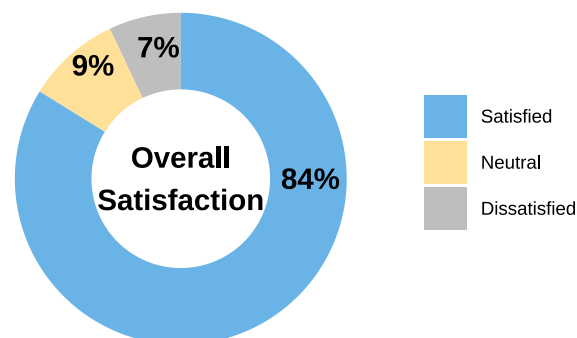
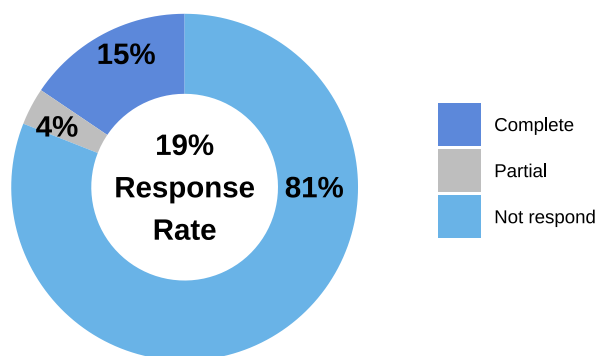


## 2022 Fall Parent Survey Results

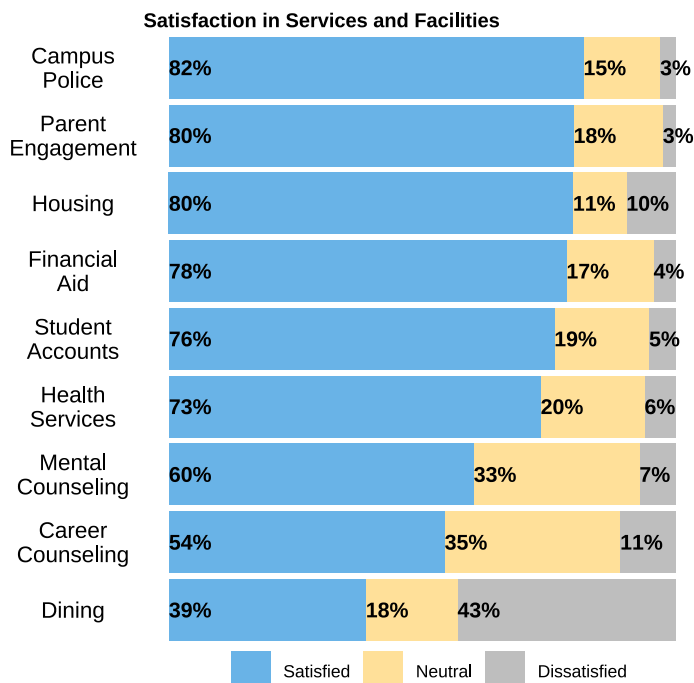
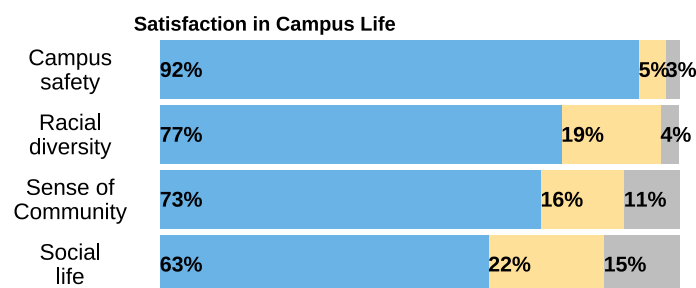
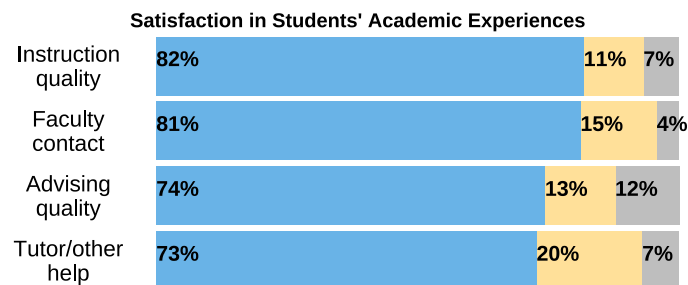
### Survey Responses and Overall Satisfaction

N=284



The 2022 Fall Parent Survey received 284 responses, representing a 19% response rate. Among those respondents, 84% of parents are **satisfied** with their students' experiences at Lasell.

