

### Entering Student Satisfaction Survey – Part II

This Research Brief highlights additional results of the student satisfaction survey conducted in Fall 2011 to obtain feedback on students' first semester experience at PSC for the Jigsaw Project.

Student satisfaction with the quality of classroom instruction (the most important aspect of overall experience) was among the highest, with over four-in-five students indicating very (52%) or somewhat satisfied (31%). Detailed measures of student satisfaction with faculty and classroom instruction were similarly high. However, students' dissatisfaction with the timeliness of feedback on progress (11%), the convenience of courses with student schedules (10%), and the use of Web Advisor (10%) rose into the double digits.

Use of the academic support areas varied. Nearly all entering students visit the bookstore (94% used), and most were somewhat or very satisfied (79%). Four-in-five entering students utilized library services (80% used), three-quarters of which indicate satisfaction with the library (75%). Only around half of entering students indicate utilizing the Student Success Center (55%) and personal counseling services (51%), with two-thirds indicating satisfaction in both areas.

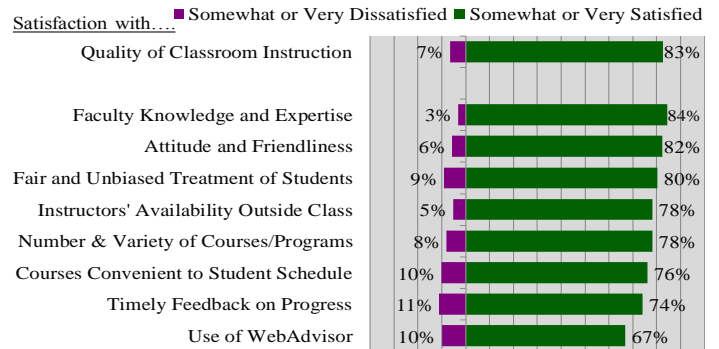
While the majority of students agreed to statements on PSC's general institutional support, the level of agreement varied widely. The vast majority of students regard the cost of attendance at PSC as reasonable (87%). Three quarters of students agree that PSC is preparing them for their chosen Baccalaureate degree (AA/AS) or occupation (AAS/certificate).

Although three-quarters of students agree that PSC staff provided assistance at the time of entry/registration, 11% disagreed. Additionally, two-thirds agree that PSC personnel care about student success, but 12% disagree with that statement. Among Institutional Support metrics, students were least likely to agree that PSC is concerned for students as individuals (54%), with 14% disagreeing.

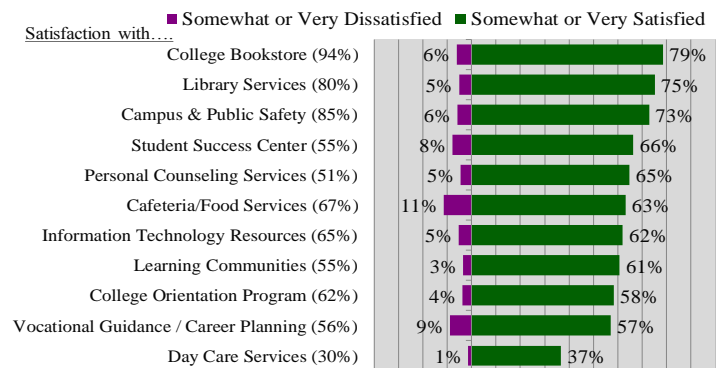
In general, campus climate at PSC is positive, with few students indicating concerns. However, on all measures, approximately 25% to 33% indicate *neutrality* on campus climate metrics. Support for students of all racial and ethnic backgrounds (75% positive) rates the highest. In addition, students largely agree that they get along well with each other and the campus is safe and secure for all students. While student life and multicultural affairs factored less frequently into entering students' first term experience, two-thirds agree that there are enough opportunities for personal involvement in activities at PSC.

*Note: On all measures, the percentage who indicate "neutral" are not illustrated. Students who did not use or respond to a measure are not included in the percentages.*

#### Faculty and Classroom Instruction

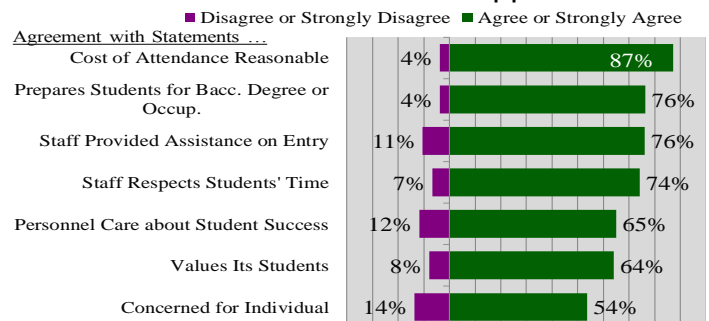


#### Academic and Other Support Services\*



\*percent utilizing/rating the area is in parenthesis

#### General Institutional Support



#### Campus Climate

