

APPENDIX A
CONTINUING STUDENT OPINION SURVEY

***RUTGERS STUDENT OPINION
SURVEY***

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RUTGERS STUDENT OPINION SURVEY

This survey provides students the opportunity to speak directly about their experiences at Rutgers. We are especially interested in how employment and contact with the faculty is related to your academic experiences, achievements, and experiences at the university. The University will also use the information obtained from the survey to assess current levels and kinds of services. All responses are confidential and no personally identifiable information will be released. Please take a few moments to fill out and return the survey in the pre-addressed envelope. Thank you.

I. Academic Experiences and Student Goals

- 1) As far as you know now, do you think you will graduate from Rutgers with a Baccalaureate Degree?
(Circle one)

- 1 Definitely will graduate
- 2 Probably will graduate
- 3 Uncertain about graduation
- 4 Probably will not graduate
- 5 Definitely will not graduate

- 2) When you think of the FUTURE TEN YEARS FROM NOW, what is the highest level of education or training that you realistically expect to complete? (Circle one)

- 1 Some college
- 2 Complete two years of college with an Associate Degree
- 3 Complete four years of college with a Baccalaureate Degree
- 4 Complete Masters Degree
- 5 Specialist degree (e.g., Ed.S.)
- 6 Professional degree (e.g., M.D., J.D.)
- 7 Doctoral degree (e.g., Ph.D., Ed.D.)

- 3) Overall, how do you rate your academic experience at the University? (Circle one)

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor

- 4) The following statements reflect the goals of many college students. In the first column, please circle the numbers of those goals that are important to you at this time. In the second column, circle the numbers of those goals you feel you are achieving or have achieved. (*Circle all appropriate responses*)

These goals are important to me at this time
 These goals I am achieving or have achieved

Academic Goals

- | | | |
|---|---|---|
| 1 | 1 | To improve my ability for critical thinking |
| 2 | 2 | To increase my communication skills |
| 3 | 3 | To better understand Western cultures and institutions |
| 4 | 4 | To better understand non-Western cultures and institutions |
| 5 | 5 | To appreciate literature and the arts |
| 6 | 6 | To understand scientific concepts and methods of analysis |
| 7 | 7 | To develop my ability to assess values and make moral decisions |
| 8 | 8 | To increase my knowledge in an academic field |
| 9 | 9 | To obtain a degree or certification |

Career-Preparation/Career-Improvement Goals

- | | | |
|----|----|--|
| 10 | 10 | To discover career interests |
| 11 | 11 | To formulate long-term career plans and/or goals |
| 12 | 12 | To improve my knowledge, technical skills, and/or competence in work-related areas |
| 13 | 13 | To improve my chances for a raise and/or promotion |

Social and Cultural Participation Goals

- | | | |
|----|----|--|
| 14 | 14 | To become active in student life and campus activities |
| 15 | 15 | To meet people and make friends |

Personal Development and Enrichment Goals

- | | | |
|----|----|--|
| 16 | 16 | To improve my self-confidence |
| 17 | 17 | To improve my leadership skills |
| 18 | 18 | To improve my ability to get along with others |
| 19 | 19 | To learn skills that will enrich my daily life or make me a more complete person |
| 20 | 20 | To become more independent, self-reliant, and adaptable |

- 5) From the list of goals in question 2, please select the three that are most important to you at this time and enter their numbers below. For example, if your most important goal is “To obtain a degree or certification,” enter the number 9 in the first box.

- | | | |
|----------------------------|-----------------------------------|----------------------------------|
| 1. Most
Important _____ | 2. Second Most
Important _____ | 3. Third Most
Important _____ |
|----------------------------|-----------------------------------|----------------------------------|

II. Activities

6) Are you involved in any extracurricular activities at Rutgers? (*Circle one*)

- 1 Yes
- 2 No

If yes, please circle all the numbers which apply:

- | | |
|-----------------------------|------------------------------|
| 1 Academic and professional | 9 ROTC |
| 2 Campus media | 10 Music |
| 3 Community service | 11 Religious |
| 4 Ethnic organizations | 12 Student government |
| 5 Event programming | 13 Theatre |
| 6 Greek life | 14 Intercollegiate Athletics |
| 7 Honor societies | 15 Other |
| 8 Intramurals | |

7) The following is a list of activities in which some students participate during the school year. (*For EACH ACTIVITY, please circle the category that comes closest to the average number of hours you spend on it during a typical school week*)

	No Hours	1-5	6-10	11-15	16-20	21-30	31-40	More Than 40
1 Attending classes or labs	1	2	3	4	5	6	7	8
2 Studying and other academic activities outside of classes or labs	1	2	3	4	5	6	7	8
3 Working in a job for pay	1	2	3	4	5	6	7	8
4 Interning for credit	1	2	3	4	5	6	7	8
5 Volunteer work	1	2	3	4	5	6	7	8
6 University sports teams	1	2	3	4	5	6	7	8
7 Other regular exercise (recreational, intramural, aerobics class, etc.)	1	2	3	4	5	6	7	8
8 Participating in other extracurricular activities (clubs, organizations, etc.)	1	2	3	4	5	6	7	8
9 Socializing/spending time with friends	1	2	3	4	5	6	7	8
10 Commuting to and from job, school, or classes	1	2	3	4	5	6	7	8
11 Watching TV	1	2	3	4	5	6	7	8
12 Household chores or childcare	1	2	3	4	5	6	7	8
13 Other major activity	1	2	3	4	5	6	7	8

(Write in "Other major activity") _____

III. Student Services and Student Life

8) The following are departments, operations, and services available at Rutgers. Please evaluate them. *(For each item, circle the number of the response that is most appropriate)*

I do not know about this service

I know about this service but do not use it

I have used this service and was satisfied with it

I have used this service but was not satisfied with it

1	2	3	4	Academic advising
1	2	3	4	Admissions
1	2	3	4	Bookstore
1	2	3	4	Campus security
1	2	3	4	Career planning and services
1	2	3	4	College cultural programs
1	2	3	4	Computer services
1	2	3	4	Dining services
1	2	3	4	Educational Opportunity Fund (EOF)
1	2	3	4	Financial Aid
1	2	3	4	First year student orientation
1	2	3	4	Health services
1	2	3	4	Housing
1	2	3	4	Intercollegiate athletics programs
1	2	3	4	International student services
1	2	3	4	Library
1	2	3	4	Minority affairs
1	2	3	4	Parking
1	2	3	4	Psychological counseling
1	2	3	4	Reading, writing, math, and study skill improvement
1	2	3	4	Recreational services
1	2	3	4	Registration
1	2	3	4	Schedules of classes
1	2	3	4	Student Accounting/Bursar/Cashier
1	2	3	4	Student Center
1	2	3	4	Student employment
1	2	3	4	Transportation (if applicable)
1	2	3	4	Tutoring
1	2	3	4	Undergraduate catalogs
1	2	3	4	Other

(Write in "Other") _____

IV. Employment

9) Have you ever obtained an internship, externship or co-op work experience while at Rutgers? (*Circle one*)

- 1 Yes
- 2 No

If yes, how did you learn about it? (*Circle all that apply*)

- 1 Through career services
- 2 Through an academic department
- 3 On my own
- 4 Other, please specify

10) Do you work for pay now? (*Circle one*)

- 1 Yes
- 2 No

If yes, please answer Questions 11 thru 24. If no, please skip to Question 25 on Page 8.

11) Do you have more than one job now? (*Circle one*)

- 1 Yes
- 2 No

{PLEASE NOTE, IF YOU ARE EMPLOYED IN MORE THAN ONE JOB ANSWER QUESTIONS 12 TO 24 FOR THE JOB THAT IS MOST IMPORTANT TO YOU}

12) What kind of job is this _____

13) What exactly do you do on this job? _____

14) How long have you had this job? _____ Years _____ Months

15) On average, how many hours do you spend on this job each week? _____ Hours

16) On average, how many of these hours are on weekdays (Monday thru Friday)? _____ Hours

17) On average, how much do you earn each week? _____ Dollars

18) Is your job on-campus or off-campus? (Circle one)

- 1 On-campus
- 2 Off-campus

19) Is this job a necessary condition of financial aid (i.e. work study)? (Circle one)

- 1 Yes
- 2 No

20) Are you a supervisor or manager in this job? (Circle one, if yes enter the number of people you supervise)

- 1 Yes Number of people you supervise _____
- 2 No

21) Is your employer a member of the Rutgers faculty (i.e. Professor, TA, GA, Lecturer, University Administrator)? (Circle one)

- 1 Yes
- 2 No, my employer is not a member of the Rutgers faculty
- 3 No, I am self-employed (**Please skip to Question 25 on Page 8**)

22) How much does your employer...
(For each item, circle the number of the response that is most appropriate)

	None	A Little	Some	Much	Very Much
1 Let you adjust your job schedule to fit your academic activities	1	2	3	4	5
2 Actively encourage you to do well in your academic activities	1	2	3	4	5

23) How much does your job...
(For each item, circle the number of the response that is most appropriate)

	None	A Little	Some	Much	Very Much
1 Interfere with attending classes	1	2	3	4	5
2 Interfere with studying	1	2	3	4	5
3 Interfere with getting good grades	1	2	3	4	5
4 Interfere with leisure activities	1	2	3	4	5
5 Give you a feeling of frustration or boredom	1	2	3	4	5

24) How much does your job...
 (For each item, circle the number of the response that is most appropriate)

	None	A Little	Some	Much	Very Much
1 Provide money necessary for tuition	1	2	3	4	5
2 Provide money necessary for housing	1	2	3	4	5
3 Provide money to pay off debts or loans	1	2	3	4	5
4 Provide money for clothes	1	2	3	4	5
5 Provide money for social and recreational activities	1	2	3	4	5
6 Help you grow and develop as a person	1	2	3	4	5
7 Help you learn technical or specific job-related skills	1	2	3	4	5
8 Introduce you to people who may help you get a job in the future	1	2	3	4	5
9 Give you a feeling of personal accomplishment and mastery	1	2	3	4	5
10 Give you a feeling of independence	1	2	3	4	5
11 Provide work experience related to your declared or intended major	1	2	3	4	5
12 Provide work experience related to your career interests	1	2	3	4	5
13 Provide work experience related to another personal interest	1	2	3	4	5
14 Help you feel like you are a part of Rutgers University	1	2	3	4	5
15 Help you manage your time	1	2	3	4	5

V. Contact with Rutgers Faculty

25) Students have different types and amounts of contacts with Rutgers faculty (TAs, GAs, Lecturers, University Administrators). For each of the following types of contacts with Rutgers faculty during the past year please circle the number of the response that is most appropriate. If you have been at Rutgers less than a year, answer for as long as you have been here.

