

EXECUTIVE SUMMARY
UNDERGRADUATE ALUMNI SURVEY
December 2001, May 2002 and Summer 2002 Graduating Classes

Background

Commencing in the fall 2000 semester, the Office of Alumni Affairs, the Office for Institutional Advancement, the Career Development Center, and the Office of Institutional Research cooperated to develop and implement a series of alumni surveys. All of the offices participated in the questionnaire development, after which each office had specific responsibilities in the survey process.

During the spring 2003 semester, the Office of Alumni Affairs/Institutional Advancement generated a list of appropriate December 2001, May 2002, and Summer 2002 graduates. Those offices then coordinated the administration of survey returns via a phone bank. The Office of Institutional Research entered the data, and generated this report.

The study methodology, caveats, comparative overall return rates, and item specific responses (for this and previous alumni surveys) are located at the end of this summary.

Section One
Summary of
Total Responses by Survey Items

Employment

- 66.1 % of the respondents were *employed full-time*, 12.7% were *employed part-time*, .3% were in the military, 7.5% were unemployed seeking employment, .7% were unemployment not seeking employment, and 12.7% were *continuing their education*. Thus, 91.8% of the respondents were either employed or continuing their education.
- Of the employed graduates, 41.7% considered their *position entry level* in a career they hope to pursue, 28.7% considered their position *interim employment* related to eventual career goals, 12.6% considered their position *unrelated to eventual career goals*, and 17.0% indicated *none of the above*.
- Regarding *two digit career codes*, the highest percentages were in education-teaching 20.1%, and nursing 4.6%.
- 56.8% of the employed respondents indicated their position was *closely related* to their PSU major, 23.8% indicated it was *somewhat related*, and 19.4% indicated it was *not related*.
- 43.5% of the employed respondents indicated they were *earning* more than \$30,000 a year.

Continuing Education

- Of those respondents indicating they were *continuing their education*, 62.5% were full-time, and 37.5% were part-time.
- 70.7% were in various Masters programs, while the remainders were in a variety of specialized Master programs ranging from MBA to MSW, and doctorate programs from JD to Ph.D.
- Respondents *were continuing their education* at 39 different institutions. The highest numbers of students were continuing their education at PSU with 28, followed by SUNY Albany with 8.

Evaluation of Services

- 93.4% of the respondents indicated they were satisfied or very satisfied with “*PSU Classroom Instruction.*”
- 81.2% of the respondents indicated they were satisfied or very satisfied with “*PSU Course Offerings.*”
- 87.1% of the respondents indicated they were satisfied or very satisfied with “*PSU Individual Assistance by Instructors.*”
- 82.1% of the respondents indicated they were satisfied or very satisfied with “*PSU Classroom Facilities.*”
- 88.4% of the respondents indicated they were satisfied or very satisfied with “*PSU Library & Research Services.*”
- While 36.8% of the respondents indicated they had no basis for opinion with “*PSU Science Labs & Equipment,*” the remaining 53.0% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 83.8% of the respondents were satisfied or very satisfied with “*PSU Science Labs & Equipment.*” Data by individual majors are available in Section III.
- While 12.3% of the respondents indicated they had no basis for opinion with “*PSU Computer Labs & Services,*” the remaining 78.7% of the respondents were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 89.8% of the respondents were satisfied or very satisfied with “*PSU Computer Labs & Services.*” Data by individual majors are available in Section III.
- 78.5% of the respondents indicated they were satisfied or very satisfied with “*PSU Class Scheduling.*”
- While 5.3% of the respondents had no basis for opinion on “*PSU Academic Advising,*” the remaining 68.4% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 72.2% of the respondents were satisfied or very satisfied with “*PSU Academic Advising.*”
- While 48.7% of the respondents had no basis for opinion on “*PSU Career Counseling,*” the remaining 30.4% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 59.4% of the respondents were satisfied or very satisfied with “*PSU Career Counseling.*”
- While 25.9% of the respondents had no basis for opinion on “*PSU Financial Aid Program,*” the remaining 58.8% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 79.4% of the respondents were satisfied or very satisfied with “*PSU Financial Aid Program.*”
- While 1.7% of the respondents had no basis for opinion on “*PSU Registration Procedures,*” the remaining 71.5% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 72.8% of the respondents were satisfied or very satisfied with “*PSU Registration Procedures.*”
- While 28.6% of the respondents had no basis for opinion on “*PSU Student Life Services,*” the remaining 64.1% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 89.7% of the respondents were satisfied or very satisfied with “*PSU Student Life Services.*”
- While 30.5% of the respondents had no basis for opinion on “*PSU Dormitories,*” the remaining 50.7% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 72.9% of the respondents were satisfied or very satisfied with “*PSU Dormitories.*”
- While 18.6% of the respondents had no basis for opinion on “*PSU Food Services,*” the remaining 50.8% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 58.2% of the respondents were satisfied or very satisfied with “*PSU Food Services.*”