### Satisfaction

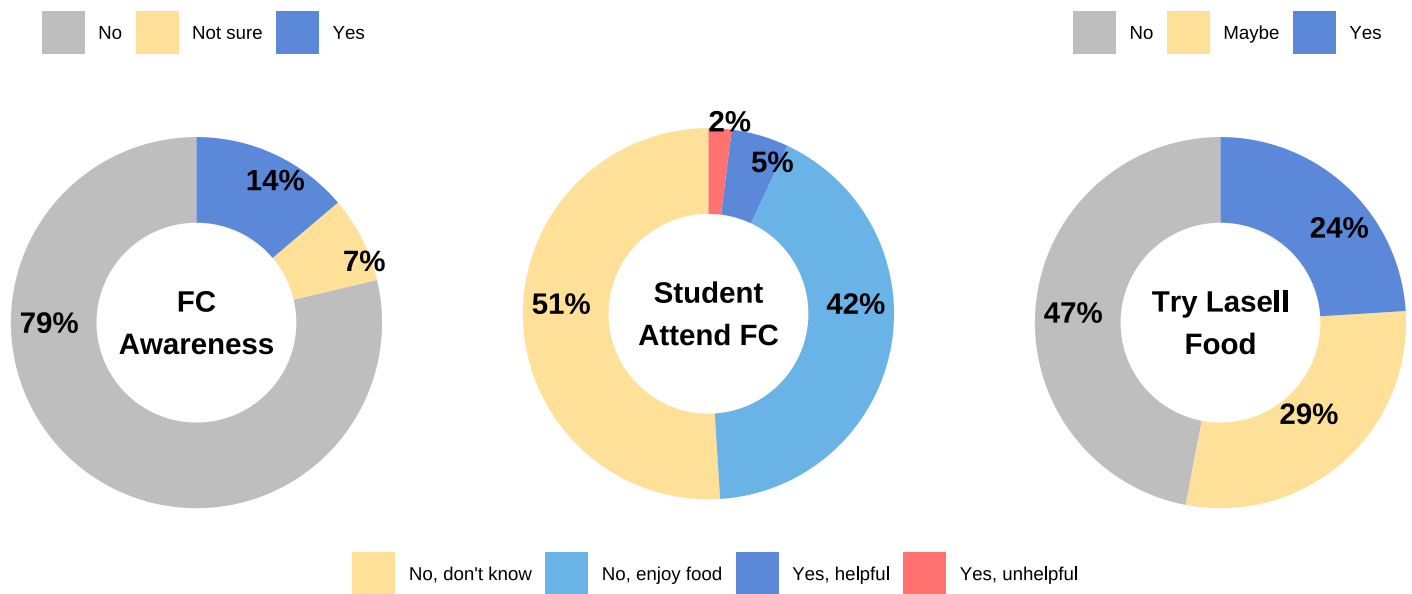


Most parents are satisfied with students' academic experiences, campus life, and most of Lasell services and facilities. The highest satisfaction is in **campus safety**, with 92% of parents satisfied with it. Other aspects that have more than 80% satisfaction rate include: instruction quality, faculty contact with students, campus police, parent engagement, and housing.

However, there are a few services and facilities on campus that receive lower than 65% satisfaction rate, including **dining**, **career counseling**, **mental counseling**, and **social life on campus**.

For dining, many parents are concerned about **food availability and quality** at Lasell. Parents feel the dining hall lacks sufficient supply of food when their students cannot eat in **after-hours**. Parents hope that Lasell can have **more food vendors** that are available in late hours. Also, parents mention worries about food quality and the lack of **healthy food** options. Several parents would like to meet with the food provider or staff members to talk about food options. Some parents suggested that Lasell to change to a more student-caring food service provider. Additionally, a parent suggested providing **discounted** meal plans for students who only eat twice a day.

