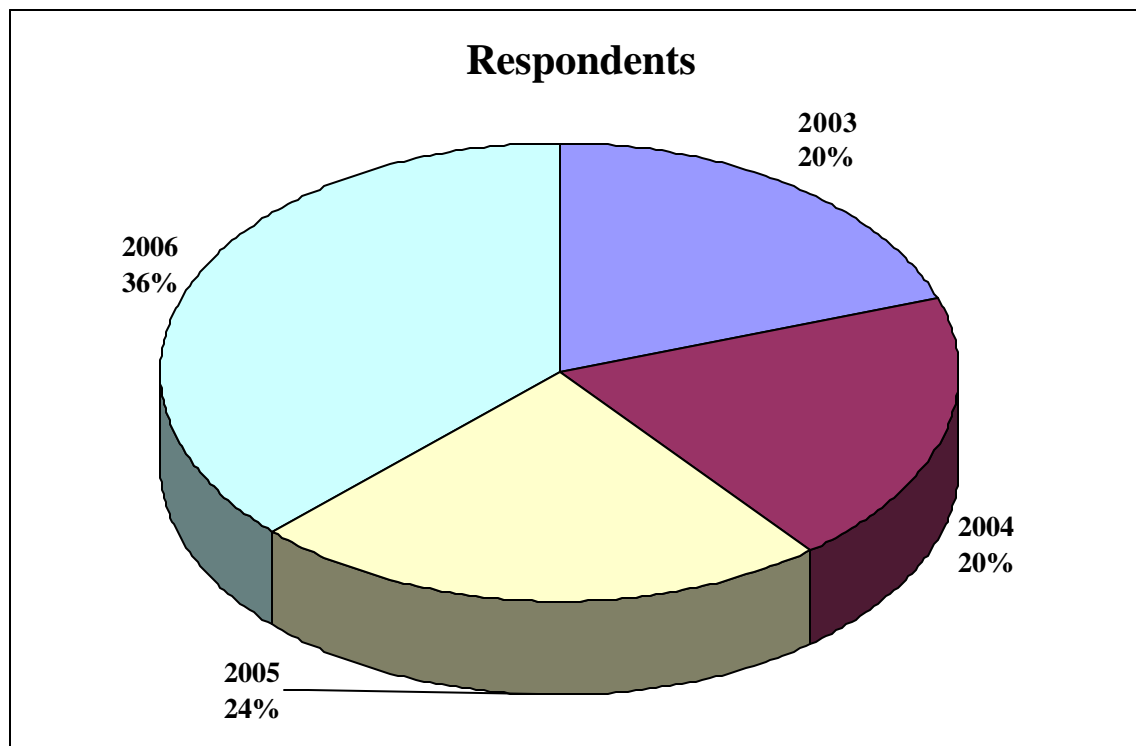


## 2002-2003 Parent Questionnaire Report

The Office of Institutional Research sent out copies of the 2002-2003 Parent Questionnaire this past April. The Parents' Questionnaire is an annual survey sent out to all parents of current Middlebury students. This year, the Institutional Research office made some changes to the questionnaire, including adding a new category for rating Accounting and student billing. As with last year, the completed surveys can be scanned which eliminates data entry by hand, and the survey can also be completed via the web.

There was an increase in response this year. We received 805 surveys, 17 of those via the Internet. Last year we received close to 700 survey responses (38 via the Internet) compared to around 550 in the past. In 1999, we expanded the survey, and gave respondents more room to write comments. In 1999, we had 540 responses to the survey and 35 pages of written comments. This year, we received almost 100 pages of written comments from the 800 + respondents.

The breakdown of responses by class is as follows:



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The 2003 survey ratings were similar to last year's in most categories. There were some slight changes this year. When looked at by class year

- 20% of parents of first year students were dissatisfied or very dissatisfied with advising
- 22% of parents of juniors and seniors were dissatisfied or very dissatisfied with career services
- 18% of parents of first-years were dissatisfied or very dissatisfied with housing and 10% of the other classes
- 10% of each class expressed dissatisfaction with Commons
- **only 4 of 700 respondents were less than satisfied with the quality of teaching!**

