

2022 Parent Survey Executive Summary



METHODOLOGY

- Survey administered summer 2022
- 30% response rate (682 / 2267)
- Percentage reported: *Strongly Agree + Agree*

STRENGTHS TO CELEBRATE

College Choice – Highest in Survey History

- Given the opportunity to choose a college again, **98%** of parents would support their student's choice to attend Taylor University.

Academic Experiences

Taylor provides high quality academic experiences.

- **97%** Major field courses have provided my student with a beneficial learning experience.
- **97%** My student experiences quality instruction in the classroom.
- **96%** My student has benefited from meaningful interactions with faculty.
- **95%** Foundational Core courses have provided my student with a beneficial learning experience.
- **92%** My student's learning has been enriched through participation in a faculty member's research or scholarship.
- **92%** My student has received the support he/she needs to succeed academically.

Learning Outcomes

Parents affirm greatest areas of growth in:

- 1) Relationship with God, 2) Critical Thinking Skills,
- 3) Verbal Communication, 4) Theological Understanding

Taylor Community Life

Parents affirm students have benefitted from engaging in:

- **96%** Campus events and programs
- **95%** Intramural or club activities
- **94%** Leadership activities
- **93%** Chapel
- **90%** International experience
- **89%** Belonging on his/her wing or floor
- **89%** External community service

CAMPUS SERVICES

Office Helpfulness (Extremely Helpful + Helpful)

Offices support student success through the academic year:

- **98%** Admissions office
- **98%** Campus Police
- **97%** Bursar's office
- **95%** Registrar's Office
- **95%** Financial Aid Office

Taylor Responsive to Parent Concerns

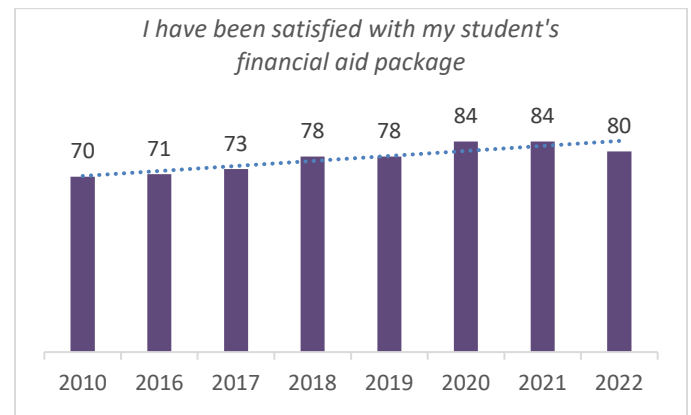
- **96%** When I have a concern or question, Taylor University staff members are helpful in resolving the issue.

Our son's professors and his residential experiences were phenomenal. Our older son graduated from [another Christian college] and he did not have anywhere near the positive and helpful experience that our youngest had at Taylor. For that we are very grateful.

- 2022 Parent Survey Participant

Financial Aid

After 11 years of increased satisfaction with financial aid, there was a slight decline in 2022.



Career Preparation – Highest in Survey History

Parents affirm that Taylor has prepared their students.

- **94%** Helped prepare him/her for employment
- **90%** Helped him/her to develop a sense of vocation and calling

OPPORTUNITIES FOR IMPROVEMENT

Taylor could improve in the following area:

Food Service

- **73%** I am satisfied with the cost of my student's meal plan.
- **63%** I am satisfied with the overall quality of the food my student is served.

As of June 2022, Taylor has contracted with a new food service provider, Parkhurst.

Health Services (*Helpful + Extremely Helpful*)

- 76% TU Health Center (trending downward)

DISSEMINATION OF RESULTS

The 2022 Taylor University Parent Survey results are:

- Reviewed by the Parents Council.
- Shared in the monthly *Parent Perspectives* newsletter.
- Reviewed by University Assessment Council who makes recommendations to relevant groups.
- Shared with the President's Senior Leadership Team.