## Food Committee (FC)

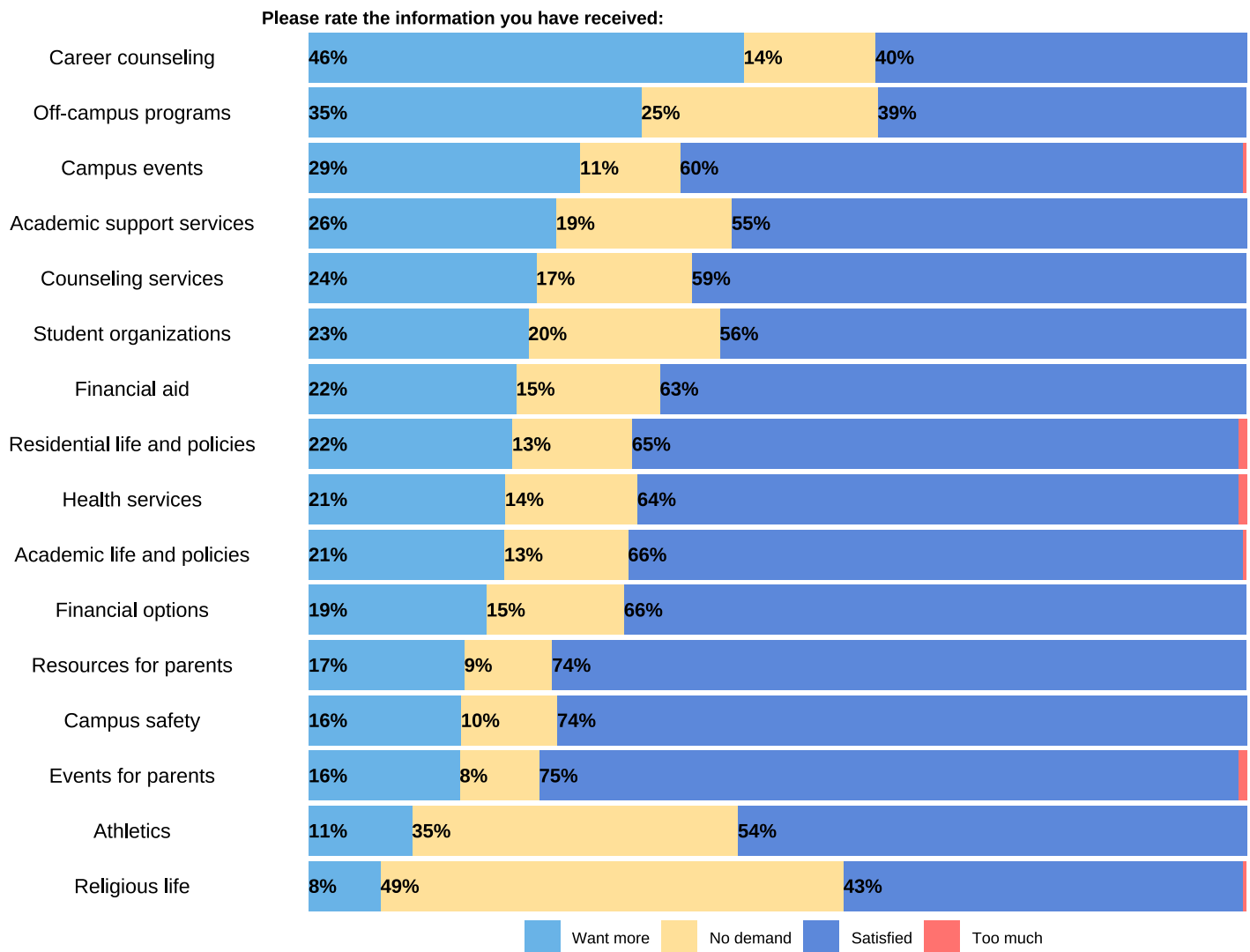


For the student-run food committee (FC), 79% of parents are **not aware** of it, and only 7% of parents think their students attended the FC. There are 42% of parents think their students did not attend the FC because they enjoy the food. Other parents commented that their students have a **schedule conflict** during FC meeting times. Parents recommended a **web forum** as an more accessible and efficient way to give feedback about food.

Another reason for students not attending the FC is the belief that nothing will change no matter what students say in the committee. Parents are upset about the long-existing complaints about the food, and hope to see if any **actions** are resulted from the FC.

Fifty-one percent of parents may be interested in trying Lasell food. Apart from trying the food, some parents requested a **meeting** with the food provider or staff members to talk and offer suggestions about food service at Lasell.