Skills Assessment

- 97.3% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Communicating Effectively.”
- 97.7% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Analyzing & Solving Problems.”
- 96.7% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Finding Information.”
- 96.1% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Quantitative Skills & Abilities.”
- 95.7% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Thinking Clearly and Critically.”
- 87.8% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Computer Literacy.”
- 77.7% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Civic Responsibility/Public Services.”
- 86.8% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Ethical Values.”
- 89.5% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Understanding & Pursuit of Diversity.”

Section Two

Summary of

Item Responses by PSU Faculties

(Arts and Science, Professional Studies, Business & Economics, and Individual Studies)

Percentages are either based within a faculty or between faculties!

Employment

- The highest percentage of respondents *employed full-time* within a faculty was 83.3% in Business & Economics, followed by 63.0% in A&S, and 61.7% in Professional Studies.
- The highest percentage of respondents within a faculty indicating their employment was *entry level* was 46.8% in Business & Economics, followed by 42.9% in Professional Studies, and 38.5% in A&S. Conversely, the highest percentage of respondents indicating their employment was none of the above within a faculty was 18.3% in A&S followed by 17.6% in Professional Studies, and 12.8% in Business & Economics.
- The highest percentage of respondents within a faculty indicating their present position was *closely related* to their PSU major was 79.1% in Professional Studies, followed by 49.0% in Business & Economics, and 42.0% in A&S.
- The highest percentage of respondents within a faculty *earning more than \$30,000* was 59.2% in Business & Economics, followed by 44.3% in Professional Studies, and 26.4% in A&S.

Continuing Education

- The highest percentage of respondents between faculties *continuing their education full-time* were in A&S at 52.7%, followed by 41.8% in Professional Studies (please check the N's for sample size).

Evaluation of Services

- A&S had the highest percentage of respondents within a faculty for satisfied or very satisfied within *Classroom Instruction* at 95.9%, followed by Professional Studies at 92.5%, and Business & Economics at 88.6%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Course Offerings* at 83.2%, followed by Business & Economics at 81.2%, and A&S at 79.7%.
- A&S had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Individual Assistance by Instructors* at 89.6%, followed by Professional Studies at 86.6%, and Business & Economics at 81.1%.
- A&S had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Classroom Facilities* at 85.3%, followed by Professional Studies at 82.2%, and Business and Economics at 73.0%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Library & Research Services* at 90.6%, followed by A&S at 88.0%, and Business & Economics at 84.9%.
- Business & Economics had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Science Labs & Equipment* at 43.4%, followed Professional Studies at 40.2%, and A&S at 31.7%. Recalculating without the no basis for opinion within a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 87.5%, followed by A&S at 82.4%, and Business & Economics at 80.0%.
- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Computer Labs & Services* at 14.0%, followed by A&S at 11.9%, and Business & Economics at 9.6%. Recalculating without the no basis for opinion within a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 93.5%, followed by A&S at 89.6%, and Business & Economics at 82.9%.
- A&S had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Class Scheduling* at 81.8%, followed by Professional Studies at 78.5%, and Business & Economics at 69.9%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Academic Advising* at 69.1%, followed by Business & Economics at 67.9%, and A&S at 67.9%.
- A&S had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Career Counseling* at 51.7%, followed by Professional Studies at 46.2%, and Business & Economics at 45.3%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 75.4%, followed by A&S at 52.2%, and Business & Economics at 44.8%.
- Business & Economics had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Financial Aid Program* at 41.5 %, followed by A&S at 25.2%, and Professional Studies at 19.0%. Recalculating without the no basis for opinion with a faculty, A&S had the highest percentage of respondents satisfied or very satisfied at 81.3%, followed by Professional Studies at 77.7%, and Business & Economics at 77.4%.
- A&S had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Registration Procedures* at 73.4%, followed by Business & Economics at 71.7%, and Professional Studies at 69.2%.
- A&S had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Student Life Services* at 31.5 %, followed by Professional Studies at 29.9%, and A&S at 17.6%.

Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 90.7%, followed by A&S at 89.8%, and Business & Economics at 88.1%.

- A&S had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Dormitories* at 35.7%, followed by Professional Studies at 29.2%, and Business & Economics at 18.9%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 80.0%, followed by A&S at 69.6%, and Business & Economics at 67.4%.

Skills Assessment

- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Communicating Effectively* was in A&S at 98.6%, followed by Professional Studies at 98.1%, and Business & Economics at 92.5%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Analyzing and Solving Problems* was in Professional Studies at 98.1%, followed by A&S at 98.0%, and Business & Economics at 96.1%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Finding Information* was in A&S at 97.3%, followed by Professional Studies at 97.1%, and Business & Economics at 94.3%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Quantitative Skills and Abilities* was in Professional Studies at 98.1%, followed by A&S at 97.9% and Business & Economics at 86.8%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Thinking Clearly and Critically* was in A&S at 98.0%, followed by Professional Studies at 95.3% and Business & Economics at 90.6%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Computer Literacy* was in A&S at 91.1%, followed by Professional Studies at 87.9%, and Business & Economics at 79.2%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Civic Responsibility/Public Services* was in A&S at 78.6%, followed by Professional Studies at 78.3% and Business & Economics at 73.5%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Ethical Values* was in Professional Studies at 89.8%, followed by A&S at 85.5%, and Business & Economics at 84.7%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Understanding & Pursuit of Diversity* was in Professional Studies at 92.5%, followed by A&S at 88.2%, and Business & Economics at 86.8%.

Section Three

Item Responses by PSU Majors

Percentages can be analyzed either within a major or between majors!

This section provides data for all appropriate items in the survey by individual PSU majors and options. These data can be useful for departmental reviews and accreditation purposes. This information can be utilized to ascertain how alumni are employed or continuing their education.

Section Four

Employers and Job Titles by Major

This section provides employers and job titles for PSU majors and their options. Salary information is not listed in order to maintain confidentiality. This information can be utilized to ascertain where alumni are employed and provides self-reported information on their job titles.

Methodology

This is the fourth alumni survey conducted by the Alumni Office, Office of Institutional Advancement, Career Development Center, and the Office of Institutional Research. The survey was administered to PSU alumni that graduated in December 2001, May 2002, and Summer 2002 graduating classes.

The Alumni Office generated names of appropriate alumni with available contact information. A phone bank was utilized to survey responses. Please contact the Alumni Office or the Office of Institutional Advancement regarding the processes utilized to contact and solicit survey returns. By June 1, 2003 all useable returns were collected and sent to the Office of Institutional Research. The data were entered into an SPSS package for analysis.

Caveats

- This is a perceptual survey and responses may be impacted by a number of extraneous variables.
- The survey data were entered exactly as self-reported by alumni.
- Some respondents did not answer all appropriate items, thus there are discrepancies in item counts
- Return rates varied by individual major and option. Thus, when reviewing those rates, it is important to examine *the number of respondents for the respective item, and major/option*.
- The data analyses were based on all responses including “no basis for opinion” as appropriate. Data can be extracted for individual areas by using the tables to “recalculate responses without the “no basis for opinion.”
- This survey had a lower percentage response rate than previous PSU alumni surveys. Thus, caution should be used when both generalizing survey results to the entire cohort, and with previous alumni surveys with higher return rates.
- Different methodologies were employed when soliciting return rates for alumni surveys listed in this document. These ranged from mailing questionnaires with follow-up phone calls to only utilizing phone banks without previous mailings etc. As such, comparisons between surveys should be viewed with caution.

Additional analyses are available from the Office of Institutional Research. The results of this study can be used to develop indirect assessment measures while serving as a starting point for further explorations.

Return Rates

The following table provides comparative return rates on the most recent alumni surveys. The data are generated by PSU major and include the number of surveys sent and received, and the useable return rates. The 2002 alumni survey had a 31.4% return rate. Thus, comparisons with previous surveys that had higher return rates may not be necessarily be valid.

