

2022 First Impression Survey

Executive Summary

Major findings from the 2022 First Impression Survey are listed below. They indicate several strengths and opportunities of improving first-year students experiences at Lasell University.

Strengths

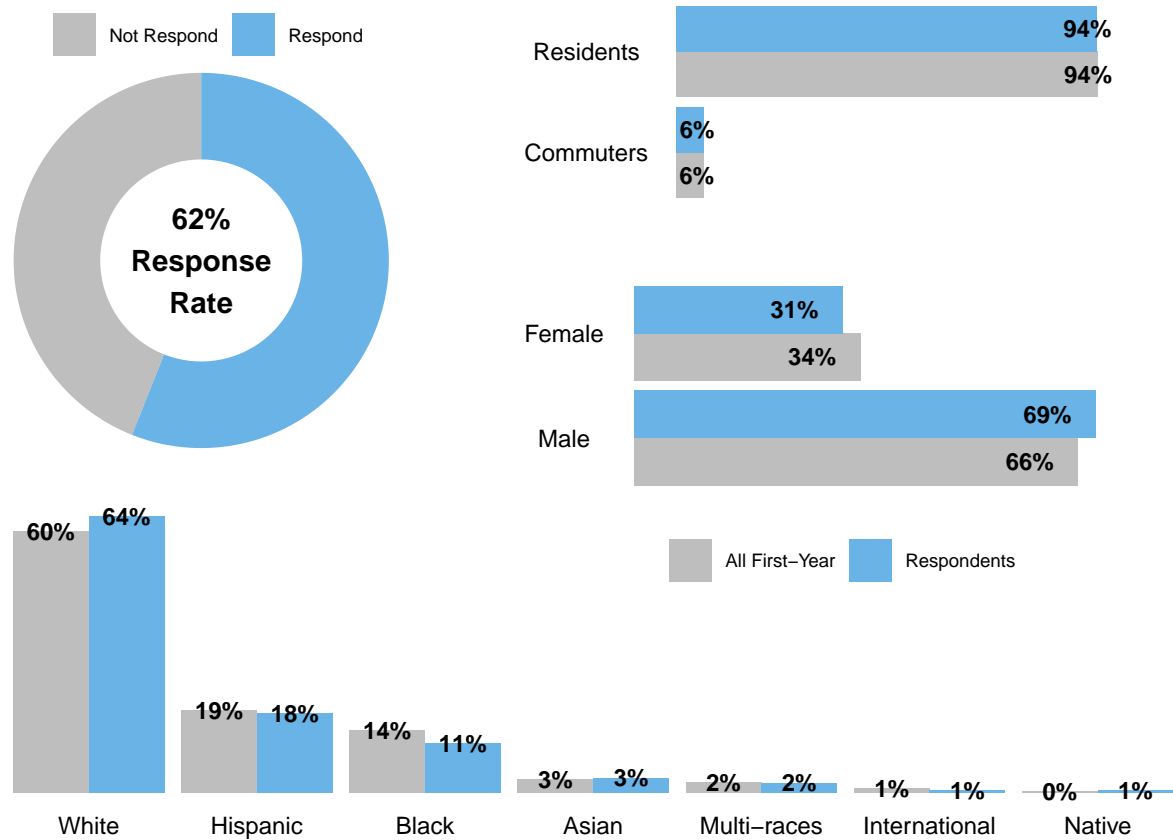
- **Academic satisfaction** remain high (over 90% on average) among first-year students
- Usage of **academic achievement center** and **academic adviser** have increased for first-year students
- First-year students' satisfaction towards **Tech HelpDesk** and **Counseling Center** have increased
- **Teaching quality** for first-year courses has been increasing steadily over the past three years
- **Connection among first year students** increased compared to previous years
- First-year students from **Hispanic and Black ethnicity** are highly satisfied with counseling services

Opportunities

- Food availability can be improved
 - First-year students want **late night and weekend hours** for food
- More **events and activities** to help first-year students feel socially supported
 - “Connections need time and opportunity to build”

