

Student Satisfaction Survey 2010 Data Overview

Penn State Lehigh Valley Campus

Survey Administered by Penn State University and the Lehigh Valley Campus, Office of Student Affairs

Data Compiled by Campus Institutional Planning, Fall 2010



Student Satisfaction Survey 2010 Data Overview

Table of Contents

“Quick Look”	2
<i>A condensed reference guide to the most pertinent findings</i>	
Overview of Response Rate	3
<i>Number and percentage of respondents</i>	
Demographical and Background Information	3-4
<i>Data collected on survey respondents</i>	
Highest Scoring Areas	5
<i>Areas that had the highest means</i>	
Factors	6
<i>Groupings of questions into specific categories</i>	
Factor 1 and Factor 2	7
Factor 3 and Factor 4	8
<i>An analysis of each factor broken down by question and percentages of satisfaction</i>	
Confidentiality and Use of Data	9
<i>A one-page statement about the EBI Benchmarking Study</i>	

Student Satisfaction Survey 2010 Data: “Quick Look”

Top 5 Highest Scoring Areas

1. Counseling and Psychological Services*
2. Student Healthcare Services*
3. Safety and Security
4. Campus Bookstore*
5. Level of Academic Integrity

**ranked significantly higher than the combined average of all other campuses*

Areas for Improvement

1. Opportunity to participate in independent research with a faculty member
2. Availability of courses to make progress towards a degree
3. Informal out-of-class experiences
4. Opportunity to participate in a Penn State short- or long-term study abroad program
5. Information and/or referrals provided by advisor to help make informed decisions

Factors: Specific Groups of Questions

Each out of a total of 5

Overall Satisfaction: Out-of-Class Engagement	Quality of Instruction and Facilities	Academic Advising and Resources	Structured Cocurricular Learning Opportunities
3.89	4.02	3.90	3.83
<i>2007</i> <i>3.75</i>	<i>3.95</i>	<i>3.93</i>	<i>3.61</i>

Satisfaction Highlights

+Students expressed greater satisfaction with their out-of class experiences, quality of instruction, and structured in-class learning opportunities in 2010 than in 2007.

+73 % of students are satisfied with their sense of belonging at Penn State

+89% of students are satisfied with safety and security on campus

+Over ¾ of students are satisfied with the quality of teaching on campus, while 88% are satisfied with their formal academic experiences

+83% of students are satisfied with the quality of campus classrooms and lab facilities

+67% of students would choose to attend Penn State if they were starting college again

Overview of Response Rate at Lehigh Valley Campus

Number Attempted to Survey: 621

Number of Surveys Returned: 118

Response Rate: 19%*

**Response rate was the 5th highest for the Select 6 Comparison Campuses. Response rate average among all participating Penn State campuses (total of 20) was 17%.*

Demographical and Background Information of Survey Respondents

**Some aggregate percentages may not equal 100 due to rounding.*

Gender

Male	55%
Female	45%

Age

18-21	76%
22-30	15%
31-older	8%

English Native Language

Yes	84%
No	16%

Hispanic Ethnicity

Yes	13%
No	82%
No answer	5%

Location Began Penn State Career

Lehigh Valley	90%
University Park	3%
Harrisburg	2%
No answer	5%

Current Academic Standing

1-2 semesters	30%
3-4 semesters	31%
5-6 semesters	12%
7 or more semesters	27%

(Continued from page 3)

Cumulative GPA

Below 2.75	15%
2.75 to 3.49	50%
3.50 or higher	35%

Member of Student Club/Organization

Yes	60%
No	37%
Don't Know	2%

Member of Sports Team

Yes	5%
No	89%
No answer	6%

Number of times attended a cultural event

0 times	44%
1-2 times	26%
More than 2 times	29%

Number of hours participated in community service

0 hours	56%
1-5 hours	30%
6 or more hours	15%
No answer	5%

Number of Times Met With Assigned Advisor

0 times	14%
1-2 times	46%
More than 2 times	39%

Highest Scoring Areas

Rate satisfaction with...	Average/Mean (each is out of 5)	% of Students Satisfied
1-Campus and psychological services , if used at least once	4.71	93%
2-Campus student healthcare services	4.60	88%
3-Safety and security at your campus	4.57	89%
4-Campus bookstore	4.42	89%
5-Level of academic integrity	4.38	87%
6-Part-time or full-time job placement services	4.31	77%
7-Student financial aid services	4.30	82%
8-Opportunities to meet with faculty outside the classroom	4.27	83%
9-Formal academic experiences	4.21	88%
10-Quality of classroom/lab facilities	4.18	83%
11-Campus computer support services	4.14	82%
<i>Overall ranges</i>	<i>4.71 to 4.14</i>	<i>93% to 77%</i>