PSU UNDERGRADUATE ALUMNI SURVEY RETURNS FOR 2000, 2001 and 2002

Major	2000 Survey**			2001 Survey***			2002 Survey***		
	Number Sent	Number Returned	% Return	Number Sent	Number Returned	% Return	Number Sent	Number Returned	% Return
<i>Accounting</i>	13	10	76.9	13	4	30.8	9	2	22.2
<i>Anthropology</i>	11	2	18.2	10	6	60.0	15	3	20.0
<i>Art</i>	16	6	37.5	36	17	47.2	22	7	31.8
<i>Biology</i>	22	11	50.0	17	7	41.2	19	6	31.6
<i>Cellular Biochemistry</i>	5	1	20.0	13	4	30.8	7	1	14.3
<i>Business</i>	62	29	46.8	145	55	37.9	123	41	33.3
<i>Business & Economics</i>	6	3	50.0	0	0	0.0	3	1	33.3
<i>Canadian Studies</i>	1	0	0.0	3	0	0.0	1	1	100.0
<i>Chemistry</i>	4	3	75.0	3	1	33.3	7	3	42.9
<i>Commication Arts</i>	21	12	57.1	23	5	21.7	16	7	43.8
<i>Computer Science</i>	12	5	41.7	28	6	21.4	19	10	52.6
<i>Economics</i>	7	0	0.0	10	1	10.0	7	4	57.1
<i>English & Journalism</i>	48	20	41.7	44	20	45.5	36	11	30.6
<i>Environmental Science</i>	38	21	55.3	66	27	40.9	62	18	29.0
<i>Foreign Language</i>	6	3	50.0	5	1	20.0	5	2	40.0
<i>Geography</i>	5	1	20.0	6	3	50.0	3	0	0.0
<i>Geology</i>	3	2	66.7	2	1	50.0	1	0	0.0
<i>History</i>	8	5	62.5	14	4	28.6	21	5	23.8
<i>Latin American Studies</i>	1	1	100.0	5	1	20.0	3	1	33.3
<i>Mass Media</i>	34	13	38.2	50	21	42.0	51	14	27.5
<i>Mathematics</i>	5	2	40.0	9	4	44.4	14	4	28.6
<i>Medical Technology</i>	3	1	33.3	2	0	0.0	2	2	100.0
<i>Philosophy</i>	4	2	50.0	5	2	40.0	5	3	60.0
<i>Physics</i>	1		0.0	3	2	66.7	4	1	25.0
<i>Political Science</i>	13	5	38.5	21	12	57.1	22	6	27.3
<i>Psychology</i>	49	24	49.0	64	32	50.0	61	17	27.9
<i>Sociology</i>	18	14	77.8	31	12	38.7	26	6	23.1
<i>Theatre</i>	6	2	33.3	3	0	0.0	5	0	0.0
<i>Criminal Justice</i>	39	12	30.8	62	24	38.7	59	16	27.1

	2000 Survey**			2001 Survey***			2002 Survey***		
Major	Number Sent	Number Returned	% Return	Number Sent	Number Returned	% Return	Number Sent	Number Returned	% Return
<i>Elementary Education</i>	64	26	40.6	99	50	50.5	90	37	41.1
<i>Elem Ed Pre K-6</i>									
<i>Early Sec Social Studies</i>				2	1	50.0	1	0	0.0
<i>Early Sec Science</i>				1	0	0.0			
<i>Early Sec Math</i>				2	1	50.0	1	1	100.0
<i>Early Sec English</i>				1	1	100.0	1		0.0
<i>7-12 English</i>	8	4	50.0	7	3	42.9	7	1	14.3
<i>7-12 Math</i>	1	0	0.0	4	4	100.0	4	0	0.0
<i>7-12 Social Science</i>	5	3	60.0	10	6	60.0	13	3	23.1
<i>7-12 Biology</i>	1	0	0.0	2	0	0.0	1	0	0.0
<i>7-12 Earth Science</i>				2	0	0.0	4	2	50.0
<i>7-12 French</i>				3	1	33.3	1	0	0.0
<i>7-12 Spanish</i>				2	1	50.0	1	0	0.0
<i>Sec Ed Physics</i>							1	0	0.0
<i>Sec Ed Chemistry</i>	1	0	0.0						
<i>Special Education</i>	51	26	51.0	111	57	51.4	79	26	
<i>K-12 Speech & Hearing</i>				1	0	0.0	2	1	50.0
<i>Hearing & Speech</i>									
<i>Communication Disorders</i>	40	19	47.5	25	14	56.0	19	3	15.8
<i>Food & Nutrition</i>	17	6	35.3	15	4	26.7	11	6	54.5
<i>Child Family Service</i>	11	7	63.6	22	11	50.0	22	5	22.7
<i>Hotel & Res Tourism</i>	22	13	59.1	48	17	35.4	32	6	18.8
<i>Social Work</i>	15	8	53.3	33	17	51.5	25	11	44.0
<i>Nursing</i>	36	21	58.3	44	20	45.5	30	11	36.7
<i>Individual Studies</i>	3	1	33.3	6	2	33.3	1	1	100.0
<i>Women's Studies</i>							4	1	25.0
Total	736	344	46.7	1133	482	42.5	978	307	31.4

