

## 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

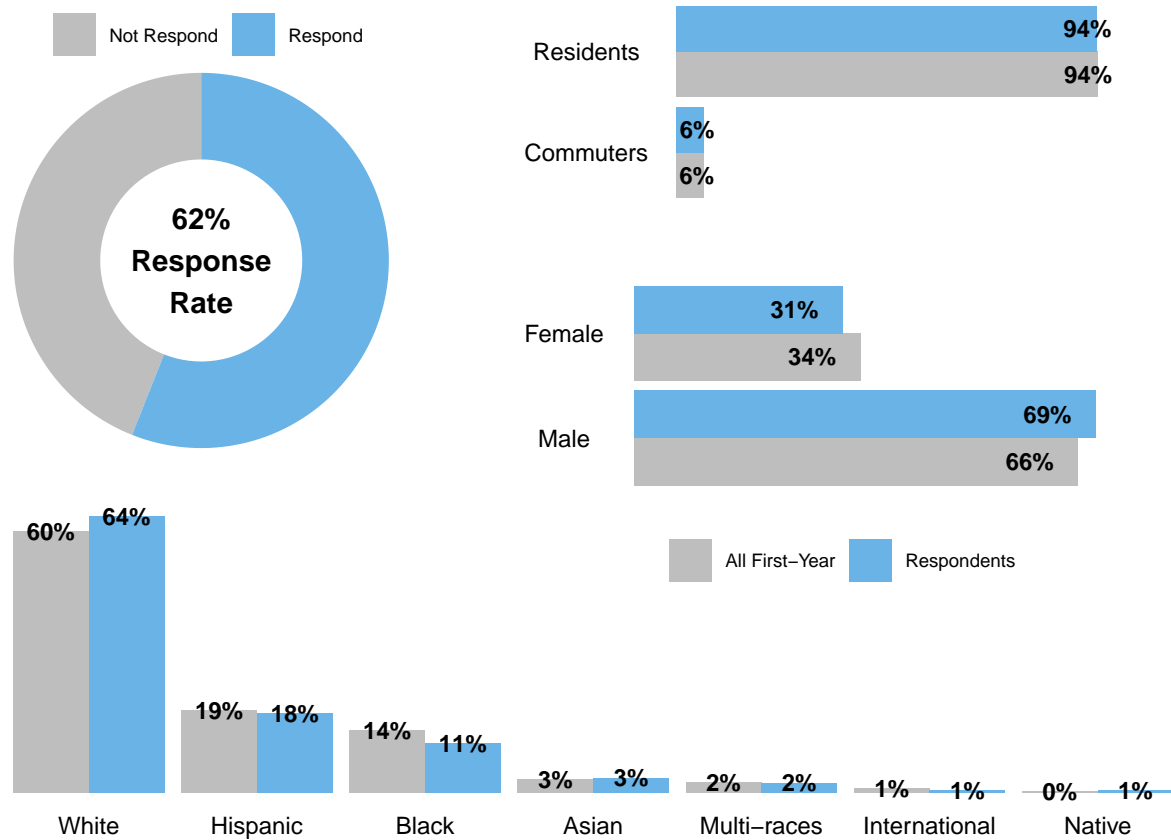
- **Academic satisfaction** remain high (over 90% on average) among first-year students
- Usage of **academic achievement center** and **academic adviser** have increased for first-year students
- First-year students' satisfaction towards **Tech HelpDesk** and **Counseling Center** have increased
- **Teaching 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