Response Rate and Respondents

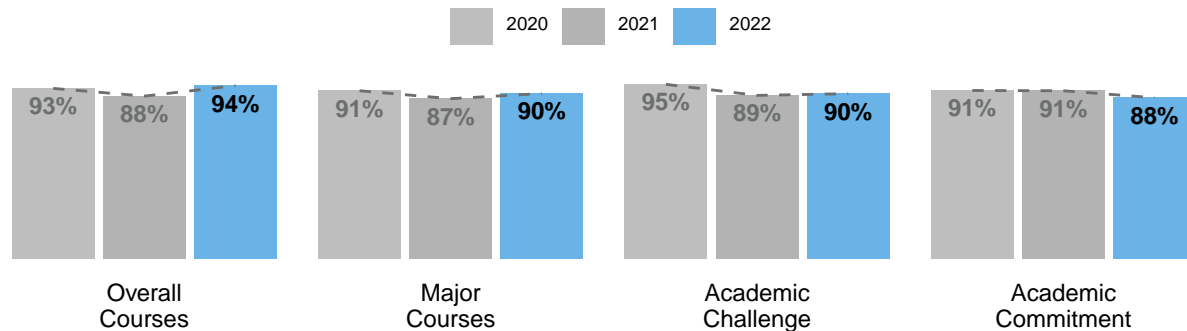
- The 2022 First Impression Survey was collected during September 20-30, 2022. We received responses from **62%**, representing 196 first year students, for the survey.
- The survey respondents are **highly representative** of the overall first year students in terms of their residential/commuter status, gender, and ethnicity.



Satisfaction

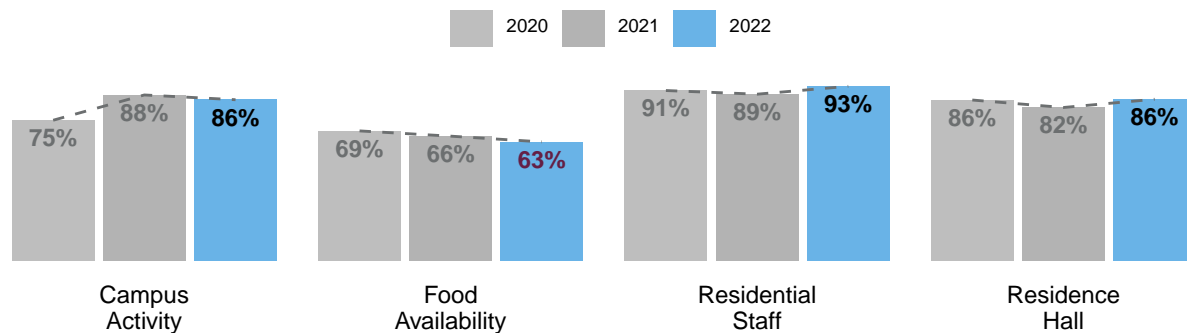
Academic Satisfaction

- An average of **90%** first year students are satisfied with their academic experiences.
- The academic satisfaction proportion is **consistently high** across the past three years.



Life Satisfaction

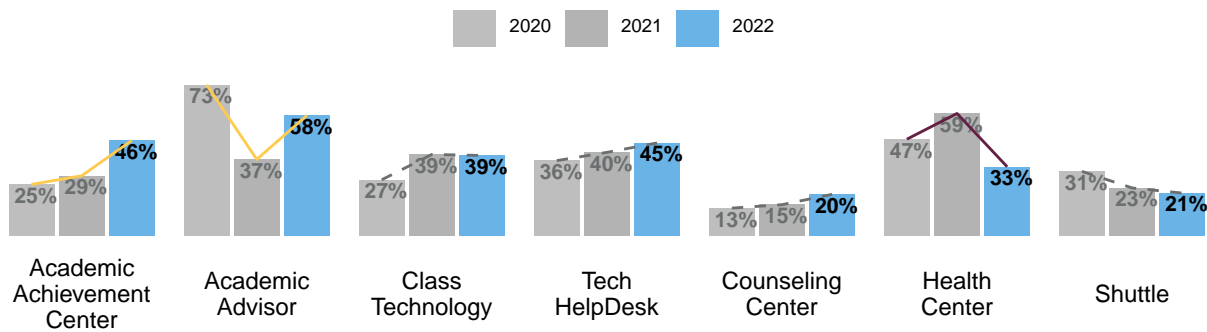
- An average of **82%** first year students are satisfied with their life experiences.
- 37% first year students are **dissatisfied with food availability**. Some students hope for weekend and late night food hours.