LONGITUDINAL PSU UNDERGRADUATE ALUMNI *PERCENTAGE* RETURNS BY SELECT ITEMS

(only includes valid percents--does not include missing responses)

The following tables provide a percentage overview of alumni surveys conducted by the Alumni Office/Institutional Advancement, Career Development Center, and Office of Institutional Research from the 2000 survey. Copies of previous survey reports are available from the Office of Institutional Research.

***2000 Alumni Survey included the spring 2000 and summer 2000 graduates

*** 2001 Alumni Survey included the fall 2000, spring 2001 and summer 2001 graduates

***2002 Alumni Survey included the fall 2001, spring 2002, and summer 2002 graduates

LONGITUDINAL PSU UNDERGRADUATE ALUMNI *PERCENTAGE* RETURNS BY SELECT ITEMS

(only includes valid percents--does not include missing responses)

What is your primary employment status?			
Survey Class	2000	2001	2002
Employed Full-time (35 hrs+)	75.3	71.0	66.1
Employed Part-Time (>35 hrs.)	5.9	12.4	12.7
In the military	0.6	0.0	0.3
Unemployed, seeking employment	4.1	3.1	7.5
Unemployed, not seeking employment	0.6	1.7	0.7
Continuing education	13.5	11.8	12.7
Total	100.0	100.0	100.0

Do you consider this position to be?			
Survey Class	2000	2001	2002
Entry level	45.1	40.8	41.7
Related interim	29.6	24.8	28.7
Unrelated interim	13.4	20.2	12.6
None of the above	11.9	14.2	17.0
Total	100.0	100	100.0

How closely related is your present position to your PSU major?			
Survey Class	2000	2001	2002
Closely related	61.7	59.9	56.8
Somewhat related	21.1	16.7	23.8
Not related	17.2	23.4	19.4
Total	100.0	100.0	100.0

What is your annual salary?			
Survey Class	2000	2001	2002
Under \$15,000	8.2	13.0	15.5
\$15-\$19,999	8.1	8.0	9.1
\$20-\$24999	10.5	17.9	15.5
\$25-\$29999	13.8	15.7	16.4
\$30-\$34999	27.5	21.6	18.1
\$35-\$39999	15.4	9.0	12.9
\$40-\$44999	9.3	7.4	6.5
\$45-\$49999	1.2	3.1	1.7
\$50-\$54999	2.4	1.9	1.7
\$55-\$59999	1.2	0.9	0.9
Over \$60000	2.4	1.5	1.7
Total	100.0	100.0	100.0

How did you obtain your current position?			
Survey Class	2000	2001	2002
Assistance from PSU Career & Placement Center	NA	4.3	3.8
PSU Faculty Contact	NA	9.3	11.4
PSU Alumni Contact	NA	2.4	1.7
PACE	NA	0.3	0.4
Professional Association	NA	3.3	5.1
Contact through relative/friend	NA	29.4	29.7
Family Business	NA	2.7	2.5
Newspaper Ad	NA	23.2	19.5
Internet	NA	7.6	12.7
Direct Mail From Employer	NA	3.3	1.3
Employment Agency	NA	5.2	3.8
Internship	NA	7.6	8.1
Other	NA	1.4	0.0
Total	NA	100	100.0