	None	A Little	Some	Much	Very Much
1 Talked with a faculty member at the end of class	1	2	3	4	5
2 Talked with a faculty member outside of class	1	2	3	4	5
3 Met with a faculty member in his/her office	1	2	3	4	5
4 Met with a faculty member in another location (i.e., committee meeting, lunchroom, social event)	1	2	3	4	5
5 Discussed class-related issues	1	2	3	4	5
6 Discussed an independent study project	1	2	3	4	5
7 Discussed a faculty member's research	1	2	3	4	5
8 Helped a faculty member carry out his/her research	1	2	3	4	5
9 Discussed your future education	1	2	3	4	5
10 Discussed your future job or career	1	2	3	4	5
11 Discussed personal issues	1	2	3	4	5

26) We realize that students vary in the amount of contact they have with faculty. Judging from your experience as best you can, how much do you think each of the following has occurred in your contacts with faculty? (For each item, circle the number of the response that is most appropriate)

	None	A Little	Some	Much	Very Much
1 Faculty help you improve your grades	1	2	3	4	5
2 Faculty introduce you to exciting thoughts and ideas	1	2	3	4	5
3 Faculty help prepare you for further education	1	2	3	4	5
4 Faculty help prepare you for a job or career	1	2	3	4	5
5 Faculty help you learn technical and specific job related skills	1	2	3	4	5
6 Faculty help you grow and develop as a person	1	2	3	4	5
7 Faculty provide emotional support	1	2	3	4	5
8 Faculty help you develop feelings of personal accomplishment and mastery	1	2	3	4	5
9 Faculty help you develop feelings of independence	1	2	3	4	5
10 Faculty make you feel like you are a part of Rutgers University	1	2	3	4	5
11 Faculty introduce you to other faculty and students	1	2	3	4	5

27) How much would you agree with each of the following statements. (For each item, circle the number of the response that is most appropriate)

	Not At All	A Little	Some	Much	Very Much
1 Faculty are difficult to contact	1	2	3	4	5
2 Faculty are remote and discourage contact	1	2	3	4	5
3 Faculty do not understand students' concerns	1	2	3	4	5

28) In your interactions with faculty, how important has it been that faculty share the following characteristics with you? (*For each item, circle the number of the response that is most appropriate*)

	None	A Little	Some	Much	Very Much
1 Similar intellectual interests	1	2	3	4	5
2 Similar extracurricular interests	1	2	3	4	5
3 Similar skills in a language other than English	1	2	3	4	5
4 Similar racial identity	1	2	3	4	5
5 Similar cultural/ethnic identity	1	2	3	4	5
6 Similar gender identity	1	2	3	4	5
7 Similar religious identity	1	2	3	4	5

VI. General

29) What is your marital status? (*Circle one*)

- 1 Single, never married
- 2 Married
- 3 Separated
- 4 Divorced
- 5 Widowed

30) How do you describe your racial background? (*Circle all that apply*)

- 1 American Indian or Alaskan Native
- 2 Asian, Pacific Islander, or Filipino
- 3 Black or African-American
- 4 White or Caucasian
- 5 Other race

31) In addition to the above, do you have a Latino, Hispanic, or Spanish-speaking cultural background? (*Circle one*)

- 1 Yes
- 2 No

32) What was the highest level of education completed by your parents? (*Circle one* for each parent)

- | <u>Mother?</u> | | <u>Father?</u> | |
|----------------|---------------------------------|----------------|---------------------------------|
| 1 | Eighth grade or less | 1 | Eighth grade or less |
| 2 | High School | 2 | High School |
| 3 | Some college | 3 | Some college |
| 4 | College Graduate | 4 | College Graduate |
| 5 | Graduate or professional school | 5 | Graduate or professional school |

33) What is your parents' occupation? (*Write in*)

Mother: _____

Father: _____

34) What religion do you consider yourself to be? (*Write your religion on the line below and please be as specific as possible [for example, "Methodist", "Baptist", "Roman Catholic", "Reform Jewish", "Orthodox Jewish", "Muslim", etc.]. If you do not consider yourself to have any religion, write "None".*)

35) What is your declared or intended major? _____

36) Do you live on-campus or off-campus? (*Circle one*)

- 1 On-campus
- 2 Off-campus

37) If you live off-campus, how far do you live from campus? _____ Miles

38) What is your approximate grade average? (*Circle one*)

- 1 A
- 2 B+
- 3 B
- 4 C+
- 5 C
- 6 D
- 7 F

39) When you think of the FUTURE TEN YEARS FROM NOW, what kind of job or career do you realistically expect to have?

40) How much of your total college expenses (tuition, room and board, books, lab fees) is paid by each of the following sources:

	None	A Little	Some	Much	Very Much
1 Parent and other family members	1	2	3	4	5
2 Student loans (from the government or a bank)	1	2	3	4	5
3 Financial Aid (other than loans)	1	2	3	4	5
4 Personal savings from previous employment (e.g. summer work)	1	2	3	4	5
5 Current employment	1	2	3	4	5
6 Other sources	1	2	3	4	5

(Write in "Other sources") _____

Please use the space below for any comments you have about Rutgers, this questionnaire, or anything else you care to share with us.

Your contribution to this effort is greatly appreciated. If you would like a summary of results, please print your name and address on the back of the return envelope (NOT on this questionnaire). We will see that you get it.

APPENDIX B

SELECTED TABLES BY STUDENT CHARACTERISTICS

Table B.2.3
Self-Reported Background Characteristics of Respondents

	Race/Ethnicity				Gender		Campus			Academic Level				Total		
	Afric. Am %	Asian %	Latino %	White %	Other %	Female %	Male %	Camden %	Newark %	New Bruns %	First-yr %	Second-yr %	Third-yr %	Fourth-yr %	N	%
PARENTS' EDUCATION																
Mother																
Eighth grade or less	11.0	6.5	18.0	2.8	7.6	6.9	4.9	5.9	17.4	3.3	8.4	4.5	5.7	5.3	77	6.0
High school	37.6	21.8	39.2	33.6	34.4	34.2	31.4	49.4	44.8	27.8	27.0	37.7	26.3	39.9	423	32.9
Some college	25.8	10.7	15.9	22.4	16.8	22.5	17.0	21.5	11.2	22.0	19.9	15.0	28.1	17.3	258	20.1
College graduate	16.1	42.9	14.2	24.6	23.2	22.2	29.2	16.2	15	29.0	24.0	29.3	23.0	25.1	325	25.3
Graduate or prof. school	9.4	18.1	12.8	16.5	18.1	14.1	17.5	6.9	11.6	17.9	20.6	13.5	16.9	12.4	201	15.7
Total															1,284	100
Father																
Eighth grade or less	18.5	2.9	16.2	4.0	9.8	8.3	5.0	9.5	20.0	3.4	8.6	5.5	5.5	7.9	86	6.9
High school	37.4	14.5	35.7	28.5	27.3	30.9	24.2	33.0	34.7	25.7	22.9	32.5	25.5	30.2	348	27.9
Some college	19.1	7.7	18.3	17.2	8.1	16.5	14.0	20.2	13.0	15.3	9.7	15.3	17.2	18.7	192	15.4
College graduate	13.2	36.2	14.1	27.6	24.2	20.9	32.1	24.4	17.9	27.9	29.7	27.6	24.9	21.9	322	25.9
Graduate or prof. school	11.7	38.7	15.8	22.8	30.6	23.3	24.7	12.9	14.3	27.6	29.0	19.0	26.8	21.3	298	23.9
Total															1,246	100
STUDENTS' MARITAL STATUS																
Never Married	83.8	97.0	93.0	89.9	78.9	87.6	92.5	70.6	80.1	94.8	94.4	89.5	90.3	84.9	1,163	89.8
Married	8.8	2.9	5.3	8.0	17.7	9.8	5.2	24.7	15.2	3.6	3.6	7.6	7.9	11.7	101	7.8
Separated	1.6	0.0	0.6	0.1	0.6	0.4	0.2	0.1	0.8	0.3	0.3	0.6	0.3	0.6	4	0.3
Divorced	5.8	0.1	1.1	2.0	2.8	2.1	2.1	4.6	3.8	1.3	1.6	2.3	1.5	2.8	27	2.1
Total															1,295	100
STUDENTS' RELIGIOUS AFFILIATION																
Christian	1.5	1.7	0.0	1.1	2.3	1.5	0.9	1.6	1.9	1.0	1.4	2.2	0.3	1.0	15	1.2
Greek/Eastern Orthodox	0.8	0.0	0.0	2.7	2.3	1.8	1.9	1.6	1.9	1.7	6.2	7.3	2.5	8.6	22	1.8
Hindu	0.0	22.3	0.0	0.1	5.7	3.4	4.1	0.8	4.7	3.9	3.6	4.5	3.8	3.2	45	3.7
Jewish	0.0	0.0	0.9	9.6	8.0	5.0	7.6	6.5	1.4	7.4	4.0	1.3	1.0	1.6	75	6.2
Muslim	5.3	5.1	0.0	0.8	6.9	1.8	2.8	1.6	4.2	1.8	2.9	6.1	2.5	3.5	27	2.2
Protestant	49.2	12.6	6.0	13.6	12.6	16.8	16.3	26.6	16.7	15.2	18.1	17.5	12.7	18.5	202	16.6
Roman Catholic	13.6	27.4	73.5	45.6	26.4	44.2	36.7	42.7	50.7	38.3	34.8	40.1	48.4	39.6	498	40.9
Other	6.1	6.9	0.9	3.0	5.7	4.7	2.8	3.2	2.8	4.2	1.1	1.3	2.5	3.5	47	3.9
None	14.4	20.6	13.7	17.3	20.7	16.1	18.9	11.3	11.2	19.7	18.5	12.7	22.9	15.0	212	17.4
Atheist/Agnostic	0.8	1.1	0.9	2.4	3.4	1.9	2.0	0.8	0.9	2.3	0.7	4.1	0	2.6	24	2.0
No Answer	8.3	2.3	4.3	3.8	5.7	2.8	5.9	3.2	3.7	4.4	8.7	2.9	3.2	2.9	51	4.2
Total															1,218	100