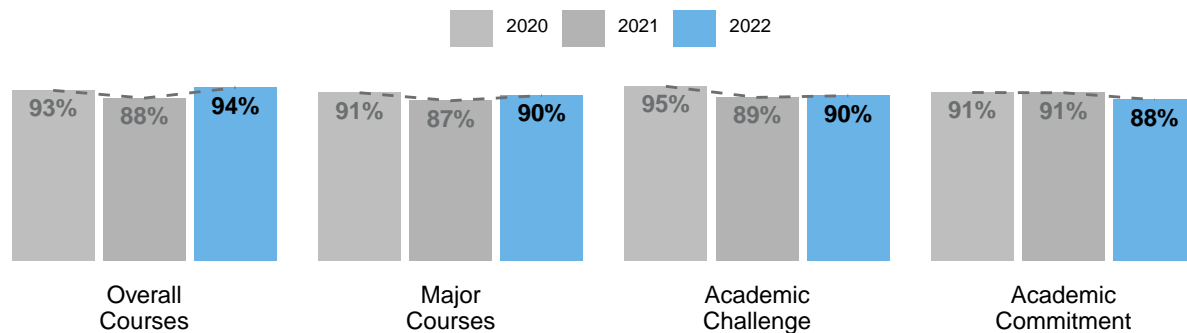
- The 2022 First Impression Survey was collected during September 20-30, 2022. We received responses from **62%**, representing 196 first year students, for the survey.
- The survey respondents are **highly representative** of the overall first year students in terms of their residential/commuter status,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



## Satisfaction

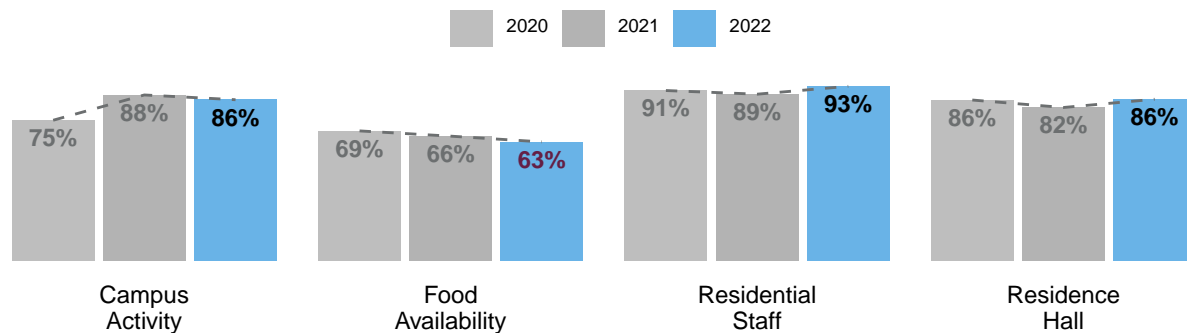
### Academic Satisfaction

- 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

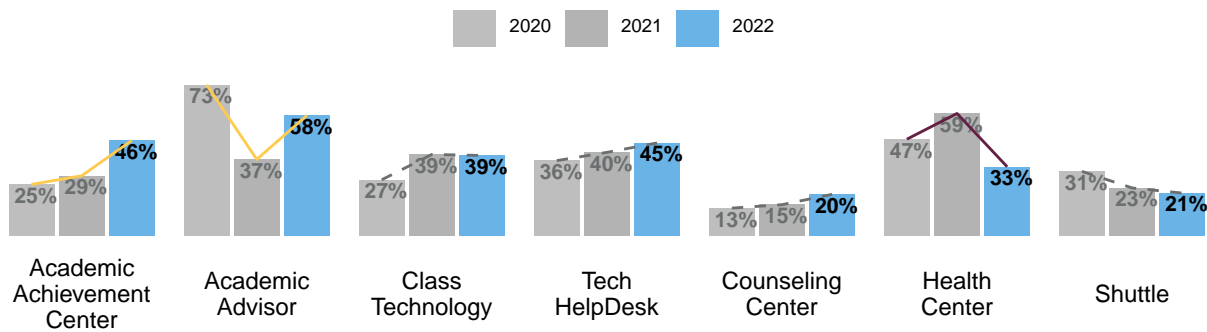
- An average of **82%** first year students are satisfied with their life experiences.
- 37% first year students are **dissatisfied with food availability**. Some students hope for weekend and late night food hours.