<b>Parent Survey Ratings over Time</b>										
	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
<b><u>Academic Affairs</u></b>										
Curricular offerings	3.2	3.3	3.3	3.2	3.4	3.5	3.5	3.6	3.6	3.5
Access to courses	na	na	2.6	2.3	2.7	3.1	3.2	3.4	3.3	3.3
Registration process	na	na	na	na	na	na	3.4	3.5	3.5	3.4
Academic advising	2.8	2.9	2.8	2.8	3.0	3.2	3.2	3.3	3.4	3.3
Quality of teaching	3.4	3.4	3.4	3.4	3.4	3.6	3.6	3.6	3.7	3.7
<b><u>Student Affairs</u></b>										
Counseling services	2.9	2.9	2.9	2.9	3.0	3.3	3.4	3.4	3.3	3.3
Health services	2.9	3.0	3.0	3.0	3.1	3.3	3.2	3.3	3.3	3.3
Career services	2.6	2.7	2.6	2.6	3.0	3.2	3.2	3.3	3.2	3.1
Financial aid services	na	na	na	na	na	3.2	3.1	3.1	3.2	3.3
Accounting and student billing	na	na	na	na	na	na	na	na	na	3.4
<b><u>Residential Life</u></b>										
Campus Safety	3.0	3.0	3.0	3.0	2.9	3.3	3.2	3.6	3.4	3.6
Dining services	2.6	2.6	2.4	2.5	2.7	3.2	3.4	3.5	3.5	3.6
College housing	na	na	na	na	na	na	na	3.2	3.3	3.2
Common community	2.5	2.2	2.2	2.7	2.7	3.0	2.7	3.2	3.2	3.2
Residence halls	2.5	2.2	2.2	2.7	2.7	3.1	3.2	na	na	na
Social houses	na	2.6	2.7	2.9	2.9	2.9	3.0	na	na	na
Academic interest houses	na	na	2.4	2.4	2.3	3.3	3.4	na	na	na
Random draw houses	na	na	2.9	2.8	2.8	3.0	2.9	na	na	na
<b><u>Co-Curricular Activities</u></b>										
Athletics	3.4	3.4	3.4	3.4	3.4	3.5	3.5	3.6	3.5	3.5
Volunteer services	3.3	3.3	3.1	3.2	3.1	3.4	3.5	3.5	3.5	3.5
Student organizations	3.1	3.0	3.0	3.2	3.1	3.4	3.4	3.5	3.5	3.5
Social activities	2.7	2.7	2.8	3.0	3.0	3.3	3.3	3.4	3.4	3.4
<b><u>Parent Services</u></b>										
Parents' Guide	na	na	na	na	na	3.5	3.5	3.6	3.6	3.6
Fall Family Weekend	3.2	3.1	3.2	3.3	3.4	3.5	3.5	3.5	3.5	3.5
Middlebury web site	na	na	na	na	na	na	3.5	3.5	3.6	3.6

Note: Responses are on a 4 point scale: 4 = very satisfied, 3 = satisfied, 2 = dissatisfied, 1 = very dissatisfied, 0 = no opinion/unable to respond.

**2002-2003 Parents' Survey Valid Percentages (Not including no replies)**

<b>Academic and Student Life</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Curricular offerings	51%	46%	3%	0%
Access to courses	39%	51%	9%	1%
Registration process	46%	48%	5%	1%
Academic advising	41%	47%	10%	2%
Quality of teaching	71%	28%	1%	0%
Counseling services	38%	54%	7%	1%
Health services	41%	51%	6%	2%
Career services	32%	53%	13%	2%
Financial aid services	45%	41%	10%	5%
College housing	36%	50%	11%	3%
Commons community	39%	49%	11%	2%
Dining services	60%	37%	2%	0%
Campus safety	56%	43%	1%	0%
Accounting and student billing	46%	51%	2%	0%
<b>Co-Curricular Activities</b>				
Athletics	53%	41%	4%	2%
Volunteer services	50%	49%	1%	0%
Student organizations	51%	48%	1%	0%
Social activities	44%	52%	4%	1%
<b>Parent Services</b>				
Fall Family Weekends	55%	43%	2%	0%
Parents' Guide	58%	42%	1%	0%
Middlebury College web site	59%	39%	1%	0%

The survey is two pages, and the first page is a rating scale and section for comments. The major comments categories are summarized below.

**Section 1: Summary of comments**

The comments (verbatim) are in the appendix. Academic areas are listed first. If an area had less than 5 comments, it does not appear in this summary, but is listed in the appendix where all of the comments are shown.

**Academic Areas**

**Academics - General**  
 36 Comments: 11 Negative, 24 Positive  
 19 Positive: Overall comments

## 2003 Parents Survey Report

4 Negative: Specific for English, Am Lit, Pre-Med, Music

2 Negative Regarding credits

2 Negative: Too challenging

2 Positive: Academic assistance

3 Positive: Specific for 2English, Italian, Science

2 Negative: Grade report

1 Negative: Majors

1 Neutral: AP policy

Most of the comments deal with amount of work – there are more positive than negative comments.

### **Access to Courses**

43 Negative Comments

19: Specific; 4 Art, 7 Languages, 3 Psychology, 2 English, 2 Biology, 1 First-Year Seminar

10: Conflicting times/semesters

7: Unable to take 1st choice

7: General

4: Bad number

Just about all of the comments were negative – most due to inability to get into a certain course. There are some specific comments about special problems related to being a Feb.

### **Advising**

35 Comments: 29 Negative, 6 Positive

5 Negative: Need more direction

4 Negative: Overall

6 Negative: Advice on courses

2 Negative: Continuity of advisor

6 Negative: First-Year advising

3 Negative: Access

1 Negative: Communication with Parents

1 Negative: Premed advising

2 Positive: Overall

1 Positive: Individual advisor mentioned

1 Positive: Advice on courses

1 Positive: Senior Thesis Advise

Most comments relate to first-year advising – parents seem to want advisors to seek out students. Also some dissatisfaction with advising re: certain careers.

