

Entering Student Satisfaction Survey – Part I

As part of the Jigsaw Project, PSC conducted a student satisfaction survey to obtain new student feedback regarding their first semester at PSC. During Fall 2011, PSC emailed 1,470 new first-time and transfer students requesting participation in the survey. Three hundred (300) students responded in full or part, yielding a 17.8% response rate.

Almost three quarters of students selected “convenient location” as the major reason for attending PSC. “Low cost of attendance,” “chance of personal success,” and “offered courses I wanted” were closely rated as the next major reason for attendance. “Good academic reputation,” however, was the highest rated *minor* reason students selected PSC. This suggests there is room to improve the perception of the College’s academic quality.

While most students did not rate “good academic reputation” as a major reason for attending PSC, their opinion of the academic quality is high. Four-in-five entering students rated the quality of education at PSC as excellent (30%) or good (50%). Overall satisfaction falls slightly below those marks. Three quarters are very satisfied (29%) or somewhat satisfied (45%) with their overall experience.

The most important factor shaping entering students’ experience at PSC is the quality of classroom instruction. Four-in-five students report being very or somewhat satisfied with this factor. Satisfaction with faculty expertise is also high. There may be room for improvement in the timeliness of feedback on student progress.

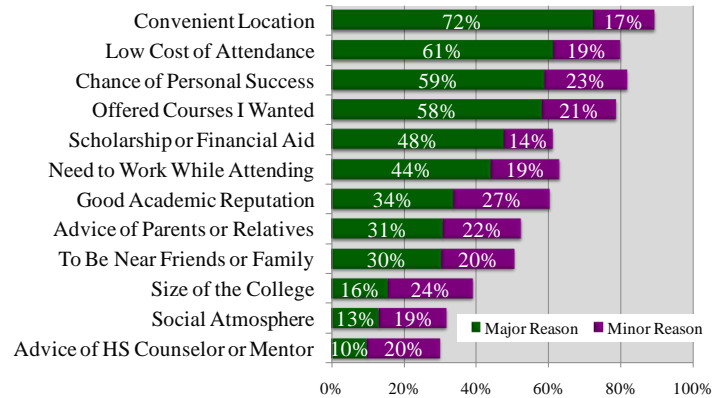
Enrollment Services and Counseling & Advising represent the next most important influences on entering students’ experience. Student satisfaction with the overall performance of these areas is generally high.

The Financial Aid Office is among the most important influences on entering students’ experience. Two-thirds of respondents indicate submitting FAFSAs and nearly one-half paying for tuition, fees, and books with grant or scholarship aid. In general, though, satisfaction with the overall performance of the Financial Aid Office was lower.

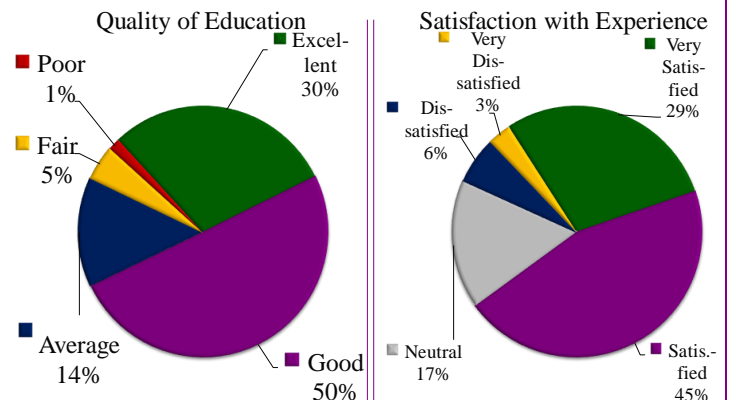
In general, students’ experience with the first leg of their enrollment journey at PSC is satisfactory. Oftentimes, satisfaction with the registration process is in the seventieth or eightieth percentiles. There may be some area for improvement in wait time, where three-in-five students (62%) report being somewhat or very satisfied. Fourteen percent (14%) indicate dissatisfaction with the wait time in Counseling & Advising.

Note: Students who did not use or respond to a satisfaction measure are not included in the percentages.

Major Reasons for Attendance at PSC Major and Minor Reasons



Overall Impressions Quality of Education and Experience



Importance of Instruction and Support Areas On Entering Students’ Overall Experience

