



Freshman Experience Survey (0001-2)
August 2001

During the Spring Quarter, 2001, NUPULSE surveyed 224 Northeastern University freshmen (Fall 2000 entering class). The survey was designed to assess the satisfaction level of freshmen at the end of their first year and to identify factors that were correlated with satisfaction. A further objective of this research was to examine the perceptions of freshmen with regard to co-op and to determine how these perceptions have changed since the beginning of the academic year.

This is the fourth year in which freshmen have been surveyed and, where appropriate, the results of the three previous surveys (Fall 1997, Fall 1998, Fall 1999 entering classes) are presented for comparison purposes.

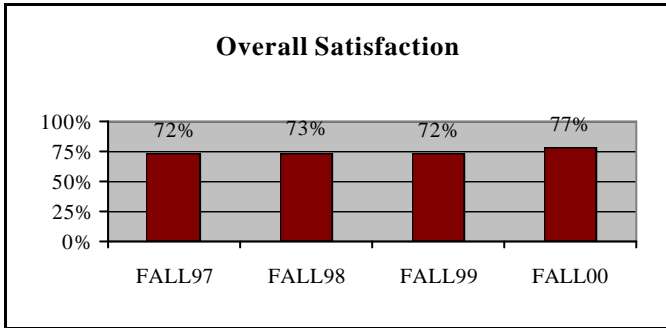
Executive Summary

On average, for the last four years, greater than seven out of every ten respondents in this Freshman Satisfaction survey express overall satisfaction with Northeastern. This year the percentage was 77%, the highest of the past four years. Also, the percentage of freshmen who said that they would "definitely" or "probably" re-enroll at NU if they had it to do over again rose to 84%. Co-op continues to be an important factor in a student's decision to attend Northeastern with 62% reporting it to be "very important". There continues to be a sizable increase in the percentage of students who indicate that they anticipate living in a NU residence hall while at their first co-op job. This percentage has gone from 15% to 53% in four years.

Respondent Characteristics

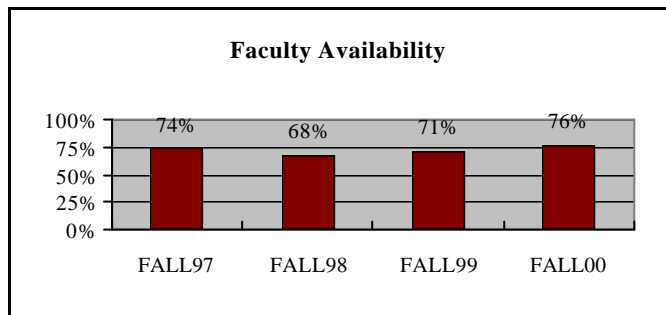
| <u>College</u> | <u>n</u> | <u>%</u> | <u>Currently Living</u> | <u>n</u> | <u>%</u> |
|---------------------------|------------|-----------|--|----------|----------|
| Arts & Sciences | 80 | 36 | At home | 7 | 3 |
| Bouvé | 26 | 12 | NU dorm or apartment | 210 | 94 |
| Business Administration | 33 | 15 | Other non-NU housing | <u>7</u> | <u>3</u> |
| Computer Science | 12 | 5 | | 224 | 100% |
| Criminal Justice | 18 | 8 | | | |
| Engineering | 36 | 16 | <u>Final Disposition of the Sample</u> | <u>n</u> | <u>%</u> |
| School of General Studies | 17 | 8 | Completed interviews | 224 | 22 |
| Other/DK | <u>2</u> | <u>1</u> | Contacted, but refused | 251 | 24 |
| | 224 | 100% | Not contacted | 145 | 14 |
| | | | Phone number unavailable | 419 | 40 |
| <u>Gender</u> | <u>n</u> | <u>%</u> | Ineligible/unusable | <u>2</u> | <u>0</u> |
| Male | 112 | 50 | | 1,041 | 100% |
| Female | <u>112</u> | <u>50</u> | | | |
| | 224 | 100% | | | |

Student Satisfaction

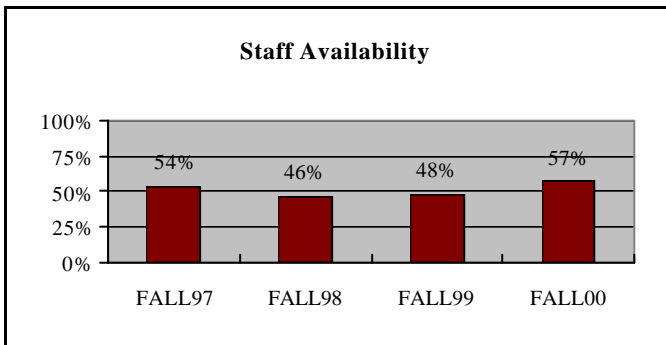


◆ The proportion of students indicating **satisfaction*** with their overall Northeastern experience at the end of their first year has increased compared to the previous three years.

