

## Student Services Feedback 2017

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|----|----|---|------------|-----------|
| 1. | A. | Are you satisfied with the frequency and quality of the <i>Student Activities</i> offered at Western?   | <b>Yes</b> | <b>No</b> |
|    | B. | Have you ever participated in any of these activities?  | <b>Yes</b> | <b>No</b> |
|    | C. | If no to 1.A., what would you do to improve this program at Western?  |            |           |
|    |    |   |            |           |
| 2. | A. | Do you live in <i>On-Campus Housing</i> ?   | <b>Yes</b> | <b>No</b> |
|    | B. | If yes to 2.A., are you satisfied with the housing program?   | <b>Yes</b> | <b>No</b> |
|    | 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?  | <b>Yes</b> | <b>No</b> |
|    | B. | If you live off-campus, did you opt to buy a dining commuter plan?  | <b>Yes</b> | <b>No</b> |
|    | C. | If yes to 3.A. or 3.B., are you satisfied with the <i>Dining Services</i> Program?  | <b>Yes</b> | <b>No</b> |
|    | D. | If no to 3.C., what would you do to improve this program at Western?  |            |           |
|    |    |   |            |           |
| 4. | A. | Are you satisfied with the <i>Bark-n-Bite</i> convenience store?  | <b>Yes</b> | <b>No</b> |
|    | B. | What would you do to improve the store?   |            |           |
|    |    |   |            |           |
| 5. | A. | Are you satisfied with the availability of <i>Counseling</i> at Western?  | <b>Yes</b> | <b>No</b> |
|    | B. | Have you ever used the Campus Counseling Program?   | <b>Yes</b> | <b>No</b> |
|    | C. | If yes to 5.B., were you satisfied with the services you received?  | <b>Yes</b> | <b>No</b> |
|    | D. | Prior to reading this, were you aware that UMW offers free confidential counseling as a student benefit?  | <b>Yes</b> | <b>No</b> |
|    | E. | If yes, how did you learn about it? (circle one) <b>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_____.</b> |            |           |
|    | F. | If you needed to get to Campus Counseling you would know right where to go. It is in the: (circle one) <b>Wellness Center, Davis Hall across from Residence Life, Dean of Students Center, Community Health Center, Not Sure.</b>   |            |           |
|    | G. | Is there anything you would do to improve this program at Western?  |            |           |

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| 6.  | A. | Are you satisfied with the availability of the <i>Community Health Services</i>   | <b>Yes</b> | <b>No</b> |
|     | B. | Are you satisfied with the availability of Student Wellness   | <b>Yes</b> | <b>No</b> |
|     | C. | Have you ever used these services?  | <b>Yes</b> | <b>No</b> |
|     | C. | What would you do to improve these services?  |            |           |
| 7.  | A. | Have you participated in the <i>Student Conduct</i> process while at Western?   | <b>Yes</b> | <b>No</b> |
|     | B. | Was this process fair?  | <b>Yes</b> | <b>No</b> |
|     | 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 ( <b>ASUMW Student Senate</b> )? | <b>Yes</b> | <b>No</b> |
|     | B. | If no to 8.A., please explain.  |            |           |
|     | C. | Have you ever participated in any ASUMW sponsored activities?   | <b>Yes</b> | <b>No</b> |
|     | 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 <i>Physical Environment</i> of the campus?   | <b>Yes</b> | <b>No</b> |
|     | B. | If no to 9.A., what would you do to improve the campus?   |            |           |
| 10. | A. | Are you satisfied with your interactions with the <i>Business Services</i> office?  | <b>Yes</b> | <b>No</b> |
|     | 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 <i>Registrar's</i> office?   | <b>Yes</b> | <b>No</b> |
|     | B. | If no to 11.A. what would you do to improve these services?   |            |           |