If you are currently continuing your education, are you enrolled?			
Survey Class	2000	2001	2002
Full-Time	58.4	52.4	62.5
Part-Time	41.6	47.6	37.5
Total	100.0	100.0	100.0

Please evaluate "PSU Classroom Instruction"			
Survey Class	2000	2001	2002
no basis for opinion	0.0	0.2	0.7
very dissatisfied	1.5	1.5	1.0
dissatisfied	5.8	7.3	4.9
satisfied	58.8	54.4	58.0
very satisfied	33.9	36.6	35.4
Total	100.0	100.0	100.0

Please evaluate "PSU Course Offerings"			
Survey Class	2000	2001	2002
no basis for opinion	0.3	0.0	0.7
very dissatisfied	1.8	3.1	1.7
dissatisfied	16.4	15.4	16.4
satisfied	54.5	54	56.8
very satisfied	27.0	27.5	24.4
Total	100.0	100.0	100.0

Please evaluate "PSU Individual Assistance by Instructors"			
Survey Class	2000	2001	2002
no basis for opinion	0.6	1.3	3.0
very dissatisfied	2.6	1.6	2.0
dissatisfied	9.9	9.4	7.9
satisfied	43.0	42.3	45.7
very satisfied	43.9	45.4	41.4
Total	100.0	100.0	100.0

Please evaluate "PSU Classroom Facilities"			
Survey Class	2000	2001	2002
no basis for opinion	0.0	1.0	0.3
very dissatisfied	1.8	2.5	3.0
dissatisfied	15.0	17.6	14.6
satisfied	56.7	53.5	59.3
very satisfied	26.5	25.4	22.8
Total	100.0	100.0	100.0

Please evaluate "PSU Library & Research Services"			
Survey Class	2000	2001	2002
no basis for opinion	2.4	1.7	3.3
very dissatisfied	1.2	3.1	1.0
dissatisfied	10.9	10.0	7.3
satisfied	51.0	48.9	54.3
very satisfied	34.5	36.3	34.1
Total	100.0	100.0	100.0

Please evaluate "PSU Science Labs & Equipment"			
Survey Class	2000	2001	2002
no basis for opinion	36.5	41	36.8
very dissatisfied	2.1	2.7	1.3
dissatisfied	9.7	9.5	8.9
satisfied	38.3	33.8	38.1
very satisfied	13.4	13.0	14.9
Total	100.0	100.0	100.0

Please evaluate "PSU Computer Labs & Services"			
Survey Class	2000	2001	2002
no basis for opinion	11.5	11.7	12.3
very dissatisfied	3.5	3.3	2.0
dissatisfied	15.0	12.3	7.0
satisfied	45.6	48.1	51.0
very satisfied	24.4	24.6	27.7
Total	100.0	100.0	100.0

Please evaluate "PSU Class Scheduling"			
Survey Class	2000	2001	2002
no basis for opinion	0.3	0.8	0.7
very dissatisfied	4.1	4.0	3.6
dissatisfied	18.8	18.8	17.2
satisfied	52.4	51.1	56.7
very satisfied	24.4	25.3	21.8
Total	100.0	100.0	100.0

Please evaluate "PSU Academic Advising"			
Survey Class	2000	2001	2002
no basis for opinion	13.5	3.3	5.3
very dissatisfied	7.1	12.2	8.5
dissatisfied	19.1	15.5	17.8
satisfied	36.8	32.9	38.0
very satisfied	23.5	36.1	30.4
Total	100.0	100.0	100.0

Please evaluate "PSU Career Counseling"			
Survey Class	2000	2001	2002
no basis for opinion	19.0	52.3	48.7
very dissatisfied	12.5	6.7	6.6
dissatisfied	18.4	10.3	14.3
satisfied	30.6	22.7	23.8
very satisfied	19.5	8.0	6.6
Total	100.0	100.0	100.0

Please evaluate "PSU Financial Aid Program"			
Survey Class	2000	2001	2002
no basis for opinion	33.8	24.6	25.9
very dissatisfied	8.0	4.6	4.3
dissatisfied	12.7	15.2	11.0
satisfied	31.0	37.0	40.2
very satisfied	14.5	18.6	18.6
Total	100.0	100.0	100.0

