbox"/>	Just the move in process could be improved as previously stated and perhaps more info. in writing vs.all computerized.
1	1.41%	<input type="checkbox"/>	More timely information regarding scholarship deadlines. My student was eligible for scholarship money based on GPA and ACT but because we were not aware of the deadlines for these scholarship dollars.
1	1.41%	<input type="checkbox"/>	Move in day,
1	1.41%	<input type="checkbox"/>	My child wanted to enroll in jazz band. Participating in jazz band and marching band were key to her choice in MSU. We enrolled in classes during SOAR and no one could assist with the scheduling of jazz band. It ended up that my child was not able to participate in jazz band due to a scheduling conflict. We are hoping this is fixed for second semester.
1	1.41%	<input type="checkbox"/>	My daughter is interested in work study and had requested it in her application process. She did not recieve any and has not had much luck/help from the work study department.
1	1.41%	<input type="checkbox"/>	My daughter is still seeking employment in Springfield. If she does not obtain a job in the near future, it will be necessary for her to come home, live at home, and go to Mizzou.
1	1.41%	<input type="checkbox"/>	My most frustrating experience was move-in day. The dorm room refrigerator was leaking a yellow substance. The thermostat was not working correctly and the bathroom shower was disgusting, with mold. We did talk to the floor rep. and he was very responsive and put work orders in for us and things were fixed that day, except for the moldy shower. I emailed residence life and told them about the shower but I never received a response from them.
1	1.41%	<input type="checkbox"/>	My son had attended Missouri Boys State and was very disappointed that he did not receive a scholarship for this from Missouri State. We were very disappointed that he did not receive any scholarship of any kind, other than the Band grant, which we were very appreciative of.
1	1.41%	<input type="checkbox"/>	My son turned down a full ride scholarship at St. Louis University to attend your college. My son was in the top 5% of his class was was given no financial aid from Mo. State.
1	1.41%	<input type="checkbox"/>	My student earned 24 college credits in High School. It was very difficult to enroll her in classes at SOAR because the counselor wasn't sure how the credits would transfer and what requeirments they would fill.
1	1.41%	<input type="checkbox"/>	My student tried to enroll in the soar program this past summer, he had major difficulties and was locked out of the account after being on the phone 3 different times with a computer tech, the tech finally just signed him up manually. After all this he wasn't able to get into a early soar session, and unfortunately all his class times are very far apart. We live about 30 miles from campus so unfortunately this makes for some very long days.
1	1.41%	<input type="checkbox"/>	My student was assigned 3 different room mates over the summer months leading up to her freshman year. She would recieve an email stating that her room mate had changed...with no explanation. This added to the stress and concern leading up to moving in. She has spoken to one of the original room mates and she recieved the same email with no explanation as to why they were switched. Her current room mate is definately not a match, but they are tolerating each other for now.
1	1.41%	<input type="checkbox"/>	no academic scholarshipfor his college level work in high school and his good grades!!!! He could have received more money from other schools. Not sure he will come back next year due to that fact.
1	1.41%	<input type="checkbox"/>	Not before enrolling, but months after we filled out the housing application, we found where some of our daughter's survey question answers had been changed. The housing office denied any involvement, and it may have been a computer error, but the situation made me very leery of that office. I printed out our original confirmation of the survey, so I know how we answered the questions, and my daughter never changed them.
1	1.41%	<input type="checkbox"/>	not enough information sent to familiys about the move in weekend and not enough student activities and helpers
1	1.41%	<input type="checkbox"/>	not fully made aware of scholarship opportunity for minority
1	1.41%	<input type="checkbox"/>	Not overwhelmed with the "pot luck" experience. My son had a roommate and then 4 days before school started he no longer had a roommate and didn't have one when he moved in. He now has one, but it was a dissapointing experience.
1	1.41%	<input type="checkbox"/>	Poor scheduling choices, my son listed as having NO ADVISOR. If he doesn't have one, then you all should get him one. That is your job.
1	1.41%	<input type="checkbox"/>	see above