**Course Offerings** – 19 comments – parents are confused as to why this question is on the survey – to be honest, it probably is covered in the curricular offerings category.

### **Curricular Offerings**

23 Comments: 21 Negative, 2 Positive

11 Negative: Limited selection in major

5 Negative: Not offered each semester/cancelled

2 Positive: Varied, interesting courses

These comments mostly related to course availability.

**Faculty**

32 Comments: 21 Positive, 11 Negative

9 Positive: Overall

3 Positive: Accessible

3 Positive: Specific subject

5 Negative: Specific subject/instructor

For the most part, parents are very happy with the faculty.

**Study Abroad**

21 Comments: 13 Negative, 5 Positive, 2 Mixed

2 Negative: Internet access

2 Negative: Info

2 Negative: Non-Midd

3 Positive: Overall

Several negative comments about Paris program.

**Non-Academic Areas**

**Alcohol/Drugs**

11 Comments: 9 Negative, 1 Positive, 1 Mixed

4 Negative: General concern

4 Negative: Forcing parties off-campus

1 Negative: Underage drinking

Most of the comments relate to off-campus parties and drinking and driving.

**Athletics**

48 Comments: 40 Negative, 8 Positive

19 Negative: Specific sport named: 9 Crew, 3 Track, 2 Soccer, 3 Softball, 1 Hockey, 1 Women's BB

10 Negative: Club/Intramural

6 Positive: Specific Sport named

3 Negative: 2 Positive, 1 Neutral: Balance of Athletics/Academics

3 Negative: Coaching

Several comments in support of crew (this is an annual area of comment), ultimate Frisbee, no open try-outs for some sports, and some specific complaints about different teams.

**Commons**

41 Comments: 37 Negative, 6 Positive

11 Negative: Forced out of Commons

7 Negative: Inequality

5 Negative: Limiting/too small already

4 Negative: Unclear/Not enough Admin. support

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4 Negative: Overall

2 Positive: Community

Most of the comments fall in two areas – inability to stay in Commons and inequality of Commons.

### **CSO**

17 Comments: 14 Negative, 3 Positive

4 Negative: Not enough guidance

3 Negative: Internships

2 Positive: Overall

Parents want more internships, and more specific guidance for their children.

### **Dining**

25 Comments: 15 Negative, 5 Positive, 2 Both

5 Negative: Athletes & others missed/late meals

4 Negative: Quality of food

3 Negative: Meal plan options

3 Negative: Vegetarian

3 Positive: Overall

2 Positive: Responsive/Improving

You can see from the list above that the area with the most complaints was not having a dining hall open late so athletes can eat after practice .

### **Financial Aid**

22 Comments: 14 Negative, 7 Positive, 1 Both

8 Negative: Amount of aid

3 Negative: Service

4 Positive: Amount of aid

3 Positive: Service

The amount of aid awarded continues to be the area of most complaints in financial aid. There were a few service complaints as well.

### **Health Services**

19 Comments: 14 Negative, 5 Positive

6 Negative: Quality

6 Negative: Service

5 Positive: Overall

No pattern to the complaints.

### **Housing**

73 Comments: 66 Negative, 5 Positive, 2 Mixed

18 negative: No room

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- 18 Negative: Room draw
- 7 Negative: Housing shortage
- 4 Negative: Laundry
- 3 Negative: Quality
- 3 Negative: Furniture
- 4 Positive: Quality

Housing was the area with the most complaints – specifically students not having a room assignment last spring. In addition, there were several complaints about the lack of laundry facilities and also the quality of some student rooms.

**Interaction with Faculty and Staff**

- 56 Comments: 27 Negative, 25 Positive
  - 13 Positive: No department specified
  - 6 Negative: No department specified
  - 3 Negative: Financial Aid
  - 3 Negative: Athletics
  - 3 Negative: Administration
  - 3 Negative: Comptroller
- As you can see, these comments are all over the place.

**Registration**

- 15 Comments: 12 Negative, 2 Mixed, 1 Positive
- 7 Negative: First-year
- 3 Negative: Overall

**Safety/Security**

- 11 Comments: 5 Negative, 6 Positive
- 2 Negative: Lighting
- 2 Negative: Security officers
- 2 Positive: Locked doors

**Section 2: Services for Parents**

As you may recall, page 2 of the survey concerns communications with parents, the parents guide, and sources of information. The responses are as follows:

**Do you feel the college provides you with timely and helpful information regarding:**

	<b><u>Yes</u></b>	<b><u>No</u></b>
Academic year schedule	95%	5%
Course offerings	76%	24%
Events (arts, sports, family) calendars	90%	10%
Student Life Information	86%	14%

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Do you refer to the Parents Guide when you have questions...?	73%	27%
Does the guide help you better understand your student's experience?	81%	19%
Is there information not contained in the Parent's Guide you would like included?*	15%	
<b>What other sources do you use for information about Middlebury?</b>		
Middlebury College Web Site	87%	
Middlebury Magazine	93%	
Midd News	90%	
Other (mostly <i>the Campus</i> and students)		
Do you have internet access at home?	97%	
Do you prefer the college to communicate with you via email?	36%	64%