

Survey: Adult Student Services

Greetings from the Office of Adult Student Services!

It is our hope that your semester is off to a great start. Knowing what your needs are is very important to us. To learn more about the current needs of our adult students, we kindly request you to complete the attached survey. The survey covers a variety of topics including obstacles to completing your degree, questions regarding course offerings, and awareness of services we provide among others. We know that you are extremely busy with school and other obligations, and that you are probably inundated with requests to fill out surveys on a regular basis. For that reason, we've tried to keep the survey short and concise. Your response to the survey is most appreciated and will be kept confidential.

Please complete the survey by February 1, 2008. Results of the survey will be used to gain a better understanding of the needs of our adult students, and will be shared with other offices on campus that can effect change. To thank you for your time and to show our appreciation and encourage participation, there will be a drawing from those who respond for the chance to win one of two \$25 gas cards. Again, thank you for your consideration of this request. As always, if there is anything our office can do for you, please do not hesitate to contact us by phone at 814-732-2701. Please scroll down and select "next" to continue.

Are you aware of the Adult Student Services Office?

Q1

62.5% Yes
37.2% No

Q2

Do you use the Adult Student Services website?

4.7% Yes
89.7% No

Q3

If you answered "yes" to Q2, what items could be added to/removed from the adult student website to make it more useful?

7.2%

Q4

Please select the appropriate response for each question.

	Yes	No
a. Are you aware that as an adult student, you qualify to schedule for classes one day prior to the rest of your class?	75.9%	22.8%
b. Do you check (or have forwarded to another account) your Edinboro University student e-mail account?	87.5%	11.6%
c. Are you interested in any on-campus social activities that are geared to the adult learner?	34.4%	63.4%

Q5

If you answered "yes" to 4c, please list any social activities that you would be interested in.

23.1%

Q6

Please select your level of agreement for each statement.

Strongly Agree Agree Neutral Disagree Strongly Disagree

I believe that Edinboro University offers courses that I need to complete my program at times which fit with my life schedule.	14.1%	37.8%	17.5%	23.1%	7.2%
I fully understand what is needed for me to complete my program.	35.6%	48.1%	11.6%	4.1%	0.6%
Processes and procedures for enrolling are convenient.	26.3%	47.5%	15.0%	8.8%	2.2%

Q7 How did you make your first inquiry for more information regarding Edinboro University?

- 8.4% *Open House*
- 34.7% *Website*
- 36.9% *Phone call*
- 19.7% *Other*
- Please specify other in the box below:*
- 18.8%

Q8 What factors led to your decision to enroll at Edinboro University? (Please mark all that apply.)

- 4.1% *Employer endorsement* 27.8% *Availability of classes to fit around my work and home schedule*
- 15.6% *Degree required for employment* 14.7% *Program accreditation by professional organization or trade group*
- 52.2% *Change of career path* 60.9% *Cost*
- 37.5% *Availability of program I wanted* 60.6% *Convenience of location(s)*
- 11.6% *Time required to complete degree* 14.7% *Other*
- Please specify other in the box below:*
- 15.9%

Q9 I am aware of the following opportunities that Edinboro University offers to accelerate my graduation. (Please mark all that apply.)

- 38.1% *The College-Level Examination Program (CLEP)*
- 40.0% *Competency Exams*
- 41.6% *Life Experience Portfolios*
- 46.3% *I am not aware of any of the above opportunities.*

Q10 Currently, how do you obtain information related to Edinboro University and your schooling? (Please mark all that apply.)

- 53.8% *The Weekly Messenger*
- 18.4% *The Thistle Post Newsletter*
- 88.8% *Student E-Mail Account*
- 65.0% *The Edinboro University website*
- 23.4% *The Spectator*
- 7.2% *Other*
- Please specify other in the box below:*
- 8.4%

Q11 On which of Edinboro's campuses have you taken class - either now or in the past? (Please mark all that apply.)

94.7% *Main (Edinboro)*
48.1% *Erie*
23.8% *Meadville*
9.4% *Online courses*

Q12 On which of Edinboro's campuses do you PREFER to take classes?

50.6% *Main (Edinboro)*
26.6% *Erie*
12.8% *Meadville*
9.1% *Online courses*

Q13 What factor(s) have been an obstacle to completing your degree? (Please mark all that apply.)

20.9% *Childcare*
30.6% *Time required to complete degree*
65.9% *Availability of classes to fit around my work and home schedule*
22.8% *Cost*
22.8% *Other*
Please specify other in the box below:
26.3%

Q14 What offices or services have been most helpful to you in completing your degree? (Please mark all that apply.)

