

### Entering Student Satisfaction Survey – Part II

This Research Brief highlights additional results of the new student satisfaction survey conducted in Fall 2012.

Overall student satisfaction with faculty and instruction (the most important aspect of overall experience) was high, with 81% of students indicating satisfaction. Detailed measures of student satisfaction with faculty and classroom instruction were similarly high. However, students expressed highest dissatisfaction with the “convenience of courses to student schedules” (12%). Overall, results are similar to those in 2011.

Use of the academic support services varied. This year’s survey clarified what is meant by ITR services (email, WebAdvisor, D2L) and reported usage climbed from 62% to 98%, with 85% indicating satisfaction. Most students (96%) reported using the bookstore and Police and Campus Safety, formerly Campus & Public Safety, (IDs, parking stickers), with 79% and 74% satisfied, respectively. Satisfaction was about 10% higher among students using tutoring/Student Success Center (75%) and using personal counseling services (77%) than it was in 2011. Satisfaction with Child Care Services was 61%, as compared to 37% in 2011.

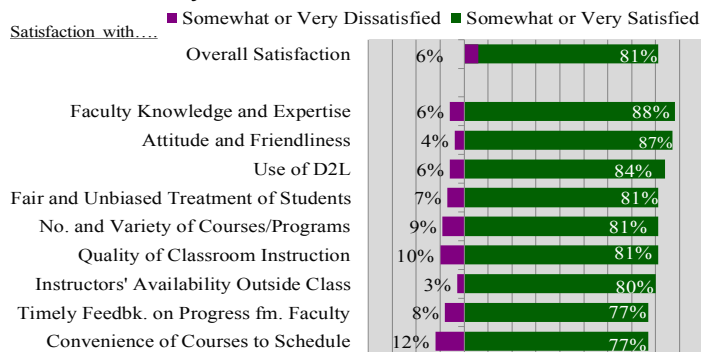
While the majority of students agreed to statements on PSC’s general institutional support, the level of agreement varied widely. The majority of students regard the cost of attendance at PSC as reasonable (86%). Four in five students agree that PSC is preparing them for their chosen degree or occupation.

Although three-quarters of students agree that PSC staff provided assistance at the time of entry/registration, 12% disagreed. Additionally, seven in ten agree that PSC personnel care about student success, but 9% disagree with that statement, a slight improvement from 2011. Among institutional support metrics, students were least likely to agree that PSC is concerned for students as individuals (47%), with 14% disagreeing. Compared to 2011, there was a significant drop in satisfaction in “staff respects students’ time” (down 11%); while dissatisfaction went up 6%.

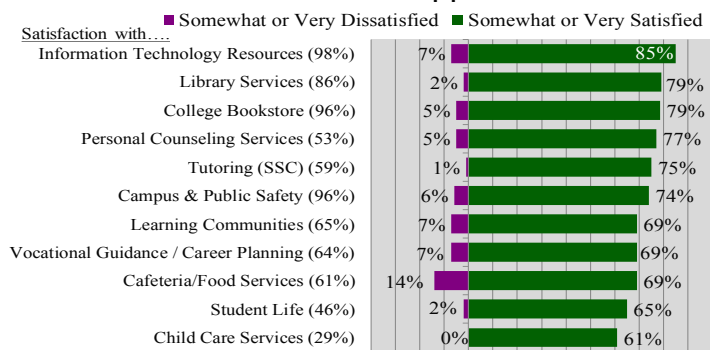
In general, campus climate at PSC is positive, with few students indicating concerns. Support for students of all racial and ethnic backgrounds (82% positive) rates the highest. In addition, students largely agree that they get along well with each other and the campus is safe and secure for all students. 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.

*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

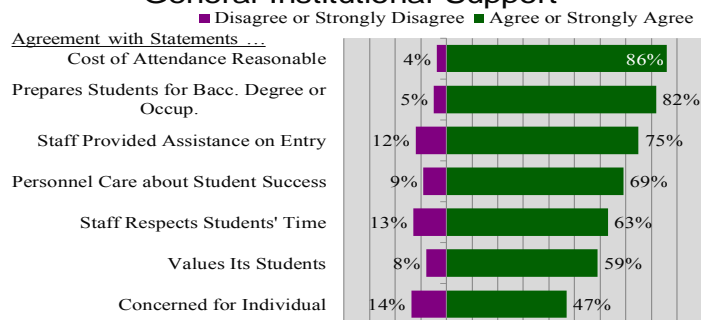


#### Academic and Other Support Services\*



\*Percent utilizing/rating the area is in parenthesis.

#### General Institutional Support



#### Campus Climate