1	1.41%	<input type="text"/>	Seems to be some disconnection between FAFSA and implementing loans etc. with MSU's records. Maybe it is me, but I will have to make a phone call to get clarification when I believe it is an automated function.
1	1.41%	<input type="text"/>	She is considering changing her dorm room because of the situation she described. She has asked her RA to help her connect with some of the people looking for a room mate in the same building. Despite her RA saying she would contact the other potential room mates to ask them to meet for dinner it has not been taken care of. It has been approx. 2 weeks since she has made the request.
1	1.41%	<input type="text"/>	SOAR-- after the 2 day experience, my student was more confused because of the information overload. Overall the info was good, but not sure it focused on the important points. Far too much emphasis on the SOCIAL aspect of college, making students feel like they are failures if they dont enroll on many social programs. Also, and more importantly, the procedure to schedule their class for 1st semester was very disappointing. My student said they did not TEACH them how to make their schedule, but took the info from them and entered the classes for the student. She learned nothing on how to set up classes. In addition, even w/ talking to her major advisor at SOAR, she was enrolled in 2 classes that did not even toward her established major. VERY frustrating. I think they are too rushed to do the class sign up; may be part of the problem.
1	1.41%	<input type="text"/>	SOAR had too much emphasis on partying, and frats, and sororities, etc.
1	1.41%	<input type="text"/>	Soar, by the time my child went alot of the classes were filled.
1	1.41%	<input type="text"/>	The advising session was poorly organized and the advisor was less familiar with the processes, requisites, etc. than the SOAR leaders. I feel he could have been better prepared.
1	1.41%	<input type="text"/>	The carpet in her dorm room is pretty disgusting. They put her in a generic group for Majors & she was kind of upset about that but something was mixed up & she was told they didn't have her major listed.
1	1.41%	<input type="text"/>	The COBA advisor who we met with just kept listing the numbers of the classes she would have to take without really listening to what she was looking for in her degree. It was very frustrating. When she would try to clarify what she was asking the woman would just interrupt and repeat the same information. It was not very helpful.
1	1.41%	<input type="text"/>	the college day that we had we seemed a little rushed. We had a meeting with the PT school advisor that we were late to because the tour of the campus was not completed and we even left it early so we wouldn't be later then we already were. Groups were too big
1	1.41%	<input type="text"/>	The dorm room smelled and was not addressed by staff
1	1.41%	<input type="text"/>	The entire SOAR event. Sitting in a freezing auditorium for hours and listening to items repeated from one speaker to the next was terribly frustrating. And the course registration process for my son was the worst I have ever experienced. Holding him in a room for 3+ hours, missing the expo in the student union center, was inconsiderate on the universities part.
1	1.41%	<input type="text"/>	The extra fee charged separate on the bill, Not included with the tuition. My daughter does not live on campus and does not use any other facilities so this fee took us by surprise. We are on a very tight budget.
1	1.41%	<input type="text"/>	The financail aid process was very frustrating, in that the majority of grants and scholarships were clearly biased toward "those with greatest financial need." We are a middle class family, both professionally employed, basically doing everything right according to the American dream. Our daughter worked her butt off to get a 4.0 gpa in High School and a 30 on her ACT, yet we were only elegend for the Governmental Scholarship thru MSU because we made too much money. We struggle, just like anyone else does, and we certainly don't have \$15,000 lying around per year for our child's education. We will end up with an enormous debt, as will she, after she graduates because there is simply no help out there for middle Americans doing what we're told to do. If only we were on food stamps, or she had a baby out of wedlock, or we chose not to work and sit home collecting unemployment instead, her tuition would have been paid for, and likely would not have needed to even be repaid. There is something criminally wrong with this system, where ALL the financial advantages for our children's education go to those who deserve it least. The more mistakes you make, the more money the collage throws at you. It's madness. Last thing: Our daughter qualified for and was an excellent candidate for the Presidential Scholarship awarded by MSU. It was our only hope to not be in debt for the rest of our lives in order to put our children through college. She was not awarded this scholarship, but every single person who WAS just happened to be from Missouri. Why not spread that around a little bit? Helping out a kid from Kansas who is clearly qualified and will speak so well for your institution is a win-win. We hope and pray daily that there will be more scholarship and grant options for her as she continues her education at MSU. She, and we, can use all the help we can get.
1	1.41%	<input type="text"/>	The Heat!
1	1.41%	<input type="text"/>	The lack of info concerning financial aid. This is my 3rd child in college and the process is extremely difficult and even more difficult when they graduate. You should spend more time on financial aid than you do with most other topics. This affects almost every family.

