# 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

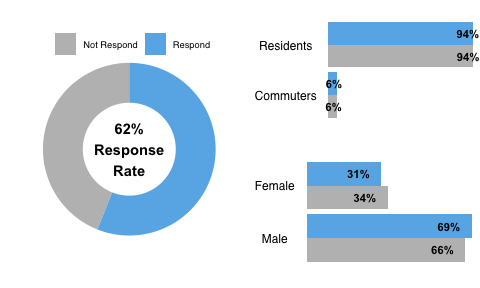
* **Academic satisfaction** remain high (over 90% on average) among first-year students
* Usage of **academic achievement center** and **academic adviser** have increased for first-year students
* First-year students’ satisfaction towards **Tech HelpDesk** and **Counseling Center** have increased
* **Teaching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

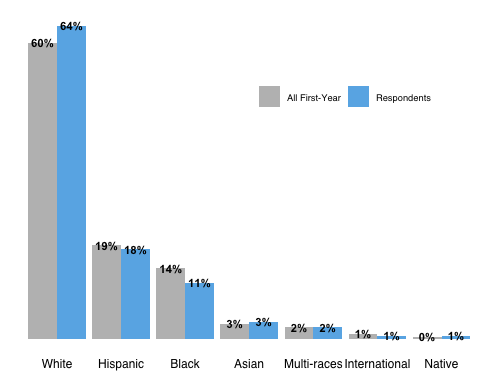
### Opportunities

* 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.

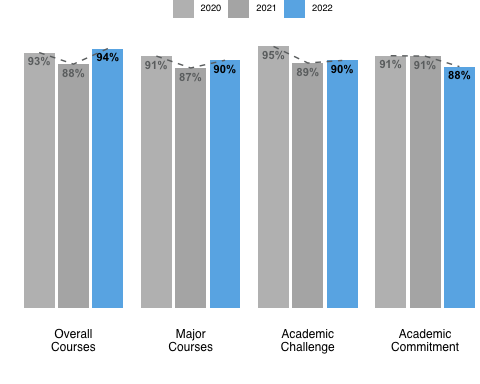




# Satisfaction

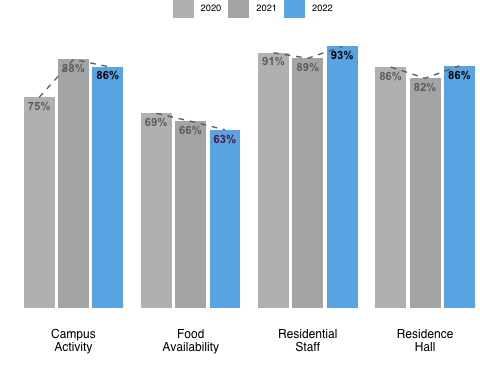
## Academic Satisfaction

* 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

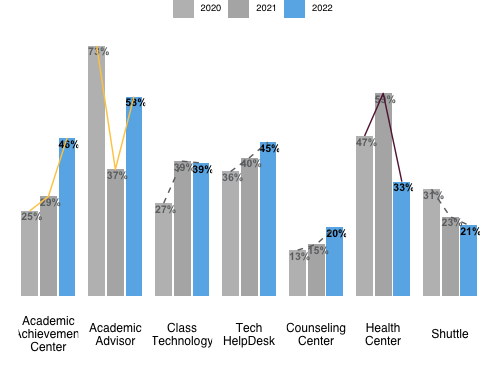
* An average of **82%** first year students are satisfied with their life experiences.
* 37% first year students are **dissatisfied with food availability**. Some students hope for weekend and late night food hours.



# Services

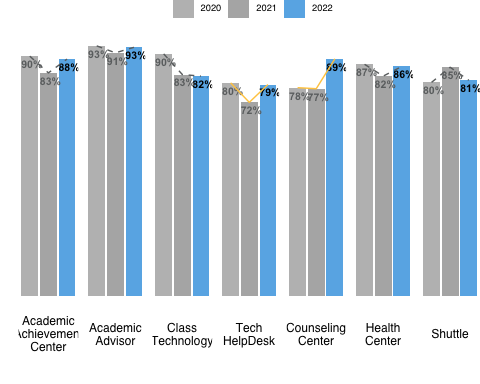
## Services Usage

* 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

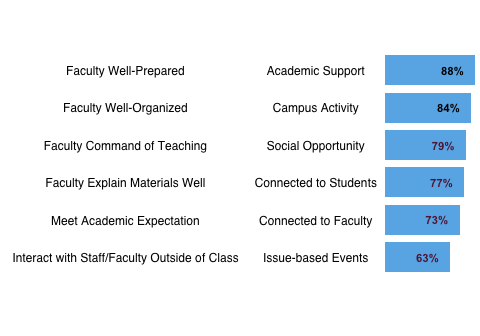
* An average of 85% first year students are satisfied with services at Lasell.
* 7-12% more first year students are satisfied with **Technology Help Desk and Counseling Center** compared to 2021.



# Academic and Social Support

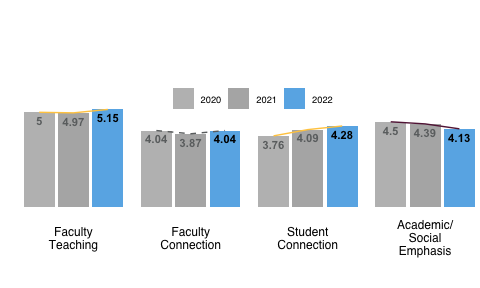
## 2022 Academic and Social Support

* 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**.



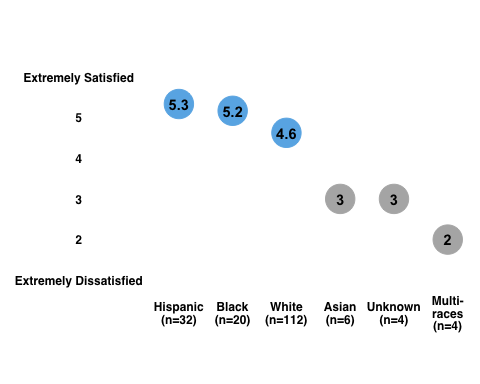
## Historical Academic and Social Support

* 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.



# 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 neeting with their academic advisers. However, usage of **Counseling Center and Shuttle** remains as low as 20%.
* Satisfactions 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.