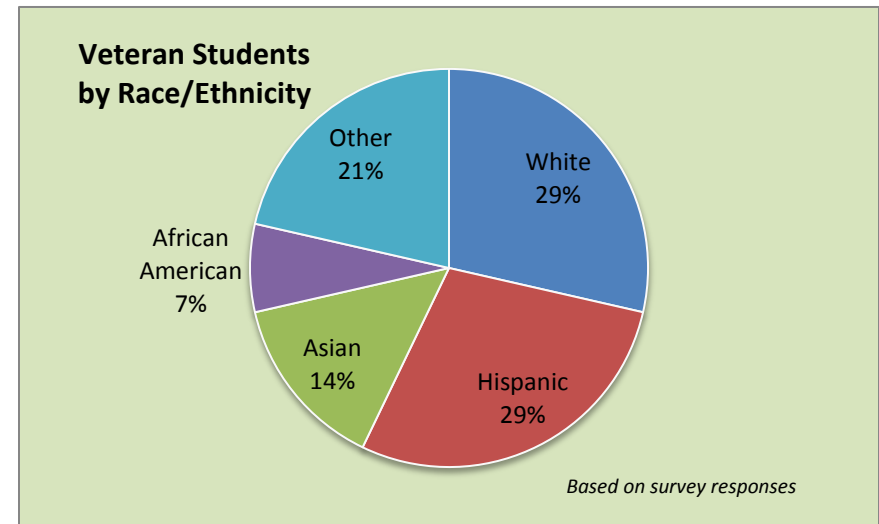
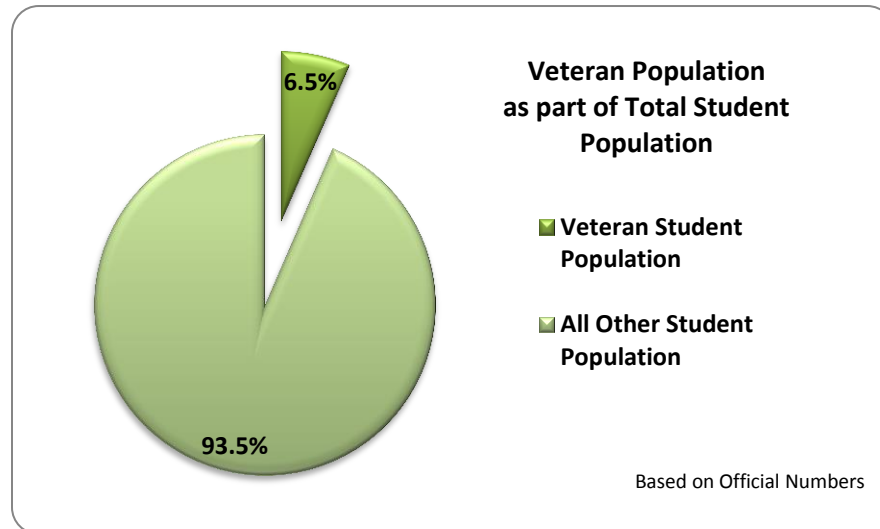


Penn State Lehigh Valley Student Satisfaction Survey 2013

Veteran Student Population

Campus Office of Institutional Planning



Total Number of Student Body (Official 2012-13)	945	100%
Total Number of Veteran Students (Official 2012-13)	62	Veterans make up 6.5% of the total campus population
Total Survey Responses	202	21% response rate of total campus population
Total Veteran Student Survey Responses	14	-23% response rate of veteran population -7% of surveyed students indicated they are veterans
Gender/Age	Male: 93% Female: 7%	18-23 years: 50% 24 and above: 50%
English is Native Language	No: 15%	1 response of Portuguese as a native language
First Generation College Student	Yes: 61.5%	----
Race/Ethnicity	White: 29% Hispanic: 29% Asian: 14%	----
Transfer Student	Yes: 50%	From: Bloomsburg University (1 response)
Penn State Lehigh Valley First Choice of College	Yes: 86%	7% said UP was first choice; 7% said another college/university; 0% said another PSU campus