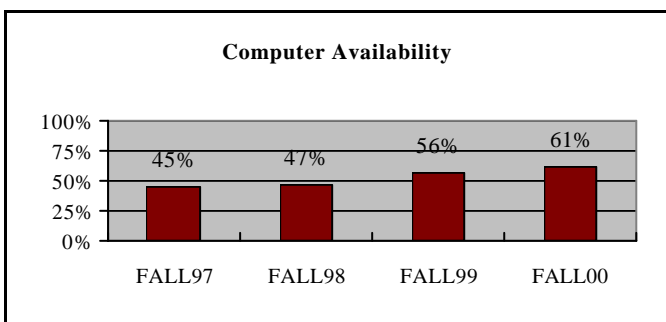
*Includes those that are “somewhat satisfied” as well as “very satisfied”.



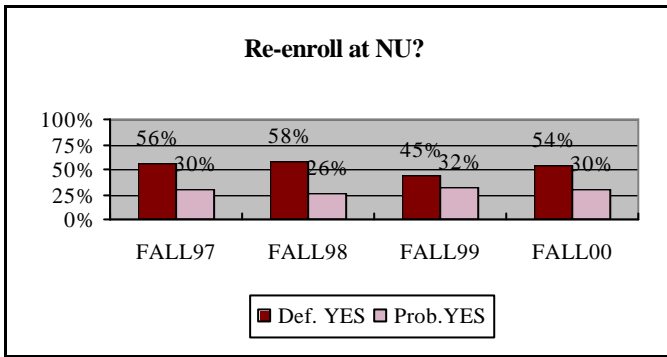
◆ Students were asked how satisfied they were with the availability of their professors to help them with coursework outside of the classroom. This year, the level of satisfaction was slightly higher, but comparable to previous years with approximately 76% of the respondents indicating they were either “completely” or “somewhat” satisfied with faculty availability.



◆ This year, the percentage of students that were satisfied with the availability of staff to help them resolve their academic program questions and concerns was higher than in previous years.



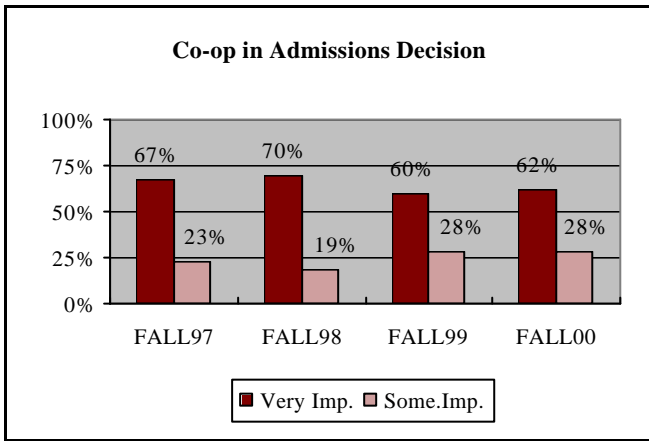
◆ The percentage of students who were satisfied with the availability of computers in the computer labs also rose compared with previous years.



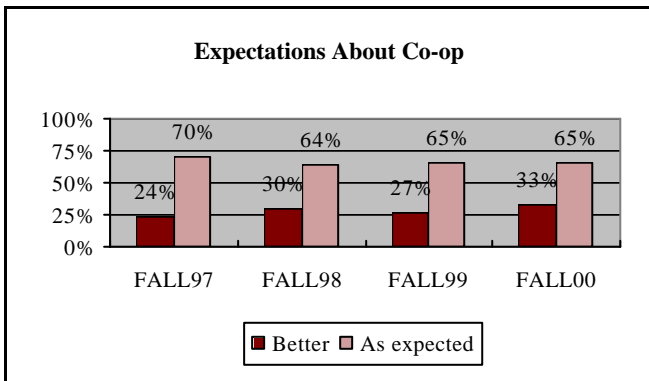
◆ In the current survey, the percentage of respondents who said that they would definitely re-enroll at NU rose by nine percentage points compared to last year, while those that said they would “probably” re-enroll remained relatively stable.

