PennState
World Campus

STUDENT EXPERIENCE SURVEY

2025

Executive Summary

To improve our processes and practices at the Penn State World Campus we have implemented a biannual student experience survey. In the fall of 2024 and spring of 2025, we administered the World Campus Student Experience Survey. In the fall, survey invitations were sent to all Penn State World Campus students. In the spring, survey invitations were sent to Penn State World Campus students who had not completed the survey in the fall as well as any new students. Across both administrations, the survey was sent to 16,125 unique students. Of those, 1,571 (9.7%) completed the survey.

Satisfaction

- Students' overall satisfaction rating was 80% (4.2 on a 5-point scale).
- 86% of students indicate they would enroll in another Penn State World Campus course based on their experiences.
- Satisfaction with the value of a Penn State World Campus education relative to cost was 64% (3.8 on a 5-point scale).

Student Motivations and Perceived Benefits

- The top reasons students chose Penn State World Campus were:
  - Having the desired academic program
  - Wanting a Penn State degree and needing to do so online
- The most frequently cited benefits of the Penn State World Campus student experience were:
  - Improving time management abilities
  - Advancing skills and improving job effectiveness

Affinity and Belonging

- 82% of students reported a high affinity with Penn State World Campus (4.2 on a 5-point scale).
- 80% of students agreed that they feel they belong at Penn State.

Institutional Challenges

- Students would like to see improvements in Penn State World Campus courses related to:
  - Better delivery or structure of courses.
  - More communication and interactions with faculty

Survey Methods

Survey Description

The World Campus Student Experience Survey was designed to obtain feedback from Penn State World Campus students regarding their experiences interacting with various aspects of Penn State World Campus. This includes experience and satisfaction questions regarding course work; awareness, use, and satisfaction with student support services; advisor interactions; affinity with Penn State World Campus; identity; and belonging.

Survey Distribution

The survey was sent to 16,125 undergraduate and graduate students with the home campus of Penn State World Campus. One invitation and at least two reminder emails were sent.

Determining Institutional Challenges

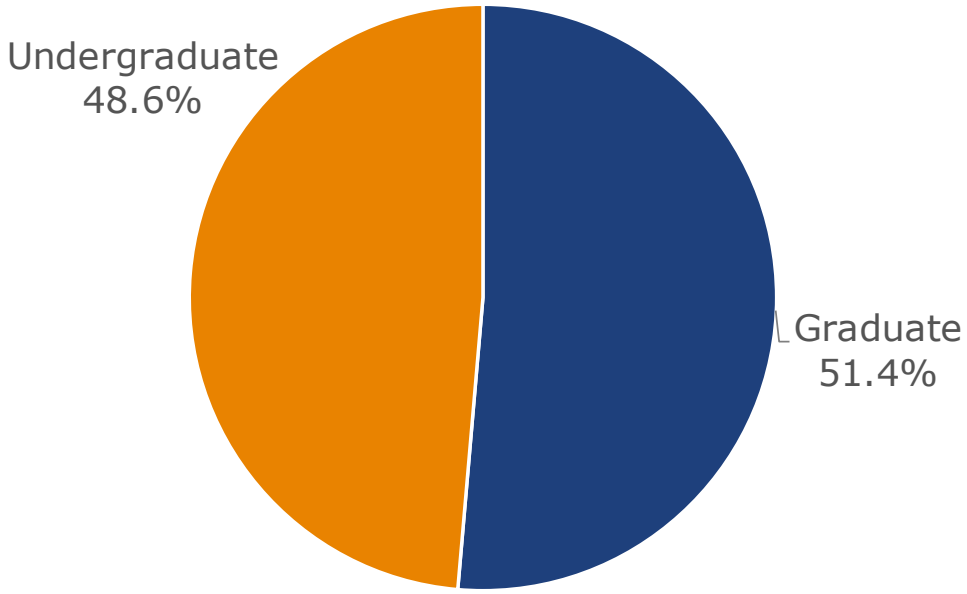
Challenges were themes that emerged from responses to the open-ended question "What improvements would you suggest for Penn State World Campus courses?"