Please evaluate "PSU Registration Procedures"			
Survey Class	2000	2001	2002
no basis for opinion	32.2	2.3	1.7
very dissatisfied	3.3	5.6	5.3
dissatisfied	9.0	17.6	21.5
satisfied	39.4	54.5	53.1
very satisfied	16.1	20.0	18.4
Total	100.0	100	100.0

Please evaluate "PSU Student Life Services" (clubs, socials, related activities, etc.)			
Survey Class	2000	2001	2002
no basis for opinion	24.4	29.6	28.6
very dissatisfied	1.8	3.3	2.0
dissatisfied	9.2	8.8	5.3
satisfied	40.2	36.9	42.5
very satisfied	24.4	21.4	21.6
Total	100.0	100	100.0

Please evaluate "PSU Dormitories"			
Survey Class	2000	2001	2002
no basis for opinion	11.4	27.1	30.5
very dissatisfied	6.9	6.7	4.6
dissatisfied	13.4	15.6	14.2
satisfied	50.7	37.9	39.1
very satisfied	17.6	12.7	11.6
Total	100.0	100.0	100.0

Please evaluate "PSU Food Services"			
Survey Class	2000	2001	2002
no basis for opinion	17.9	19.6	18.6
very dissatisfied	4.8	14.2	11.0
dissatisfied	11.9	21.9	19.6
satisfied	44.3	36.0	40.8
very satisfied	21.1	8.3	10.0
Total	100.0	100.0	100.0

Skills assessment in "Communicating Effectively" while at PSU			
Survey Class	2000	2001	2002
None	0.3	2.1	0.7
Little	2.3	1.9	2.0
Moderate	22.0	22.7	27.1
Great	44.6	41.0	47.1
Very great	30.8	32.3	23.1
Total	100.0	100.0	100.0

Skills assessment in "Analyzing & Solving Problems" while at PSU			
Survey Class	2000	2001	2002
None	1.2	2.3	0.7
Little	2.9	3.5	1.6
Moderate	20.0	22.5	28.6
Great	48.3	42.9	45.4
Very great	27.6	28.8	23.7
Total	100.0	100.0	100.0

Skill assessment in "Finding Information" while at PSU			
Survey Class	2000	2001	2002
None	0.9	1.9	0.7
Little	3.5	3.5	2.6
Moderate	21.4	25.0	26.4
Great	47.2	42.9	46.2
Very great	27.0	26.7	24.1
Total	100.0	100.0	100.0

Skill assessment in "Quantitative Skills & Abilities" while at PSU			
Survey Class	2000	2001	2002
None	1.7	2.7	1.3
Little	4.2	2.7	2.6
Moderate	22.3	28.9	30.2
Great	47.8	43.5	46.9
Very great	24.0	22.2	19.0
Total	100.0	100.0	100.0

Skill assessment in "Thinking Clearly & Critically" while at PSU			
Survey Class	2000	2001	2002
None	1.2	1.9	1.0
Little	2.9	2.1	3.3
Moderate	15.9	20.0	20.1
Great	50.7	44.5	47.3
Very great	29.3	31.5	28.3
Total	100.0	100.0	100.0

Skill assessment "Computer Literacy" while at PSU			
Survey Class	2000	2001	2002
None	7.4	5.8	3.0
Little	11.1	7.7	9.2
Moderate	26.3	28.2	33.4
Great	31.3	33.6	33.8
Very great	23.9	24.7	20.6
Total	100.0	100.0	100.0

Skill assessment "Civic Responsibility/Public Services" while at PSU			
Survey Class	2000	2001	2002
None	na	9.6	10.5
Little	na	9.6	11.8
Moderate	na	29.0	32.3
Great	na	31.5	31.9
Very great	na	20.3	13.5
Total	na	100.0	100.0

Skill assessment "Ethical Values" while at PSU			
Survey Class	2000	2001	2002
None	na	7.9	6.3
Little	na	8.6	6.9
Moderate	na	26.7	27.0
Great	na	33.0	41.4
Very great	na	23.8	18.4
Total	na	100.0	100.0

Skill assessment "Understanding & Pursuit of Diversity" while at PSU			
Survey Class	2000	2001	2002
None	na	5.0	3.9
Little	na	7.7	6.6
Moderate	na	25.5	22.6
Great	na	35.3	42.3
Very great	na	26.5	24.6
Total	na	100.0	100.0