**Table B.2.4
Self-Reported Academic Characteristics of Respondents**

	Race/Ethnicity					Gender		Campus			Academic Level				Total	
	Afric. Am. %	Asian %	Latino %	White %	Other %	Female %	Male %	Camden %	Newark %	New Bruns %	First-yr %	Second-yr %	Third-yr %	Fourth-yr %	N	%
DECLARED MAJOR																
Psychology	9.8	5.9	13.6	8.6	7.6	12.5	4.1	12.5	8.3	8.5	4.4	9.3	10.7	9.9	111	8.9
Biology	8.4	15.7	8.5	2.5	5.4	5.9	5.9	10.2	8.8	4.7	9.3	4.8	4.9	5.2	74	5.9
English	4.2	1.6	4.2	7.9	3.3	6.0	5.8	7.8	1.9	6.6	3.3	6.3	6.4	7.1	74	5.9
Accounting	7.7	5.9	5.1	5.6	4.3	7.2	3.8	12.5	15.3	2.4	3.0	5.1	6.1	8.3	72	5.7
Computer Science	5.6	5.9	5.9	4.6	5.4	1.4	9.5	5.5	4.6	5.1	7.0	3.6	4.6	5.2	64	5.1
Political Science	4.9	2.2	5.1	3.9	5.4	4.6	3.2	1.6	3.2	4.5	4.8	3.3	4.0	4.0	50	4.0
History	4.2	0.5	0.8	5.0	4.3	5.2	2.2	2.3	1.4	4.7	1.5	7.5	0.9	5.2	48	3.8
Business Administration	4.9	2.7	3.4	3.5	4.3	4.9	1.8	7.0	6.5	2.3	4.1	6.6	1.8	1.2	44	3.5
Pharmacy	0.7	11.4	2.5	2.1	5.4	4.5	2.3	0	0.9	4.5	8.5	3.3	1.2	1.9	44	3.5
Exercise/Sport Science	0.7	0.5	0.8	4.7	1.1	2.2	4.1	0	0	4.2	4.4	4.5	3.7	0.0	38	3.0
Economics	2.8	2.7	0.0	3.3	3.3	2.0	4.0	2.3	1.4	3.3	3.0	1.5	3.7	3.7	37	3.0
Nursing	3.5	3.8	2.5	2.4	2.2	4.3	0.7	7.8	9.3	0.4	3.3	3.3	1.5	2.8	34	2.7
Other*	42.7	41.1	47.5	45.7	47.8	39.4	52.4	30.5	38.4	48.8	43.3	40.8	50.5	45.4	564	45.0
CAMPUS RESIDENCE																
On Campus	46.2	55.7	44.4	39.3	27.7	43.4	40.4	4.6	9.6	55.1	60.1	47.5	37.4	24.4	550	42.1
Off Campus	53.8	44.3	55.6	60.7	72.3	56.6	59.6	95.4	90.4	44.9	39.9	52.5	62.6	75.6	756	57.9
APPROXIMATE GRADE AVERAGE																
A	6.4	11.5	4.1	12.8	16.3	11.0	11.8	16.4	8.9	11.1	10.6	9.6	9.1	16.0	145	11.4
B+	13.5	19.8	13.9	29.4	22.8	30.7	16.2	23.4	22.7	24.8	23.2	24.8	25.7	23.3	310	24.3
B	36.2	38.5	33.6	30.2	27.2	29.5	35.4	32.8	35.1	31.5	37.0	28.4	32.6	31.3	411	32.2
C+	24.8	18.7	33.6	20.6	26.1	20.6	24.9	19.5	24.4	22.4	17.6	25.4	22.4	23.9	287	22.5
C	16.3	9.3	14.8	6.9	4.3	7.2	10.9	7.0	8.0	9.3	10.2	10.7	9.4	5.5	113	8.8
D	1.4	2.2	0	0.1	3.3	0.7	0.7	0.8	0.9	0.6	1.4	0.9	0.6	0	9	0.7
F	1.4	0	0	0.0	0	0.3	0	0	0.0	0.2	0	0.3	0.3	0	2	0.2

* Each other major accounts for less than 2 percent of the population

Table B.3.3a
Importance of Student Goals

GOALS IMPORTANT	Race/Ethnicity				Gender		Campus			Academic Level				
	Afric. Am. %	Asian %	Latino %	White %	Other %	Female %	Male %	Camden %	Newark %	Brum %	First-yr %	Second-yr %	Third-yr %	Fourth-yr %
<u>Academic Goals</u>														
- To improve my ability for critical thinking	63	67	62	61	68	64	62	64	62	63	71	62	62	56
- To increase my communication skills	56	66	59	57	61	63	54	59	60	58	58	61	63	56
- To better understand Western cultures and institutions	28	31	30	33	35	33	31	28	28	34	33	33	32	31
- To better understand Non-Western cultures and institutions	38	35	36	35	38	38	32	33	33	36	32	40	33	36
- To appreciate literature and the arts	34	36	46	43	34	47	33	39	32	43	44	42	42	36
- To understand scientific concepts and methods of analysis	46	52	52	48	44	47	50	49	45	49	52	51	48	43
- To develop my ability to assess values and make moral decisions	42	51	38	51	44	49	46	40	39	51	50	49	41	52
- To increase my knowledge in an academic field	70	74	69	73	74	76	68	74	65	74	80	67	74	69
- To obtain a degree or certification	79	78	78	74	74	78	73	78	75	75	80	82	72	69
<u>Career-Preparation/Career-Improvement Goals</u>														
- To discover career interests	54	57	59	58	57	57	58	53	51	59	63	56	50	60
- To formulate long-term career plans and/or goals	64	68	67	63	67	69	59	68	60	65	63	69	63	65
- To improve my knowledge and/or competence in work-related areas	71	76	71	66	63	72	64	76	67	67	65	70	69	68
- To improve my chances for a raise and/or promotion	63	57	63	48	42	54	50	56	57	51	52	56	50	50
<u>Social and Cultural Participation Goals</u>														
- To become active in student life and campus activities	37	43	48	35	22	37	36	28	33	39	51	37	32	28
- To meet people and make friends	39	51	44	45	41	42	48	37	38	47	56	43	39	40
<u>Personal Development and Enrichment Goals</u>														
- To improve my self-confidence	52	59	50	53	52	60	45	48	49	55	56	51	56	51
- To improve my leadership skills	58	64	60	50	45	57	49	51	59	53	54	50	56	54
- To improve my ability to get along with others	34	45	41	41	35	41	39	36	32	43	48	35	38	40
- To enrich my daily life or make me more complete person	57	66	60	54	58	64	48	51	56	58	65	54	55	54
- To become more independent, self-reliant, and adaptable	50	60	55	55	49	58	51	50	50	56	61	53	54	51

**Table B.3.3b
Achievement of Student Goals**

GOALS ACHIEVED	Race/Ethnicity				Gender		Campus		Academic Level				
	Afric. Am. %	Asian %	Latino %	White %	Other %	Female %	Male %	Camden %	New Brun %	First-yr %	Second-yr %	Third-yr %	Fourth-yr %
Academic Goals													
--To improve my ability for critical thinking	62	51	62	66	56	65	60	67	63	51	59	70	70
--To increase my communication skills	64	49	59	56	46	57	53	64	54	47	49	60	67
--To better understand Western cultures and institutions	39	43	38	37	37	41	34	40	38	31	37	41	43
--To better understand Non-Western cultures and institutions	36	41	31	31	33	38	28	32	34	29	30	35	39
--To appreciate literature and the arts	49	42	54	51	45	54	44	54	48	40	53	51	54
--To understand scientific concepts and methods of analysis	41	49	41	46	40	44	46	46	44	38	41	49	51
--To develop my ability to assess values and make moral decisions	55	56	68	55	42	59	51	67	62	47	56	57	62
--To increase my knowledge in an academic field	57	51	59	65	53	62	58	58	63	47	60	63	73
--To obtain a degree or certification	50	41	53	58	51	51	56	58	55	45	37	64	68
Career-Preparation/Career-Improvement Goals													
--To discover career interests	52	50	48	50	39	50	48	49	44	44	46	56	51
--To formulate long-term career plans and/or goals	46	41	38	41	36	45	36	44	41	35	38	47	45
--To improve my knowledge and/or competence in work-related areas	38	34	41	41	37	42	36	47	39	28	39	47	43
--To improve my chances for a raise and/or promotion	28	14	18	21	19	20	21	25	19	18	21	22	20
Social and Cultural Participation Goals													
--To become active in student life and campus activities	39	37	33	43	36	44	35	29	43	34	42	42	42
--To meet people and make friends	64	73	67	69	49	70	64	64	69	68	69	66	67
Personal Development and Enrichment Goals													
--To improve my self-confidence	63	57	61	57	45	60	54	63	59	59	57	52	61
--To improve my leadership skills	48	42	51	44	37	44	45	45	39	40	49	39	49
--To improve my ability to get along with others	66	67	65	61	45	63	61	59	60	66	58	61	63
--To enrich my daily life or make me more complete person	51	40	52	56	46	54	49	64	51	49	51	53	55
--To become more independent, self-reliant, and adaptable	64	59	72	67	54	68	61	65	60	68	58	67	68

Table 4.1
Satisfaction with Student Service, by Race/Ethnicity, Gender, Campus, and Class Year