**Differences in the ranking of the mean verses the percentages of satisfied students are due to the amount of students stating their satisfaction as neutral rather than somewhat or very dissatisfied. Neutral rankings are not counted in satisfaction percentages.*

Factors

Factors are statistical groupings of questions used to describe a broad concept.

Factors	2010 Data	2007 Data Comparison	Average for all Penn State Campuses Comparison
Overall Satisfaction: Out-of-Class Engagement	3.89	3.75 (-0.14)	4.05 (+0.16)
Quality of Instruction and Facilities	4.02	3.95 (-0.07)	4.04 (+0.02)
Structured Cocurricular Learning Opportunities	3.83	3.61 (-0.22)	3.65 (-0.18)
Academic Advising and Resources	3.90	3.93 (+ 0.03)	3.94 (+.04)

+Students expressed greater satisfaction with their out-of class experiences, quality of instruction, and structured in-class learning opportunities in 2010 than in 2007.

+Students at the Lehigh Valley Campus expressed greater satisfaction with their structured in-class learning opportunities in 2010 than was expressed for the average of all other Penn State campuses combined.

Description and analysis of questions within each factor are included on subsequent pages.

Factor 1

Overall Satisfaction: Out of Class Engagement

Question: How satisfied are you with...	Percentage Satisfied (Lehigh Valley Campus)	Average Percentage among all campuses
Q2. Organized out-of-class experiences	68%	70%
Q3. Informal out-of-class experiences	63%	69%
Q4. Your sense of belonging at Penn State	73%	79%

Factor 2

Quality of Instruction and Facilities

Question: How satisfied are you with...	Percentage Satisfied (Lehigh Valley Campus)	Average Percentage among all campuses
Q9. The quality of teaching	77%	82%
Q11. The quality of courses taken in major or field of study	74%	83%
Q 12. The quality of courses taken to meet general education requirements	70%	69%
Q13. The extent to which faculty included diversity/multicultural perspectives in their class presentations, assignments, or discussions	71%	69%
Q20. The use of technology in classes	73%	79%

Factor 3
Structured Cocurricular Learning Opportunities

Question: How satisfied are you with...	Percentage Satisfied (Lehigh Valley Campus)	Average Percentage among all campuses
Q15. The opportunity to participate in an independent research project with a faculty member	45%	48%
Q16. The opportunity to participate in a Penn State short- or long-term study abroad program	54%	51%
Q17. The opportunity to participate in a Penn State approved co-op, internship, or student teaching experience	64%	54%

Factor 4
Academic Advising and Resources

Question: How satisfied have you been this past year with the...	Percentage Satisfied (Lehigh Valley Campus)	Average Percentage among all campuses
Q22. Advising resources available online	79%	75%
Q23. Accessibility of your academic advisor (email, phone, office hours, and/or appt)	73%	72%
Q24. Information and/or referrals provided by advisor to help make informed decisions	62%	66%
Q25. Overall quality of academic advising	67%	69%

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1. EBI results fall into two categories, **Restricted** and **Unrestricted**:

a) **Restricted** Results Include:

1) Factor and question means reported for your "Select 6" comparison group, Carnegie classification, "All Institutions" or any other grouping in the study.

2) Names of comparison institutions and question or factor rankings or comparison with "Select 6" comparison institutions, Carnegie classification, "All Institutions" or any other grouping in the study.

b) **Unrestricted** Results Include: General comments (percentages are acceptable, but not specific numeric values) about your institutional data as well as percentage differences in factor or question means *over time* at *your* institution. It is acceptable to indicate qualitative descriptions of the form "we have seen a 15% improvement in overall satisfaction since 1999" but not acceptable to indicate a quantitative description such as "we have improved from a 4.65 to a 5.31 in overall satisfaction".

2. Institutions are **PERMITTED** to reveal EBI Benchmarking Study **Restricted and Unrestricted** results with the following offices provided that the project Confidentiality Statement is included with all shared results:

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