## Information Received

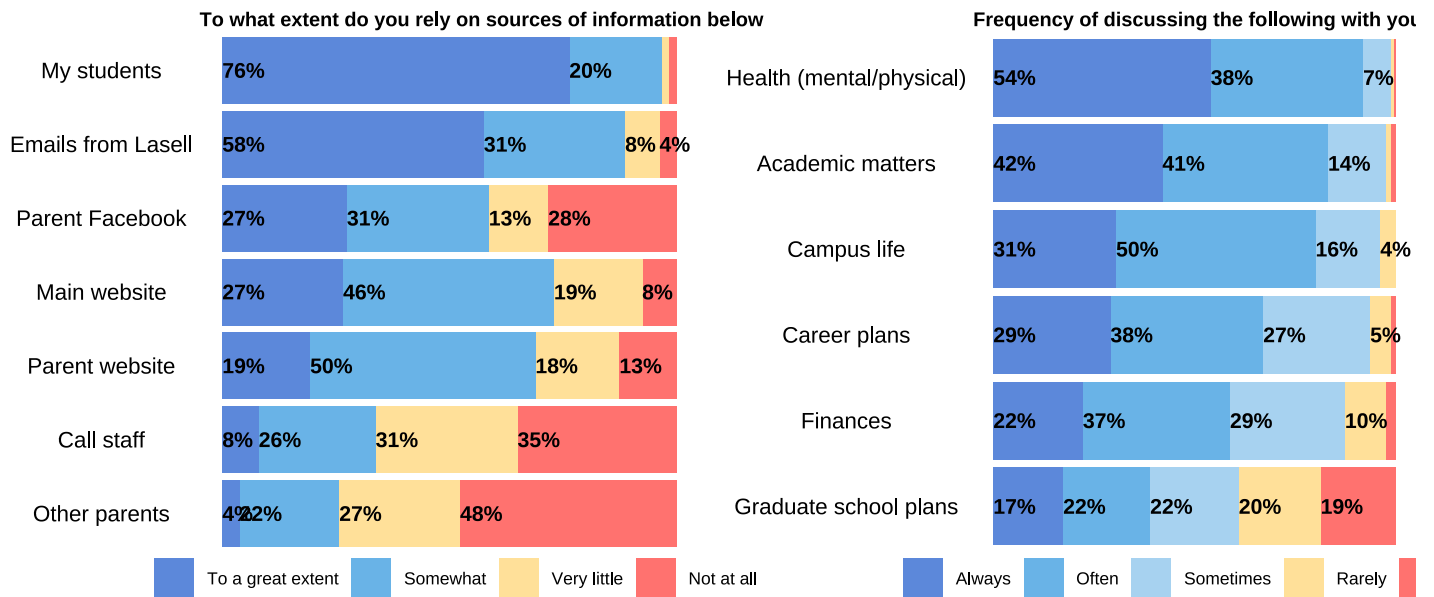


Above 70% of parents are satisfied with information received around events for parents, campus safety, and resources for parents. However, **career counseling** and **off-campus programs** have only a 40% satisfaction rate from parents. The **career counseling** also has the most unfulfilled demand, with 46% of parents wanting more information around career counseling from Lasell.

From parents' comments, we find parents' suggestions that the current career services are too general. Parents hope students have **major-specific** guidance and learn the **process** of finding a job. Many parents request the career center adviser to offer open discussions with students about **how to identify** good-fit jobs.

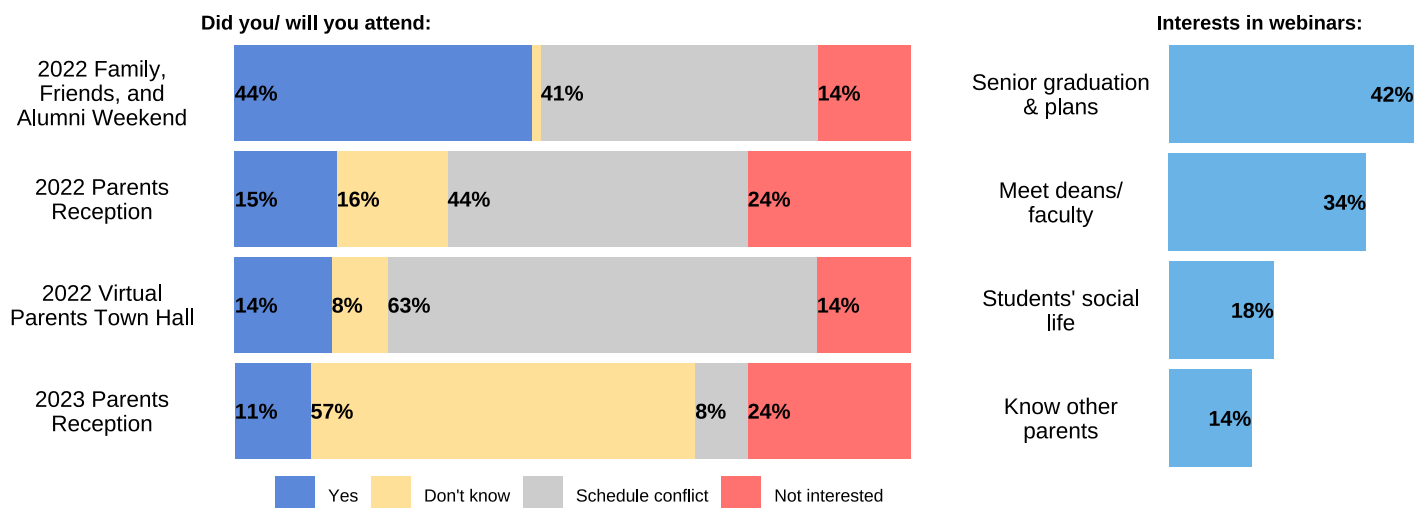
In terms of off-campus programs, a few parents suggest to have **RAs** involved in promoting campus activities. Also, a parent recommended to have more or promote any existing events that happen in **Boston**, which could be a good resource to learn.