Co-op and the Freshmen Experience

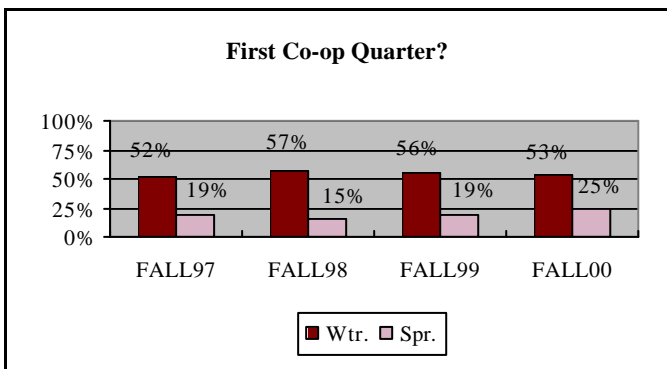
The following results are based on the responses of the 211 freshmen (96% of freshmen surveyed) who indicated that they plan on participating in co-op.



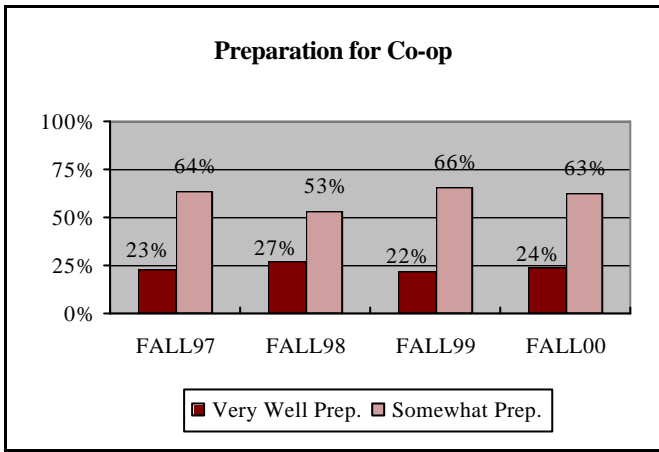
◆ Freshmen were asked how important the co-op program was in their decision to attend Northeastern. Although approximately 90% of the respondents once again indicated it was either “very important” or “somewhat important”. The percentage of those who said it was a “very important” factor remained level with the percentage of the previous year.



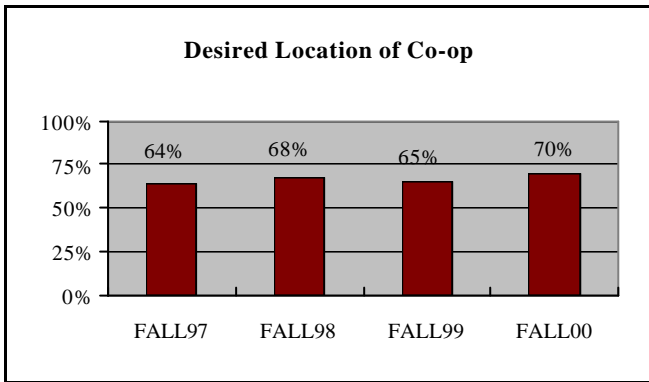
◆ At the end of their freshmen year, one in every three students perceived co-op as being better than what they had originally expected. The remaining two-thirds majority perceived co-op as they originally expected.



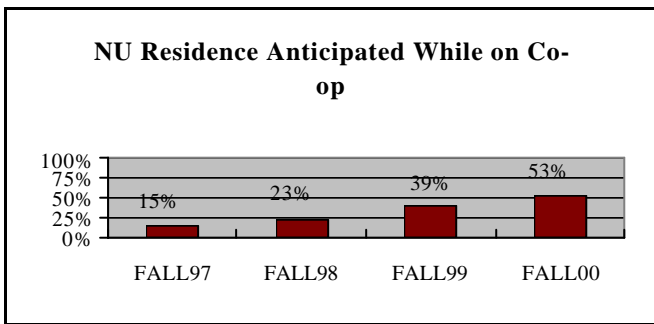
◆ A majority of the freshmen expect to have their first co-op experience in the Winter quarter of their sophomore year with an increasing number of students deferring to Spring Quarter.



