

Attachment D

Campus and Community Survey Final CATI Draft – January 20, 2005

Hello, my name is (INSERT NAME) and I am calling from the Indiana University Public Opinion Laboratory. Your name was provided to us by a staff member at [COLLEGE/UNIVERSITY NAME] as someone who would know about the activities of [COLLEGE/UNIVERSITY NAME] in the community. We are calling you today to get your opinions on some important issues involving higher education and your community. I promise I am not trying to sell anything; we only want your valuable opinions to help colleges in Indiana better serve their surrounding communities.

Your answers will remain completely confidential and this interview will take less than ten minutes. You may also choose to respond to the interview questions online if that would be preferable.

S1. Is this a good time to do the interview or would you prefer to complete it on the web?

- 1 Continue telephone interview (SKIP TO Q1)
- 2 Prefer to complete online (web)
- 3 Refuse (TERMINATE)

S2. May I have your email address so we can send you your unique web User-ID and password?

RECORD EMAIL ADDRESS HERE: _____

S2b. Respondent's email address: [SHOW E-MAIL ADDRESS FROM S2]

INTERVIEWER: VERIFY RESPONDENT'S EMAIL ADDRESS (READ IT BACK TO THEM)

If email is incorrect (Press [ESC] and re-enter email address)

- 1 Email is correct

S3. You should be receiving an email from us within the next week with instructions on how to complete the study online. Thank you for your time.

INTERVIEW TERMINATES FOR WEB RESPONDENTS

Attachment D

For this survey, we are only focusing on campus activities by [COLLEGE/UNIVERSITY NAME] in a particular geographic area.

This area is: [SHOW AREA]

We will refer to this area as "this area of the community" in the questions that follow.

1. To what degree are you familiar with any community activities done by STUDENTS from [COLLEGE/UNIVERSITY] during the past 12 months? Would you say you are . . . (READ CHOICES)

- 1 Very familiar,
- 2 Somewhat familiar, or
- 3 Not very familiar with activities in your community by students (**SKIP TO Q2**)
- 4 Don't Know (DO NOT READ) (**SKIP TO Q2**)
- 5 No Answer/Refuse (DO NOT READ) (**SKIP TO Q2**)

1a. How many different community service activities done by STUDENTS during the past 12 months would you say you are familiar with? Would you say you are familiar with one, two, or three or more?

- 1
- 2
- 3 or more
- 4 Don't know
- 5 Refuse

2. To what degree are you familiar with community service activities by FACULTY OR STAFF from [COLLEGE/UNIVERSITY] during the past 12 months? Would you say you are . . . (READ CHOICES)

- 1 Very familiar,
- 2 Somewhat familiar, or
- 3 Not very familiar with activities in your community by students (**SKIP TO Q3**)
- 4 Don't Know (DO NOT READ) (**SKIP TO Q3**)
- 5 No Answer/Refuse (DO NOT READ) (**SKIP TO Q3**)

Attachment D

2a. How many different community service activities done by FACULTY OR STAFF during the past 12 months would you say you are familiar with? Would you say you are familiar with one, two, or three or more?

- 1
- 2
- 3 or more
- 4 Don't know
- 5 Refuse

Think of the service learning programs you may have heard about offered by [COLLEGE/UNIVERSITY] By service learning we mean a course that has students participate in community service activities in the community. Students receive college credit for assignments based on their service, for example through journal writing, papers, or creative projects.

3. How familiar are you with any service learning courses offered by [COLLEGE/UNIVERSITY] during the past 12 months in your community? Would you say...(READ CHOICES)

- 1 Very familiar,
- 2 Somewhat familiar, or
- 3 Not very familiar with activities in your community by students
- 4 Don't Know (DO NOT READ)
- 5 No Answer/Refuse (DO NOT READ)

3a. What was your role, if any, with the service learning classes? Were you a...(READ CHOICES) (IF MORE THAN ONE, PROBE FOR THE MOST COMMON ROLE)

- 1 Staff of a non-profit organization or school,
- 2 Leader in the neighborhood,
- 3 Someone who worked with faculty and staff to design the class,
- 4 a Recipient of services,
- 5 a supervisor of college students from a service learning class,
- 6 Or, did you just hear about them.
- 7 Other (PLEASE SPECIFY) (DO NOT READ)
- 8 Don't know (DO NOT READ)
- 9 Refuse (DO NOT READ)

Attachment D

4. Do you think there are any other community service activities or service learning courses that should be involved with in your community?

(PROBE FOR COMPLETE ANSWERS)

I'm going to read you several statements about relationship between [COLLEGE/UNIVERSITY] and the community it serves. Please tell me whether you agree or disagree with each of the following statements about the interactions between [COLLEGE/UNIVERSITY] and your community. After each statement, please tell me if you strongly agree, agree, disagree or strongly disagree.

5a. Interactions between [COLLEGE/UNIVERSITY] and your community during the past 12 months have been very beneficial to the community. Do you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5b. During the past 12 months, community leaders and residents seem very comfortable working with those from [COLLEGE/UNIVERSITY] Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5c. [COLLEGE/UNIVERSITY] has been very sensitive and has responded to community needs during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

Attachment D

5d. Interactions between [COLLEGE/UNIVERSITY] and your community during the past 12 months have been very beneficial to the university. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5e. During the past 12 months, there is clear evidence that [COLLEGE/UNIVERSITY] and your community can discuss difficult issues with each other to reach common goals. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5f. If conflicts were to develop, you would feel very comfortable voicing your opinion and concerns to persons from [COLLEGE/UNIVERSITY]. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5g. The overall relationship between [COLLEGE/UNIVERSITY] and your community has improved during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