Services

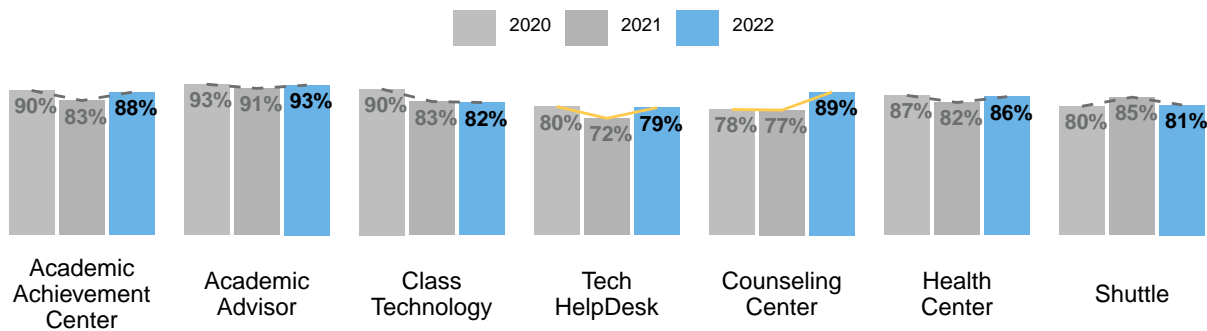
Services Usage

- First year students' usage of the **Academic Achievement Center** and **Academic Advisor** has increased 17-21% compared to 2021.
- Usage of **Health Center** has dropped, probably due to less COVID related issues and tests.
- Among all the services, **Counseling Center** and **Shuttle** services are relatively low with 20-21% first-year students using them.



Services Satisfaction

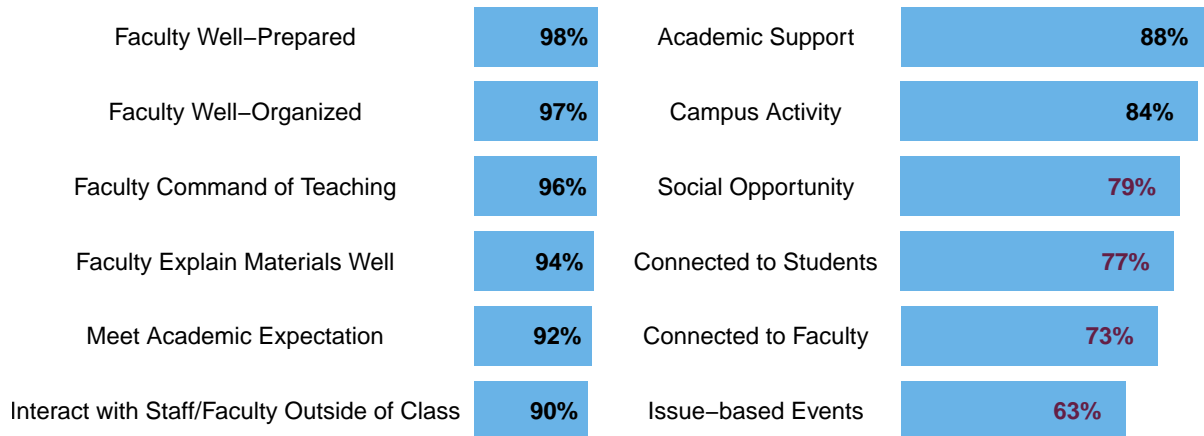
- An average of 85% first year students are satisfied with services at Lasell.
- 7-12% more first year students are satisfied with **Technology Help Desk** and **Counseling Center** compared to 2021.