Limitations

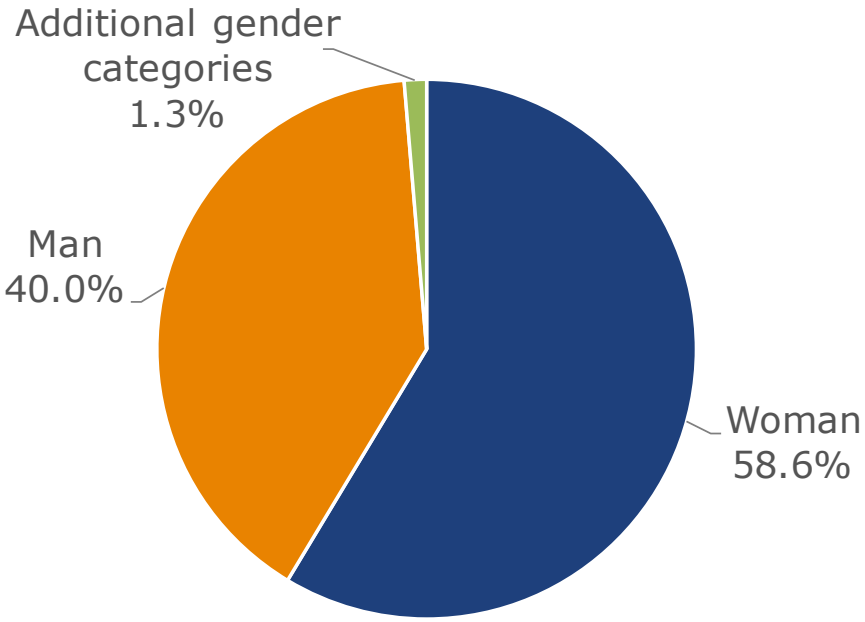
Due to the low response rate, data from this survey cannot be generalized.

Survey Demographics: 1,571 Participants

Student Level

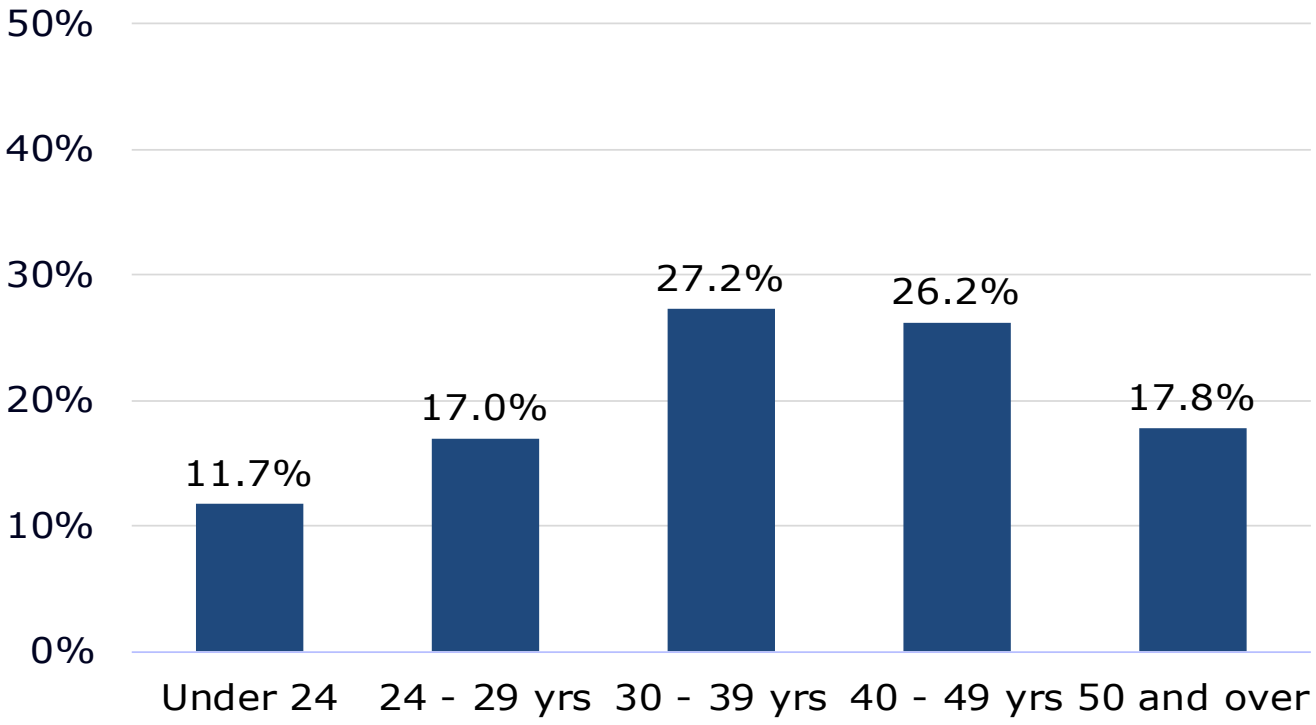


Gender



Survey Demographics: 1,571 Participants (Cont.)

Age



Race and Ethnicity

Category	Percent
White - Not of Hispanic Origin	67.6%
Hispanic or Latino	10.8%
Black or African American	6.9%
Asian	4.7%
International	4.1%
Multiple Ethnicities Indicated	3.0%
Undeclared / N/A	2.6%
American Indian or Alaska Native	0.3%