Attachment D

5h. The number of interactions and activities between [COLLEGE/UNIVERSITY] and your community have increased during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5i. There is clear evidence that [COLLEGE/UNIVERSITY] and your community have been doing lots of things together during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5j. During the past 12 months, there is clear evidence that [COLLEGE/UNIVERSITY] has frequently contributed to decisions made in your community. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5k. During the past 12 months, there is clear evidence that your community has frequently contributed to decisions made by [COLLEGE/UNIVERSITY]. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

Attachment D

5l. The level of trust between [COLLEGE/UNIVERSITY] and your community has increased significantly during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5m. During the past 12 months, [COLLEGE/UNIVERSITY] has shown an increased interest in gaining community ideas on improving programs in your community. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5n. During the past 12 months, [COLLEGE/UNIVERSITY] has shown a strong commitment to addressing needs in your community. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5o. During the past 12 months, the faculty and staff at have been very responsive when community needs are brought to their attention. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

Attachment D

5p. Staff and faculty of [COLLEGE/UNIVERSITY] have actively listened to ideas presented by the community during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5q. [COLLEGE/UNIVERSITY] has committed significant resources, staff, and funds to support community-university partnership activities during the past 12 months. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5r. During the past 12 months, the staff of [COLLEGE/UNIVERSITY] has been very responsive to making program adjustments when necessary. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

5s. I think that the services provided by the students, faculty and staff from [COLLEGE/UNIVERSITY] through their various community programs are of great value to this community. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

Attachment D

5t. In general, I would say that [COLLEGE/UNIVERSITY] sincerely cares about the well being and future of this community. Would you say you...(READ CHOICES)

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 DK
- 6 Refuse

6. I am going to read you a list of possible benefits of [COLLEGE/UNIVERSITY]'s activities in your community. For each one, please tell me how you would rate the [COLLEGE/UNIVERSITY] program. Would you say that during the past 12 months the program has done an excellent, very good, good, fair, or poor job in each of these areas?

6a. How well do you think [COLLEGE/UNIVERSITY] has done contributing to the quality of life in your community in the past 12 months. Would you say it has done an...(READ CHOICES)

- 1 Excellent job contributing to the quality of life,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

6b. How well do you think [COLLEGE/UNIVERSITY] has done in preparing future leaders within your community . Would you say has done an...(READ CHOICES)

- 1 Excellent job,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

Attachment D

6c. Having college students share information with community youth about attending college. Would you say college students have done an... (READ CHOICES)

- 1 Excellent job,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

6d. Providing community residents, leaders, and organizations with useful knowledge. Would you say [COLLEGE/UNIVERSITY] has done an...(READ CHOICES)

- 1 Excellent job,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

6e. Giving community members access to campus resources including libraries, sports facilities, and special events during the past 12 months. Would you say [COLLEGE/UNIVERSITY] has done an...(READ CHOICES)

- 1 Excellent job,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

6f. Advancing community goals during the past 12 months. Would you say [COLLEGE/UNIVERSITY] has done an...(READ CHOICES)

- 1 Excellent job,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

Attachment D

6g. Would you say that during the past 12 months [COLLEGE/UNIVERSITY] has done an excellent, very good, good, fair, or poor job addressing community needs

- 1 Excellent job,
- 2 Very good job,
- 3 Good job,
- 4 Fair job. or
- 5 Poor job
- 6 Don't Know (DO NOT READ)
- 7 No Answer/Refuse (DO NOT READ)

7. We are almost done. We are trying to get a good idea of who our respondents are. Please tell me, do you consider yourself to be a member of the [COLLEGE/UNIVERSITY] community?

- 1 Yes
- 2 No (**SKIP TO Q8**)
- 3 Don't know (**SKIP TO Q8**)
- 4 Refuse (**SKIP TO Q8**)

7. Now, please let me know if you consider yourself to be any of the following in [SHOW AREA NAME]. (READ AND CHECK ALL THAT APPLY)

- 1 A community leader,
- 2 a Government employee,
- 3 a Non-profit employee or volunteer,
- 4 a Business leader,
- 5 a School employee,
- 6 a Church member/leader
- 7 or something else (SPECIFY)
- 8 Don't know/Refuse (DO NOT READ)

8. RECORD RESPONDENT'S GENDER. IF UNSURE ASK: For our records, are you male or female?

- 1 Male
- 2 Female

Attachment D

9. What is your racial or ethnic identity?

- 1 White/Caucasian
- 2 Black/African-American
- 3 Hispanic
- 4 Asian/Pacific Islander
- 5 Native American
- 6 Other
- 7 No Answer/Refuse

IF (Q7 <> 1) SKIP Q11

10. Approximately how many years have you lived in this community?

RECORD NUMBER OF YEARS HERE: _____

0 = Less than one year

888 = Don't know

999 = Refuse

11. Finally, is there anything else that you would like to let us know about your opinions of [COLLEGE/UNIVERSITY]? INTERVIEWER: IF YES, RECORD RESPONSE VERBATIM.

- 1 Yes _____
- 2 No

12. As part of the study, we will be contacting you again in about a year to conduct a follow up interview with you. Should we contact you at the same telephone number?

- 1 Yes
- 2 No (**SKIP TO Q13**)
- 3 Don't know (**SKIP TO Q13**)
- 4 Refuse (**SKIP TO Q13**)

I would just like to verify that your telephone number is: [SHOW SYSTEM PHONE #]
Is that correct?

- 1 Yes (**SKIP TO END**)
- 2 No

Attachment D

13. Please tell me what telephone number we may reach you at in a year.

RECORD PHONE NUMBER HERE: _____

**That was my last question. I would like to thank you for your time
and cooperation. Have a good evening.**