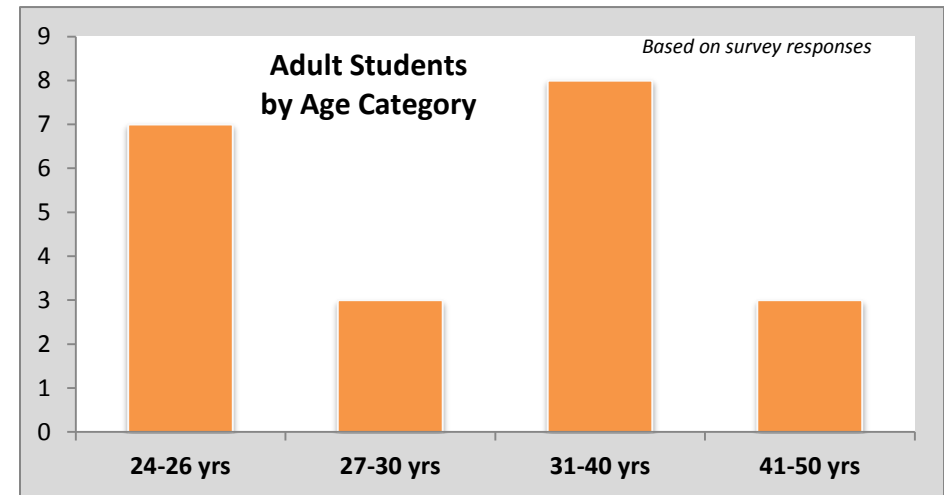
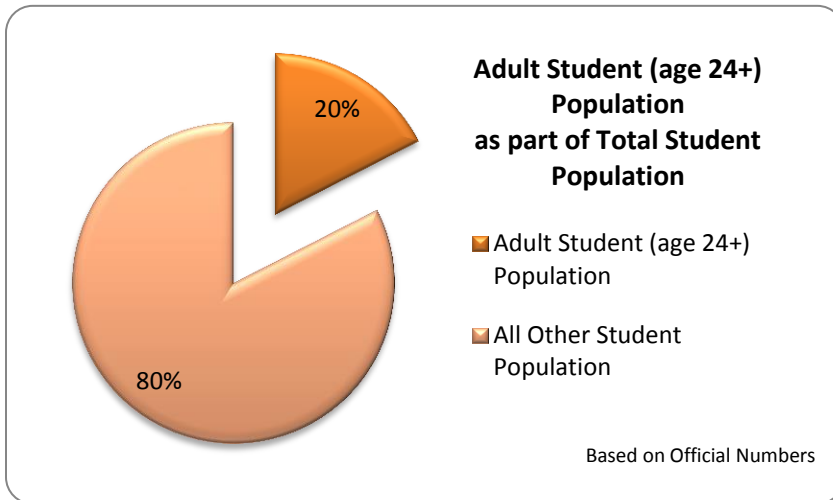


Penn State Lehigh Valley Student Satisfaction Survey 2013

Adult (by age, 24+) Student Population



Total Number of Student Body (Official 2012-13)	945	100%
Total Number of Students Age 24 and Above (Official 2012-13)	192	Adults make up 20% of the total campus population
Total Survey Responses	202	21% response rate of total campus population
Total Age 24+ Student Survey Responses	21	-11% response rate of adult population -10% of surveyed students indicated they are adults
Gender/Race & Ethnicity	Female: 52.5% Male: 47.5%	White: 57% Asian: 14.5% Hispanic: 14.5% Prefer not to answer: 15.5%
English as Native Language	No: 19%	3 of the 4 non-native English speakers students indicated native language of Spanish (2) and Hindi/Uedu (1)
First Generation College Student	Yes: 52.5%	----
Veteran	Yes: 33%	----
Transfer Student	Yes: 38%	From: Military, PA School of Business, NCC (2)
Penn State Lehigh Valley First Choice of College	Yes: 90.5%	0% said UP was first choice; 0% say another PSU campus; 9.5% said another college/university

Reasons for Choosing PSLV (Adult, age 24+, Students)

1- Location is close to home	91%
2- Small campus environment	48%
3- Educational reputation of Penn State	24%
4- Helpfulness of staff members	14%
5/6- Price/Tuition	5%
- Family member is an alumni	5%
7-11- Received a scholarship/financial aid to attend PSLV	0%
-The student activities and clubs/organizations that are available	0%
-Information presented at an Open House and/or Offer Program	0%
-Family member is an alumni	0%
-The athletic programs that are available	0%