1	1.41%	<input type="checkbox"/>	the office of financial aid said they did not receive my supplemental financial info for the fasca so I had to send it a second time
1	1.41%	<input type="checkbox"/>	The only thing that was a concern for us was my daughter, a freshman, was paired with a roommate who is a junior. While things are going great now, the first weekends activities were a great disappointment to her because her roommate had connections already and not much in common. We felt if she had been paired with another incoming freshman it may have been better.
1	1.41%	<input type="checkbox"/>	The rooms are nice but I would suggest update the microwave provided as it looks like they are from the 80's
1	1.41%	<input type="checkbox"/>	The Woods dorm is very disappointing. Not sure all the upgrades were suppose to me. Could not tell what was done. The ceiling int the dorm rooms look horrible. I feel for the person on the top bunk. Th furniture was pretty bad too.
1	1.41%	<input type="checkbox"/>	Trying to get a class that was taken in 8th grade approved on her transcripts for MSU. It was recognized in all Nebraska colleges and colleges in other states but we had to go through the appeal process here at MSU.
1	1.41%	<input type="checkbox"/>	Trying to understand/get more information regarding financial aid, and the process MSU uses fot student scholarship applications. No communcation from MSU staff regarding awards of scholarships and availability of scholarships. The alternate school, Truman State, did a much better job of praactively providing information and awards eariler in the year. MSU's SOAR process/visit was very good, but still took to long for us to get confirmation of awards, requirements for applications etc..
1	1.41%	<input type="checkbox"/>	We could not get questions answered in financial aid regarding programs & her fin aid package. We tried many times, many offices...were on hold extrememly long times & no one could answer our question. Very frustrating
1	1.41%	<input type="checkbox"/>	We didn't realize that all emails prior to school starting in the fall were going to the Missouri State email as opposed to our personal email. We missed some deadlines because of it. More importance should be stressed to parents and students to check their MSU email for updates and deadlines even before you are on campus.
1	1.41%	<input type="checkbox"/>	We were (and still are) very frustrated with financial aid. Our daughter qualified for the board of governor's scholarship, and then also won the multicultural scholarship. We were told at the last minute that the board of governer's had been taken away because of the multicultural. We were completely shocked because all along on her on-line list from your office it showed she had them both coming for several months so of course we were planning to receive it! We were told that a letter came with the 2nd telling us to disregard the first but I have major issues with that as well. We tried to get someone to understand that the verbage of your printed material doesn't say that they can't be combined and it doesn't make sense that you would call it an automatic scholarship based on class rank and ACT score and then take it away even though she met the requirements. We realize that she won't receive it, but the way it was handled was terrible and I have asked repeatedly for someone to change the way it is written to make it clear for the next person this may affect but my requests are falling on deaf ears.
1	1.41%	<input type="checkbox"/>	We were not informed of the deadlines for scholarship applications on campus and therefore missed it even though our student was admitted early.
1	1.41%	<input type="checkbox"/>	Were not able to tour our son's dorm (Woods) as it was under construction during Soar.
1	1.41%	<input type="checkbox"/>	yes the R.A.
1	1.41%	<input type="checkbox"/>	Yes, we kept waiting to hear about her financial aide and finally I called and they couldn't find her, and they had her SS# wrong.

298 80.76% No

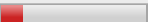

369 Respondents

Q76. Have you earned a bachelor's degree or higher?

Count	Percent		
217	58.81%	<input checked="" type="checkbox"/>	Yes
152	41.19%	<input type="checkbox"/>	No

369 Respondents

Q77. Was your degree earned from Missouri State (aka Southwest Missouri State University/College)?

Count	Percent		
33	15.21%		Yes, from Missouri State (aka Southwest Missouri State University/College)
184	84.79%		No, from another institution
217	Respondents		