

**Higher Learning Commission  
Student Survey Results**

Shepherd University  
(N=159)

**Please rate your level of agreement with the following statements. If the statement does not apply to you, please mark the "Not Applicable" button.**

| Question   | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Mean | Total |
|--|-------------------|----------|----------------------------|-------|----------------|------|-------|
| The communication I received from the school about the overall enrollment process was clear  | 5                 | 3        | 23                         | 75    | 50             | 4.04 | 156   |
| I received clear information as to how much my education would cost  | 8                 | 18       | 25                         | 68    | 37             | 3.69 | 156   |
| A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education | 11                | 38       | 32                         | 34    | 21             | 3.12 | 136   |
| The school worked with me to identify an academic program that met my goals  | 5                 | 17       | 35                         | 48    | 38             | 3.68 | 143   |
| An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study                               | 6                 | 12       | 9                          | 46    | 85             | 4.22 | 158   |
| An academic advisor was available to help me with questions about my course of study   | 5                 | 5        | 11                         | 53    | 84             | 4.30 | 158   |
| I was placed at the appropriate course level that matched my academic preparation  | 2                 | 8        | 10                         | 63    | 73             | 4.26 | 156   |
| I am satisfied with the progress I am making toward completing my degree   | 5                 | 3        | 13                         | 53    | 84             | 4.32 | 158   |
| Course content is appropriately challenging for my program of study  | 3                 | 8        | 19                         | 66    | 63             | 4.12 | 159   |
| Courses required to complete my degree are available when I need to take them  | 10                | 20       | 21                         | 63    | 44             | 3.70 | 158   |
| Faculty who teach provide helpful instruction  | 3                 | 8        | 14                         | 68    | 66             | 4.17 | 159   |
| Faculty are available when I need help   | 2                 | 3        | 17                         | 66    | 70             | 4.26 | 158   |
| Faculty who teach are knowledgeable about their subject areas  | 1                 | 3        | 7                          | 66    | 82             | 4.42 | 159   |
| When I have non-academic questions, I can reach someone who can help me in a timely way  | 5                 | 8        | 23                         | 67    | 50             | 3.97 | 153   |
| Overall, I am satisfied with my experience at the school   | 5                 | 9        | 19                         | 71    | 55             | 4.02 | 159   |