GOALS ACHIEVED	Race/Ethnicity				Gender		Campus		Academic Level					
	Afric. Am. %	Asian %	Latino %	White %	Other %	Female %	Male %	Camden %	Newark %	New Brun %	First-yr %	Second-yr %	Third-yr %	Fourth-yr %
Academic Advising	69.5	71.0	71.8	61.5	61.4	67.8	60.7	66.3	62.7	65.4	71.8	67.5	59.8	62.9
Admissions	86.6	86.5	84.8	88.5	75.9	87.2	86.0	84.3	84.1	86.1	87.1	90.6	89.2	79.4
Bookstore	80.0	86.0	82.5	91.6	83.0	90.1	84.7	91.3	86.7	87.5	90.8	88.9	87.2	84.6
Campus security	86.0	76.0	78.6	80.0	76.5	77.6	83.5	87.8	70.1	80.8	86.4	75.2	82.2	76.9
Career planning and services	82.0	75.5	72.4	64.0	64.0	73.4	61.9	84.4	71.2	65.9	84.6	81.2	62.6	64.0
College cultural programs	88.9	78.3	85.7	82.2	81.3	90.2	71.0	85.7	83.3	83.8	88.1	85.7	90.0	75.0
Computer services	83.6	87.4	85.9	84.0	72.1	84.7	82.6	83.1	82.4	84.0	81.4	86.3	85.6	80.7
Dining services	44.3	51.1	51.7	51.5	49.1	53.5	54.1	66.3	58.2	51.6	48.1	61.3	43.6	61.3
Educational Opportunity Fund (EOF)	88.9	80.4	90.0	82.4	87.5	88.0	80.0	90.5	78.6	87.1	93.5	83.3	86.2	72.7
Financial Aid	67.4	67.6	73.1	65.4	70.5	67.8	66.4	81.6	63.3	66.1	71.1	70.7	60.5	66.9
First-year student orientation	84.4	71.6	84.9	79.7	70.5	81.8	75.6	74.1	80.6	79.7	79.9	82.7	73.1	82.7
Health services	79.4	79.3	77.9	67.6	76.9	75.2	68.1	73.0	81.0	70.7	75.4	77.3	76.3	62.6
Housing	68.8	65.8	67.1	68.2	45.5	68.9	64.5	60.0	61.8	67.5	64.7	68.8	77.3	55.1
Intercollegiate athletics programs	68.4	76.9	81.3	80.4	62.5	71.1	85.2	66.7	85.7	79.5	80.9	90.4	68.9	74.1
International student services	63.6	66.7	50.0	25.0	83.3	64.0	71.4	100.0	70.0	64.7	77.8	81.8	87.5	44.4
Library	93.9	91.7	89.0	92.7	82.7	89.8	94.3	88.3	87.3	93.3	90.9	94.0	91.0	91.3
Minority affairs	61.5	72.2	76.9	55.6	42.9	68.5	62.5	70.0	46.2	68.0	69.2	73.0	64.7	59.5
Parking	32.3	39.2	31.9	23.9	31.0	28.8	26.4	22.7	41.8	25.0	34.3	30.2	28.6	20.4
Psychological counseling Reading, writing, math, and study skills improvement	50.0	71.4	77.8	86.7	75.0	79.2	82.9	80.0	72.2	81.1	77.8	77.5	77.1	86.2
Recreational services	80.7	78.7	70.0	81.8	78.9	79.6	79.4	91.3	69.4	80.7	85.1	78.9	74.3	77.8
Registration	96.3	93.7	91.8	94.9	82.1	94.4	93.7	83.3	88.6	95.2	95.4	91.0	96.1	94.1
Schedules of classes	67.9	73.5	73.9	80.1	65.1	74.7	77.3	87.8	78.3	73.5	57.8	82.9	78.5	80.6
Student accounting/bursair/cashier	70.8	72.0	69.8	75.0	67.5	71.9	74.7	71.5	75.7	72.7	63.2	75.5	77.0	75.4
Student Center	77.5	73.8	76.4	78.0	70.8	74.8	79.2	77.2	69.9	78.3	71.0	82.4	73.4	77.4
Student employment	96.0	88.1	90.8	95.3	88.1	95.2	92.2	97.4	84.7	94.7	94.3	93.1	95.2	92.9
Student transportation (if applicable)	67.4	77.6	64.4	62.3	58.3	70.2	58.6	85.0	64.1	64.8	76.8	70.8	72.6	50.5
Tutoring	48.0	59.1	51.8	54.3	41.9	52.8	52.8	85.7	64.5	51.4	51.6	58.9	48.0	52.1
Undergraduate catalogs	73.8	71.1	76.6	73.9	59.3	73.9	71.4	93.5	69.2	71.5	83.5	66.7	74.8	65.9
	95.0	92.0	95.5	91.6	88.9	93.1	91.1	90.6	89.7	93.0	92.0	91.3	95.6	90.2

APPENDIX D
STATISTICS FOR PREDICTORS OF ACADEMIC ACHIEVEMENT
AND STUDENT SATISFACTION BY CLASS LEVELS

Table D.1
Descriptive Statistics for Model Explaining Cumulative GPA

Mean	S. D.	Variable	Correlation Matrix																									
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	
2.90	0.59	CUMULATIVE GPA	1																									
0.54	0.50	GENDER	.04	1																								
0.16	0.37	ASIAN	-.03	-.04	1																							
0.08	0.28	AFRICAN AMERICAN	.09	-.16	.09	1																						
0.09	0.29	LATINO	-.03	-.15	.09	-.14	1																					
0.61	0.49	WHITE	-.10	-.10	-.55	-.38	-.40	1																				
3.18	1.16	MOTHER'S EDUCATION	-.09	.10	-.07	-.16	.04	.19	1																			
3.41	1.23	FATHER'S EDUCATION	-.07	.20	-.18	-.15	.00	.50	.43	1																		
105.47	17.30	SAT TOTAL	-.19	.10	-.26	-.25	.20	.29	.32	.43	1																	
2.94	0.79	CLASS LEVEL	-.05	-.04	-.03	-.01	.03	-.05	.00	.00	.10	1																
0.84	0.37	INTENTION TO GRADUATE	.12	.07	.03	.04	-.10	.10	.04	.08	.18	.26	1															
0.74	0.44	FUTURE LEVEL OF EDUCATION	.18	.10	.02	-.01	-.08	.19	.21	.11	.08	.38	.29	1														
4.75	2.21	ACADEMIC GOALS	.07	.06	.01	-.01	-.05	-.06	.02	.08	.01	-.04	.11	.03	1													
2.49	1.30	CAREER GOALS	-.03	.08	.07	.02	-.10	-.12	-.02	.00	-.02	-.09	-.08	.39	.18	1												
0.77	0.85	SOCIAL GOALS	-.10	.07	.06	.05	-.11	-.11	.04	-.04	-.02	-.03	.01	.44	.28	.07	1											
2.10	1.50	PERSONAL GOALS	.10	.12	.03	.01	-.13	-.19	.02	-.08	.04	-.08	.00	.52	.40	.64	.13	1										
31.75	14.90	TIME (HRS) SPENT ON SCHOOLWORK	.09	.05	-.02	.01	-.09	.04	-.01	-.05	-.03	.15	.15	.08	-.02	.10	.04	.18	1									
2.19	0.81	FREQUENCY OF FACULTY CONTACT	.01	-.08	-.01	-.04	.07	.02	.10	.04	.28	.25	.21	.09	-.02	.08	.11	.27	.22	1								
2.27	0.81	PERCEPTIONS OF FACULTY CONTACT	.15	-.09	-.04	.02	.08	-.04	-.01	.00	.16	.20	.23	.04	-.07	-.01	.04	.17	.58	.20	1							
2.33	0.90	FACULTY REMOTENESS	.00	-.04	-.01	.02	-.03	-.07	.00	.04	.04	.01	-.09	.04	.11	.06	.06	-.09	.04	-.22	1							
1.69	1.68	TOTAL EXTRACURRICULARS	.12	.05	-.01	-.06	.01	.08	.19	.27	.23	.14	.20	.01	.08	.02	.03	.12	.32	.19	.10	1						
3.47	4.86	TIME (HRS) IN EXTRACURRICULARS	-.08	.04	-.01	-.06	-.01	.09	.08	.16	.12	.07	.10	-.06	-.01	-.10	-.12	.13	.16	.12	.12	.52	1					
0.46	0.50	LIVE ON/OFF CAMPUS	.03	.12	.13	.01	-.12	.07	.05	.18	-.24	.05	.10	-.01	-.03	.00	-.04	.12	.06	-.04	.03	.06	.04	1				
0.27	0.44	WORK ON CAMPUS	-.06	-.07	.05	-.01	.05	.06	.03	.14	-.02	.11	.04	.09	.07	.02	.04	.01	.08	.01	.00	.20	.08	.30	1			
0.41	0.49	WORK OFF CAMPUS	.04	-.12	-.01	-.02	.12	-.10	-.02	-.09	.03	.18	-.06	-.07	.00	-.04	-.02	-.13	-.13	-.05	-.08	-.12	-.11	-.34	-.50	1		
0.21	0.41	WORK FOR FACULTY	-.08	-.04	.01	-.06	.06	.03	.09	.19	.02	.07	.09	.07	.09	.02	.03	-.01	.16	.09	-.09	.16	.11	.26	.82	-.41	1	