## Information Source



**Students** are the primary source of information for 76% of parents. Meanwhile, 58% of parents rely on **emails from Lasell** as an information source. Parents discuss most frequently with students about **mental/physical health, academic matters, campus life, and career plans**. Other topics like finances and graduate school plans do not happen as often between parents and students. A parent mention that they hope Lasell can provide information about **graduate school** options and the costs and funding for graduate school.

## Events



The FFA Weekend is the most popular event among parents, as 44% of parents participated in it. Around 10% to 15% of parents attended or will attend the parent receptions and town hall events. For parents who did not participate, **scheduling conflict** is the main reason for missing those events.

Parents who attended the above events enjoyed the events having **diverse options** and being **well-organized**. Parents find these events to be a good way to **build community** with other parents and connect to Lasell. A few parents also appreciate the opportunity to **visit the campus** during in-person events. In terms of suggestions, parents hope future events could provide an **event directory**, have some more events on **Sunday** (specific to the FFA weekend), and supply more **food**.

In the spring semester, 42% of parents are interested in a webinar on **senior graduation and plans**. 34% of parents are interested in **meeting with academic deans and faculty**. Besides, a few parents would like to talk to **RAs** about student life, and learn RA responsibilities and how to seek help from them. A parent with a student athlete hopes to talk to the athletic trainers.

## Summary

- 84% of parents are satisfied with Lasell overall. **Campus safety** has the highest satisfaction rate, with 92% of parents satisfied with it.
- Dining Services and Food
  - Dining services has the lowest (39%) satisfaction rate. Parents are mainly dissatisfied about the **food availability (late-hour) and quality (healthy food)**.
  - Only 7% of parents think their students attended the food committee (FC), and 79% of parents are not aware of the existence of FC. As reflected in parents' comments, many students have schedule conflicts during the FC. Some other **accessible** ways of participation (e.g. web forums) may help increase participation. Some parents indicated that their students do not believe anything would change from the FC. Promotions of any **action** resulted from the FC would help change that belief and increase students' participation.
  - 51% of parents may be interested in trying Lasell's food.
- Career Services
  - Career counseling has the most unfulfilled demand, with 46% of parents wanting more information around career from Lasell. Parents hope students have **major-specific** guidance and learn the **process** of identifying a good-fit job.
- Information
  - **Students** are the primary source of information for 76% parents. 58% of parents also rely on **emails from Lasell** for information.
  - Parents discuss **health** issues most frequently with students. Beyond the different information parents received, some parents requested to receive more information around **graduate school** options and costs.
  - Only 40% are satisfied with information received around **off-campus activities**. Parents would like more promotion, probably with the help of **RAs**, for off-campus activities (e.g. activities in Boston).
- Events
  - Although over 40% of parents missed events due to **schedule conflicts**, parents who attended the FFA, Town Hall, and Parent Reception enjoyed the past events and consider them as well-organized, and a good opportunity to build **community**.
  - In the spring semester, 42% of parents are interested in a webinar on **senior graduation and plans**. 34% of parents are interested in **meeting with academic deans and faculty**. Besides those offerings, parents would also like to talk to **RAs, athletic trainers, and food services** to learn their responsibilities and provide suggestions.