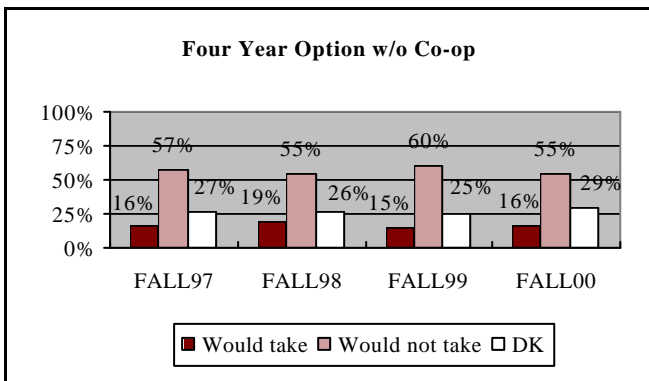
◆ There was little change in the percentage of freshmen who indicated that they were either “very well prepared” or “somewhat prepared” to go out on co-op.



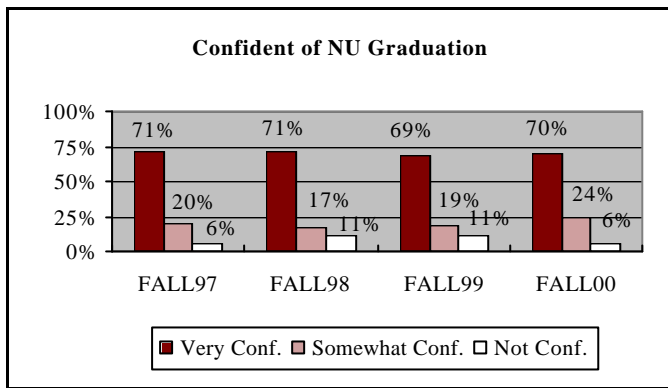
◆ Seven out of every ten respondents are hoping to have their first co-op experience in Boston.



◆ Respondents in the most recent years were far more likely to say that they anticipated living in a NU residence while on co-op. This percentage has risen dramatically as new university housing comes online.



◆ A majority of the respondents indicated that they would not choose a four-year program without co-op if that option were available at NU.



◆ As in the case of the three previous surveys, approximately seven out of every ten respondents said that they were very confident that they would graduate from NU.

The table below correlates various student characteristics with a student's overall satisfaction with Northeastern. As can be seen, satisfaction levels did not vary significantly among the various subgroups that were investigated.

Overall Satisfaction and Student Characteristics

| Factors | Overall Satisfaction | | | n |
|------------------------------------|----------------------|-----------|---------------------|-----|
| | Highly satisfied | Satisfied | Less than satisfied | |
| Overall Satisfaction: | 14% | 63% | 23% | 224 |
| Gender: | | | | |
| Male | 15% | 65% | 20% | 112 |
| Female | 13 | 60 | 28 | 112 |
| College: | | | | |
| Arts & Sciences | 9% | 63% | 29% | 80 |
| Bouve (Including Nursing) | 19 | 54 | 27 | 26 |
| Business Administration | 18 | 61 | 21 | 33 |
| Computer Science | 25 | 67 | 8 | 12 |
| Criminal Justice | 22 | 56 | 22 | 18 |
| School of General Studies | 6 | 71 | 24 | 17 |
| Current Residence: | | | | |
| On-campus | 14% | 61% | 25% | 210 |
| Off-campus | 7 | 93 | 0 | 14 |
| Currently Working: | | | | |
| Yes | 15% | 60% | 25% | 106 |
| No | 13 | 64 | 23 | 118 |
| Work Location: | | | | |
| On-campus | 18% | 56% | 27% | 63 |
| Off-campus | 10 | 72 | 17 | 29 |
| Both | 14 | 57 | 29 | 14 |
| Joined Clubs/Organizations: | | | | |
| Yes | 16% | 60% | 24% | 106 |
| No | 12 | 64 | 24 | 118 |
| Attended Athletic Events: | | | | |
| Yes | 16% | 63% | 21% | 161 |
| No | 10 | 60 | 30 | 63 |

