**Student Services Feedback 2017**

1. A. Are you satisfied with the frequency and quality of the *Student Activities* offered at Western? Yes No
   
   B. Have you ever participated in any of these activities? Yes No
   
   C. If no to 1.A., what would you do to improve this program at Western?

2. A. Do you live in *On-Campus Housing*? Yes No
   
   B. If yes to 2.A., are you satisfied with the housing program? Yes No
   
   C. If no to 2.B., what would you do to improve this program at Western?

3. A. Do you have an on-campus dining meal plan? Yes No
   
   B. If you live off-campus, did you opt to buy a dining commuter plan? Yes No
   
   C. If yes to 3.A. or 3.B., are you satisfied with the *Dining Services* Program? Yes No
   
   D. If no to 3.C., what would you do to improve this program at Western?

4. A. Are you satisfied with the *Bark-n-Bite* convenience store? Yes No
   
   B. What would you do to improve the store?

5. A. Are you satisfied with the availability of *Counseling* at Western? Yes No
   
   B. Have you ever used the Campus Counseling Program? Yes No
   
   C. If yes to 5.B., were you satisfied with the services you received? Yes No
   
   D. Prior to reading this, were you aware that UMW offers free confidential counseling as a student benefit? Yes No
   
   E. If yes, how did you learn about it? (circle one) **Campus Tour, Bulldog Bound, Orientation, Faculty, Advisor or other staff, Trio Staff, RA or other Residence Life staff, Other students, Printed info, Web page, other__________________**.

   F. If you needed to get to Campus Counseling you would know right where to go. It is in the: (circle one) **Wellness Center, Davis Hall across from Residence Life, Dean of Students Center, Community Health Center, Not Sure**.

   G. Is there anything you would do to improve this program at Western?
6. A. Are you satisfied with the availability of the Community Health Services? Yes No
B. Are you satisfied with the availability of Student Wellness? Yes No
C. Have you ever used these services? Yes No

C. What would you do to improve these services?

7. A. Have you participated in the Student Conduct process while at Western? Yes No
B. Was this process fair? Yes No
C. If no to 7.B., please describe your experience.

8. A. Are you satisfied with the student representation and activities sponsored by the Associated Students of The University of Montana Western (ASUMW Student Senate)? Yes No
B. If no to 8.A., please explain.
C. Have you ever participated in any ASUMW sponsored activities? Yes No
D. If no to 8.C. please explain.
E. What would you do to improve ASUMW and/or activities here at Montana Western?
F. What issues/concerns do you feel should be brought to the attention of ASUMW for proper student representation to allow you to have a good experience at Montana Western.

9. A. Are you satisfied with the Physical Environment of the campus? Yes No
B. If no to 9.A., what would you do to improve the campus?

10. A. Are you satisfied with your interactions with the Business Services office? Yes No
B. If no to 10.A. what would you do to improve these services?

11. A. Are you satisfied with the services offered by the Registrar’s office? Yes No
B. If no to 11.A. what would you do to improve these services?
12. A. Are you satisfied with the services and products offered by the **Bookstore**?  
   Yes  No  
   B. If no to 12.A., what would you do to improve these services?  

C. Are you satisfied with the selection of apparel/insignia items?  
   Yes  No  
D. Are you satisfied with the selections of school supplies (pen, pencils, papers, lab supplies and art materials)?  
   Yes  No  
E. Would you like to see the Bookstore try to offer other textbook options such, e-text, more rental options etc…  
   Yes  No  
E. Are you satisfied with the price of rental books?  
   Yes  No  

13. A. Are you satisfied with the services offered by the **Financial Aid** office?  
   Yes  No  
   B. If no to 13.A., what would you do to improve these services?  
   C. Do you apply for financial aid by March 1st each year?  
   Yes  No  
   D. If no to 13.C., why, or how can FA help you meet this deadline?  

14. A. Are you satisfied with the **academic advising** you have received at Western?  
   Yes  No  
   B. Were you advised by a Student Success Team member (TRIO Retention Specialist or the Advising Center Staff)?  
   Yes  No  
   C. Were you advised by a faculty advisor in your area of study?  
   Yes  No  
   D. If no, to 14.A., what would you do to improve these services?  

15. A. Are you satisfied with **Campus Computing Services** and **Res Net Services**?  
   Yes  No  
   B. If no to 15.A, what would you do to improve these services?  

16. A. Are you satisfied with the availability of the **Tutoring Services** offered through the Learning Center?  
   Yes  No  
   B. If no to 16.A., what would you do to improve the service?  

17. A. Are you satisfied with the services offered by the **Career Services** office?  
   Yes  No  
   B. If no to 17.A., what would you do to improve these services?
18. A. Are student services readily *available* at Western? If no, please describe your experience.
   Yes   No

B. Are student services staff *responsive* to your needs? If no, please describe your experience.
   Yes   No

19. Including this year, how many years have you been at Western? _______
Bulldog Card Survey

1. A. Are you satisfied with the quality of your Bulldog card?  Yes  No
   B. If not what would you suggest be changed?

2. A. Did you have to replace your Bulldog card during the semester?  Yes  No
   B. If yes, what reason did you have for replacing it?
   D. Are you aware that you can check out a temporary Bulldog Card for a week, should you
      misplace your Bulldog Card?  Yes  No

3. A. Did you have to use your ID each time you visited the Dining Hall?  Yes  No
   B. Did someone check your ID each time you entered the Dining Hall?  Yes  No

4. A. Do you understand the differences between Bulldog Bucks, Flex, and Bookstore Authorizations?  Yes  No

5. A. Did you use up your $130 in Flex money over the semester?  Yes  No
   B. If not, why not? If yes, how long did you take to do so?
   C. Did you host any guests using your Flex money in the Dining Hall?  Yes  No
   D. Did you know that you could host a guest in the dining hall using your card?  Yes  No

6. A. Did you use or deposit Bulldog Bucks to your account?  Yes  No
   B. Do you know what Bulldog Bucks are?  Yes  No

7. A. Did you purchase/or use a card holder for you Bulldog Card?  Yes  No
   B. If so, what type of holder do you use, and did it help to protect the card?

8. A. If you could put money onto your Bulldog card to use at other locations on and off campus such as Sparky’s, would you?  Yes  No
   B. Are you aware that all vending machines located in the Residence Halls accept Bulldog Bucks?  Yes  No

8. A. If are a freshman or a new transfer student as of Fall 2016, Did you participate in the Paw Prints for Success Program?  Yes  No
   B. Do you know what Paw Prints for Success is?  Yes  No
C. Have you used your Bulldog Card to access the Dawg House Recreation Room in the SUB?  

Yes  No

9. Do you have any other suggestions for the future of the Bulldog Card? Explain below.