Table D.2
Descriptive Statistics for Model Explaining Service Satisfaction

Mean	S. D.	Variable	Correlation Matrix																									
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	
11.61	4.37	SERVICE SATISFACTION	1																									
0.58	0.49	GENDER	.14	2																								
0.18	0.39	ASIAN	.04	-.04	3																							
0.09	0.28	AFRICAN AMERICAN	.07	.08	-.14	4																						
0.10	0.30	LATINO	.06	.07	-.16	-.10	5																					
0.58	0.49	WHITE	-.05	-.06	-.55	-.36	-.39	6																				
3.20	1.17	MOTHER'S EDUCATION	-.10	-.06	.12	-.06	-.15	.02	7																			
3.45	1.24	FATHER'S EDUCATION	-.09	-.04	.22	-.17	-.15	.00	.55	8																		
105.01	17.21	SAT TOTAL	-.08	-.14	.13	-.23	-.26	.19	.31	.33	9																	
2.41	1.08	CLASS LEVEL	.06	-.10	-.09	-.04	-.05	.12	-.07	-.05	.03	10																
0.80	0.40	INTENTION TO GRADUATE	.15	.07	.08	.05	.02	-.11	.04	.00	.02	.19	11															
0.75	0.44	FUTURE LEVEL OF EDUCATION	.04	.13	.10	.02	.00	-.09	.17	.21	.10	.03	.32	12														
4.92	2.15	ACADEMIC GOALS	.06	.07	.02	-.01	-.02	-.02	-.05	.04	.08	-.07	.07	.13	13													
2.56	1.29	CAREER GOALS	.04	.03	.02	.05	.03	-.06	-.10	.01	.00	-.04	-.09	-.04	.38	14												
0.91	0.87	SOCIAL GOALS	.04	-.04	.03	.00	.02	-.01	-.07	.07	.05	-.21	-.13	-.05	.44	.27	15											
2.17	1.51	PERSONAL GOALS	.09	.12	.06	.01	.01	-.06	-.12	.07	-.02	-.04	-.10	-.03	.53	.44	.59	16										
30.34	14.15	TIME (HRS) SPENT ON SCHOOLWORK	.15	.07	.07	-.03	.00	-.07	.02	.00	-.03	.10	.18	.12	.07	-.01	.06	.06	17									
2.07	0.77	FREQUENCY OF FACULTY CONTACT	.15	-.01	-.10	.03	-.03	.08	.00	.03	.00	.34	.19	.14	.02	-.01	.00	.03	.27	18								
2.22	0.79	PERCEPTIONS OF FACULTY CONTACT	.14	.07	-.10	-.01	.03	.09	-.05	-.03	-.07	.17	.15	.16	.03	-.01	-.03	.15	.56	19								
2.27	0.89	FACULTY REMOTENESS	-.09	-.04	.09	-.02	-.02	-.04	.03	.05	.06	.09	.03	-.06	.00	.03	.00	.03	-.04	-.18	20							
1.52	1.58	TOTAL EXTRACURRICULARS	.13	-.11	.06	-.02	-.08	.01	.13	.19	.28	.23	.13	.16	.02	.05	-.02	.05	.14	.31	.20	.15						
3.09	4.37	TIME (HRS) IN EXTRACURRICULARS	.04	-.10	.04	-.01	-.08	.01	.09	.08	.15	.16	.07	.07	-.06	-.01	-.09	-.09	.15	.20	.16	.11	.52					
0.54	0.50	LIVE ON/OFF CAMPUS	.07	.07	.11	.09	.00	.11	.13	.14	.22	-.31	.00	-.08	.06	.03	.08	.06	.07	-.02	-.06	.03	.07	.03				
0.23	0.42	WORK ON CAMPUS	.15	-.02	-.07	.07	.03	.02	.05	.05	.09	.09	.14	.05	.06	.07	-.03	.04	.02	.09	.03	.02	.21	.10	.23			
0.37	0.48	WORK OFF CAMPUS	-.10	.03	-.11	-.02	-.01	.10	-.13	-.12	-.11	.11	-.09	-.07	-.10	-.03	-.09	-.11	-.11	-.06	-.02	-.08	-.13	-.09	-.40	-.41		
0.16	0.37	WORK FOR FACULTY	.14	-.06	-.05	.03	-.03	.05	.00	.08	.13	.14	.10	.08	.03	.06	-.04	.02	.01	.16	.07	-.07	.17	.11	.17	.79	-.33	

Table D.4
Model Explaining Cumulative GPA for Second-Year Students

	R Square	Adjusted R Square	Change In R Square	Significance
Social Background	.194	.163	.077	.000
Academic Background	.268	.235	.074	.000
Goal Commitment and Academic Intention	.408	.360	.140	.000
Academic Integration	.453	.395	.045	.009
Social Integration	.501	.438	.049	.001
Student Employment	.505	.432	.003	.771

Table D.5
Predictive Effects on Cumulative GPA for Second-Year Students

Variables	B	Std. Error	Beta	Sig.
Intercept	2.795	.285		.000
Social Background	-.541	.086	-.343	.030
Gender	-.143	.433	-.113	.097
African American	-.651	.248	-.326	.015
Asian	-.541	.086	-.343	.030
Latino	-.750	.266	-.357	.005
White	-.470	.262	-.372	.051
Mother's education	.023	.239	.043	.606
Father's education	.037	.045	.070	.351
Academic Background				
Composite SAT	.011	.003	.327	.000
Goal Commitment and Academic Intention				
Intention to graduate	.303	.095	.208	.002
Educational expectations	.030	.098	.022	.757
Academic goals	.011	.022	.036	.612
Career goals	-.141	.039	-.284	.000
Social goals	-.171	.056	-.229	.003
Personal goals	.051	.037	.177	.168
Time spent on schoolwork	.008	.003	.201	.003
Academic Integration				
Frequency of faculty interaction	-.157	.076	-.156	.040
Perception of faculty interaction	.096	.057	.121	.096
Faculty remoteness	.074	.058	.088	.206
Social Integration				
Number of extracurriculars	.118	.034	.241	.001
Time spent in extracurriculars	-.019	.009	-.152	.029
Live on or off campus	-.150	.092	-.118	.103
Student Employment				
Work on campus	.013	.164	.010	.935
Work off campus	-.013	.104	-.010	.900
Work for a faculty member	.088	.172	.057	.608

**Table D.6
Descriptive Statistics for Model Explaining Service Satisfaction for Second-Year Students**

Mean	S. D.	Variable	Correlation Matrix																							
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
12.62	4.05	CUMULATIVE GPA	1																							
0.58	0.50	GENDER	0.19	2																						
0.19	0.39	ASIAN	0.02	-0.01	3																					
0.10	0.30	AFRICAN AMERICAN	0.01	0.04	-0.16	4																				
0.09	0.28	LATINO	0.03	0.03	-0.15	-0.10	5																			
0.59	0.49	WHITE	0.01	-0.05	-0.37	-0.39	-0.37	6																		
3.12	1.15	MOTHER'S EDUCATION	-0.04	0.12	0.23	0.00	-0.18	-0.06	7																	
3.32	1.21	FATHER'S EDUCATION	-0.03	0.06	0.29	-0.19	-0.15	-0.02	0.58	8																
104.00	17.26	SAT TOTAL	-0.08	-0.14	0.11	-0.31	-0.21	0.24	0.30	0.30	9															
0.73	0.44	INTENTION TO GRADUATE	0.04	0.10	0.06	0.08	0.08	-0.16	0.13	0.07	-0.04	10														
0.68	0.47	FUTURE LEVEL OF EDUCATION	-0.07	0.19	0.08	0.11	0.06	-0.15	0.32	0.24	0.12	0.42	11													
4.88	1.95	ACADEMIC GOALS	0.10	0.00	0.09	-0.01	0.07	-0.11	-0.12	-0.03	-0.07	0.04	-0.09	12												
2.69	1.24	CAREER GOALS	-0.02	-0.18	0.13	-0.06	-0.02	-0.05	-0.30	-0.07	-0.14	-0.18	-0.37	0.41	13											
0.85	0.85	SOCIAL GOALS	-0.04	-0.11	0.07	0.10	0.09	-0.19	-0.15	-0.06	-0.03	0.04	-0.07	0.39	0.20	14										
1.96	1.46	PERSONAL GOALS	0.13	0.13	0.16	0.10	0.06	-0.24	-0.16	0.05	-0.16	0.00	-0.12	0.48	0.38	0.48	15									
30.95	15.00	TIME (HRS) SPENT ON SCHOOLWORK	0.14	0.04	-0.03	-0.13	0.05	-0.03	0.11	0.04	-0.06	0.25	0.09	0.02	-0.12	0.02	0.06	16								
1.94	0.62	FREQUENCY OF FACULTY CONTACT	-0.20	-0.06	-0.03	-0.13	0.05	-0.05	0.07	0.02	-0.12	0.18	-0.06	0.01	-0.05	0.03	0.13	0.27	17							
2.20	0.77	PERCEPTIONS OF FACULTY CONTACT	0.08	-0.01	-0.13	0.00	0.09	0.10	-0.02	-0.04	-0.14	0.11	0.06	-0.09	-0.12	-0.02	-0.01	0.08	0.51	18						
2.12	0.74	FACULTY REMOTENESS	0.00	-0.03	0.15	0.06	0.10	-0.22	-0.08	-0.02	0.03	-0.03	-0.22	0.18	0.22	0.16	0.10	-0.02	-0.31	19						
1.35	1.26	TOTAL EXTRACURRICULARS	0.28	0.08	0.04	0.07	-0.02	-0.02	0.12	0.25	0.14	-0.04	0.13	-0.10	-0.07	-0.26	-0.05	0.11	0.05	0.08	20					
3.11	4.80	TIME (HRS) IN EXTRACURRICULARS	0.00	-0.11	-0.03	0.01	-0.07	-0.03	0.05	0.10	0.10	-0.08	0.02	-0.05	-0.06	-0.14	-0.10	0.15	-0.10	-0.12	0.36	21				
0.57	0.50	LIVE ON/OFF CAMPUS	0.18	0.05	0.07	0.11	0.01	-0.06	0.15	0.15	0.35	0.09	0.20	-0.50	-0.10	0.03	0.09	0.07	-0.04	-0.04	-0.10	0.09	-0.04			
0.24	0.43	WORK ON CAMPUS	0.12	0.21	-0.08	0.06	0.02	0.06	-0.01	0.01	0.06	0.05	0.05	-0.09	-0.15	-0.09	0.01	0.08	-0.05	0.05	-0.16	0.11	-0.04	0.38		
0.42	0.50	WORK OFF CAMPUS	-0.09	-0.01	-0.25	-0.09	-0.05	0.26	-0.05	0.20	-0.12	-0.14	-0.01	-0.07	0.08	-0.12	0.22	-0.12	-0.16	-0.09	-0.02	-0.01	0.07	-0.43	-0.48	
0.18	0.39	WORK FOR FACULTY	0.13	0.15	-0.07	-0.04	0.01	0.11	-0.16	-0.02	0.11	-0.02	0.00	-0.08	-0.14	-0.06	0.06	-0.12	-0.02	0.09	-0.11	-0.02	-0.05	0.27	0.80	-0.39

Table D.6
Descriptive Statistics for Model Explaining Service Satisfaction for Second-Year Students