## Services

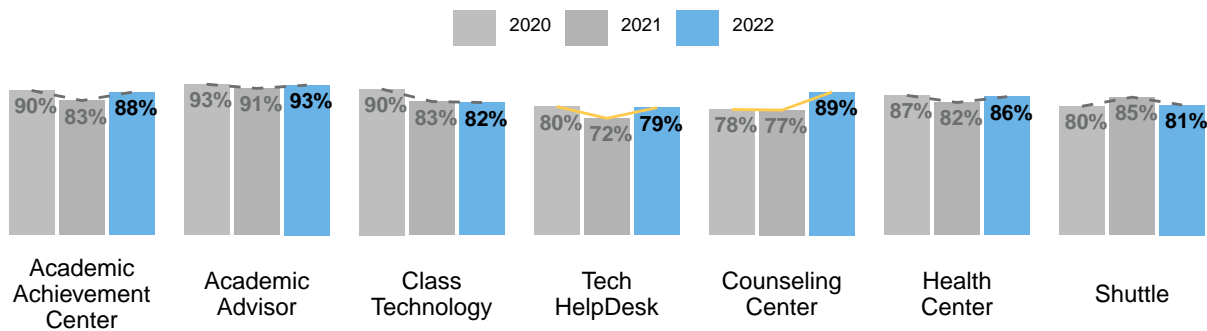
### Services Usage

- 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

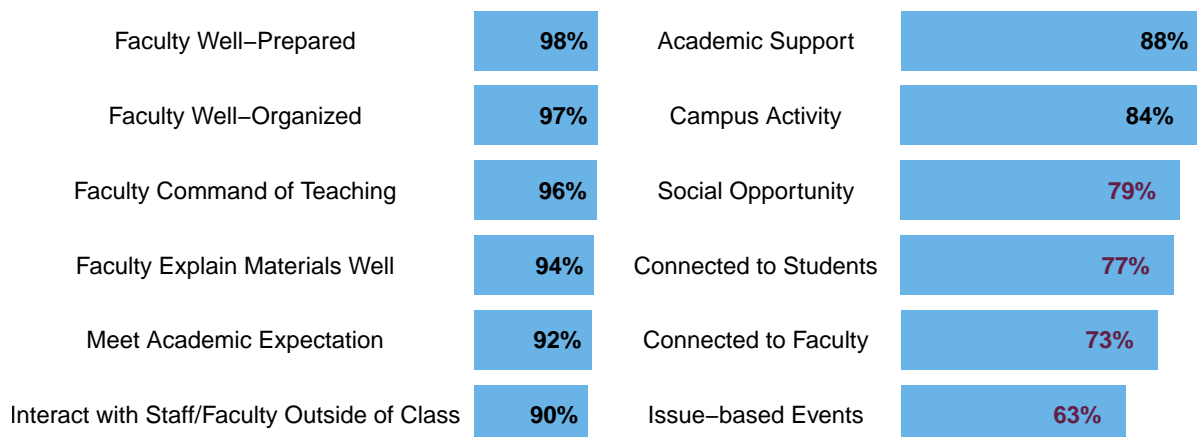
- An average of 85% first year students are satisfied with services at Lasell.
- 7-12% more first year students are satisfied with **Technology Help Desk** and **Counseling Center** compared to 2021.



## Academic and Social Support

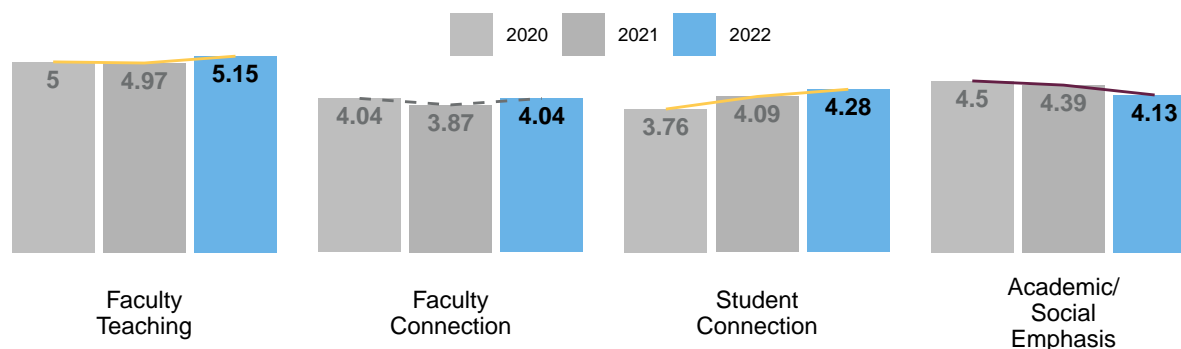
### 2022 Academic and Social Support

- 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.