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|-----|----|--|------------|-----------|
| 12. | A. | Are you satisfied with the services and products offered by the <i>Bookstore</i> ?                               | <b>Yes</b> | <b>No</b> |
|     | 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?  | <b>Yes</b> | <b>No</b> |
|     | D. | Are you satisfied with the selections of school supplies (pen, pencils, papers, lab supplies and art materials)? | <b>Yes</b> | <b>No</b> |
|     | E. | Would you like to see the Bookstore try to offer other textbook options such, e-text, more rental options etc... | <b>Yes</b> | <b>No</b> |
|     | E. | Are you satisfied with the price of rental books?  | <b>Yes</b> | <b>No</b> |
| 13. | A. | Are you satisfied with the services offered by the <i>Financial Aid</i> office?                                  | <b>Yes</b> | <b>No</b> |
|     | B. | If no to 13.A., what would you do to improve these services?   |            |           |
|     | C. | Do you apply for financial aid by March 1 <sup>st</sup> each year?   | <b>Yes</b> | <b>No</b> |
|     | D. | If no to 13.C., why, or how can FA help you meet this deadline?  |            |           |
| 14. | A. | Are you satisfied with the <i>academic advising</i> you have received at Western?                                | <b>Yes</b> | <b>No</b> |
|     | B. | Were you advised by a Student Success Team member (TRIO Retention Specialist or the Advising Center Staff)?      | <b>Yes</b> | <b>No</b> |
|     | C. | Were you advised by a faculty advisor in your area of study?   | <b>Yes</b> | <b>No</b> |
|     | D. | If no, to 14.A., what would you do to improve these services?  |            |           |
| 15. | A. | Are you satisfied with <i>Campus Computing Services</i> and <i>Res Net Services</i> ?                            | <b>Yes</b> | <b>No</b> |
|     | B. | If no to 15.A., what would you do to improve these services?   |            |           |
| 16. | A. | Are you satisfied with the availability of the <b>Tutoring Services</b> offered through the Learning Center?     | <b>Yes</b> | <b>No</b> |
|     | 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 <b>Career Services</b> office?                                | <b>Yes</b> | <b>No</b> |
|     | B. | If no to 17.A., what would you do to improve these services?   |            |           |

18. A. Are student services readily *available* at Western? **Yes** **No**  
If no, please describe your experience.

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

19. Including this year, how many years have you been at Western? \_\_\_\_\_

## ***Bulldog Card Survey***

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|----|----|---|------------|-----------|
| 1. | A. | Are you satisfied with the quality of your Bulldog card?  | <b>Yes</b> | <b>No</b> |
|    | B. | If not what would you suggest be changed?   |            |           |
| 2. | A. | Did you have to replace your Bulldog card during the semester?  | <b>Yes</b> | <b>No</b> |
|    | 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?        | <b>Yes</b> | <b>No</b> |
| 3. | A. | Did you have to use your ID each time you visited the Dining Hall?  | <b>Yes</b> | <b>No</b> |
|    | B. | Did someone check your ID each time you entered the Dining Hall?  | <b>Yes</b> | <b>No</b> |
| 4. | A. | Do you understand the differences between Bulldog Bucks, Flex, and Bookstore Authorizations?                            | <b>Yes</b> | <b>No</b> |
| 5. | A. | Did you use up your \$130 in Flex money over the semester?  | <b>Yes</b> | <b>No</b> |
|    | 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?   | <b>Yes</b> | <b>No</b> |
|    | D. | Did you know that you could host a guest in the dining hall using your card?  | <b>Yes</b> | <b>No</b> |
| 6. | A. | Did you use or deposit Bulldog Bucks to your account?   | <b>Yes</b> | <b>No</b> |
|    | B. | Do you know what Bulldog Bucks are?   | <b>Yes</b> | <b>No</b> |
| 7. | A. | Did you purchase/or use a card holder for you Bulldog Card?   | <b>Yes</b> | <b>No</b> |
|    | 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?  | <b>Yes</b> | <b>No</b> |
|    | B. | Are you aware that all vending machines located in the Residence Halls accept Bulldog Bucks?                            | <b>Yes</b> | <b>No</b> |
| 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? | <b>Yes</b> | <b>No</b> |
|    | B. | Do you know what Paw Prints for Success is?   | <b>Yes</b> | <b>No</b> |

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.