Academic and Social Support

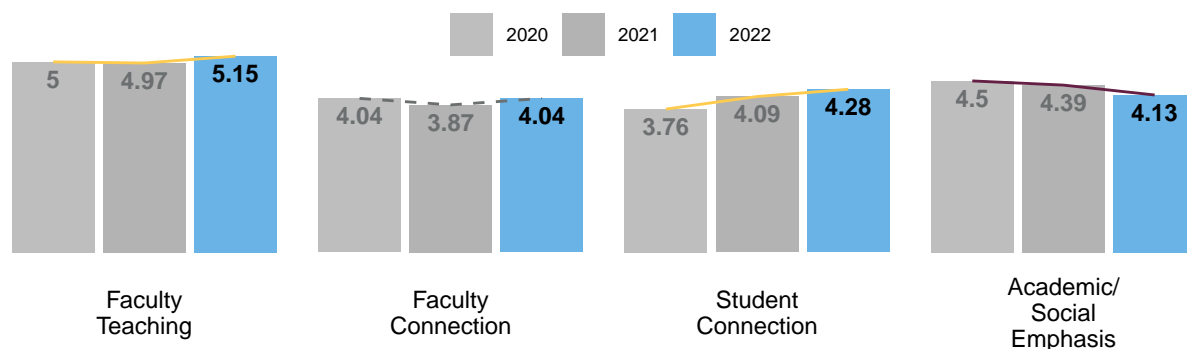
2022 Academic and Social Support

- An average of 94% first year students are satisfied with **faculty-related academic lives**.
- An average of 75% first year students are satisfied with their social lives including **activities and connections on campus**.



Historical Academic and Social Support

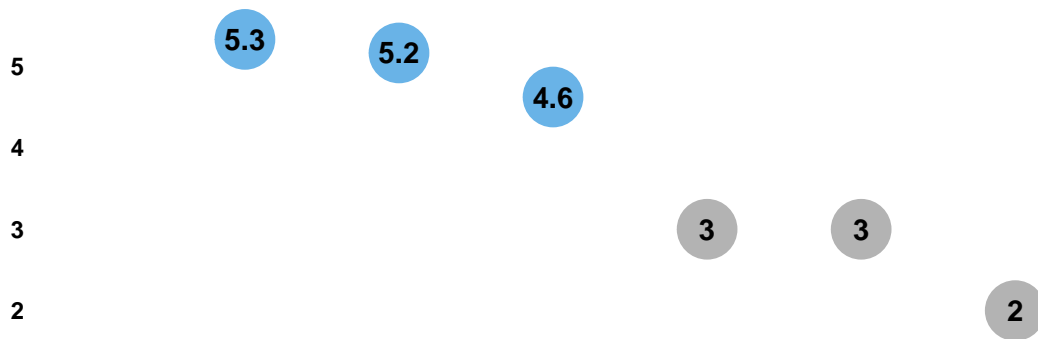
- After aggregating related items to a **1-6 scale**, satisfaction towards faculty teaching is 1.0 higher than connection and social/academic emphasis.
- **Student connections** among first year students have increased consistently across the past three years.
- **Academic/social emphasis** have consistently dropped over the past three years.



Difference by Ethnicity: Counseling Service Satisfaction

- We regressed first-year students' **demographic groups** (i.e. gender, ethnicity, residential status, transfer status, first-generation status etc.) on each of the survey items.
- We found that the **counseling service satisfaction** was the only area that had a statistically significant difference, on 99%(**) and 95%(*) confidence level, for first-year students groups from different ethnicity.
- First-year students from **Hispanic (**)**, **Black (**)**, and **White (*)** groups rated counseling services significantly higher than other groups of students.

Extremely Satisfied



Extremely Dissatisfied

Hispanic (n=32) Black (n=20) White (n=112) Asian (n=6) Unknown (n=4) Multi-races (n=4)

Summary

- Over 90% first year students are satisfied with **academic experiences** at Lasell. The academic satisfaction have been consistently high across the past years.
- Life experiences receive less satisfaction (average of 82%) among first year students. For example, **food availability** only receives 63% satisfaction this year. Also, even though **student connection** has slightly increased, still only 75% first year students are satisfied with their social lives including **activities and connections** on campus.
- Usage of **academic services** have increased by 20% this year. Around 50% of first year students are using AAC and meeting with their academic advisers. However, usage of **Counseling Center and Shuttle** remains as low as 20%.
- Satisfaction with Lasell **student services** are over 85% among first year students. **Counseling center and Shuttle** receive 7-12% higher satisfaction among first year students than last year. However, different **ethnicity** groups seem to have different satisfactions towards counseling center.