59.1% *Financial Aid*
36.3% *Scheduling*
41.3% *Advising*
8.1% *Tutoring*
13.4% *Adult Student Services*
13.1% *Other*
Please specify other in the box below:
16.9%

Q15 OPTIONAL: If you would like to be considered for the gas card drawing, enter your name and phone number/email below. *Your name will not be associated with your survey responses.*

Name: 90.9%
Phone Number: 88.8%
Email: 90.6%

Thank you!
Please select [submit] to send us your reply.

Summary of Answers to Open-Ended Questions Survey: Adult Student Services

Q3 Suggestions for Adult Student Services Website

Total Responses: 23

Unaware that it existed: 30%
Happy with present site: 22%
Site difficult to find/Add “Adult Student Services” to keyword search: 13%
Add all scholarships available (not just adult scholarships) to “Scholarships”: 9%
Add Shared Commuter Info: 4%
Provide a more thorough list of contacts for various offices on campus: 4%
Provide more Financial Aid Awareness reminders: 4%
Add information related to commuter’s lounge: 4%
Add deadlines for summer classes: 4%

Q5 Suggested Adult Learner Social Activities

Total Responses: 74

Unaware of any activities, but interested: 31%
Social Meet & Greet to plan adult activities: 22%
Dinner/Dance: 9%
Academic Related Groups: 8%
Sports/Fitness Groups: 8%
Family Oriented Events/Activities: 7%
Study groups/Adult tutors: 5%
Business, Leadership, Networking Opportunities: 5%
More Commuter Lounges: 4%
Academic, Financial, Career Lectures/Speakers: 4%
Concerts: 4%
Too Busy for Social Activities: 4%
Fundraiser/Awareness Campaign for Various Causes: 3%
Yoga: 3%
Bowling: 3%
Dancing Group: 3%
Daycare: 1%
Fencing: 1%
Spanish Club: 1%
Chess Club: 1%
Over 30 & Single Group: 1%
Women’s Group: 1%

Q7 How did you make your first inquiry for more information regarding Edinboro University?

Total Responses: 60

Self Directed Visit/Inquiry: 34%
From Family/Friend: 13%
Was a former EUP student: 12%
From Alumni: 8%
From family member enrolled at EUP: 7%
Meadville Office: 7%
EUP Employee (Is one/from one): 5%
From Work: 3%
Newspaper, Online, Mailings: 2% each
AA sponsor: 2%

Q8 What factors led to your decision to enroll at EUP?

Total Responses: 51

Was a former EUP student: 18%
Change in life circumstance: 18%
Misunderstanding/False Information: 8%
Ease of Enrollment & Credit Transfer: 8%
Other alumni/students: 8%
Familial Ties to EUP: 6%
Accessibility for Disabled Individuals: 4%
Financial Aid: 4%
Academic Reputation: 4%
Specific Programs: 4%
Military Affiliation (V.A., ROTC): 4%
Career Enhancement: 4%
Location: 4%
Full-time Employee Benefit: 4%

Q10 How do you obtain information related to EUP and your schooling?

Total Responses: 27

Other Students: 45%
Professors: 37%
On-Campus Postings: 7%
The University Center: 7%
Blackboard: 4%
Radio Announcements: 4%
SCOTS: 4%
Departmental Secretaries: 4%

Q13 What factors have been an obstacle to completing your degree?

Total Responses: 85

Class Scheduling Conflicts: 21%
Extenuating Life Situations: 20%

Travel Issues (Commute, gas prices, etc...): 15%
No Obstacles to speak of: 14%
Limited classes & support in Erie: 8%
Required classes unrelated to degree: 7%
Limited Online/Summer/Night classes: 7%
Lack of information/Misinformation (Procedural/Graduation Requirements):6%
Unresponsive Professors: 4%
Discrimination against Adult Learners: 4%
Limited experience with computers: 1%
Limits of tuition waiver: 1%
Lack of “testing-out” opportunities: 1%

Q14 What offices or services have been most helpful in completing your degree?

Total Responses: 55

None: 18%
Program Departments & Staff: 16%
Faculty: 16%
Self-Reliant: 13%
Act 101: 13%
SCOTS: 5%
Adult Student Services: 4%
OSD: 4%
Bursar’s Office: 4%
TAA Support: 2%
Program Requirement Sheets: 2%
ROTC: 2%
Records & Registration: 2%
Other Students: 2%
Career Services: 2%
The Head at Porreco: 2%