Mean	S. D.	Variable	Correlation Matrix																																	
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24										
12.62	4.05	CUMULATIVE GPA	1																																	
0.58	0.50	GENDER	0.19	2																																
0.19	0.39	ASIAN	0.02	-0.01	3																															
0.10	0.30	AFRICAN AMERICAN	0.01	0.04	-0.16	4																														
0.09	0.28	LATINO	0.03	0.03	-0.15	-0.10	5																													
0.59	0.49	WHITE	0.01	-0.05	-0.57	-0.39	-0.37	6																												
3.12	1.15	MOTHER'S EDUCATION	-0.04	0.12	0.23	0.00	-0.18	-0.06	7																											
3.32	1.21	FATHER'S EDUCATION	-0.03	0.06	0.29	-0.19	-0.15	-0.02	0.58	8																										
104.00	17.26	SAT TOTAL	-0.08	-0.14	0.11	-0.31	-0.21	0.24	0.30	0.30	9																									
0.73	0.44	INTENTION TO GRADUATE	0.04	0.10	0.06	0.08	0.08	-0.16	0.13	0.07	-0.04	10																								
0.68	0.47	FUTURE LEVEL OF EDUCATION	-0.07	0.19	0.08	0.11	0.06	-0.15	0.32	0.24	0.12	0.42	11																							
4.88	1.95	ACADEMIC GOALS	0.10	0.00	0.09	-0.01	0.07	-0.11	-0.12	-0.03	-0.07	0.04	-0.09	12																						
2.69	1.24	CAREER GOALS	-0.02	-0.18	0.13	-0.06	-0.02	-0.05	-0.30	-0.07	-0.14	-0.18	-0.37	0.41	13																					
0.85	0.85	SOCIAL GOALS	-0.04	-0.11	0.07	0.10	0.09	-0.19	-0.15	-0.06	-0.03	0.04	-0.07	0.39	0.20	14																				
1.96	1.46	PERSONAL GOALS	0.13	0.13	0.16	0.10	0.06	-0.24	-0.16	0.05	-0.16	0.00	-0.12	0.48	0.38	0.48	15																			
30.95	15.00	TIME (HRS) SPENT ON SCHOOLWORK	0.14	0.04	-0.03	-0.03	0.05	-0.03	0.11	0.04	-0.06	0.25	0.09	0.02	-0.12	0.02	0.06	16																		
1.94	0.62	FREQUENCY OF FACULTY CONTACT	0.20	-0.06	-0.03	-0.13	0.05	-0.05	0.07	0.02	-0.12	0.18	-0.06	0.01	-0.05	0.03	0.13	0.27	17																	
2.20	0.77	PERCEPTIONS OF FACULTY CONTACT	0.08	-0.01	-0.13	0.00	0.09	0.10	-0.02	-0.04	-0.14	0.11	0.06	-0.09	-0.12	-0.02	-0.01	0.08	0.51	18																
2.12	0.74	FACULTY REMOTENESS	0.00	-0.03	0.15	0.06	0.10	-0.22	-0.08	-0.02	0.03	-0.03	-0.22	0.18	0.22	0.16	0.10	-0.02	-0.02	-0.31	19															
1.35	1.26	TOTAL EXTRACURRICULARS	0.28	0.08	0.04	0.07	-0.02	-0.02	0.12	0.25	0.14	-0.04	0.13	-0.10	-0.07	-0.26	-0.05	0.11	0.05	0.06	0.08	20														
3.11	4.80	TIME (HRS) IN EXTRACURRICULARS	0.00	-0.11	-0.03	0.01	-0.07	-0.03	0.05	0.10	0.10	-0.08	0.02	-0.05	-0.06	-0.14	-0.10	0.15	-0.10	-0.12	0.36	21														
0.57	0.50	LIVE ON/OFF CAMPUS	0.18	0.05	0.07	0.11	0.01	-0.06	0.15	0.15	0.35	0.09	0.20	-0.50	-0.10	0.03	0.09	0.07	-0.04	-0.04	-0.10	0.09	0.04													
0.24	0.43	WORK ON CAMPUS	0.12	0.21	-0.08	0.06	0.02	0.06	-0.01	0.01	0.06	0.05	-0.05	-0.09	-0.15	-0.09	0.01	0.08	-0.05	-0.16	0.11	-0.04	0.38													
0.42	0.50	WORK OFF CAMPUS	-0.09	-0.01	-0.25	-0.09	-0.05	0.26	-0.05	-0.20	-0.12	-0.14	0.01	-0.07	0.08	-0.12	-0.22	-0.16	-0.09	-0.02	-0.01	0.07	-0.43	-0.48												
0.18	0.39	WORK FOR FACULTY	0.13	0.15	-0.07	-0.04	0.01	0.11	-0.16	-0.02	0.11	-0.02	0.00	-0.08	-0.14	-0.06	0.06	-0.12	-0.02	0.09	-0.11	-0.02	-0.05	0.27	0.80	-0.39										

Table D.7
Model Explaining Service Satisfaction for Second-Year Students

	R Square	Adjusted R Square	Change In R Square	Significance
Social Background	.058	.026	.005	.546
Academic Background	.059	.023	.002	.556
Goal Commitment and Academic Intention	.101	.039	.041	.163
Academic Integration	.141	.064	.041	.056
Social Integration	.255	.175	.114	.000
Student Employment	.273	.182	.017	.205

Table D.8
Predictive Effects on Service Satisfaction for Second-Year Students

Variables	B	Std. Error	Beta	Sig.
Intercept	11.852	3.066		.000
Social Background				
Gender	1.327	.581	-.162	.023
African American	-.091	1.695	-.007	.957
Asian	1.657	1.497	.159	.270
Latino	.838	1.644	.059	.611
White	1.354	1.409	.165	.338
Mother's education	.061	.325	.017	.850
Father's education	-.366	.294	-.110	.215
Academic Background				
Composite SAT	-.042	.020	-.179	.036
Goal Commitment and Academic Intention				
Intention to graduate	.523	.667	.057	.434
Educational expectations	-1.506	.713	-.174	.036
Academic goals	.230	.160	.111	.151
Career goals	-.210	.271	-.064	.440
Social goals	.111	.377	.023	.769
Personal goals	.018	.243	.007	.941
Time spent on schoolwork	.022	.020	.081	.273
Academic Integration				
Frequency of faculty interaction	1.267	.540	.193	.020
Perception of faculty interaction	-.491	.423	-.093	.248
Faculty remoteness	-.304	.408	-.056	.458
Social Integration				
Number of extracurriculars	1.183	.249	.367	.000
Time spent in extracurriculars	-.0369	.062	-.044	.553
Live on or off campus	2.019	.653	.247	.002
Student Employment				
Work on campus	-1.966	1.223	-.207	.110
Work off campus	.338	.724	.041	.642
Work for a faculty member	2.635	1.271	.252	.039

**Table D.9
Descriptive Statistics for Model Explaining Cumulative GPA for Third-Year Students**

Mean	S. D.	Variable	Correlation Matrix																								
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
2.87	0.64	CUMULATIVE GPA	1																								
0.55	0.50	GENDER	2	.17																							
0.13	0.34	ASIAN	3	.06	-.12																						
0.05	0.22	AFRICAN AMERICAN	4	-.05	.04	-.09																					
0.09	0.28	LATINO	5	-.13	.14	-.12	-.07																				
0.67	0.47	WHITE	6	-.01	-.05	-.55	-.33	-.44																			
3.34	1.13	MOTHER'S EDUCATION	7	.10	-.15	.03	-.18	-.20	.08																		
3.55	1.21	FATHER'S EDUCATION	8	.09	-.13	.21	-.24	-.12	-.05	.60																	
106.97	16.16	SAT TOTAL	9	.37	-.20	.11	-.21	-.25	.11	.30	.32																
0.85	0.35	INTENTION TO GRADUATE	10	.26	.29	.13	.00	.01	-.08	.10	-.01	.13															
0.75	0.43	FUTURE LEVEL OF EDUCATION	11	.31	.33	.17	-.07	-.02	-.10	.14	.16	.08	.53														
4.74	2.28	ACADEMIC GOALS	12	.08	.20	.06	.04	-.10	-.03	-.09	-.03	.09	-.03	.16													
2.37	1.41	CAREER GOALS	13	-.05	.06	.06	.12	.04	-.18	-.01	.07	.15	-.03	.05	.42												
0.75	0.88	SOCIAL GOALS	14	-.09	-.15	.08	.11	.03	-.12	-.17	-.08	-.03	-.20	-.11	.42	.41											
2.25	1.52	PERSONAL GOALS	15	-.08	.11	.12	.04	-.01	-.11	-.18	-.05	-.10	-.16	-.03	.52	.50	.72										
31.56	14.73	TIME (HRS) SPENT ON SCHOOLWORK	16	.17	.19	.01	-.03	-.04	-.10	.07	-.04	-.04	.11	.29	.07	.01	.10	.10									
2.18	0.76	FREQUENCY OF FACULTY CONTACT	17	.21	.28	-.05	-.08	-.13	.13	.04	-.05	.02	.21	.27	.06	.06	-.04	.11	.33								
2.21	0.75	PERCEPTIONS OF FACULTY CONTACT	18	.13	.27	-.08	-.11	-.01	.10	-.07	-.13	-.10	.10	.24	.06	-.12	-.12	.05	.36	.55							
2.58	1.02	FACULTY REMOTENESS	19	.03	.05	.02	.00	-.05	.06	-.14	-.07	.05	.00	-.09	.11	.23	.18	.18	-.15	-.06	-.37						
1.36	1.51	TOTAL EXTRACURRICULARS	20	.17	-.05	.14	.05	-.01	-.15	.06	.12	.34	.17	.27	.08	.24	.03	.06	.11	.10	.01	.09					
2.76	3.64	TIME (HRS) IN EXTRACURRICULARS	21	-.02	.00	.10	.06	.03	-.10	.03	.02	.14	.18	.19	.11	.07	-.09	-.05	.04	.14	.17	-.20	.44				
0.49	0.50	LIVE ON/OFF CAMPUS	22	.01	-.02	.09	.02	.07	-.08	.04	-.02	.10	.09	.01	-.07	.01	-.12	-.08	.07	.25	-.01	.07	.12	.12			
0.28	0.45	WORK ON CAMPUS	23	-.06	-.17	-.06	.07	.02	.02	.06	-.03	.22	.23	-.09	.15	.18	-.04	-.04	-.13	.02	-.06	.15	.18	.11	.26		
0.36	0.48	WORK OFF CAMPUS	24	.14	.04	-.02	.08	.00	-.03	-.17	.06	-.19	-.33	-.17	-.12	-.08	.10	.07	-.12	-.17	-.08	-.22	-.11	-.36	-.46		
0.18	0.39	WORK FOR FACULTY	25	.07	-.13	.01	.04	-.03	-.01	.15	.17	.33	.19	.08	.09	.21	-.11	-.09	.00	.19	.10	-.08	.14	.18	.30	.76	-.35

