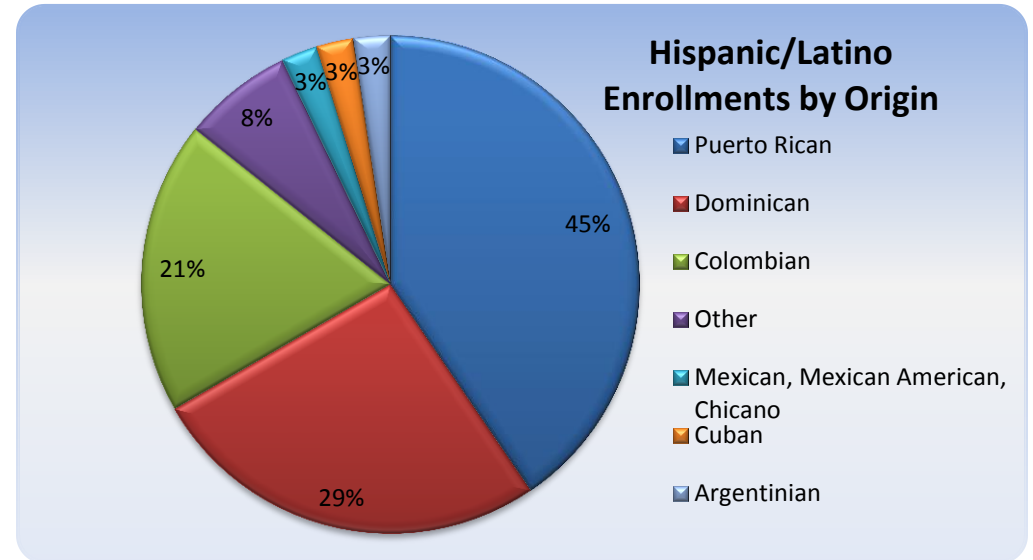
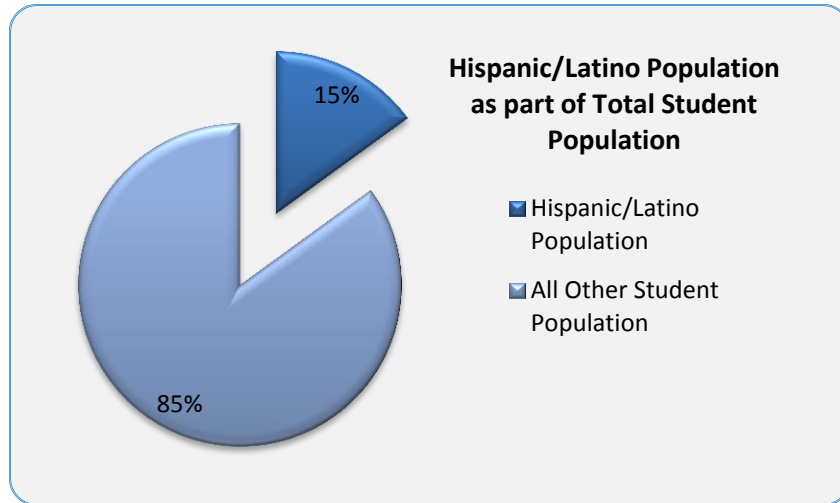


Penn State Lehigh Valley Student Satisfaction Survey 2013

Hispanic/Latino Student Population



Total Number of Student Body (Official 2012-13)	945	100%
Total Number of Hispanic/Latino Students (Official 2012-13)	140	H/L make up 15% of the total campus population
Total Survey Responses	202	21% response rate of total campus population
Total Hispanic/Latino Student Survey Responses	38	-27% response rate of H/L population -19% of surveyed students indicated they are H/L
Gender/Age	Female: 58% Male: 42%	18-23 years: 93% 24 and above: 7%
English as Native Language	No: 45%	12 of the 16 non-native English speakers students indicated their native language is Spanish
First Generation College Student	Yes: 59.5%	-----
Veteran	Yes: 11%	-----
Transfer Student	Yes: 24%	From: Bloomsburg University, Trinity College, PA School of Business, Northampton Community College, and UP
Penn State Lehigh Valley First Choice of College	Yes: 47%	26% said UP was first choice; 5% say another PSU campus; 21% said another college/university

Reasons for Choosing PSLV (Hispanic/Latino Students)