Plan for Completing Degree

75% plan to complete at PSLV

25% plan to complete at UP

0% are not sure where they will complete

Welcoming Climate and Diversity Statements

(Orange highlighted areas denote areas of higher agreeability for adults; Gray highlighted areas denote areas of lower agreeability for adults)

Statement	Adult Students: Agree/Strongly Agree	Total Population: Agree/Strongly Agree	% Difference between Adults and Total Population	% of Adults Disagree/Strongly Disagree
I feel that I can succeed at PSLV.	100%	93.5%	+6.5%	0%
The staff at PSLV interacts positively with me.	95%	95%	0%	5%
Penn State Lehigh Valley has a diverse student body.	95%	95.5%	-0.5%	0%
My professors interact positively with me.	90.5%	95.5%	-5%	9.5%
I feel like I belong at PSLV.	86%	78%	+8%	5%
PSLV is a welcoming and supportive environment for adult students.	86%	92%	-6%	14%
Penn State Lehigh Valley is a campus that welcomes and celebrates diversity.	85%	95%	-10%	5%
I am happy being a PSLV student.	76%	82%	-6%	19%
I would recommend PSLV to a prospective college student.	76%	85%	-9%	14%
Penn State Lehigh Valley is a welcoming and supportive environment for minority students.	76%	92%	-16%	0%
I have a lot of friends at PSLV.	67%	75.5%	-8.5%	24%

Usage and Satisfaction with Campus Services

(Orange highlighted areas indicate services that adult students use at a greater % or are more satisfied with than the total student population; gray areas show less satisfaction)

Service	% of Adults who do not use service	% of total population who do not use service	% of Adults who are satisfied with service (who use service)	% of total population satisfied with service (who use service)
IT Help Desk	14%	20%	89%	93%
Financial Aid Services	9.5%	10%	95%	92%
Registrar's Office	0%	5%	95%	97%
Learning Center	9.5%	20%	89.5%	94%
Career Services	19%	30%	94%	95%
Student Healthcare Services	33%	30%	100%	96%
Campus Counseling	29%	32%	93%	93%
Campus Library Services	5%	8%	85%	95%
Fitness Center	24%	23%	87.5%	93%
Campus Bookstore	0%	4%	95%	94%
Food Services	0%	5%	81%	82%

Participation in and Satisfaction with Campus Programs and Events

	% of Adult students who participate	% Adults satisfied with program/event (if participate)
Campus Speakers	86%	94%
Informal Student Discussion/Hot Topics	76%	100%
Intercollegiate Sports	66%	78.5%
Intramural Sports	66%	100%
Campus Clubs	86%	94%

Satisfaction with Quality of Instruction

Factor	% Satisfied	% Dissatisfied
The quality of teaching	90.5%	9.5%
The quality of courses you have taken to meet general education requirements	86%	9.5%
The quality of courses you have taken in your field or major of study	90%	5%
The quality of your first year experience course	71%	14%
The extent to which faculty include diversity/multicultural perspectives in class presentations, assignments, or discussions	81%	14%
The use of technology in your classes	95%	5%

*Percentages may not equal 100 due to the fact that some respondents answered "N/A" for a particular factor.

Satisfaction with Academic Advising and Resources

(Orange highlighted area indicates higher satisfaction among adults; gray areas indicate lower satisfaction)

58.5% Have Faculty Adviser
17.5% Have Professional Adviser
24% Indicated do not know if their adviser is a professional or faculty adviser

Statement	% Adults Satisfied or Very Satisfied	% Total Population Satisfied or Very Satisfied	% Adults Dissatisfied or Very Dissatisfied
Accessibility of assigned academic adviser (by email, phone, office hours, and/or appointment)	95%	91%	5%
Information and/or referrals your adviser provides to help you make informed decisions	80%	84%	15%
Overall quality of your academic advising experience	90.5%	86%	10%
Your experience registering for courses	95%	89%	5%

Technology-Based Courses

43% of adults are interested or very interested in fully online courses;
 52% are interested or very interested in hybrid courses

14% of adults are not at all interested in fully online courses;
 14% are not at all interested in hybrid courses

Social Media

67% of adult students say they use Facebook every day;
 5% use Twitter every day; 19% use Instagram every day

76% of adult students do not have a Twitter account;
 67% do not have a LinkedIn account or an Instagram account