Table D.10
Model Explaining Cumulative GPA for Third-Year Students

	R Square	Adjusted R Square	Change In R Square	Significance
Social Background	.078	.045	.005	.578
Academic Background	.209	.176	.131	.000
Goal Commitment and Academic Intention	.273	.220	.064	.012
Academic Integration	.293	.224	.019	.288
Social Integration	.316	.237	.024	.102
Student Employment	.427	.350	.110	.000

Table D.11
Predictive Effects on Cumulative GPA for Third-Year Students

Variables	B	Std. Error	Beta	Sig.
intercept	.524	.395		.186
Social Background				
Gender	.025	.085	.002	.768
African American	-.055	.211	-.023	.793
Asian	-.126	.167	-.079	.451
Latino	-.089	.186	-.047	.634
White	-.168	.144	-.146	.245
Mother's education	.041	.038	.086	.278
Father's education	-.054	.037	-.122	.140
Academic Background				
Composite SAT	.013	.002	.398	.000
Goal Commitment and Academic Intention				
Intention to graduate	.322	.123	.211	.010
Educational expectations	.156	.101	.125	.126
Academic goals	.046	.019	.195	.014
Career goals	-.059	.029	-.154	.044
Social goals	-.025	.058	-.041	.668
Personal goals	-.029	.035	-.082	.411
Time spent on schoolwork	.026	.003	.072	.300
Academic Integration				
Frequency of faculty interaction	.089	.056	.126	.110
Perception of faculty interaction	.055	.059	.076	.358
Faculty remoteness	.055	.037	.103	.146
Social Integration				
Number of extracurriculars	.048	.027	.134	.076
Time spent in extracurriculars	-.029	.010	-.201	.004
Live on or off campus	.056	.072	.052	.442
Student Employment				
Work on campus	-.091	.139	-.075	.515
Work off campus	.458	.084	.408	.000
Work for a faculty member	.106	.157	.075	.501

Table D.12
Descriptive Statistics for Model Explaining Service Satisfaction for Third-Year Students

Mean	S. D.	Variable	Correlation Matrix																							
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
11.75	4.45	1 CUMULATIVE GPA																								
0.57	0.50	2 GENDER	.20																							
0.13	0.34	3 ASIAN	.02	-.11																						
0.05	0.22	4 AFRICAN AMERICAN	.03	.04	-.09																					
0.09	0.28	5 LATINO	-.02	.12	-.12	-.07																				
0.67	0.47	6 WHITE	.01	-.05	-.56	-.33	-.44																			
3.31	1.13	7 MOTHER'S EDUCATION	-.13	-.16	.06	-.17	-.19	.05																		
3.56	1.2	8 FATHER'S EDUCATION	-.16	-.12	.21	-.24	-.12	-.04	.58																	
106.65	16.06	9 SAT TOTAL	.03	-.21	.11	-.20	-.24	.11	.31	.32																
0.86	0.35	10 INTENTION TO GRADUATE	.19	.30	.13	.00	.00	-.08	.09	-.01	.12															
0.76	0.43	11 FUTURE LEVEL OF EDUCATION	.16	.34	.17	-.07	-.03	-.10	.12	.16	.07	.53														
4.75	2.25	12 ACADEMIC GOALS	.28	.20	.06	.04	-.10	-.03	-.09	-.03	.09	-.03	.16													
2.41	1.41	13 CAREER GOALS	.10	.08	.05	.11	.02	-.15	-.05	.08	.13	-.02	.06	.42												
0.75	0.87	14 SOCIAL GOALS	.17	-.15	.08	.11	.03	-.11	-.17	-.08	-.03	-.20	-.10	.42	.41											
2.24	1.50	15 PERSONAL GOALS	.25	.10	.11	.04	-.01	-.11	-.17	-.05	-.10	-.17	-.03	.52	.48	.71										
31.64	14.73	16 TIME (HRS) SPENT ON SCHOOLWORK	.14	.19	.04	-.03	-.04	-.11	.08	-.03	-.03	.11	.29	.07	.01	.10	.09									
2.16	0.76	17 FREQUENCY OF FACULTY CONTACT	.24	.26	-.05	-.07	-.12	.13	.06	-.05	.04	.19	.25	.05	.04	.11	.32									
2.21	0.75	18 PERCEPTIONS OF FACULTY CONTACT	.33	.26	-.10	-.10	-.01	.12	-.07	-.12	-.10	.10	.24	.06	-.11	-.11	.06	.34	.54							
2.57	1.01	19 FACULTY REMOTENESS	-.16	.05	.00	.01	-.04	.07	-.14	-.07	.06	-.01	-.09	.11	.23	.18	.19	-.15	-.05	-.35						
1.32	1.50	20 TOTAL EXTRACURRICULARS	.22	-.07	.14	.05	.00	-.15	.08	.11	.35	.16	.25	.08	.20	.03	.07	.11	.12	.00	.09					
2.69	3.61	21 TIME (HRS) IN EXTRACURRICULARS	.12	-.01	.10	.07	.03	-.11	.05	.01	.15	.17	.18	.11	.05	-.09	-.04	.15	.16	-.19	.45					
0.50	0.50	22 LIVE ON/OFF CAMPUS	.11	.01	.10	.02	.05	-.07	.02	.00	.09	.10	.03	-.06	.03	-.10	-.08	.08	.22	.00	.07	.10	.10			
0.27	0.44	23 WORK ON CAMPUS	.19	-.19	-.07	.07	.02	.08	-.03	-.23	.22	.10	.14	.16	-.04	-.03	-.13	.04	-.06	.15	.19	.12	.24			
0.35	0.48	24 WORK OFF CAMPUS	-.32	.02	-.02	.01	.01	-.04	-.16	.04	-.18	-.34	-.18	-.13	-.09	.09	.07	-.13	-.16	-.08	-.20	-.10	-.37	-.44		
0.17	0.38	25 WORK FOR FACULTY	.25	-.14	.01	.04	-.03	-.02	-.16	.16	.33	.19	.07	.09	.19	-.11	-.09	-.01	.20	.10	-.07	.15	.18	.28	.76	-.34

Table D.13
Model Explaining Service Satisfaction for Third-Year Students

	R Square	Adjusted R Square	Change In R Square	Significance
Social Background	.070	.038	.022	.089
Academic Background	.084	.048	.014	.080
Goal Commitment and Academic Intention	.187	.129	.103	.001
Academic Integration	.278	.210	.091	.000
Social Integration	.341	.267	.063	.001
Student Employment	.431	.358	.091	.000

Table D.14
Predictive Effects on Service Satisfaction for Third-Year Students

Variables	B	Std. Error	Beta	Sig.
Intercept	13.325	3.089		.000
Social Background				
Gender	1.985	.679	.222	.004
African American	-.107	1.678	-.005	.949
Asian	.689	1.310	.053	.599
Latino	-.542	1.469	-.034	.713
White	.714	1.138	.076	.531
Mother's education	-.299	.298	-.076	.316
Father's education	-.454	.289	-.122	.118
Academic Background				
Composite SAT	-.012	.020	-.042	.568
Goal Commitment and Academic Intention				
Intention to graduate	1.063	1.005	.083	.292
Educational expectations	-.739	.826	-.071	.372
Academic goals	.211	.151	.107	.165
Career goals	-.475	.228	-.150	.039
Social goals	1.053	.468	.206	.026
Personal goals	.471	.283	.159	.097
Time spent on schoolwork	-.026	.020	-.085	.206
Academic Integration				
Frequency of faculty interaction	-.179	.442	-.030	.686
Perception of faculty interaction	.933	.469	.157	.048
Faculty remoteness	-.990	.302	-.225	.001
Social Integration				
Number of extracurriculars	.845	.218	.285	.000
Time spent in extracurriculars	-.134	.083	-.108	.108
Live on or off campus	.094	.575	.011	.870
Student Employment				
Work on campus	-1.492	1.138	-.149	.191
Work off campus	-2.466	.672	-.265	.000
Work for a faculty member	4.026	1.274	.344	.002

Table D.15
Descriptive Statistics for Model Explaining Cumulative GPA for Fourth-Year Students