1- Location is close to home	87%
2- Small campus environment	55%
3- Price/Tuition	37%
4- Educational reputation of Penn State	32%
5/6- Helpfulness of staff members	21%
-A friend attends PSLV	21%
7- Received a scholarship/financial aid to attend PSLV	18%
8- The students activities and clubs/organizations that are available	5%
9/10- Information presented at an Open House and/or Offer Program	3%
-Family member is an alumni	3%
11- The athletic programs that are available	0%

Plan for Completing Degree

40.5% plan to complete at PSLV

40.5% plan to complete at UP

19% are not sure where they will complete

Welcoming Climate and Diversity Statements

(Blue highlighted areas denote areas of higher agreeability for H/L students; Gray highlighted areas denote areas of lower agreeability for H/L)

Statement	Hispanic/Latino: Agree/Strongly Agree	Total Population: Agree/Strongly Agree	% Difference between H/L and Total Population	% of H/L Students Disagree/Strongly Disagree
Penn State Lehigh Valley is a welcoming and supportive environment for minority students.	100%	92%	+8%	0%
My professors interact positively with me.	100%	95.5%	+4.5%	0%
I am happy being a PSLV student.	86.5%	82%	+4.5%	10.8%
I feel that I can succeed at PSLV.	97%	93.5%	+3.5%	2.6%
Penn State Lehigh Valley has a diverse student body.	97%	95.5%	+1.5%	0%
Penn State Lehigh Valley is a campus that welcomes and supports diversity.	95%	95%	0%	5.3%
The staff at PSLV interacts positively with me.	95%	95%	0%	2.7%
I would recommend PSLV to a prospective college student.	85%	85%	0%	5.3%
I feel like I belong at PSLV.	76%	78%	-2%	13.2%
I have a lot of friends at PSLV.	63%	75.5%	-12.5%	34%

Usage and Satisfaction with Campus Services

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

Service	% of H/L who do not use service	% of total population who do not use service	% of H/L who are satisfied with service (who use service)	% of total population satisfied with service (who use service)
IT Help Desk	24%	20%	84%	93%
Financial Aid Services	8%	10%	77%	92%
Registrar's Office	0%	5%	97%	97%
Learning Center	24%	20%	90%	94%
Career Services	26%	30%	96%	95%
Student Healthcare Services	26%	30%	93%	96%
Campus Counseling	26%	32%	100%	93%
Campus Library Services	8%	8%	94%	95%
Fitness Center	16%	23%	91%	93%
Campus Bookstore	0%	4%	97%	94%
Food Services	3%	5%	81%	82%

Participation in and Satisfaction with Campus Programs and Events

	% of H/L students who participate	% H/L satisfied with program/event (if participate)
Campus Speakers	90%	97%
Informal Student Discussion/Hot Topics	79%	97%
Intercollegiate Sports	66%	92%
Intramural Sports	68%	92%
Campus Clubs	82%	94%

Satisfaction with Quality of Instruction

Factor	% Satisfied	% Dissatisfied
The quality of teaching	100%	0%
The quality of courses you have taken to meet general education requirements	97%	3%
The quality of courses you have taken in your field or major of study	95%	5%
The quality of your first year experience course	90%	3%
The extent to which faculty include diversity/multicultural perspectives in class presentations, assignments, or discussions	84%	8%
The use of technology in your classes	84%	8%

*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

(Blue highlighted area indicates higher satisfaction among H/L students; gray areas indicate lower satisfaction)

44% Have Professional Adviser
 41% Have Faculty Adviser
 15% Indicated do not know if their adviser is a professional or faculty adviser

Statement	% H/L Satisfied or Very Satisfied	% Total Population Satisfied or Very Satisfied	% H/L Dissatisfied or Very Dissatisfied
Accessibility of assigned academic adviser (by email, phone, office hours, and/or appointment)	95%	91%	3%
Information and/or referrals your adviser provides to help you make informed decisions	78%	84%	17%
Overall quality of your academic advising experience	84%	86%	11%
Your experience registering for courses	86%	89%	11%

Technology-Based Courses

41% of H/L students are interested in fully online courses;
 43% are interested or very interested in hybrid courses

43% of H/L students are not at all interested in fully online courses;
 11% are not at all interested in hybrid courses

Social Media

68% of H/L students say they use Facebook every day;
 57% use Twitter every day; 61% use Instagram every day

72% of H/L students do not have a Pinterest account;
 81% do not have a LinkedIn account