Reasons for Choosing PSLV (Veteran Students)

1- Location is close to home	71%
2- Small campus environment	29%
3- Educational reputation of Penn State	14%
4/5- Helpfulness of staff members	7%
Received a scholarship/financial aid to attend PSLV	7%
A friend attends PSLV	0%
The students 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%

Plans for Completing Degree

54% plan to complete at PSLV

46% plan to complete at UP

0% are not sure where they will complete

Welcoming Climate and Diversity Statements

(Green highlighted areas denote areas of higher agreeability for Vets; Gray highlighted areas denote areas of lower agreeability for Vets)

Statement	Veterans: Agree/Strongly Agree	Total Population: Agree/Strongly Agree	% Difference between Vets and Total Population	% of Vets 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.	100%	95%	+5%	0%
My professors interact positively with me.	100%	95.5%	+4.5%	0%
PSLV has a diverse student body.	100%	95.5%	+4.5%	0%
PSLV is a welcoming and supportive environment for adult students.	93%	92%	+1%	7%
Penn State Lehigh Valley is a campus that welcomes and supports diversity.	93%	95%	-2%	0%
Penn State Lehigh Valley is a welcoming and supportive environment for minority students.	79%	92%	-13%	0%
I feel like I belong at PSLV.	72%	78%	-6%	7%
I am happy being a PSLV student.	71%	82%	-11%	21%
I would recommend PSLV to a prospective college student.	71%	84.5%	-13.5%	7%
I have a lot of friends at PSLV.	64%	75.5%	-11.5%	29%

Usage and Satisfaction with Campus Services

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

Service	% of Vets who do not use service	% of total population who do not use service	% of Vets who are satisfied with service (who use service)	% of total population satisfied with service (who use service)
IT Help Desk	21%	20%	91%	93%
Financial Aid Services	7%	10%	100%	92%
Registrar's Office	0%	5%	93%	97%
Learning Center	21%	20%	100%	94%
Career Services	21%	30%	91%	95%
Student Healthcare Services	29%	30%	100%	96%
Campus Counseling	29%	32%	100%	93%
Campus Library Services	7%	8%	100%	95%
Fitness Center	29%	23%	100%	93%
Campus Bookstore	0%	4%	86%	94%
Food Services	7%	5%	85%	82%

Participation in and Satisfaction with Campus Programs and Events

	% of Veteran students who participate	% Vets satisfied with program/event (if participate)
Campus Speakers	79%	100%
Informal Student Discussion/Hot Topics	71%	100%
Intercollegiate Sports	64%	89%
Intramural Sports	64%	100%
Campus Clubs	92%	100%

Satisfaction with Quality of Instruction

Factor	% Satisfied	% Dissatisfied
The quality of teaching	93%	7%
The quality of courses you have taken to meet general education requirements	86%	7%
The quality of courses you have taken in your field or major of study	93%	0%
The quality of your first year experience course	79%	14%
The extent to which faculty include diversity/multicultural perspectives in class presentations, assignments, or discussions	85%	7%
The use of technology in your classes	85%	7%

*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

(Green highlighted area indicates higher satisfaction among Vets; gray areas indicate lower satisfaction)

50% Have Faculty Adviser
 42% Have Professional Adviser
 8% Indicated they do not know if their adviser is a professional or faculty adviser

Statement	% Veterans Satisfied or Very Satisfied	% Total Population Satisfied or Very Satisfied	% Veterans Dissatisfied or Very Dissatisfied
Accessibility of assigned academic adviser (by email, phone, office hours, and/or appointment)	86%	91%	7%
Information and/or referrals your adviser provides to help you make informed decisions	79%	84%	7%
Overall quality of your academic advising experience	86%	86%	7%
Your experience registering for courses	93%	89%	7%

Technology-Based Courses

50% of Vets are interested or very interested in fully online courses;
 57% are interested or very interested in hybrid courses

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

Social Media

79% of Veteran students say they use Facebook every day;
 36% use Twitter every day; 50% use Instagram every day

64% of Veteran students do not have a Pinterest account;
 36% do not have a Twitter account or a LinkedIn account