Mean	S. D.	Variable	Correlation Matrix																							
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
3.00	0.59	CUMULATIVE GPA	1																							
0.50	0.50	GENDER	2	-.01																						
0.16	0.37	ASIAN	3	.08	.00																					
0.10	0.29	AFRICAN AMERICAN	4	-.19	.19	-.14																				
0.09	0.29	LATINO	5	-.12	.09	-.14	.10																			
0.59	0.49	WHITE	6	.10	-.21	-.53	-.39	-.39																		
3.00	1.19	MOTHER'S EDUCATION	7	.23	-.28	.07	-.01	-.04	.04																	
3.31	1.28	FATHER'S EDUCATION	8	.21	-.11	.08	-.08	-.17	.07	.33																
104.53	18.24	SAT TOTAL	9	.56	-.14	.10	-.23	-.31	.22	.31	.37															
0.92	0.28	INTENTION TO GRADUATE	10	.32	-.01	.05	.03	.05	-.12	.11	.03	.20														
0.79	0.41	FUTURE LEVEL OF EDUCATION	11	.34	-.02	.11	.00	-.07	.00	.12	.26	.14	.16													
4.79	2.39	ACADEMIC GOALS	12	-.17	.00	-.02	-.03	.00	.05	.02	.13	.23	-.26	.23												
2.53	1.20	CAREER GOALS	13	-.14	.05	-.01	.13	.01	.02	.01	.00	-.01	-.05	.14	.31											
0.76	0.83	SOCIAL GOALS	14	.16	-.02	.00	-.08	-.04	.10	-.03	.25	.22	-.10	.16	.55	.17										
2.09	1.52	PERSONAL GOALS	15	-.07	.07	.03	-.07	-.01	.02	-.16	.16	.10	-.16	.15	.56	.31	.66									
31.36	14.52	TIME (HRS) SPENT ON SCHOOLWORK	16	.16	.02	.23	.04	.06	-.21	-.04	-.02	-.04	.08	.06	.11	-.01	.14	-.03								
2.51	0.95	FREQUENCY OF FACULTY CONTACT	17	.35	-.13	-.15	-.08	-.03	.15	.03	.37	.25	.17	.29	.18	-.05	.32	.12	.27							
2.49	0.86	PERCEPTIONS OF FACULTY CONTACT	18	.32	.21	-.10	-.07	-.05	.14	-.03	.17	.27	.25	.29	.15	.11	.20	.09	.04	.63						
2.22	0.83	FACULTY REMOTENESS	19	.00	.00	.04	-.02	.03	-.04	.04	.09	.04	.11	.10	-.23	-.23	-.27	-.20	.00	.23	.06					
2.43	2.04	TOTAL EXTRACURRICULARS	20	.21	-.31	.01	-.13	-.13	.19	.22	.32	.40	.25	.19	-.01	.00	.23	.14	.21	.53	.32	.28				
4.72	5.76	TIME (HRS) IN EXTRACURRICULARS	21	.14	-.10	.09	-.10	-.13	.10	.25	.17	.28	.17	.08	-.21	-.02	-.07	-.15	.20	.29	.29	.48	.64			
0.27	0.45	LIVE ON/OFF CAMPUS	22	.05	.05	.26	-.29	-.08	-.29	.07	.16	.13	.12	.17	.06	.00	.06	-.03	.28	.24	.07	.24	.27	.23		
0.25	0.44	WORK ON CAMPUS	23	.23	-.27	-.01	.06	-.08	.01	.16	.13	.13	.10	.23	.17	.13	.20	.16	.17	.26	.02	-.03	.35	.21	.27	
0.46	0.50	WORK OFF CAMPUS	24	-.11	.12	-.10	.00	.02	.10	-.14	.01	-.04	-.04	.00	-.02	-.04	.03	-.20	-.17	.00	-.18	-.25	-.37	-.29	-.54	
0.24	0.43	WORK FOR FACULTY	25	.24	-.31	-.04	.08	-.15	.06	.18	.16	.15	.08	.25	.16	.14	.23	.14	.18	.28	.01	-.05	.32	.21	.24	-.48

Table D.16
Model Explaining Cumulative GPA for Fourth-Year Students

	R Square	Adjusted R Square	Change In R Square	Significance
Social Background	.131	.090	.069	.003
Academic Background	.333	.297	.202	.000
Goal Commitment and Academic Intention	.509	.461	.176	.000
Academic Integration	.544	.485	.035	.037
Social Integration	.560	.491	.016	.186
Student Employment	.586	.511	.026	.044

Table D.17
Predictive Effects on Cumulative GPA for Fourth-Year Students

Variables	B	Std. Error	Beta	Sig.
Intercept	.643	.339		.060
Social Background				
Gender	.193	.085	.165	.025
African American	-.149	.198	-.075	.453
Asian	.082	.180	.052	.648
Latino	.012	.192	.006	.950
White	.012	.155	.010	.939
Mother's education	.036	.034	.074	.289
Father's education	-.034	.032	-.075	.290
Academic Background				
Composite SAT	.016	.002	-.498	.000
Goal Commitment and Academic Intention				
Intention to graduate	.376	.143	.178	.009
Educational expectations	.323	.094	.226	.001
Academic goals	.026	.021	.104	.228
Career goals	-.075	.032	-.153	.022
Social goals	.044	.063	.062	.492
Personal goals	-.087	.035	-.225	.014
Time spent on schoolwork	.039	.003	.097	.176
Academic Integration				
Frequency of faculty interaction	.133	.067	.216	.050
Perception of faculty interaction	-.005	.066	-.008	.937
Faculty remoteness	-.044	.055	-.062	.430
Social Integration				
Number of extracurriculars	-.034	.029	-.119	.240
Time spent in extracurriculars	-.005	.010	-.053	.596
Live on or off campus	-.209	.095	-.159	.030
Student Employment				
Work on campus	.165	.217	.123	.449
Work off campus	-.070	.088	-.060	.428
Work for a faculty member	-.057	.223	.040	.803

Table D.18
Descriptive Statistics for Model Explaining Service Satisfaction for Fourth-Year Students

Mean	S. D.	Variable	Correlation Matrix																									
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24		
11.48	4.02	1 CUMULATIVE GPA																										
0.50	0.50	2 GENDER	.08																									
0.16	0.37	3 ASIAN	.19	.00																								
0.10	0.29	4 AFRICAN AMERICAN	.27	.19	-.14																							
0.09	0.29	5 LATINO	.05	.09	-.14	-.10																						
0.59	0.49	6 WHITE	-.23	-.21	-.53	-.39	-.39																					
3.00	1.19	7 MOTHER'S EDUCATION	-.14	-.28	.07	-.01	-.04	.04																				
3.31	1.28	8 FATHER'S EDUCATION	-.06	-.11	.08	-.08	-.17	.07	.33																			
104.53	18.24	9 SAT TOTAL	-.14	-.14	.10	-.23	-.31	.22	.31	.37																		
0.92	0.28	10 INTENTION TO GRADUATE	.05	-.01	.05	.03	.05	-.12	.11	.03	.20																	
0.79	0.41	11 FUTURE LEVEL OF EDUCATION	-.01	-.02	.11	.00	-.07	.00	.12	.26	.14	.16																
4.79	2.39	12 ACADEMIC GOALS	-.29	.00	-.02	-.03	.00	.05	.02	.13	.23	.26	.23															
2.53	1.20	13 CAREER GOALS	-.13	.05	-.01	.13	.01	.02	.01	.00	-.01	-.05	.14	.31														
0.76	0.83	14 SOCIAL GOALS	.02	-.02	.00	-.08	-.04	.10	-.03	.25	.22	-.10	.16	.56	.17													
2.09	1.52	15 PERSONAL GOALS	-.04	.07	.03	-.07	-.01	.02	-.16	.16	.10	-.16	.15	.56	.31	.66												
31.36	14.52	16 TIME (HRS) SPENT ON SCHOOLWORK	.22	.02	.23	.04	.06	-.21	-.04	-.02	-.04	.08	.06	.11	-.01	.14	-.03											
2.51	0.95	17 FREQUENCY OF FACULTY CONTACT	.10	-.13	-.15	-.08	-.03	.15	.03	.37	.25	.17	.29	.18	-.05	.32	.12	.27										
2.49	0.86	18 PERCEPTIONS OF FACULTY CONTACT	.04	.21	-.10	-.07	-.05	.14	-.03	.17	.27	.25	.29	.15	.11	.20	.09	.04	.63									
2.22	0.83	19 FACULTY REMOTENESS	.04	.00	.04	-.02	.03	-.04	-.04	.09	.04	.11	.10	-.23	-.23	-.27	-.20	.00	.23	.06								
2.43	2.04	20 TOTAL EXTRACURRICULARS	.05	-.31	.01	-.13	-.19	.22	.32	.40	.25	.19	-.01	.00	.23	.14	.21	.53	.32	.28								
4.72	5.76	21 TIME (HRS) IN EXTRACURRICULARS	.05	-.10	.09	-.10	-.13	.10	.25	.17	.28	.17	.08	-.21	-.02	-.07	-.15	.20	.29	.29	.48	.64						
0.27	0.45	22 LIVE ON/OFF CAMPUS	.14	.05	.26	-.29	-.08	-.29	.07	.16	.13	.12	.17	.06	.00	.06	-.03	.28	.24	.07	.24	.27	.23					
0.25	0.44	23 WORK ON CAMPUS	-.03	-.27	-.01	.06	-.08	.01	.16	.13	.13	.10	.23	.17	.13	.20	.16	.17	.26	.02	-.03	.35	.21	.27				
0.46	0.50	24 WORK OFF CAMPUS	-.01	.12	-.10	.00	.02	.10	-.14	.01	-.01	-.04	-.04	.00	-.02	-.04	.03	.20	-.17	.00	-.18	-.25	-.37	-.29	-.54			
0.24	0.43	25 WORK FOR FACULTY	-.08	-.31	-.04	.08	-.15	.06	.18	.16	.15	.08	.25	.16	.14	.23	.14	.18	.28	.01	-.05	.32	.21	.24	.92	-.48		

Table D.19
Model Explaining Service Satisfaction for Fourth-Year Students

	R Square	Adjusted R Square	Change In R Square	Significance
Social Background	.195	.157	.030	.062
Academic Background	.195	.151	.000	.876
Goal Commitment and Academic Intention	.344	.280	.149	.000
Academic Integration	.399	.321	.055	.016
Social Integration	.403	.310	.004	.837
Student Employment	.422	.318	.020	.214

Table D.20
Predictive Effects on Service Satisfaction for Fourth-Year Students

Variables	B	Std. Error	Beta	Sig.
Intercept	9.140	2.742		.001
Social Background				
Gender	-.131	.688	-.016	.849
African American	8.654	1.596	.634	.000
Asian	6.196	1.454	.568	.000
Latino	4.760	1.554	.347	.003
White	3.644	1.255	.447	.004
Mother's education	-.384	.276	-.133	.167
Father's education	-.235	.262	-.075	.371
Academic Background				
Composite SAT	.019	.020	.088	.336
Goal Commitment and Academic Intention				
Intention to graduate	-1.278	1.152	-.088	.269
Educational expectations	.517	.762	.053	.499
Academic goals	-.873	.171	-.519	.000
Career goals	-.380	.260	-.144	.147
Social goals	.747	.510	.154	.146
Personal goals	.373	.281	.141	.188
Time spent on schoolwork	.039	.023	.140	.099
Academic Integration				
Frequency of faculty interaction	1.209	.544	.287	.028
Perception of faculty interaction	-.151	.533	-.033	.777
Faculty remoteness	-.404	.448	-.083	.369
Social Integration				
Number of extracurriculars	-.153	.234	-.078	.514
Time spent in extracurriculars	.019	.082	.028	.812
Live on or off campus	-.557	.769	-.062	.470
Student Employment				
Work on campus	3.037	1.752	.330	.085
Work off campus	.038	.714	.005	.958
Work for a faculty member	-3.799	1.798	-.403	.037